



**REQUEST FOR PROPOSAL ADDENDUM
PURCHASING OFFICE
CITY OF AUSTIN, TEXAS**

**REQUEST FOR PROPOSAL: GAL0024 ADDENDUM NO. 3
DATE OF ADDENDUM: June 24, 2016**

This addendum is to incorporate the following:

1. The following person is hereby added as the Authorized Contact until 7:00am CDT on July 5, 2016:

Terry Nicholson
Senior Buyer Supervisor
512-322-6586
terry.nicholson@austinenergy.com

2. The agenda and handout from the Pre-proposal Meeting are attached.

- Q1. Is it required that the Development environment also be located in the cloud or can this be located on the premises of the support partner awarded to perform the work?
- A1. AE has a strong preference for all FileNet environments to be in the cloud with the same provider to ensure consistency with security, patching, administration, and ease of management.
- Q2. Please describe the purpose of the Oracle Database server with Data Analytics.
- A2. The Oracle Database server with Data Analytics does not exist in the current environment. Vendor should propose options for providing reporting.
- Q3. Please describe the purpose of the Infobright – My SQL server. What is the estimated disk space required for the MySQL DB?
- A3. Any proposal does not have to worry about installation and maintenance and data storage of the Infobright-MySQL Server. This is an internally hosted database server used for a local data warehouse. The proposal should, however, provide appropriate connection strings and authorization/permissions for a nightly data dump from the production database servers into this internally hosted My-SQL server, at a minimum, or provide for data warehouse functionality otherwise, as the data warehouse is populated with the document and folder data from the production FileNet system and used so that queries and reports can hit a non-production repository.
- Q4. Please provide the existing AE SSO standard.
- A4. IBM Tivoli LDAP for non-Microsoft solutions (UNIX/WAS). Active Directory for Microsoft solutions (like Windows/.NET).
- Q5. What is Austin Energy's Recovery Time Objective?
- A5. By start of next business day, CST
- Q6. What is Austin Energy's Recovery Point Objective?
- A6. 24 hours

- Q7. What is the total size in GB for the content?
- A7. Used Space: Component Manager 19GB; Verity and Content Engine 235 GB; Process Engine 27GB; Rendition Engine 20GB
- Q8. A Rendition Engine server is not listed in the architecture. However, in section 7, there is a requirement for the ability to publish. Should a Rendition Engine Server be added to the architecture?
- A8. The architecture should include the components necessary to retain the ability to publish documents in a PDF format with appropriate versioning information in the document footer. Rendition Engine is the method of accomplishing that in the current 4.5 installation. If that ability is preserved in a different or new component, that is acceptable, provided the functionality remains available.
- Q9. Will the Oracle license be provided by the Vendor or by AE?
- A9. AE will provide Oracle Licensing
- Q10. What is the current fixpack level on the FileNet 4.5 ? What is the current version of the BPF ?

A10.

| FileNet P8 Component | P8 Version | Patch Level |
|-----------------------------------|-------------------|--------------------|
| Content Engine | 4.5.0 | 4.5.0-002 |
| Process Engine | 4.5.0 | 4.5.0-001 |
| Application Engine | 4.0.2 | 4.0.2.004 |
| Business Process Framework | 4.0.1 | 4.0.1.003 |
| eForms | 4.0.2 | 4.0.2-004 |
| Records Manager | 4.5.0 | 4.5.0-001 |
| Process Analyzer | 4.5.0 | 4.5.0 |
| Rendition Engine | 4.5.0 | 4.5.0 |
| Content Collector | 2.1 | 2.1 |

- Q11. How many object stores are present in the current FileNet 4.5 environment?
- A11. 12 – four each in three environments (Dev, Test, and Prod)
- Q12. Do we have two separate FileNet environment for the two workgroups PIREs and ECP respectively? If so, should we have separate DEV, SIT and PROD for PIREs and ECP?
- A13. No, they share the same environments.
- Q13. From the RFP it is understood that the proposed PROD environment is to be setup on the Windows Server. The existing system is on AIX box. Is there any specific reason for moving out from the current AIX system to windows?
- A13. As the vendor will be managing the infrastructure, they should propose OS
- Q14. What is the product that is opted for Data Analytics?
- A14. There is no current product in place.
- Q15. It is noticed that Rendition Engine is part of existing architecture but also noticed that it is not part of the proposed stack. Do we need a rendition engine in the To-BE system?

- A15. The architecture should include the components necessary to retain the ability to publish documents in a PDF format with appropriate versioning information in the document footer. Rendition Engine is the method of accomplishing that in the current 4.5 installation. If that ability is preserved in a different or new component, that is acceptable, provided the functionality remains available.
- Q16. What is the purpose of infobright-mysql? Does SQL Server has any other usage apart from rendition engine in the proposed components list?
- A16. Any proposal does not have to worry about installation and maintenance and data storage of the Infobright-MySQL Server. This is an internally hosted database server used for a local data warehouse. The proposal should, however, provide appropriate connection strings and authorization/permissions for a nightly data dump from the production database servers into this internally hosted My-SQL server, at a minimum, or provide for data warehouse functionality otherwise, as the data warehouse is populated with the document and folder data from the production FileNet system and used so that queries and reports can hit a non-production repository. The SQL Server component used for rendition engine is not the same as the Infobright-MySQL Server. Two different products, two different instances.
- Q17. What would be the number of users who would be accessing the environment?
- A17. 500-1,000 (<250 would be accessing concurrently)
- Q18. How many concurrent users are expected to access the environment?
- A18. 500-1,000 (<250 would be accessing concurrently)
- Q19. How many documents are ingested in a given day?
- A19. Currently, several dozen to a hundred. Going forward this will depend on the size of the group using the application – for a full blow EDMS/ERMS/RMS it is about 500 a day (organization wide)
- Q20. What is the average size of each document that is currently present in the system and what is the average size of document that is getting ingested?
- A20. Approximately 250 GB in approximately 200,000 files.
- Q21. How many properties are being updated for each document that is ingested?
- A21. Up to 25 or 30.
- Q22. How many documents are viewed on an average in a day by a typical business user?
- A22. Several dozen for frequent users.
- Q23. What is the total volume of the existing objects (in GB) ?
- A23. Approximately 250 GB in approximately 200,000 files.
- Q24. Specify the percentages of files that will be declared as records?
- A24. 100% non-records should NEVER be placed in the EDMS/ERMS system
- Q25. What percentage of user created files will be declared as records automatically (ZeroClick) ?
- A25. The user should have to populate via drop down all fields to determine which repository this record will fall into (with the exception of one to two metadata fields) – No ZeroClick should be used
- Q26. What percent of user created files will be declared as records manually?

- A26. 100% should be declared once the pertinent metadata is filled out and they chose the declare a record function – no auto
- Q27. What is the estimated number of property based searches per active user during a typical day?
- A27. Currently, no more than a dozen; however, this depends on the size of the group using the application and the amount of records they have in the system. On average 40 searches a day for a given user with a robust system searching across libraries.
- Q28. How many Case Types are there in BPF?
- A28. Three.
- Q29. How many custom applications have been developed - apart from NCCAPAI, DMS and Document Training applications and document repository?
- A29. None apart from those listed.
- Q30. Are the applications mentioned customized BPF applications ? Can you please provide Architectural details?
- A30. Yes. Unsure of how to answer architectural details.
- Q31. Please provide details of Event handlers (both Java and Javascript) in BPF if any
- A31. This moves us to the new FileNet architecture AE believes that the new v5.2 doesn't use Java/Javascript handlers.
- Q32. Please provide details about the screen validations implemented in BPF.
- A32. The validations are: Attachments present and Select a status before item moves to next stage of the workflow.
- Q33. Are there any Custom Tool or Custom Tab developed in the current implementation of BPF? If yes, provide the functionality and implementation details.
- A33. The upgrade would render this obsolete.
- Q34. Is there any integration with external system/s with BPF. If yes, provide details.
- A34. Active Directory and Tivoli Identity Manager/ Tivoli Asset Manager are used to validate security roles and employee login details.
- Q35. Please share details on the 5 Workflows being serviced and the changes in scope as part of the Migration.
- A35.
- a. Note correction that the scope of this work involves 3 workflows:
 - i. Document Management
 - ii. Non-Conformity, Corrective Action, and Improvement (NCCAPAI)
 - iii. Training Management
 - b. Document Management
 - i. Users move documents through the workflow (via case object) and obtain reviews and approvals prior to sending the document through the publishing server. The publishing server then affixes a footer containing the effective date, version, and "Uncontrolled When Printed" required elements.
 - ii. Workflow files the document (PDF version) into the appropriate folder location as specified by metadata during the upload process.
 - iii. Audit history is maintained of actions taken while the case is open and is searchable
 - iv. Document metadata is searchable: author, approver, reviewer, process information, keywords, effective date, version history, and regulatory version information
 - c. Non-Conformity, Corrective Action, and Improvement (NCCAPAI)

- i. Users record non conformities (via case object) with descriptions and individual action items
 - ii. Cases are assigned to a group; action items are assigned to an individual. Cases and action items have separate due dates and descriptions. Evidence of action item completion can be attached to the case.
 - iii. Cases are searchable and auditable.
- d. Training Management
- i. Individual case objects are created with attached PDF documents and sent to specified viewers (Trainees) who are required to train on those specified documents.
 - ii. Once the Trainee has reviewed the document, there are options available to either state the review is complete and no additional action is needed (this closes the case), the Trainee needs clarification on the document, or the Trainee received the document in error.
 - iii. All cases are searchable and auditable.

Q36. Are there any component Integrators/ BPF Operations in the workflows? If yes, please provide details.

A36. The upgrade would render this obsolete.

Q37. How many dynamic pick lists exist in BPF and how many needs to be created? Are these values are static or these values should be fetched from some other system?

A37. None of the current pick lists are dynamic. All values exist in Active Directory and FEM. There are approximately 540 values between all lists

Q38. Is the current FileNet system integrated with Office 365, SharePoint, ServiceNow?

A38. No.

Q39. Reference sec 7.2.3.8, does the "summary screen" refer to the the custom application for the DMS? Please provide further details.

A39. Summary screen refers to the landing page a user sees when accessing their documents via a drill down method in Workplace. The screen displays metadata information about documents in the folder the user has selected, and includes both the native version and the PDF version in this view. It is not a custom view or application.

Q40. How many business areas/LOBs will have to be brought under the purview of Records Management?

A40. The implementation should support multiples lines of business; however, only one line of business is scoped within the project.

Q41. What is the volume of documents / data that need to be records managed?

A41. Approximately 3.2M files (3.6 TB) need to be reviewed and a percentage will be identified as records.

Q42. Should the records be managed at the document level or at unique index attribute level (ex. Contract, member etc)?

A42. Part of this project is to define how the content should be managed based on vendor expertise with similar implementations. But anticipated a mixture of both should be used based on the extenuating circumstances around the records – it will be unique based on record series, confidentiality, team use, etc.

Q43. If records need to be managed at the document level, what are the existing document / content repositories that RM system should interact with?

A43. Corporate file share, SharePoint, ServiceNow

Q44. Will the retention / disposition schedules be based on external events (contract closed date, cancellation date etc.) or will the schedules have fixed / time based retention (ex. Retention period of XX years from the time a record was created)

- A44. External Events.
- Q45. How many external systems should RM interact with, for information? Ex., Closed events from Admin Systems (Golden copy of Data), existing app databases etc.
- A45. A minimum of 2: IBM Identity Manager/IBM Access Manager and Active Directory.
- Q46. Do we have any retention policies that are enforced internally? If yes, please provide details.
- A46. Yes. We are bound by the City of Austin Records Control Schedules, there are three specific control schedules for Austin Energy. This project centers on the Control Schedule for Operations.
- Q47. Please describe current data destruction process.
- A47. Electronic documents are manually destroyed based on their retention period; requires approval of business owner and records manager. Must be documented with a records disposition log.
- Q48. Do we have Document classifications on which retention policies will be applied?
- A48. Yes. Based on content types documented in the Records Control Schedule.
- Q49. What are the RM reporting requirements?
- A49.
- a. logs or audit trails that document edits and views of records.
 - b. identify records eligible for disposition based on defined triggering events and dates.
 - c. The system's back-up strategy must be analyzed to ensure that copies of records on backups
 - d. are not retained excessively beyond the destruction of the originals.
 - e. A log of litigation and other holds should be maintained so that records can be released from
 - f. holds when litigation, audit, or public information requests are resolved.
 - g. Destruction logs must (a) show a minimal set of metadata sufficient to uniquely identify the records purged; (b) show
 - h. who approved and who executed the destruction, and the dates on which these events took place; (c) SECTION 0500 29
 - i. reflect compliance with an approved, written standard operating procedure; and (d) be retained permanently.
 - j. User/ Permission reports – user name, group, access etc.
 - k. Access reporting – reports of unauthorized access attempts from front and back end
 - l. All standard system reporting including change logs at the user and admin level
 - m. Usage reports – at user, library, series, and so on level
 - n. Metrics in work load (user level), declaration (user level), system review (rec admin level)
- Q50. Is it the intent of AE to keep the 3rd Party Hosting separate from the rest of the services provided? Or can we provide a complete end-to-end solution that includes hosting (Hosting and Services provided by one contractor)?
- A50. Proposer must provide an end-to-end hosted solution.
- Q51. Is AE planning to retire the current FileNet licenses & Hardware or planning to transfer the new set up ?
- A51. AE retires hardware and retains licenses. Monthly fee will include hardware + hosting + services fee.
- Q52. Does AE favor a US-based hosting site vs. an offshore data center? Or are there any geographic restrictions on hosting locations?
- A52. As per the RFP, all hosting services shall occur in the US; all data will reside/remain in the US.
- Q53. Would cloud management be included in the hosting proposal or will AE manage their own cloud infrastructure?

- A53. All cloud management shall be included in the hosting proposal.
- Q54. Any preference on the mode of connectivity like MPLS, VPN between AE and hosted site?
- A54. VPN Connection or dedicated private circuit.
- Q55. Does the Datacenter needs to be a dedicated one (or) can it be a collocated one still ensuring single tenant condition is met? Do you require redundant facilities or just one location?
- A55. Single tenancy is a requirement of the database. The physical infrastructure could be co-located.
- Q56. What are the upstream and downstream applications that use FileNet? Will they continue to be inside the premises of AE. Will they fall under the support scope? Can you please share short description of the main functionality of the application that needs to be supported?
- A56. There are no upstream or downstream applications in the scope of this RFP for which support services will be needed. However, any integrations established to support the project are in scope.
- Q57. What is the level of customization involved in each of the applications in scope (including Workplace, Workplace XT)? What is the state of documentation for each of those applications? Can you please provide details of all third party integrations with the applications in scope?
- A57. The heaviest customization involves providing a publishing server with the ability to publish documents of any file type and size with the appropriate footer into a PDF to fulfill ISO requirements. There is a custom LDAP sync in place to allow security role changes to be updated up by FileNet from Active Directory.
- Q58. Are there any tools used by AE for FileNet system monitoring? Please share details.
- A58. Vendor should propose.
- Q59. Are there any standard architecture development guidelines that needs to be followed? Please share details.
- A59. Yes. Reference the architecture diagram in the Scope of Work.
- Q60. What are the different input channels through which documents are ingested into FileNet (like ICC, Fax, Email etc)? Can you please confirm whether they would also be in the scope of migration?
- A60. Documents are uploaded to FileNet via in network devices.
- Q61. Is AE open to a hybrid onsite-offshore project team structure?
- A61. Offshore teams may not view/download Personally Identifiable Information (PII). AE will review if the nature of the work is administrative or infrastructure support. Additional security controls (administrative and technical) may be required to address security and risk requirements. All data and data centers must exist and remain in the U.S.
- Q62. What is the current ticketing tool being used? Will it be the preferred tool to be used post migration? Or would AE be expecting a ticketing tool to be provided by Vendor?
- A62. AE ServiceNow implementation (cloud) or Proposer may propose.
- Q63. What are the current Support & Maintenance team size and the distribution across different categories?
- A63. Support is currently provided by a small internal team of 3-5 employees providing application-level support, and a vendor and internal IT teams providing system support for patching, troubleshooting, etc. The vendor team has programming expertise and the database and network tasks are handled by AE IT personnel.
- Q64. What will be the current ticket backlog volume? Please share with associated severity and class of tickets (incidents/enhancements/service requests).

- A64. Enhancements will be communicated through requirements in the design phase of the project.
- Q65. What is the current average daily ticket inflow volume? What will be the anticipated peak ticket volume in a given week? Can ticket volume for the past 6 months be shared?
- A65. Five requests daily average, 15-20 a day peak. Tickets are handled through multiple channels so past six month data not readily accessible.
- Q66. What would be the number of releases that would happen in PROD & Non-PROD? Please share the frequency. Are there any automated deployment tools used by AE?
- A66. Frequency of releases would be quarterly on average. There are no existing automated deployment tools used internally for FileNet 4.5
- Q67. What are the expected documentation to be delivered?
- A67. Vendor may suggest format; area for documentation are noted in the proposal.
- Q68. Can you please share details on the planned frequency for refinement/fixes?
- A68. Frequency of releases would be quarterly on average.
- Q69. Do we have the current benchmarks on performance testing? Are there any new NFRs expected after the migration? We assume that if performance testing is in scope AE will provide nonfunctional requirements related to performance and security (example: Web Access logs, DB logs, Application Performance Report etc.). Please confirm.
- A69. No.
- Q70. If there are no performance benchmarks available, does AE expect the service provider to involve in benchmarking the performance metrics during pre-migration and post migration?
- A70. Yes.
- Q71. Are there reusable Test cases and test scripts currently available? Or should we develop new scripts in collaboration with the AE Service Validation Team?
- A71. New scripts will most likely be needed as the workflows will change at least in part as part of the migration. AE will assist in the creation of new test scripts.
- Q72. What are the testing tools currently in place today for test management, defect management, automation, performance and others?
- A72.
- a. Test Management – Zephyr or JIRA
 - b. Defect Management – Atlassian JIRA, ServiceNow
 - c. Automation – IBM Rational Functional Tester
 - d. Performance – IBM Rational Performance Tester
- Q73. Are there any specific ETL Tool available to Extract, Transform and Load activities for Data Migration?
- A73. Though AE has ETL Tools, it's unclear on the purpose of the question, and the relevance of those tools to this engagement; there is no tool that would be able to perform a migration of FileNet data.
- Q74. Are there any testing specific metrics baselined and KPIs that are collected and reported currently? If Yes, can you please share info?
- A74. Standard metrics are tracked. Script execution metrics. Defects Metrics, etc.

- Q75. Is Test data services in scope for QA? If so, how frequently do you refresh data obtained from the production dump?
- A75. Yes and will be determined as part of the test plan.
- Q76. Is it wise to assume that AE provide the required test environment or it is expected of the service provider to maintain and provision required test environment (integration systems) ?
- A76. Service Provider must maintain and provision.
- Q77. With respect to data migration testing, is it only testing of data extraction/ cleansing or is the testing for data transformation and loading also in scope?
- A77. Yes, end to end data migration testing should be in scope. Further discussion needed for all types of data migration testing.
- Q78. May multiple statement of works be used for the different project components (upgrade, migration, managed services)?
- A78. All are part of the overall scope of this RFP. The format or breakdown of those into smaller components is fine such that all are covered.
- Q79. Are DIR contract vehicles preferable, if eligible?
- A79. No. This Solicitation is not associated with the DIR. Responses shall be based on the terms of the Solicitation.
- Q80. Will the contracts be with Austin Energy or the City of Austin?
- A80. Austin Energy is a department of the City of Austin. The user of the Contract is Austin Energy. The Contract is with the City of Austin.
- Q81. Could a vendor submit a services proposal referencing an existing Master Services Agreement or Customer Agreement with the City of Austin, or would Austin Energy require their own specific agreement?
- A81. This is for a stand-alone agreement.
- Q82. Is it the expectation that AE entitlement and licenses will be used for the IBM Licensing, and that AE will continue to maintain entitlement?
- A82. Yes.
- Q83. Under Section 5.2.4 the RFP Specifies monitoring and proactive alerting for the entirety of the FileNet system. Are you looking for standard system reporting and alerting, or specific to FileNet processes, state etc. Looking to determine the level of reporting and if host needs to include enterprise monitoring tool similar to IBM Enterprise Content Management System Monitor or equivalent.
- A83. Vendor should be able to monitor at the process level to ensure adherence to SLAs.
- Q84. Under section 5.2.8 Provide major upgrade support. You specify that major upgrade support is a requirement of the contractor, yet outline responsibility for evaluating of product functionality (5.2.9) and outline deliverables including cost estimation in section 5.2.11. To clarify, major upgrades will be included in the managed services cost, or will contractor submit cost estimates and delivered under separate agreement or change order?
- A84. Major upgrades are not included in the managed services cost. The vendor will submit cost estimates for upgrades under a change order.
- Q85. Under Section 5.4 Managed Services – Technical Requirements the RFP specifies the following operating systems and databases: Microsoft Windows Server 2012 R2, MS SQL 2014, Oracle. Can you please explain why these are specified, i.e. if required for integration or other reason?

- A85. As the vendor will be managing the infrastructure, they should propose OS; however Austin Energy will provide Oracle licensing.
- Q86. Would AE consider alternative platforms (OS, Databases)?
- A86. As the vendor will be managing the infrastructure, they should propose OS; however Austin Energy will provide Oracle licensing.
- Q87. Under section 7.2.4 Must have publishing method, and while the Rendition Engine is included in your Environment diagram in section 8.0, it is not referenced under section 5.4. managed technical services.
- A87. The architecture should include the components necessary to retain the ability to publish documents in a PDF format with appropriate versioning information in the document footer. Rendition Engine is the method of accomplishing that in the current 4.5 installation. If that ability is preserved in a different or new component, that is acceptable, provided the functionality remains available.
- Q88. Can you confirm that it needs to be included in the new hosted environment, can you confirm that AE has entitlement for Rendition engine.
- A88. The architecture should include the components necessary to retain the ability to publish documents in a PDF format with appropriate versioning information in the document footer. Rendition Engine is the method of accomplishing that in the current 4.5 installation. If that ability is preserved in a different or new component, that is acceptable, provided the functionality remains available.
- Q89. Under Records Management section 9.4.5.4 you reference Stored IQ (or other agreed on tool)?
- A89. Yes.
- Q90. Does AE have entitlement for StoredIQ, or will this be procured by AE outside of this contract, or should be included.
- A90. AE to procure.
- Q91. Where is the content stored currently? (Database storage or file storage)?
- A91. Corporate File Share, SharePoint, ServiceNow (cloud-hosted). Properties are stored in an Oracle database; files are in a SAN (Storage Area Network).
- Q92. What are the peak and off-peak hours of document ingestion?
- A92. Peak: 8:00 am to 5:00 pm. Off-peak: 5:00 pm to 08:00 am.
- Q93. What is approximate document ingestion rate?
- A93. Several dozen to a hundred a day.
- Q94. Are there any external databases integrated with ECM for data lookup or similar integration? Please describe.
- A94. No.
- Q95. Are there any legacy applications which are retrieving documents / data from FileNet environment?
- A95. No.
- Q96. Are there any in-flight workflows? Will they be completed before migration takes place?
- A97. No.
- Q97. Do you plan to scrub or other modify, meta data during the migration, e.g. remove SSNs, add data fields, etc.?

- A98. Yes.
- Q98. Is there any need for content-based retrieval in the new FileNet P8 system?
- A98. Yes.
- Q99. For Records Manager, approx how many records are expected to be created per year?
- A99. Approximately 3.2M files (3.6 TB) need to be reviewed and a percentage will be identified as records. Approximately 400K files are created/year; a percentage of these will be records.
- Q100. Any workflow or custom notifications required before records manager sweep runs for records deletion?
- A100. Yes.
- Q101. Records Management – Is on-prem acceptable for the implementation of RM? Or is it Cloud only?
- A101. No. Cloud only.
- Q102. There are 3 installations in the City identified – is the plan to move all 3 up into the cloud content storage?
- A102. This RFP is only for those specified in the Scope of Work.
- Q103. Are there other repositories in the city that they want to rollup to this cloud implementation (i.e. fileshares, other repositories, etc.)?
- A103. This RFP is only for those specified in the Scope of Work.
- Q104. Can the managed service be provided by multiple vendors with one being the primary point of contact for the city, or does it need to be all provided by a single vendor? (i.e. can the vendor use a hosting service but provide the first point of contact, admin support, etc.?)
- A104. The City requires a proposal inclusive of all specified services. Proposer may include subcontractors as applicable. Reference the Compliance Plan (Section 0900).
- Q105. Can a vendor bid on components of this RFP? Could a vendor provide a bid on just the managed services? Could they bid just on migration and Records Management?
- A105. The City requires a proposal inclusive of all specified services. Proposer may include subcontractors as applicable. Reference the Compliance Plan (Section 0900).
- Q106. Does ISO 9001:2015 (p24) apply to the managed services, the environment or the entire project?
- A106. AE utilizes FileNet document repositories and workflows to adhere to the ISO 9001:2015 standard for applicable ISO registered business units. ISO 9001:2015 applies only to the handling of our documents in the system.
- Q107. For Records Manager – is there more information and details on expected volumes, complexity, etc. Also, are there emails, and other platforms where the content will be coming from?
- A107. Approximately 400K files are created/year; a percentage of these will be records.
- Q108. Do you have the requisite licenses of required software (Content Manager) to be deployed in the cloud, or does the bid need to include those licenses?
- A108. Austin Energy has required licenses.
- Q109. StoredIQ is mentioned in the Records Management section. Is the expectation that this would be deployed as a managed service or as a point solution for initial ingestion only?
- A109. Point of initial ingestion as part of each project/line of business on-boarding.

PRE-PROPOSAL CONFERENCE AGENDA

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|---------------------|
| Date: June 16, 2016 |
|---------------------|

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|---------------|
| Time: 1:00 PM |
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1. Opening/Welcome:

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|----------------------|------------------------------------|
| Solicitation Number | RFP GAL0024 |
| Project Description: | FileNet Managed Services & Hosting |

2. **Sign-in:** All attendees shall sign in.

3. **Introductions:** Introduction of City staff. Attendees shall identify themselves and the company they represent.

4. **Project Information:** Explanation of Proposal closing date and time and the time for submission of the Compliance Plan, if applicable.

| | |
|---------------------------|---------------|
| Closing Date | July 14, 2016 |
| Time Proposals are Due | 2:00 PM |
| Time Compliance Plans Due | 2:00 PM |
| Buyer's Name | Gage Loots |

Submission of Offers: Review of Cover Sheet

- A. **Mailing:** Offers must be returned in a sealed envelope or container marked on the outside with the Offeror's name, address, solicitation number, and the closing date and time. Telegraphic or facsimile Offers **will not** be accepted. Address:

City of Austin
Purchasing Office
Municipal Building
124 W. 8th St., Rm. 308
Austin, Texas 78701
(512) 974-2500

Note: Proposals not submitted in a sealed envelope or container will not be considered. Proposal submitted late will not be considered. It is the responsibility of the Proposer to ensure that their Proposal is received before Proposal closing time. There are no exceptions.

5. General Solicitation Requirements: (Presented by Purchasing)

- A. Please remember that Sections 0100 (Definitions), 0200 Solicitation Instructions, and 0300 (Standard Purchase Provisions) are incorporated into this solicitation and subsequent contract by reference. These documents can be located on line at <http://www.austintexas.gov/department/standard-bid-documents>.

Section 0100, Purchase Definitions
Section 0200, Solicitation Instructions

- B. Section 0300 Standard Terms and Conditions and Section 0400, Supplemental Terms and Conditions:

These two sections comprise the basis of all City contracts. It is important that you are aware of these terms and conditions and discuss them with the necessary parties within your firm and identify in your response any exceptions to these terms and conditions. Should your firm be the recommended vendor and should you take exceptions that your response did not disclose, your response may be deemed non-responsive at that time.

- C. Supplemental Purchase Provisions, Section 0400, these augment the Standard Terms and Conditions; they will be incorporated into any resultant Contract.

- D. Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying: From the moment that the solicitation was issued until the contract is executed, all communications regarding this solicitation must go to the Authorized Contact Person, Gage Loots. This requirement is necessary to maintain the integrity of the solicitation process and ensure that all

proposers have the same opportunity. **Any representation to anyone else may result in the Offer being disqualified from consideration from award.**

E. Questions: All questions will be answered via an addendum posted on our website.

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office no later than 8:00 AM on June 20, 2016. Submissions may be made via email to gage.loots@austinenergy.com.

6. Documents due with Proposal

Proposal Preparation Instructions and Evaluation Factors (Section 0600) details exactly what the City expects a submitted Proposal to contain and the order in which the documents are to be presented. It also details evaluation criteria and weight.

We will go through this document in its entirety.

*** Please note that this is the base information that we need in order to evaluate. This proposal is your opportunity to show us why your company is the best to meet our needs. Do not assume that we know anything about your company. Be thorough. ***

7. **MBE/WBE Procurement Program**, Section 0900: A representative from the City's Small and Minority Business Resource Department (SMBR) will explain the compliance plan. This project has project participation goals for subcontracting set at 3.57% African American, 1.75% Hispanic, 0.95% Asian/Native American and 3.07% WBE.

8. Scope of Work

AUSTIN MINORITY NEWSPAPERS

Capital City Argus News

PO Box 140471
Austin, TX 78714-0471
512-926-0348 Fax: 512-926-0348

Charles M. Miles

email : CMilesArgus@yahoo.com

El Mundo Newspaper

2112 E. Cesar Chavez
Austin, TX 78702
512-476-8636

info@elmundonewspaper.com

La Prensa

PO Box 6504
Austin, TX 78762-6504
512-478-3090 Fax: 512-482-6400

Catherine Vasquez-Revilla

email : laprensa@aol.com

Nokoa The Observer

PO Box 1137
Austin, TX 78767
512-499-8713 Fax: same as phone

Akwasi Evans

email : akwasievens2013@gmail.com

The Villager

4132 E. 12th Street
Austin, TX 78721
512-476-0082 Fax : 512-476-0179

Tommy L. Wyatt

email: vil3202@aol.com

LOCAL MINORITY SERVICE ORGANIZATIONS

Asian Contractor Association

4201 Ed Bluestein Blvd, 2nd floor
Austin, TX 78721
512-926-5400 Fax: 512-926-5410

Aletta Banks

www.acta-austin.com

email: asiancontractor@gmail.com

Austin Area Black Contractors Association

6448 Highway 290 East, Suite E-107
Austin, TX 78723
512-467-6895 Fax: 512-467-9808

James Harper

www.abcatx.com

email: brc-pro@swbell.net

Business Investment Growth (BIG Austin)

Capital Plaza Chase Office Bank Bldg.
5407 N. IH-35, Ste 200
Austin, TX 78723
512-928-8010 Fax: 512-926-2997

Stacy Dukes-Rhone

www.bigaustin.org

email: info@bigaustin.org

Business Resource Consultants (BRC)/(Bid Briefs)

6448 Highway 290 East, Suite E-107
Austin, TX 78723
512-467-6894 Fax: 512-467-9808

Carol S. Hadnot

email: brc-pro@swbell.net

Greater Austin Black Chamber of Commerce

African-American Heritage Center
912 E. 11th Street, Suite A
Austin, TX 78702
512-459-1181 Fax: 512-459-1183

Natalie Madeira Cofield

www.austinbcc.org

email: admin@austinbcc.org

Greater Austin Asian Chamber of Commerce

8001 Centre Park Drive, Suite 160
Austin, TX 78731
512-407-8240 Fax: none

Marina Ong Bhargava

www.austinasianchamber.org

email: exec.admin@austinasianchamber.org

Greater Austin Hispanic Chamber of Commerce

2800 S. IH-35, Suite 260
Austin, TX 78704
512-476-7502 Fax: 512-476-6417

Selina Aguirre

www.gahcc.org

email: saguirre@gahcc.org

U.S. Hispanic Contractors Association de Austin (USHCA)

920 E. Dean Keeton Street
Austin, TX 78705
512-922-0507

Juan Oyervides

www.ushca-austin.com

email: info@ushca-austin.com

**MBE/WBE Program Participation
Requirements
RFP 1100 GAL 0024
FileNet Managed Services and Hosting**



Approved Solicitation Goals

| | |
|-------------------------|---------------|
| African American | 3.57 % |
| Hispanic | 1.75 % |
| Native / Asian | 0.95 % |
| WBE | 3.07 % |

Compliance Determinations

Compliance is determined by one of the following (City Code 2-9(A-D)-21):

- Meeting Goals Set For The Project
- Meeting Good Faith Effort 7 Minimum Requirements

Compliance Determinations

Meeting Goals Set For the Project

- ❑ City of Austin Certified Firms (MBE/WBE)
- ❑ Certified for listed scopes of work
- ❑ Percentages meet or exceed solicitation goals
- ❑ Goals are calculated using Base Bid (Construction) or Proposal (Offer) Amount

Compliance Determinations

Meeting Good Faith Effort 7 Minimum Requirements

1. Sending notices using two separate reasonable, available, and verifiable methods (i.e. fax, email, mail or phone) to MBE/WBE firms identified on the availability list not less than 7 business days prior to bid date.
 2. Providing adequate information to interested MBEs and WBEs about plans and specifications, requirements of the contract, including addenda's, contact information, and due date for responding.
 3. Negotiate in good faith with interested MBEs/WBEs that have submitted bids/proposals to the Bidder.
 4. Select portions of the work to be performed by MBEs/WBEs in order to increase the likelihood that the MBE/WBE goals will be met
 5. Publish solicitation notice in a local publication (i.e. newspaper, trade association publication, or via electronic/social media).
 6. Effectively using the services of Minority Person/Women community organizations; Minority Person/Women Contractor groups; local, state, and federal Minority Person/Women business assistance offices; and other organizations to provide assistance in solicitation and utilization of MBE/WBE firms.
 7. Seek guidance from SMBR on any questions regarding compliance with this section.
-

Additional Good Faith Efforts that may be considered

- Efforts assisting MBE/WBEs in bonding requirements, lines of credit, and insurance where appropriate.
- Efforts assisting MBE/WBEs in obtaining necessary equipment, supplies, materials, or related services.
- SMBR may also consider the performance of other bidders/proposers in successfully meeting the goals.

MBE/WBE Compliance Plan Review

- All Sections (I-VIII) must be completed.
- For participation numbers, please use EXACT numbers.
- Compliance plans not complying with these requirements shall be rejected as non-responsive.

IFB – MBE/WBE COMPLIANCE PLAN

All sections (I-VII) must be completed and submitted prior to the due date in the solicitation documents

Section I — Project Identification and Goals

| | |
|---------------------|--------------------------------------|
| Project Name | FileNet Managed Services and Hosting |
| Solicitation Number | |

| Project Goals or Subgoals | |
|---------------------------|--------|
| MBE | N/A % |
| African American | 3.75 % |
| Hispanic | 1.75 % |
| Asian/Native American | 0.95 % |
| WBE | 3.07 % |

Section II — Bidder Company Information

| | |
|--|--|
| Name of Company | |
| Vendor Code | |
| Address | |
| City, State Zip | |
| Phone | |
| Fax & E-Mail | |
| Name of Contact Person | |
| Is your company registered on Vendor Connection? | Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide Vendor ID #: _____ If No, please note: All vendors and subcontractors/consultants must register with COA's Vendor Connect prior to award. See Link for registration information at https://www.ci.austin.tx.us/financeonline/finance/index.cfm |
| Is your company COA M/WBE certified? | Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please indicate: MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture <input type="checkbox"/> |

I certify that the information included in this *Compliance Plan* is true and complete to the best of my knowledge and belief. I further understand and agree that this *Compliance Plan* shall become a part of my contract with the City of Austin.

Name and Title of Authorized Representative

Signature

Date

For SMBR Use Only:

I have reviewed this compliance plan and found that the Proposer **HAS** or **HAS NOT** complied as per the City Code Chapter 2-9C.

Reviewing Counselor _____ Date _____

I have reviewed this compliance plan and Concur or Do Not Concur with recommendation.

Director/Assistant Director _____ Date _____

Section III — Compliance Plan Summary

Note:

- Fill in all the blanks.
- For project participation numbers use an EXACT number. DO NOT USE: approximate, plus or minus (+ -), up to, to be determined (TBD), < >, or any other qualifying language.
- Compliance plans not complying with these requirements shall be rejected as non-responsive.

Total Base Bid (if applicable): \$ _____

| Goals: Proposed Participation | | |
|-------------------------------|----------|---------|
| MBE | \$ _____ | % _____ |
| WBE | \$ _____ | % _____ |
| Non-Certified | \$ _____ | % _____ |

| SubGoals: Proposed Participation | | |
|----------------------------------|----------|---------|
| African American | \$ _____ | % _____ |
| Hispanic | \$ _____ | % _____ |
| Native/Asian American | \$ _____ | % _____ |
| WBE | \$ _____ | % _____ |
| Non-Certified | \$ _____ | % _____ |

Bidder's own participation in base bid (less any amount subcontracted):

Amount: \$ _____ Percentage: _____%

Are the stated goals or subgoals of the solicitation met? (If no, attach documentation of Good Faith Efforts)

Yes No

For SMBR Use Only:

Verified Goals OR Subgoals:

MBE _____% WBE _____%

African-American _____%; Hispanic _____%; Native/Asian American _____%; WBE _____%

Section IV — Disclosure of MBE and WBE Participation
Duplicate As Needed

Note:

- Fill in all the blanks.
- Compliance plans not complying with these requirements shall be rejected as non-responsive.
- Fill in names of MBE/WBE Certified Firms as registered with Vendor Connection.
- Select either MBE or WBE for dually certified firms to indicate which certification will count towards the MBE or WBE goal.
- Contact SMER to request an availability list of certified Firms for additional scopes of work that were not included on the original availability list.

| | | | |
|---------------------------------------|------------------------------|------------------------------|--------------------|
| Name of MBE/WBE Certified Firm | | | |
| City of Austin Certified | MBE <input type="checkbox"/> | WBE <input type="checkbox"/> | Gender/ Ethnicity: |
| Vendor Code | | | |
| Address / City / State / Zip | | | |
| Contact Person & Phone # | | | |
| Fax & Email Address | | | |
| Amount of Subcontract | \$ | | % |
| Commodity codes / describe services | | | |

| | | | |
|---------------------------------------|------------------------------|------------------------------|--------------------|
| Name of MBE/WBE Certified Firm | | | |
| City of Austin Certified | MBE <input type="checkbox"/> | WBE <input type="checkbox"/> | Gender/ Ethnicity: |
| Vendor Code | | | |
| Address / City / State / Zip | | | |
| Contact Person & Phone # | | | |
| Fax & Email Address | | | |
| Amount of Subcontract | \$ | | % |
| Commodity codes / describe services | | | |

| | | | |
|---------------------------------------|------------------------------|------------------------------|--------------------|
| Name of MBE/WBE Certified Firm | | | |
| City of Austin Certified | MBE <input type="checkbox"/> | WBE <input type="checkbox"/> | Gender/ Ethnicity: |
| Vendor Code | | | |
| Address / City / State / Zip | | | |
| Contact Person & Phone # | | | |
| Fax & Email Address | | | |
| Amount of Subcontract | \$ | | % |
| Commodity codes / describe services | | | |



| | | | |
|---------------------------------------|------------------------------|------------------------------|--------------------|
| Name of MBE/WBE Certified Firm | | | |
| City of Austin Certified | MBE <input type="checkbox"/> | WBE <input type="checkbox"/> | Gender/ Ethnicity: |
| Vendor Code | | | |
| Address / City / State / Zip | | | |
| Contact Person & Phone # | | | |
| Fax & Email Address | | | |
| Amount of Subcontract | \$ | | % |
| Commodity codes / describe services | | | |

Section V — Disclosure of Non-Certified Subcontractors
Duplicate As Needed

Note:

- Fill in all the blanks.
- Compliance plans not complying with these requirements shall be rejected as non-responsive.
- Fill in names of Non-Certified Subcontractors as registered with the City of Austin.

Are Goals Met? Yes No If no, state reason(s) below and attach documentation:

| |
|--|
| |
| |
| |

| | |
|-------------------------------------|------|
| Subcontractor | |
| Vendor Code | |
| Address / City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |
| Reason MBE /WBE not used | |

| | |
|-------------------------------------|------|
| Subcontractor | |
| Vendor Code | |
| Address / City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |
| Reason MBE /WBE not used | |

| | |
|-------------------------------------|------|
| Subcontractor | |
| Vendor Code | |
| Address / City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |
| Reason MBE /WBE not used | |

| | |
|-------------------------------------|------|
| Subcontractor | |
| Vendor Code | |
| Address / City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |
| Reason MBE /WBE not used | |

Section VI — Disclosure of Second-Level Subcontractors
Duplicate as Needed

Note:

- Fill in all the blanks.
- Compliance plans not complying with these requirements shall be rejected as non-responsive.
- Fill in names of Second-Level Subcontractors as registered with the City of Austin.

| | |
|-------------------------------------|---|
| Second-Level Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Second-Level Subcontract | \$ % |
| Commodity codes / describe services | |
| First-Level Subcontractor | |

| | |
|-------------------------------------|---|
| Second-Level Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Second-Level Subcontract | \$ % |
| Commodity codes / describe services | |
| First-Level Subcontractor | |

| | |
|-------------------------------------|---|
| Second-Level Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Second-Level Subcontract | \$ % |
| Commodity codes / describe services | |
| First-Level Subcontractor | |

| | |
|-------------------------------------|---|
| Second-Level Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Second-Level Subcontract | \$ % |
| Commodity codes / describe services | |
| First-Level Subcontractor | |

Section VII — Disclosure of Primary and Alternate Trucking Subcontractors
Duplicate as Needed

Note:

- Fill in all the blanks.
- Compliance plans not complying with these requirements shall be rejected as non-responsive.
- Fill in names of Primary and Alternate Trucking Subcontractors as registered with the City of Austin.

| | |
|---------------------------------------|---|
| Primary Trucking Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |

| | |
|---|---|
| Alternate Trucking Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |

| | |
|---|---|
| Alternate Trucking Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |

| | |
|---|---|
| Alternate Trucking Subcontractor | |
| City of Austin Certified? | No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> Gender/Ethnicity: |
| Vendor Code | |
| Address/ City / State / Zip | |
| Contact Person & Phone # | |
| Fax & Email Address | |
| Amount of Subcontract | \$ % |
| Commodity codes / describe services | |

Section VIII — MBE/WBE Compliance Plan Check List

The MBE/WBE Compliance Plan must be completed and submitted by the time specified in the solicitation documents. If the goals or subgoals were not achieved, Good Faith Efforts documentation must be submitted with the MBE/WBE Compliance Plan. All questions in Section VIII must be completed and submitted with the

Compliance Plan if goals or subgoals are not met.

1. Were written notices sent to all MBE/WBEs from the Significant Local Business Presence (SLBP) availability list at least seven (7) business days prior to the submission of this Compliance Plan? Yes No
 2. Were two separate methods used to contact all MBE/WBEs from the SLBP availability list at least seven (7) business days prior to the submission of this Compliance Plan? Please list the two methods used to contact MBE/WBEs. (i.e. fax, email, mail, and/or phone)
List Methods: _____ Yes No
 3. Were steps taken to follow up with interested MBE/WBEs? Yes No
 4. Were advertisements placed with a local publication? (e.g. newspaper, minority or women organizations, or electronic/social media)? If yes, please attach. Yes No
 5. Were written notices sent to minority or Women organizations? If yes, please attach. Yes No
 6. Were additional elements of work identified to achieve the goals or subgoals?
If yes, please explain: _____ Yes No
 7. Was SMER contacted for assistance? Yes No
- If yes, complete following:
- Contact Person: _____
Date of Contact: _____
Summary of Request: _____
8. Were minority or Women organizations contacted for assistance? Yes No
- If yes, complete following:
- Organization(s): _____
Date of Contact: _____
Summary of Request: _____
9. Is the following documentation attached to support good faith effort requirements to achieve goals or subgoals? (Documentation is not limited to this list.)
- | | | |
|--|------------------------------|-----------------------------|
| Copy of written solicitation sent to MBE/WBEs in SLBP area | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Two separate methods of notices sent to MBE/WBEs in SLBP area (fax transmittals, emails, and/or phone log). | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Copy of advertisements | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Copy of notices sent to minority and Women organizations | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Documentation that demonstrates efforts made to reach agreements with the MBE/WBE who responded to Bidder's written notice? (i.e. copy of bids/proposals, spreadsheet breakdown of MBE/WBEs considered follow-up emails/phone logs and/or correspondence between Bidder and interested MBE/WBEs) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

LETTER TO POTENTIAL SUBCONTRACTORS

_____ is soliciting Minority- and Women-Owned Business Enterprise participation for the following City of Austin project. Solicitation documents are available at our office or at One Texas Center, 505 Barton Springs Road, 10th Floor, Suite 1045.

Name of Project: _____
Project/Solicitation Number: _____
Location of Pre-bid Conference (if any): _____

Response Due Date and Time: _____

This Project Includes the Following Scopes of Service:

- | | |
|---|---|
| <input type="checkbox"/> Asbestos Abatement | <input type="checkbox"/> HVAC |
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Insulation |
| <input type="checkbox"/> Carpeting | <input type="checkbox"/> Lab and Field Testing Services |
| <input type="checkbox"/> Concrete | <input type="checkbox"/> Landscaping |
| <input type="checkbox"/> Demolition Services | <input type="checkbox"/> Masonry |
| <input type="checkbox"/> Doors and Frames | <input type="checkbox"/> Millwork |
| <input type="checkbox"/> Drilling | <input type="checkbox"/> Painting |
| <input type="checkbox"/> Drywall | <input type="checkbox"/> Paving and Resurfacing |
| <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
| <input type="checkbox"/> Excavation Services | <input type="checkbox"/> Roofing |
| <input type="checkbox"/> Fabricated Steel | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Flooding | <input type="checkbox"/> Tile |
| <input type="checkbox"/> Glazing Services | <input type="checkbox"/> Weather and Waterproofing |
| <input type="checkbox"/> Hardware | <input type="checkbox"/> Welding |
| <input type="checkbox"/> Heavy Construction Equipment | <input type="checkbox"/> Windows |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

Contact our office for detailed information on the scopes of services to be subcontracted and the relevant terms and conditions of the contract.

Contact: _____ at _____ or _____
(Name) (Telephone) (Fax)

(Email)

All Responses MUST be received by: _____

Reminders

- Attach good faith effort documentation if goals are not met.
- Certified MBE/WBE firms may count their own participation, less any amount subcontracted.
- A firm certified as both MBE AND WBE may be counted towards the MBE OR WBE goal, but not both.
- Verify MBE/WBE certifications using availability list, SMBR website, or contacting SMBR Project Representative.
- Vendors must be certified with the City of Austin as MBE or WBE.
 - HUB certification is not accepted in lieu of MBE/WBE certification.
- Review the availability list and contact SMBR for additional lists or if you have any questions.
- Bid Shopping is prohibited
- Contact SMBR for any assistance.



Laura Moreno
512-974-6668
laura.moreno@austintexas.gov
austintexas.gov/smbr