



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

REQUEST FOR PROPOSAL: MPM0308 ADDENDUM NO. 3 DATE OF ADDENDUM: April 14, 2015

This addendum is to incorporate the following questions and answers:

Q1: What is the timeline of this solicitation?

A1: The City will close the RFP on April 30. An evaluation team will conduct an assessment of all proposals received at that time. Interviews may be held with the top candidate(s). The department may make a recommendation for award, which would go before City Council in August or September.

Q2: Will the three public access channels be available throughout the duration of the contract?

A2: The City anticipates the three channels will be available.

Q3: In Addendum 2, answer 28, you state "with prior City approval, the Contractor could hire a consultant for this purpose using those funds." Does the Contractor need to obtain City approval prior to hiring the consultant? Does the Contractor need City approval in determining who the consultant would be?

A3: The Contractor needs to obtain City approval prior to hiring the consultant. The Contractor does not need City approval to determine who the consultant would be.

Q4: Will the City be responsible for all costs associated with electrical repair, plumbing, security, and fire alarm?

A4: Yes.

Q5: In regards to operating expenses, what maintenance expenses will the Contractor be responsible for?

A5: Janitorial.

Q6: If a non-profit currently receives federal, state, city, and private grants, which note that the grants will not grant funds to municipalities, can our non-profit legally maintain a separation as a non-profit and still apply for programming grants?

A6: The Contractor needs to be able to document that any grants or other outside funds it receives were not due to the use of City resources (including but not limited to the building, equipment, or staff paid with City funds). All funds raised with City resources must be used to support the public access television activities.

Q7: Can Capital funds be used to pay for additional media training sites? Or rent and associated repairs?

A7: Only if it is to build or purchase the site. Capital funds cannot be used for rent or associated repairs.

Q8: Can Capital funds be used for maintaining, cataloging, or checking in and out equipment? Maintaining computers? Installing automated systems and maintaining the systems?

A8: Capital funds can be used for installing automated systems. Capital funds cannot be used for any of the other above-listed items.

Q9: Please list allowable operating expenses.

A9: The City would like to see your expenses in your response. Any expenses deemed not allowable will be negotiated with the recommended Contractor.

Q10: Please define “video archive and digitization.”

A10: Video archive and digitization are methods to store programming - past and future.

Q11: Can the proposer display technical proficiency in a manner besides a technology plan? Should equipment costs be included in a technology plan? Is the technology plan for cablecast only? And can the technology plan include new technology for revenue generation?

A11: Please submit a technology plan. No equipment costs are necessary at this time. The plan is for cablecast with the option of including new technology for revenue generation.

Q12: What is meant by “exceptional customer service?”

A12: While the City would like to see what each proposer comes up with, an example is provided:

Description of key tasks and areas of responsibility

- Communicate professionally with customers, vendors, and colleagues.
- Take ownership of assigned requirements.
- Demonstrate to customers a sense of urgency when responding to their needs.
- Identify customers' needs by monitoring current requirements/usage and considering the department's future objectives and plans.
- Work proactively and cooperatively to effectively manage multiple tasks/projects.
- Develop training materials and train departmental personnel in daily tasks, policies and procedures for the department.
- Follow work protocol guidelines

Individual Performance Measure(s)

(Must have at least one measure to capture the key tasks listed above)

- Maintain at least 95% Customer Satisfaction based on customer service survey and other feedback
- Accurately identify and determine customer needs and take appropriate actions or steps to address identified needs while demonstrating a sense of urgency with no more than 2 confirmed major deficiencies

Q13: Please list all the responsibilities the Contractor will have for the purchasing process.

A13: The nonprofit will not be responsible for purchasing on behalf of the City.

Q14: Why is it necessary for the nonprofit to get permission from the City to hire a grant writer?

A14: Because the nonprofit will represent the City, the City will need to grant permission prior to hiring the grant writer.

Q15: Please clarify the use of PEG Capital funds in the subsequent contract to follow. Can they be used to cover costs associated with researching capital equipment needs, preparing the capital purchase request, placing capital goods into service and inventorying items, maintaining annual inventory and asset control, or retiring capital goods?

A15: After review with the City's financial team, the decision has been made that the City cannot pay for staff labor related to equipment acquisition, inventory control, maintenance, or retirement using PEG capital fees. The City is open to reviewing other documentation that would demonstrate how such expenses would qualify to be paid with capital funds.

Q16: Could the Contractor substitute “other services that use the resources and tools available at the facility” in place of “alternative media projects” in the proposal?

A16: Yes. Please note that in your “exceptions” section.

