C I T Y O F A U S T I N, T E X A S

Purchasing Office

REQUEST FOR PROPOSAL (RFP)

OFFER SHEET

SOLICITATION NO: RFP JTH0308

DATE ISSUED: 8/29/2016

REQUISITION NO.: RQM 16080200606

COMMODITY CODE: 92003, 92091

FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING AUTHORIZED CONTACT PERSON:

James T. Howard
Corporate Purchasing Manager IT

Phone: (512) 974-2031
E-Mail: jim.howard@austintexas.gov

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COMMODITY/SERVICE DESCRIPTION: Public Information Request Software

PRE-PROPOSAL CONFERENCE TIME AND DATE: 9/07/2016 at 2:00 P.M.

LOCATION: 1124 S. IH 35, Austin, Texas 78704 SHCC 2nd floor Conference room (right across from the break room)
CONFERENCE CALL IN LINE: (512)974-9300 Participant code: 521387

PROPOSAL DUE PRIOR TO: 9/29/2016 at 2:00 p.m.

PROPOSAL CLOSING TIME AND DATE: 9/29/2016 at 2:15 p.m.

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET RM 308, AUSTIN, TEXAS 78701

LIVE SOLICITATION CLOSING ONLINE: For RFP's, only the names of respondents will be read aloud

For information on how to attend the Solicitation Closing online, please select this link:

http://www.austintexas.gov/department/bid-opening-webinars

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:

Address for US Mail (Only)	**Address for Fedex, UPS, Hand Delivery or Courier Service**
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation JTH0305	Purchasing Office-Response Enclosed for Solicitation JTH0305
P.O. Box 1088	124 W 8th Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL, 1 COPY, AND 7 ELECTRONIC COPIES OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	9
0500	SCOPE OF WORK	74
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	7
0601	PRICE SHEET	3
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	2
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION–Complete and return	1
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1
0900	MBE/WBE PROCUREMENT PROGRAM PACKAGE NO GOALS FORM – Complete & return	2

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 "Certificate of Interested Parties" that is signed and notarized for a contract award requiring council authorization. The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

<u>The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.</u>

Company Name: ____

Company Address: ____

City, State, Zip: ____

Federal Tax ID No. ____

Printed Name of Officer or Authorized Representative: ____________________________

Title: ____

Signature of Officer or Authorized Representative: ____________________________

Date: ____

Email Address: ____

Phone Number: ____

<u>* Proposal response must be submitted with this Offer sheet to be considered for award</u>

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?		
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

Section 0815: Living Wages Contractor Certification

Company Name ____

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than $13.03 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than $13.03 per hour.

Employee Name	Employee Job Title

USE ADDITIONAL PAGES AS NECESSARY

(1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than $13.03 per hour.

(2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0835: Non-Resident Bidder Provisions

Company Name ____

A. Bidder must answer the following questions in accordance with Vernon's Texas Statues and Codes Annotated Government Code 2252.002, as amended:

   Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

   Answer: ____

   (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
   (2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

   Answer: ____________________________   Which State: ____________________________

C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

   Answer: ____

Section 0900: Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Form

SOLICITATION NUMBER:	RFP JTH 0308
PROJECT NAME:	
PUBLIC INFORMATION REQUEST SOFTWARE	

The City of Austin has determined that no goals are appropriate for this project. Even though goals were not assigned for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract, using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?

No ______ **If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope**

Yes ______ **If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.**

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, sub-consultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though goals were not assigned, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

____

Company Name

____

Name and Title of Authorized Representative (Print or Type)

______________________________ ______________

Signature **Date**

Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Utilization Plan
(Please duplicate as needed)

SOLICITATION NUMBER:	RFP JTH0305
PROJECT NAME: PUBLIC INFORMATION REQUEST SOFTWARE	

PRIME CONTRACTOR / CONSULTANT COMPANY INFORMATION

Name of Contractor/Consultant			
Address			
City, State Zip			
Phone Number		Fax Number	
Name of Contact Person			
Is Company City certified?	Yes ☐ No ☐ MBE ☐ WBE ☐ MBE/WBE Joint Venture ☐		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

____
Name and Title of Authorized Representative (Print or Type)

______________________________________ ______________________
Signature **Date**

Provide a list of all proposed subcontractors / sub-consultants / suppliers that will be used in the performance of this Contract. **Attach Good Faith Effort documentation if non MBE/WBE firms will be used.**

Sub-Contractor / Sub-Consultant			
City of Austin Certified	MBE ☐ WBE ☐ Ethics / Gender Code: ☐ Non-Certified		
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract	$		
List commodity codes & description of services			

Sub-Contractor / Sub-Consultant			
City of Austin Certified	MBE ☐ WBE ☐ Ethics / Gender Code: ☐ Non-Certified		
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract	$		
List commodity codes & description of services			

FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor _______________ **Date** __________ **Director/Deputy Director** _____________ **Date** _______

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS
RFP JTH0308

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

   All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by email to jim.howard@austintexas.gov no later than close of business on September 15, 2016.

2. **INSURANCE:** Insurance is required for this solicitation.

   A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

      i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
      ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
      iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
      iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

      City of Austin Purchasing Office
      P. O. Box 1088
      Austin, Texas 78767

   B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

      i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are $100,000 bodily injury each accident, $500,000 bodily injury by disease policy limit and $100,000 bodily injury by disease each employee.
         (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
            (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
            (b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage
      ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are $500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
         (1) The policy shall contain the following provisions:
            (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
            (b) Contractor/Subcontracted Work.
            (c) Products/Completed Operations Liability for the duration of the warranty period.
            (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.
         (2) The policy shall also include these endorsements in favor of the City of Austin:
            (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage

(b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage

(c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage

iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of $500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are $250,000 bodily injury per person, $500,000 bodily injury per occurrence and at least $100,000 property damage liability per accident.

(1) The policy shall include these endorsements in favor of the City of Austin:

(a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage

(b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage

(c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

C. **Professional Liability/Technology Errors and Omissions Insurance**: The Contractor shall provide coverage, at a minimum limit of $5,000,000 per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, omission, or breach of security (including but not limited to any confidential or private information) arising out of the performance of professional services under this Agreement. The required coverage shall extend to technology licensed and/or purchased, including any Software licensed or Hardware purchased under this Contract.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.

D. **Cyber Liability Insurance:** coverage of not less than $2,000,000 each claim and $4,000,000 annual aggregate providing coverage for damages and claims expenses, including notification expenses, arising from (1) breach of network security, (2) alteration, corruption, destruction or deletion of information stored or processed on a computer system, (3)invasion of privacy, including identity theft and unauthorized transmission or publication of personal information, (4) unauthorized access and use of computer systems, including hackers (5) the transmission of malicious code, and (6) website content, including claims of libel, slander, trade libel, defamation, infringement of copyright, trademark and trade dress and invasion of privacy.

Policy shall be endorsed to name City of Austin, its Affiliates, and their respective directors, officers, employees, and agents, as additional insureds.

E. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. **TERM OF CONTRACT:**

A. The Contract shall be in effect for an initial term of 12 months and may be extended thereafter for up to two (2) additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).

C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.

4. **QUANTITIES:** The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities.

5. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)

A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	Communications and Technology Management Department
Attn:	Accounts Payable (CTMAPinvoices@austintexas.gov)

B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

6. **WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):**

A. Contractors are required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").

B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report.].

i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or
iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.

C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.

D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.

E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.

F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.

G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.

H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.

I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.

J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

7. **<u>INTERLOCAL PURCHASING AGREEMENTS</u>:** (applicable to competitively procured goods/services contracts).

A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.

B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

8. **<u>LIVING WAGES</u>:**

A. The minimum wage required for any Contractor employee directly assigned to this City Contract is $13.03 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.

B. The City requires Contractors submitting Offers on this Contract to provide a certification **(see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than $13.03 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.

C. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).

D. The Contractor shall provide to the Department's Contract Manager with the first invoice, individual Employee Certifications for all employees directly assigned to the contract. The City reserves the right to request individual Employee Certifications at any time during the contract term. Employee Certifications shall be signed by each employee directly assigned to the contract. The Employee Certification form is available on-line at https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.

E. Contractor shall submit employee certifications annually on the anniversary date of contract award with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes as they occur.

F. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph C above to verify compliance with this provision.

9. **SOFTWARE TERMS:**

A. In the event of termination of the contract, the service provider shall implement an orderly return of City data in a CSV or another mutually agreeable format at a time agreed to by the parties and the subsequent secure disposal of City data.

B. During any period of service suspension, the service provider shall not take any action to intentionally erase any City data.

C. In the event of termination of any services or agreement in its entirety, the service provider shall not take any action to intentionally erase any City data for a period of:

10 days after the effective date of termination, if the termination is in accordance with the contract period
30 days after the effective date of termination, if the termination is for convenience
60 days after the effective date of termination, if the termination is for cause. After such period, the service provider shall have no obligation to maintain or provide any City data and shall thereafter, unless legally prohibited, delete all City data in its systems or otherwise in its possession or under its control.

D. The City shall be entitled to any post-termination assistance generally made available with respect to the services unless a unique data retrieval arrangement has been established as part of the SLA.

The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the City. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the City.

E. Data Location: The service provider shall provide its services to the City and its end users solely from data centers in the U.S. Storage of City data at rest shall be located solely in data centers in the U.S. The service provider shall not allow its personnel or contractors to store City data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The service provider shall permit its personnel and contractors to access City data remotely only as required to provide technical support. The service provider may provide technical user support only on a 24/7 basis using a Follow the Sun model, unless otherwise prohibited in this contract.

F. Import and Export of Data**:** The City shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the City to import or export data to/from other service providers.

G. Data Ownership: The City will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access City user accounts or City data, except

(1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract, or (4) at the City's written request.

H. Data Protection: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of City information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of City information and comply with the following conditions:

1 The service provider shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.

2. All data obtained by the service provider in the performance of this contract shall become and remain property of the City.

3. All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included in the service level agreement (SLA), or otherwise made a part of this contract.

4. Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit. The City shall identify data it deems as non-public data to the service provider. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.

5. At no time shall any data or processes – that either belong to or are intended for the use of a City or its officers, agents or employees – be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the City.

6. The service provider shall not use any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.

I. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

J. Security: The service provider shall disclose its non-proprietary security processes and technical limitations to the City such that adequate protection and flexibility can be attained between the City and the service provider. For example: virus checking and port sniffing – the City and the service provider shall understand each other's roles and responsibilities.

K. Security in Compliance with Chapter 521 of the Texas Business and Commerce Code: Service provider shall comply with all requirements under Chapter 521 of the Texas Business and Commerce Code, including but not limited to being responsible for a program that protects against the unlawful use or disclosure of personal information collected or maintained in the regular course of business. The program shall include policies and procedures for the implementation of administrative, technical, and physical safeguards, and shall also address appropriate corrective action for events of any security breach and proper methods of destroying records containing sensitive personal information.

L. Security Incident or Data Breach Notification: The service provider shall inform the City of any security incident or data breach.

M. Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the City should be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

N. Security Incident Reporting Requirements: The service provider shall report a security incident to the appropriate City identified contact immediately as defined in the SLA.

O. Breach Reporting Requirements: If the service provider has actual knowledge of a confirmed data breach that affects the security of any City content that is subject to applicable data breach notification law, the service provider shall (1) promptly notify the appropriate City identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

P. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession of control of service provider.

Q. The service provider, unless stipulated otherwise, shall immediately notify the appropriate City identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.

R. The service provider, unless stipulated otherwise, shall promptly notify the appropriate City identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a data breach. The service provider shall:

(1) cooperate with the City as reasonably requested by the City to investigate and resolve the data breach,
(2) promptly implement necessary remedial measures, if necessary, and
(3) document responsive action taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

S. Unless otherwise stipulated, if a data breach is direct result of the service provider's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state law; (3) a credit monitoring service required by state (or federal) law; (4) establishing a website or a toll-free number and call center for affected individuals required by state law – all not to exceed the average per record per person cost calculated for data breaches in the United States (currently $201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) complete all corrective actions as reasonably determined by service provider based on root cause; all [(1) through (5)] subject to this contract's limitation of liability.

T. Responsibilities and Uptime Guarantee: The service provider shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing, and maintaining the environments are the responsibilities of the service provider. The system shall be available 24/7/365 (with agreed-upon maintenance downtime), and provide service to customers as defined in the SLA.

10. **Web Services**: The service provider shall use Web services exclusively to interface with the City's data in near real time when possible.

11. **Encryption of Data at Rest**: The service provider shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data, unless the City approves the storage of personal data on a service provider portable device in order to accomplish work as defined in the statement of work.

12. **Ownership**:

    1. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.

    2. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

    3. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables, The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

13. **CONTRACT MANAGER:** The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Anne Whitlock (512)-974-3166, Anne.Whitlock@austintexas.gov

IT Business System Analyst Senior
CTM Project Management Office, 1124 S. IH 35, Ste. 300
Austin, Texas 78767

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

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1.0 INTRODUCTION

1.1 Purpose of Request for Proposal

The City of Austin is committed to making Austin's city government open and accessible. One particular City responsibility, the management of public information requests, presents an important opportunity to demonstrate that commitment. A digital solution is needed to support members of the public and City staff who participate in the Public Information Request (PIR) process.

The City of Austin (City) is seeking to award a contract agreement to the strongest, most qualified vendor to deliver such a solution.

1.2 Project Scope

1.2.1 General Information

When it comes to Public Information Requests, the City of Austin seeks to provide a customer experience that is efficient, transparent, and compliant with public information laws. This will involve thorough consideration of the needs of system users who submit Public Information Requests (PIRs) to the City, intake PIRs on behalf of the City, and deliver PIR responses back to requestors. For additional information about user roles and responsibilities, refer to Appendix A: Respond to Public Information Request Use Case Specification.

Responders to this RFP should develop an iterative project plan that includes comprehensive user testing and incorporation of user feedback. System users will use the project solution to engage in activities such as:

- Respond to public information request
- Evaluate performance of public information request system
- Publish information released by the PIR process

The City encourages Responders to identify opportunities for integrating the project solution with existing enterprise systems and incorporate the delivery of such integrations into the proposed project plan. For example, the City's open data portal (https://data.austintexas.gov/) could be leveraged to publish information released by the PIR process. In another example, the City sometimes requires and collects payment when responding to public information requests. In this case, the project solution should integrate with the City's existing payment processing systems as described in Requirement #011 of Appendix A.

1.2.2 City's Responsibilities

The City will be responsible for:

- Identifying priority scope implementations
- Setting work hours on City sites and work associated with the City's network
  - Normal City business hours are 7:45 a.m. – 4:45 p.m. CST, Monday through Friday no weekends or City holidays

- Approving all scope of work and or changes in the scope of work, including adds, deletions, and equal changes
- Approving process flows
- Approving implementation schedules
- Approving all measurable project objectives, including but not limited to, milestones and requirement functionality implementation through User Acceptance Testing
- Approving Vendor invoices
- Providing all data entry elements to include forms and sources of information

1.2.3 Vendor's Responsibilities

The Vendor shall be responsible for:

- All system design, software installation, programming, testing, performance tuning, training, updating, data backup, documentation and implementation required for the system.
- If third-party software is required, Vendor shall assume full responsibility for its inclusion in this solution
- Acquiring and installing of any required hardware

Note: The City reserves the right to purchase hardware from other sources

- Providing all technical documents for the proposed system and its components. These documents shall include administrator and end user manuals about product installation and maintenance, including detailed design documents for customized system application and test plans. The supplier shall grant the City the authorization to reproduce any provided documents for internal use.
- Providing detail data backup and restore plan
- Providing disaster recovery and business continuity plan
- Assisting in the development of an acceptance test plans and assist in the performance of testing the entire system. During testing, the Vendor shall be available for assistance and correction of any error detected. Testing shall be successfully performed before the City approves the final sign-off for the acceptance of the system
- Providing a detailed list of the necessary resources and expertise, complete with personnel job descriptions, which shall be required for the City to maintain the system once implemented
- Providing all functional, technical standard, project management/implementation requirements
- Adhering to City of Austin holidays and normal business hours as identified by the City in the approved Project Schedule
- Interfacing with the City Communication Technology Management Staff (CTM) technical staff on related security and network matters through a Project Communication Plan
- Interfacing with PIR staff on related project matters through a Project Communication Plan

2.0 DESCRIPTION OF EXISTING SYSTEM(S)

2.1 Current System

The City currently oversees the functions of an in-house PIR management tool, and any new system under consideration should possess enhanced capabilities from the current tool. Specifications outlined here within reflect the capabilities of a system that would operate at an enhanced level from the current system.

The current system does not provide for the publication of PIR-related information to the City's open data portal (https://data.austintexas.gov/).

Included in this section the current City of Austin Information Request process for the Office of the Chief Information Officer and other city departments.

Table A: Office of the Chief Information Officer Information Request Process Flow Diagram

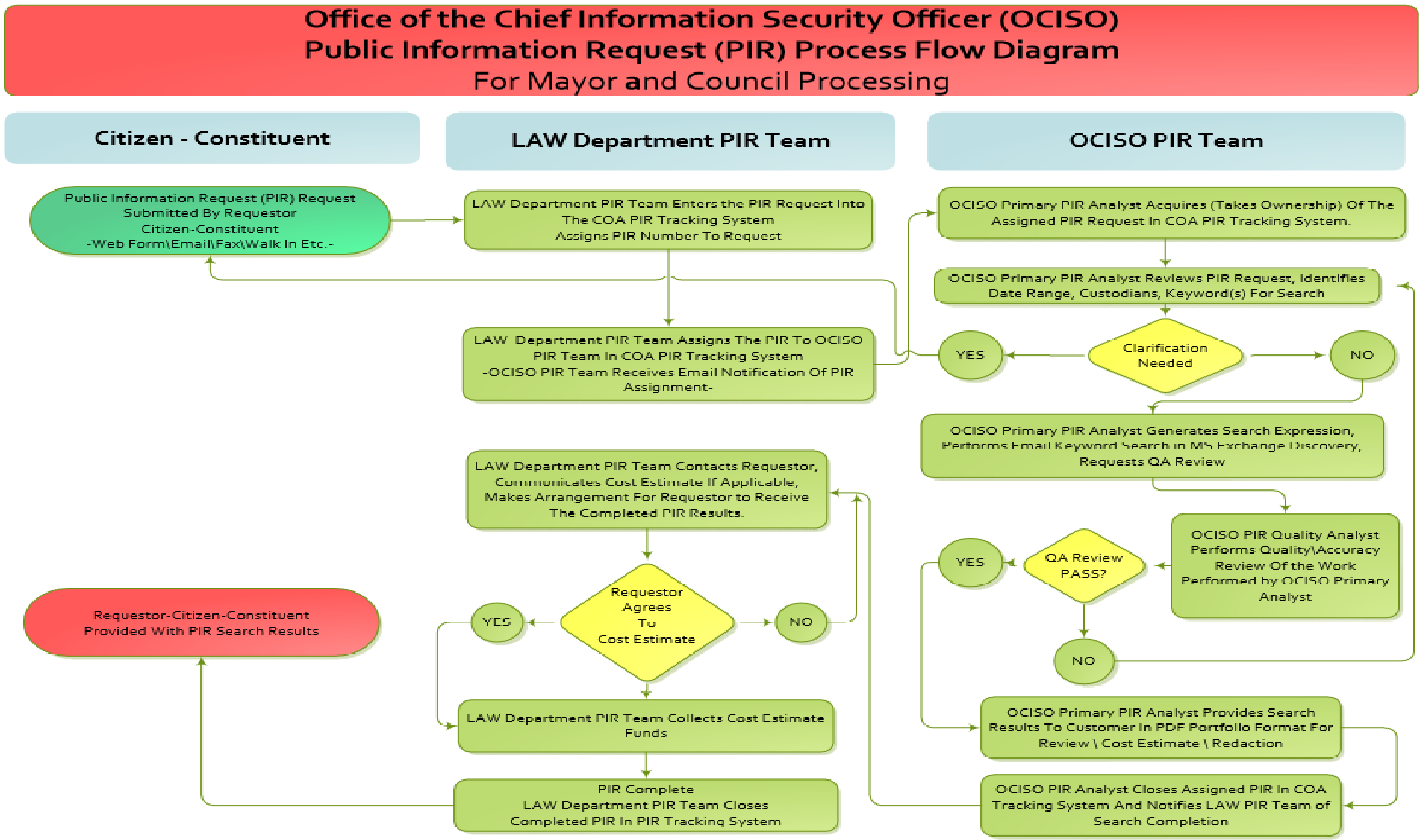
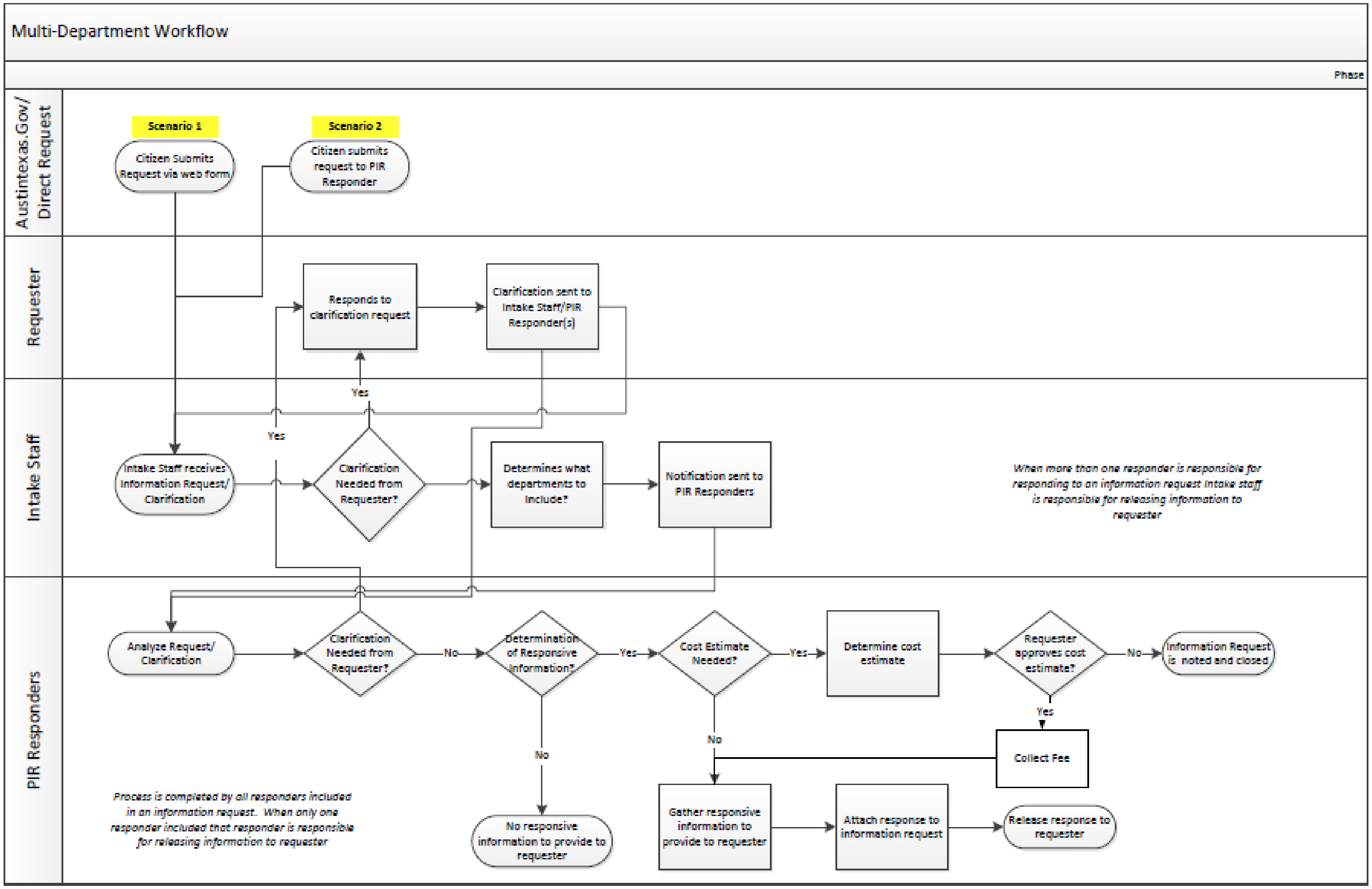


Table B: Information Request Workflow



3.0 REQUIREMENTS INFORMATION

Vendor responses to the requirements are used to evaluate proposals. The Functional and Technical Requirements, and Project Management/Implementation requirements are presented in Sections 4.0, 5.0, and 6.0 of this RFP Scope of Work.

3.1 Organization of Requirements

Requirements are grouped into three (3) areas:

Functional Requirements: These requirements describe product features and functionality requested by end users.
Technical Requirements: Developed by the City's Communication and Technology Management staff, these requirements describe the technical specifications to support the Functional Requirements and the constraints for security and networking.
Project Management/Implementation Requirements: These requirements describe the project management resources, processes, documentation and training that ensure effective product implementation and accomplishment of project objectives.

3.2 Qualifiers for Functional and Technical Requirements

3.2.1 Category Identification (ID)

"Category" ID distinguishes the requirement within each functional, technical, and project management/implementation group. "Category" ID organizes requirements by business process or technical similarity. The "Category" IDs for this RFP are:

"4" for Functional Requirements
"5" for Technical Requirements
"6" for Project Management/Implementation Requirements

3.2.2 Requirement Number

The "Requirement Number" preceded by the "Category ID" provides a unique requirement number for each requirement in the RFP. "Requirement Numbers" begin with 001 are in chronological order by "Category ID".

4 – "001", 4 – "002", 4 – "003", etc. = Functional Requirement
5 – "001", 5 – "002", 5 – "003", etc. = Technical Requirement
6 – "001", 6 – "002", 6 – "003", etc. = Project Management/Implementation Requirement

3.2.3 Type

"Type" is a sub-category providing a brief distinguishing description of the requirement within each category.

3.2.4 Use Case Requirement Number

"Use Case Requirement Number" is only with a Functional requirement These reference callouts are to the Unified Modeling Language (UML) use-case models in Appendix A which identify additional business process and functional processes desired in the Public Information Request (PIR) system and are used *for additional clarity only*.

3.2.5 Required Response

The purpose of the "Required Response" is to guide vendors in describing the item, product feature, or system customization that satisfies the requirements as stated in the "Requirement Description."

Requirement Response Label	What the label means:
Base	Will accomplish this Functional Requirement as part of the basic project solution
Custom	Will accomplish this Functional Requirement, and to do so will dedicate resources to performing custom work. Additional description of the customization and how it will be performed is provided
Not Provided	Will not accomplish this Functional Requirement
Third-Party	Will accomplish this Functional Requirement by engaging a solution developed and or coordinated by a third party. Additional description of the third party engagement is provided

3.2.6 Requirements Rating – Mandatory

Requirements in this Request for Proposal have a rating of **Mandatory** indicating the criticality of the requirements in achieving product and project objectives. All requirements are **Mandatory** unless rated otherwise.

4.0 FUNCTIONAL REQUIREMENTS

4.1 Overview of Functional Requirements

Functional requirements, which describe product features and functionality requested by City of Austin, are grouped in **Section 4.3** according to topics that represent the following business processes:

- Intake of Information Request
- Assign Department and/or Responder
- Determine Fee
- Collect and Disseminate Requested Information
- Generate Reports

Each Functional Requirement is accompanied by a unique identifier. A use case requirement number may also be included. The use case requirement number is a reference to an enumerated requirement in **Appendix A**: Respond to Public Information Request – Use Case Specification. This reference provides additional context to aid the Vendor in understanding business or functional processes that may be related to the requirement.

The City encourages and is open to innovative solutions when Vendors meet the mandatory requirements. The Vendor may propose alternative processes or technologies when relevant.

4.2 Responding To Functional Requirements

To ensure that a proposed solution is thoroughly represented, Vendors should respond to each Functional requirement in the RFP. Itemized requirements in this section have a rating of Mandatory indicating the criticality of the requirements in achieving product and project objectives. See **Appendix C** for the City's Functional requirements.

Additional reference callouts are to the business process workflow for Intake Staff and PIR Responders in S**ection 2.1**.

Each Vendor response to a Functional Requirement must include the following:

- Indication as to whether or not the Vendor's proposed solution will meet the requirement,
- A narrative description explaining how the Vendor will accomplish the requirement,
- Identification of any involvement of customization or third-party engagement, and
- Additional narrative to explain the need for customization or third-party engagement, when applicable.

To facilitate this, Vendors should include on the following four labels in each requirement response:

Requirement Response Label	What the label means:
Base	Will accomplish this Functional Requirement as part of the basic project solution
Custom	Will accomplish this Functional Requirement, and to do so will dedicate resources to performing custom work. Additional description of the customization and how it will be performed is provided
Not Provided	Will not accomplish this Functional Requirement
Third-Party	Will accomplish this Functional Requirement by engaging a solution developed and or coordinated by a third party. Additional description of the third party engagement is provided

4.3 Itemized Functional Requirements

4.3.1.1 Intake Information Requests

Functional Requirement Number	Requirement Description	Related Reference in Appendix A
001	Ability to develop an online and knowledge base that will provide requester's the ability to submit request directly into the system	1
002	Ability for City of Austin Law Department's website to transmit submitted Information Request into system	
003	Ability for Intake Staff to input information Request into system	
004	Ability for all Information Request to be completely managed by Intake Staff to complete the following but not limited to: • Assignment of one or more PIR Responders • Final correspondence to requester • Add/Remove templates	
005	Ability to validate requestor email by sending a confirmation code to the Requester email address	1
006	Ability to attach additional documents and videos with an Information Request. Attachment types to include but not limited to the following: • MSG • JPEG • EXCEL • AUDIO and VIDEO • PDF • WORD	1
007	Ability to indicate requesters preferred pickup method such as but not limited to Web portal, physical pickup, mail to postal service	1

Functional Requirement Number	Requirement Description	Related Reference in Appendix A
	address, or email.	
008	Ability to provide requestor confirmation submitted information request with the ability to: • Summarize request • Provide City Contact Information • Anticipated process and/or estimated cost	1
009	Ability to assign unique identifier to each request received (identification number) *Refer to **Section 2.1** for workflow process.*	2
010	Ability to identify duplicate requester and merge	3
011	Ability for internal and external requesters to communicate within the system to complete the following including but not limited to: • Request additional information from requestor • Communicate with requester per preferred communication preference to obtain additional clarity from requester	4, 5

012	Ability to customize unlimited number of rules for automated routing for request and notifications for the following including but not limited to:
	• Adjust requester response timeframe window
	• Notify requestor when response timeframe is expiring
	    o Summary of request
	    o New expected date
	• Send email to PIR Responders
	• Email notification to the assigned PIR Responder for any change or clarification
	• Adjust time out period by administrative users
	• Send additional notification at a set period reminding requester of expected date
	• Override and/or reset expected date
	• Allows Intake Staff to include Multiple instances of Requestors
	• Re-open a closed Information Request to reassign to one more instances of additional requesters by Intake Staff
	• Provide/Request status update notifications to PIR Responders
	• Add customized federal and local business holidays
		5, 6, 7, 8, 12, 13

013	Ability to notify Intake Staff when identified tiered administrative users has completed the following but not limited to: • Information Request creation • Information Request status • Change in status • Notes when added to Information Request	

Functional Requirement Number	Requirement Description	Related Reference in Appendix A
014	Ability to track and log actions taken within the system to complete the following including but not limited to: • Information request activities throughout the lifecycle of the request • Historical dialog between Requester, Intake Staff and other PIR Responders • Activities, dates/time and responsible staff details • Actions by department PIR Responder provides Intake Staff status to the information request • All timing associated with notification, response or other intake Staff or PIR Respondent activities.	5,7
015	Ability to generate email to requestor for clarity request and associate request and response to original request	5
016	Ability to provide requester the option to include attachments to clarity request	5
017	Ability to provide Intake Staff and PIR Responder the ability to enter and view all notes	5

4.3.1.2 Assign Department and/or Responder

Functional Requirement Number	Requirement Description	Related Reference in Appendix A
018	Ability to align certain users with specific departments and offices	7
019	Ability for approved city staff to create and modify templates to be utilized by PIR responder	7
020	Ability to provide summary guidance for Intake Staff to select the appropriate template based on the type and scope of an Information Request.	7
021	Ability to automate notification to users when Information Request are assigned	8
022	Ability to perform and complete workflow (Information Request) integration	8, 12, 13
023	Ability to provide continuous metering of time of submission and anticipated completion date	8
024	Ability to provide PIR Responders a work queue of open active Information Request	8

4.3.1.3 Determine Fees

Functional Requirement Number.	Requirement Description	Related Reference in Appendix A
025	Ability to calculate, assess and track fees and staff time associated with requests	9
026	Ability to calculate fee estimates and to manage fees associated with routine or frequent Information Requests	9
027	Ability to store historical Information Request fees for use in future cost estimates	9

4.3.1.4 Collect and Disseminate Requested Information

Functional Requirement Number.	Requirement Description	Related Reference in Appendix A
028	Capability to retain large amounts of data within the system	12
029	Ability to search to find documents, issues and user data	12
030	Ability to view common formats by Requestor without specialized applications	12
031	Ability to provide overview of all Information Request task assignment, status and information collected	12
032	Ability to provide Intake Staff continuous status indication throughout the Information Request lifecycle.	12
033	Ability to provide Intake Staff notification when all PIR Responders have provided responses to information request	12
034	Ability to determine PIR Responders responses does not contain sensitive information including but not limited to the following: • Date of Birth • Social Security Number • Driver License Number	12
035	Ability to provide tool(s) to redact information from select information	12
036	Ability to enable data storage and retrieval from achieved data in a manner which is consistent with production data.	13
037	Ability to convert the disseminated information into a machine-readable format for the purpose of facilitating online publication	

4.3.1.5 Generate and Deliver Reports

Functional Requirement Number.	**Requirement Description**	**Related Reference in Appendix A**

038	Ability for tier administrative staff to report on the following but not limited to:
	• Dates
	  o Submitted/Open Date,
	  o Initial 10th Business Day
	  o Date Closed
	  o Number of days Open
	  o PIR Responder Completion Date
	  o Date Ranges)
	• Assigned PIR Responders
	• Subject/Topic
	• Status
	• Requester
	• Information Request Description
	• Number of Days Information Request is opened	

039	Ability for PIR Responder to report on the following but not limited to: • Subject/Topic • Status • Open/Active number of Information Request • Assigned Staff	
040	Ability to export information about the status of an individual PIRs in CSV format including but not limited to: • Date Received • Subject/Topic • Current Status • Date Completed	

5.0 TECHNICAL REQUIREMENTS

5.1 Overview of Technical Requirements

Technical requirements, which describe technical specifications to support the Technical Requirements and City of Austin security and networking constraints, are grouped in **Section 5.4** according to the following categories:

- Application Architecture
- Business Continuity and Disaster Recovery
- Data Storage and Archiving
- Database Architecture
- Information Management

Each Technical Requirement is accompanied by a unique identifier.

The City prefers a Cloud (hosted) solution, Software as a Service (SaaS) solution. The Vendor may provide a complete solution or collaborate with Cloud providers to propose the SaaS solution.

The City provides a fully functional IBM Integration Bus (IIB), enterprise service bus (ESB) to include an ESB instance in our demilitarized security zone to interface with internal city applications discussed in our use-case model. The City identified the required performance response in each Functional requirement.

The City encourages and is open to innovative solutions when Vendors meet the mandatory requirements. The Vendor may propose alternative processes or technologies when relevant.

5.2 Responding To Technical Requirements

To ensure that a proposed solution is thoroughly represented, Vendors should respond to each Technical Requirement of the RFP. Itemized requirements in this section have a rating of Mandatory indicating the criticality of the requirements in achieving product and project objectives. See **Appendix D** for the City's Technical Requirements.

If the Vendor requires the City to have technologies not listed in the Technical Requirements, The Vendor shall list those requirements in their RFP responses

Each Vendor response to a Functional Requirement must include the following:

- Indication as to whether or not the Vendor's proposed solution will meet the requirement,
- A narrative description explaining how the Vendor will accomplish the requirement,
- Identification of any involvement of customization or third-party engagement, and
- Additional narrative to explain the need for customization or third-party engagement, when applicable.

To facilitate this, Vendors should include one of the following four labels in each technical requirement response:

Requirement Response Label	What the label means:
Base	Will accomplish this Functional Requirement as part of the basic project solution
Custom	Will accomplish this Functional Requirement, and to do so will dedicate resources to performing custom work. Additional description of the customization and how it will be performed is provided
Not Provided	Will not accomplish this Functional Requirement
Third-Party	Will accomplish this Functional Requirement by engaging a solution developed and or coordinated by a third party. Additional description of the third party engagement is provided

If the Vendor requires the City to have technologies not listed in the Technical requirements, The Vendor shall list those requirements in their RFP responses.

5.3 Itemized Technical Requirements

5.3.1.1 Application Architecture

Technical Requirement Number	Requirement Description
001	The application provides Web-enabled components to meet the Rehabilitation Act of 1973 Section 503, W3C and industry standards for graphics and design; speed; reliability; and security for dynamic content and user interaction.
002	No requirement to deploy application code to client workstations (note: Java Runtime Environment (JRE) is an exception).
003	Ensure compatibility of software with the current version of the following: iOS, Windows and Android mobile devices – Chrome, Safari, IE and Firefox browsers (within 12 months); Windows and Apple operating systems – Office productivity (within 18 months); Oracle and MS SQL databases (within 24 months). Current versions is defined as the manufacturer’s latest production point version of the product.
004	The application provides the ability to automate the deployment of software and updates to user workstations including, but not limited to Web-based deployment tools to push/pull software to the desktop (note: applicable only to run-time environment, like Java). Unless the contractor provides an alternative solution, users do not require administrative privileges.
005	The application provides built-in application and system configuration tables accessible by all modules.
006	The application provides forms-based data validation (field level validation) and displays error messages when validation fails (i.e., user enters text in a numeric field).
007	The application provides copy, cut, paste, and undo functions from data fields and screens

Technical Requirement Number	Requirement Description
	to other applications.
008	The application provides ability to perform mass changes to a defined group of transactions with appropriate selection criteria.
009	The application provides ability to effective date transactions and table updates including, but not limited to future and retroactive changes, based on user-defined criteria.
010	The application provides ability to drill down from a transaction view to the supporting source document or record, regardless of the module source.
011	The system provides ability to restrict free form entry (e.g., require use of drop-down calendar for date field).
012	The system meets Web Accessibility standards including, but not limited to, ability to support ADA and compliant with Section 508 of the Federal Rehabilitation Act (see http://www.access-board.gov/sec508/summary.htm). Web based applications must be compliant following the specifications of 508c of the Americans with Disabilities Act. If compliance is not possible, reasonable alternatives may be considered.

5.3.1.2 Business Continuity and Disaster Recovery

Technical Requirement Number	Requirement Description
013	The system provides full recovery and system backup capabilities for all online and batch transactions according to City-specified timeframes.
014	The system provides software redundancy including, but not limited to, integrity checking capability to identify the existence of program and/or system discrepancies and issue an alert to the appropriate systems operations team.

5.3.1.3 Data Storage and Archiving

Technical Requirement Number	Requirement Description
015	The solution supports future releases of the application without rendering the archived data unusable.
016	The contractor provides the City a complete copy of current and archived data hosted by an ASP provider in the event of contract termination within a month of notification in one of the required formats listed above. (ASP Hosted)

5.3.1.4 Database Architecture

Technical Requirement Number	Requirement Description
017	The application provides standardized data extraction Application Program Interface (API)

	to allow import and export of data to other systems.
018	The application provides ability to encrypt sensitive data when required by federal or state compliance (e.g., PII, PCI, HIPAA, etc.).
019	The solution uses the same data validation criteria for bulk data loads as it does for manual data entry.

5.3.1.5 Information Management

Technical Requirement Number	Requirement Description
020	The system prevents the loss or unauthorized deletion of records before the expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a).
021	The system prevents the unauthorized alteration of records before the expiration of their retention period. The system provides logs or audit trails that document edits and views of records. This is a requirement for records governed by HIPAA; and, depending on the type of record, there may be additional integrity requirements governed by Texas House Bill 300.
022	The system provides systematic deletion of records upon expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a) and §201.003(16), Austin City Code §2-11-11. Sufficient metadata must be present to identify records eligible for disposition based on defined triggering events and dates.
023	Upon expiration of the retention period, the system ensures destruction of all duplicate records to include convenience copies. Texas Rules of Evidence, Rule 1003. The system's back-up strategy ensures retention of backup records doesn't excessively exceed destruction of originals. System procedures must ensure retention rules apply to copies of production data used to develop, test, or train.
024	The system ensures records are retrievable and available until the expiration of their approved retention period. Texas Local Government Records Act §205.008(b). Records stored on contractor, outsourced, cloud, or hosted platforms remain the property and responsibility of the City. When contacted by an authorized City employee or when the contract ends or is terminated, contractors must deliver records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost. Austin City Code §2-11-15.
025	Until expiration of retention period, hardware and software must be available to access records and sufficient metadata must be present to facilitate timely retrieval of records. Contracts with hosted solution providers must specify the contractor's duties with respect to management of records as required by Austin City Code §2-11-15. The system ensures retention of specific records - even if their retention period has expired - if they are the subject of known or reasonably anticipated litigation, public information request, audit or other legal action. Texas Local Government Records Act §202.002, Austin City Code § 2-11-

	11. The system maintains a log of litigation and other holds allowing release of holds after resolution of litigation, audit, or public information requests.
026	The system creates records/logs of destruction activity. Texas Local Government Records Act §203.046, Austin City Code §2-11-11. Destruction logs must (a) show a minimal set of metadata sufficient to uniquely identify the records purged; (b) show who approved and who executed the destruction, and the dates on which these events took place; (c) reflect compliance with an approved, written standard operating procedure; and (d) be retained permanently.

5.3.1.6 Infrastructure

Technical Requirement Number	**Requirement Description**
027	The solution uses an accurate, NIST time source for traceable time stamp. If back-end components use date/time stamping, client-side components synchronize with back-end servers.

5.3.1.7 Security and Authentication

Technical Requirement Number	**Requirement Description**
028	If applicable, the system provides adequate protection of data covered by regulatory or other compliance requirements (e.g., U.S. Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), Payment Card Industry (PCI).
029	The system provides protection against unauthorized access to data by persons and other software programs.
030	The system masks (i.e., substituting characters with '*') passwords as they are entered into the system.
031	The solution does not require operating system administrator privileges on the client workstation(s) to run or receive application updates or the vendor must provide another solution for updates.
032	The solution provides a method to change the passwords for built-in system accounts (i.e. Administrator, Admin, Super, etc.)
033	Passwords must NOT be included in automated sign-on procedures, stored unencrypted in cache, or transmitted as clear text over the network.
034	The application allows the Application Administrator to restrict generic logins.
035	The system uses Microsoft Active Directory Federated Services (ADFS) [current version minus 1] for federated identity management.
036	The system ensures the City's data is not made available to any other parties not specifically authorized to view or access the data. (ASP Hosted)
037	For systems with sensitive data (personally identifiable information (PII), city confidential

	data, or data covered by a federal security standard), the contractor conducts an annual security assessment of all tiers of its hosting facility, including application servers and network devices. Provide summary copies of the security audit reports to the City of Austin annually. We prefer an annual 3rd party security assessment, which we may require depending on the data being hosted.

6.0 PROJECT MANAGEMENT / IMPLEMENTATION REQUIREMENTS

6.1 Overview of Project Management / Implementation Requirements

Project Management / Implementation requirements, which describe project management specifications to manage and support the requirements and City of Austin project management office, are grouped according to the following categories:

- Project Management Methodology
- Implementation Methodology
- Training Methodology
- Licensing

Each Project Management/Implementation Requirement is accompanied by a unique identifier. This reference provides additional context to aid the Vendor in understanding project management processes that may be related to the requirement.

The City encourages and is open to innovative solutions when Vendors meet the mandatory requirements. The Vendor may propose alternative processes or technologies when relevant.

6.2 Responding To Project Management / Implementation Requirements

To ensure a proposed solution is thoroughly represented, Vendors should respond to each Project Management / Implementation Requirement. Itemized requirements in this section have a rating of Mandatory indicating the criticality of the requirements in achieving product and project objectives. See **Appendix E** for the City's Project Management/Implementation Requirements.

6.2.1 Vendor's Project Management Methodology

Responding Vendors shall provide documentation describing their proven project management methods. The City recognizes each Vendor shall recommend a project management methodology that demonstrates a commitment to completing the project on time and within budget. Documentation to be included:

- Project Management Methodology (Model) Used
- Explanation of the Methodology
- Explanation of how the Methodology shall be used on this project
- Explanation of how the Vendor shall staff this project for the project's life-cycle, including all specific personnel by name, their technical title, role and responsibilities on the project, and resumes including work experience in related implementations, education and tenure with the Vendor.

6.2.2 Implementation Methodology

Each Implementation requirement shall always indicate explicitly whether or not the Vendor's proposed Services meets the Implementation requirements. Vendors shall describe the format for each document they shall provide and be prepared to deliver selected system documents upon request during the evaluation and selection process outlined in Section 0600. During the project's initiating, designing, implementation and closing phases and prior to system acceptance, the selected Vendor shall profile and maintain updates on the following system documentation:

- Project Schedule(s) based on implementation milestones
    - Schedule Development
    - Baseline Schedule
    - Schedule Updates

6.2.3 Training

The Vendor shall provide the following Training Requirements:

- The Vendor shall develop a long-term Training Program with reproducible Training Materials for conducting training over the solution's life-cycle within the City's PIR Department for:
    - Training for Ten (10) City technical staff

The Vendor shall provide reproducible Training Materials adapted for use by City staff to conduct new end user training and re-training.

6.3 Itemized Project Management / Implementation Requirements

6.3.1.1 Project Management

Project Management Requirement Number	Requirement Description
001	Provide a Project Manager (PM) to represent the Vendor in the management of the Project, interfacing with the City Project Manager (PM) in any decisions relating to the Project
002	Assume and lead all day-to-day management of Vendor personnel, including subcontractor personnel, and associated Deliverables related to the required services
003	Provide a robust project management methodology founded on industry best practices
004	Conduct project management activities through the life of the project and execute the associated plans
005	Document deliverable details, formats, and acceptance criteria in Deliverable Expectation Documents (DEDs) as mutually agreed upon by the City and the Vendor

Project Management Requirement Number	Requirement Description
006	Provide, update, and maintain a Project Schedule (e.g. in MS Project)that includes the following key components: • Work breakdown structure • Task and activities required to successfully complete the Project • Schedule/milestone tracking and resource allocation • Critical path identification and dependencies Provide periodic updates (as mutually agreed upon by the City and the Vendor) to Project Schedule which is maintained by the Vendor
007	Provide, update and maintain a formal Project Management Plan (PMP) that includes the following key components: • Project initiation activities • Issues tracking, escalation and resolution • Change request approval, management and tracking • Deliverable/product review and approval and other acceptance criteria • Risk Management, identification, quantification of impact, monitoring, and mitigation plans • Quality management • Vendor and subcontractor resource management • Project success evaluation criteria and Project close-out activities • Status and of the reporting activities • Status reporting templates (including deliverable status reports, issues, risks, plans vs. actual status, etc.)
008	Provide and implement risk mitigation measures, contingency plans and disaster recovery plans as high priority risks are identified and monitored
009	Provide a Communication Plan and Matrix to document the communications with all Project stakeholders throughout the life of the Project as mutually agreed upon by the City of the Vendor communication with internal and external end users
010	Provide Project Status Reports and conduct regularly scheduled status meetings reviewing Project progress, risk, mitigation, issue resolution, deliverable status, and next steps as mutually agreed upon by the City and the Vendor
011	Use the Microsoft Outlook systems provided for all e-mails and scheduling for all Project-related communications
012	Prepare system Change Request as required based on all added, deleted, and/or modified scopes of work
013	Conduct and document Lessons Learned meetings at key intervals with Project Team.

Project Management Requirement Number	Requirement Description
	Apply Lessons Learned to future design and implementation phases

6.3.1.2 Implementation

Implementation Requirement Number	Requirement Description
014	Test the capability of failover to secondary Disaster Recovery site
015	Provide the Configured Hardware Environments (testing) to test and/or demonstrate all required functionality has been satisfied
016	Provide and document test results in a Documented Successful Testing Results deliverable
017	Validate the system for compliance with the Security Requirements
018	Correct defects found as a result of testing efforts and record all defect in a Defects Log
019	Provide Go/No-go Documentation, including the Production Cutover Plan and the Go-Live Checklist
020	Conduct Go/No-go Meetings with the City's staff and Vendor's technical team

6.3.1.3 Training

Training Requirement Number	Requirement Description
021	Provide formal Project Team Training Plan to document City Project Team training requirements

6.3.1.4 Licensing

Licensing Requirement Number	Requirement Description
022	Provide the licensing model necessary to meet each of the required project objectives

7.0 LIST OF APPENDICES FOR THIS RFP SCOPE OF WORK

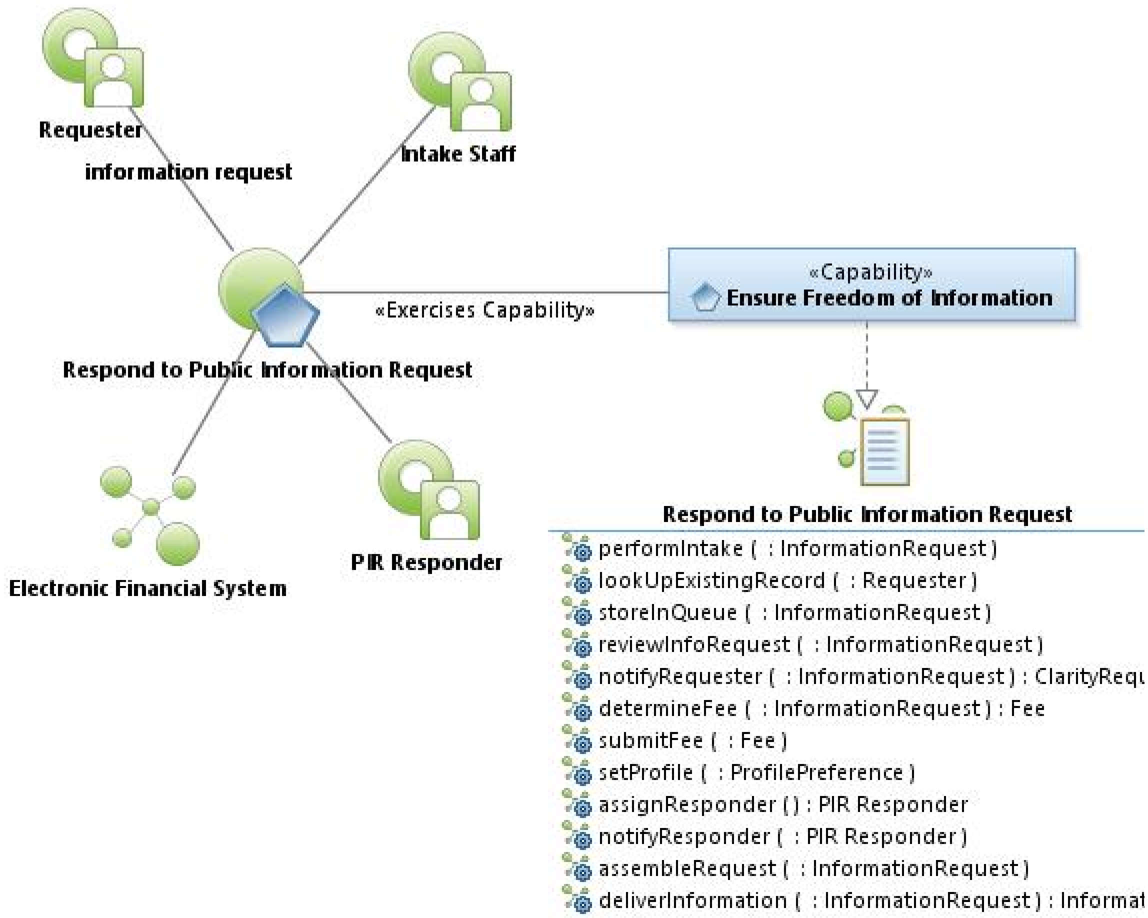
7.1 Appendices

- **Appendix A Use-Cases (References for clarity only)**
- **Appendix B Technical Reference Model**
- **Appendix C Functional Requirements**
- **Appendix D Technical Requirements**
- **Appendix E Project Management/Implementation Requirements**

7.1.1 Appendix A – Use Case Specification

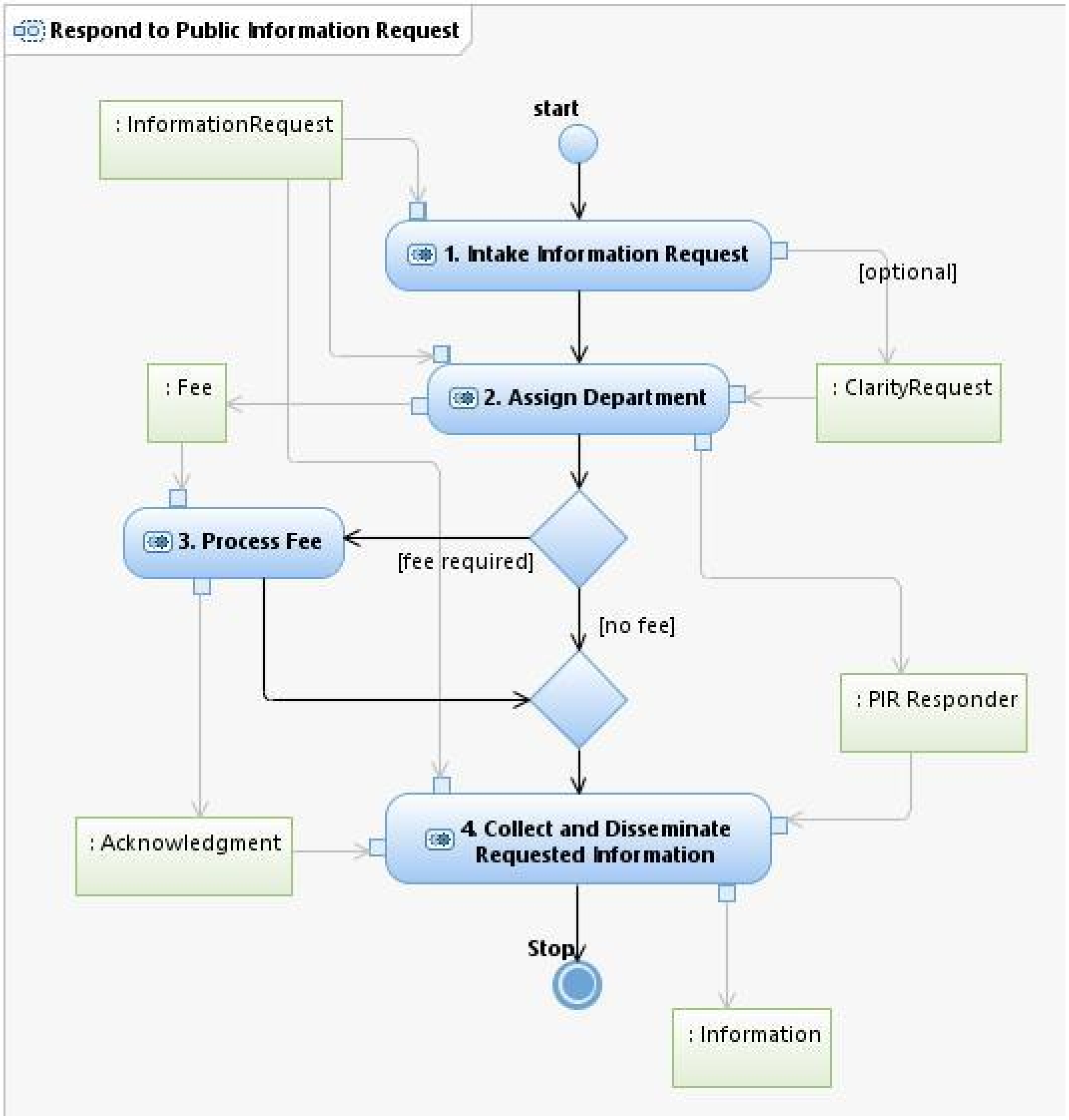
Respond to Public Information Request
Use Case Specification

09/16/2015

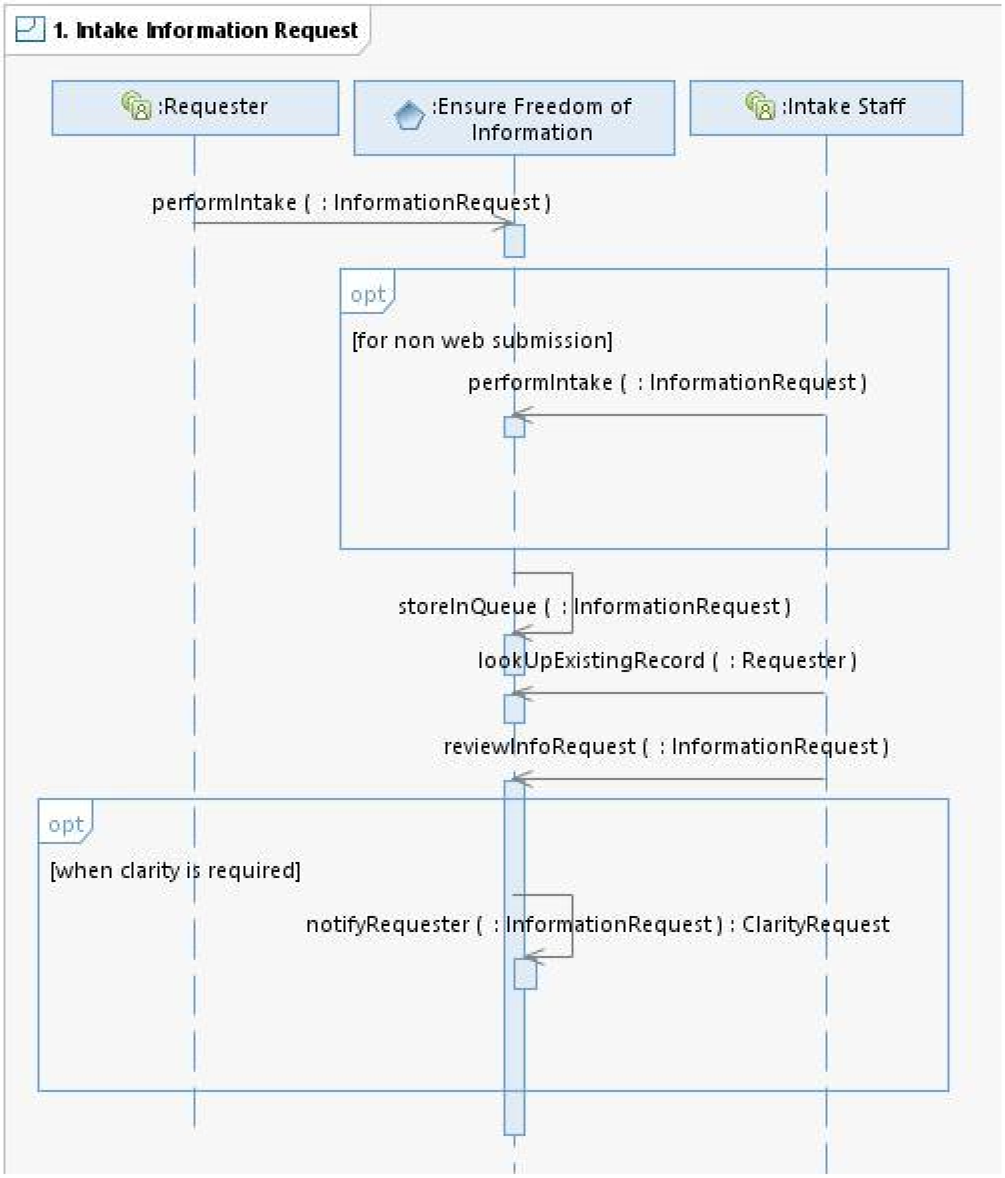


Respond to Public Information Request
Use Case Model

Scope: Intake Staff review Requester Information Request for clarity and completeness. Requester may submit for information using multiple methods to include email, letter or using the city's Web portal. Submissions enter into a queue for review. Intake Staff may contact Requester to seek additional clarification on request. The Intake Staff assign PIR Responders from various departments to collect information. The PIR Responder uses the system to determine fee or fee estimate for complex Information Requests. Requester submits a fee to cover expense for accepted and approved information requests. Simple information requests do not require a fee. Once adjudication of fee occurs (if required), the PIR Responders assemble the Information Request. After review of the material for completeness, the system delivers requested information to the Requester.



Interaction Overview

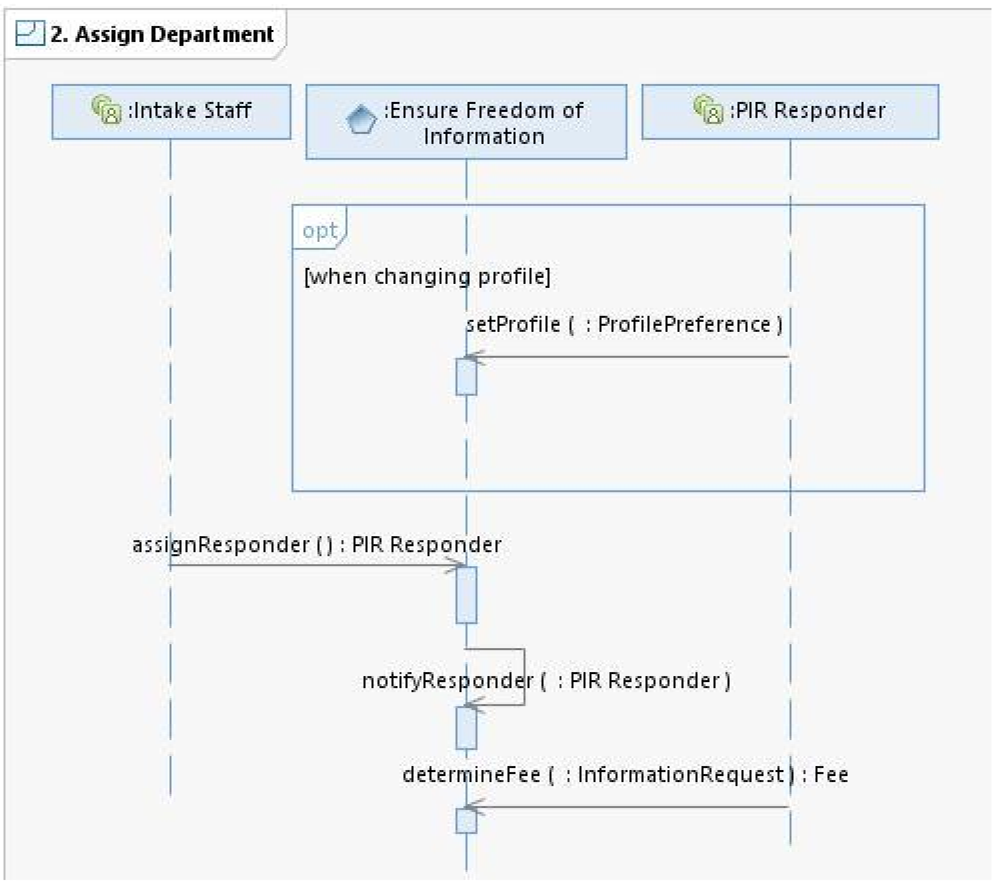


1. Intake Information Request
Sequence Diagram

Req#	Type/Interface - Requirement Description
001	**Ensure Freedom of Information/performIntake**
	When a Requester makes an Information Request using the city's Web portal, the Requester completes the entry form to include name, address, email address and phone number. The system allows for incomplete entries (ex., organizational affiliation, business, name, address, phone, etc. are not required) for the Information Request. When using the Web portal, however, the system requires a valid email address for an anonymous submission. The system validates Requester email by sending a confirmation

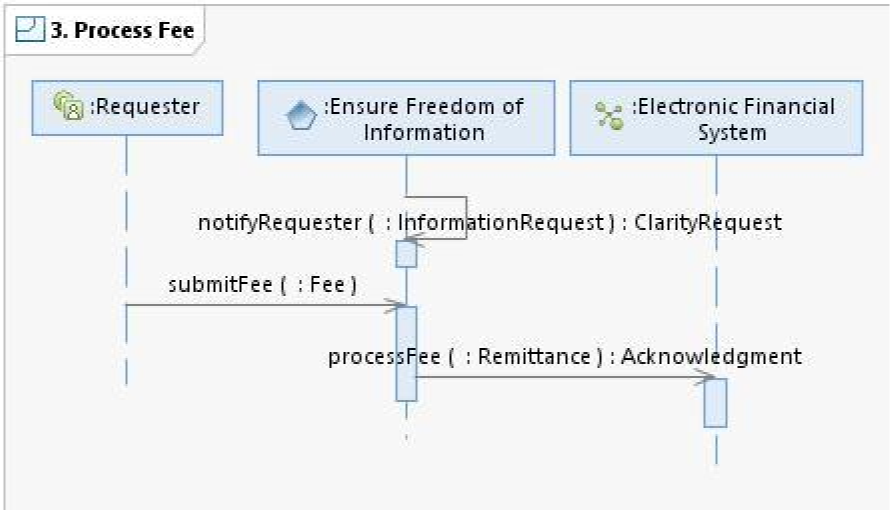
Req#	Type/Interface - Requirement Description
	code to the Requester email address - the Requester must use the system to validate email ownership. The system provides ability to attach additional documents with the Information Request. The Requester uses the Web portal to make an Information Request and indicate preferred delivery method (ex., Web portal, hard copy, or other media such as compact disc). The system defaults to deliver Information Request items electronically through the Web portal or emailed with attachments depending on the requested item. The volume of some Information Request items necessitate electronic delivery such a video files. The system provides the Requester the ability to indicate pickup method such as Web portal, physical pickup, mail to postal service address, or email. For non-Web submission such as written letter, other paper submission or email, the Intake Staff uses the system to complete the entry form on behalf of the Requester. Intake Staff use the system for all Intake Request items no matter the source. Intake Staff enters all the text information into the system, scans or converts the submission (ex., email) to Portable Document Format (PDF) and uses the system to attach the PDF document to the Information Request entry. To manage Requester expectation, the system provides confirmation using a system generated email or letter summarizing city contact information, anticipated process and/or any associated costs.
002	**Ensure Freedom of Information/storeInQueue**
	Once complete, the Requester uses the Web portal to submit the Information Request. The system assigns a unique identifier and stores the Information Request in a queue for completeness check review by the Intake Staff.
003	**Ensure Freedom of Information/lookUpExistingRecord**
	The Intake Staff use the system to identify if existing Requester demographic record exists in the system using identification information provided by the Information Request. The system assists the Intake Staff in merging duplicative Requester records while maintaining the integrity of associated historic Information Request items.
004	**Ensure Freedom of Information/reviewInfoRequest**
	The Intake Staff use the system to review the Information Request for completeness and clarity. When required, the Intake Staff use the system to request additional information from the Requester. The Intake Staff enters the clarity description into the system - depending on the Requester communication preference, the system generates an email or paper letter requesting clarity from the Requester.
005	**Ensure Freedom of Information/notifyRequester**
	For Web portal submissions, the system generates an email containing the Information Clarity Request. Within the email, the system provides a URL link to direct the Requester to a form to add clarity description associated with the original request. The Web link expires after set period adjustable by approved city staff. At some adjustable set period, the system sends a secondary notice to the Requester prior to link expiration. The original Web submission remains intact while the added submission acts as an additional submission (addendum to the request). The system provides the Requester an option to include document attachments to the Clarity Request. There are no limits to the number of additional Clarity Requests by the system. Clarity requests may occur anytime during the PIR Responder activity. At any phase in the Information Request process, the

Req#	Type/Interface - Requirement Description
	PIR Responder may request additional clarity. The system identifies and stores with the Information Request the identity of the requesting city staff. Clarity descriptions are visible to all PIR Responders and Intake Staff assigned to the Information Request task. The Requester may respond in writing or by email to a clarity request - in this situation, the Intake Staff enters the clarity response into the system and attaches a PDF version of the original. Approved staff members use the system to observe the historic dialog between Requester, Intake Staff and other PIR Staff clarity dialog. The system provides Intake Staff and PIR Responder the ability to enter viewable notes shared among the task participants, but not viewable or released to the Requester. The Notification informs Requester of a required fee and informs Requester when Information Request is ready for pickup or delivery.



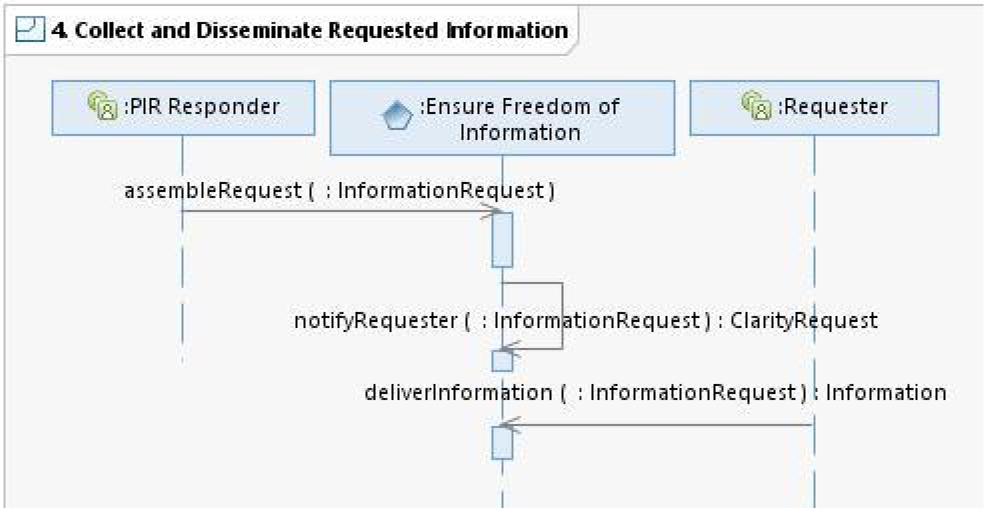
2. Assign Department Sequence Diagram

Req#	Type/Interface - Requirement Description
006	**Ensure Freedom of Information/setProfile**
	The PIR Responder and Intake Staff use the system to set desired notification elements such as (but not limited to) update to Requester Clarity Request, Intake Staff or PIR Responder Information Request comment, flagged interest in a particular Information Request not currently assigned, etc. All Notifications are by email. Intake Staff control some profile items.
007	**Ensure Freedom of Information/assignResponder**
	The Intake Staff use the system to assign department PIR Responder(s) to an Information Request. Only authorized Intake Staff may add or remove department PIR Responder reviews. The system tracks Information Request activities using a log or similar method to indicate Information Request activity throughout the lifecycle of the request. Information log include activities, dates/time and responsible staff details, etc. The system provides commonly used PIR Responder templates modifiable by approved city staff. The system provides summary guidance for the Intake Staff to select the appropriate template based on the type and scope of the Information Request. The Intake Staff use the system to add or remove department PIR Respondent on selected templates as needed. Once satisfied with the PIR Responder list, the Intake Staff use the system to submit PIR Responder tasks. The system log file activity tracking actions by department PIR Responder provides Intake Staff status to the parent Information Request.
008	**Ensure Freedom of Information/notifyResponder**
	The system sends an email to the PIR Responder, which contains a URL link to the assigned Information Request. The PIR Responder selects the system provided URL to load and observe the Information Request. The system provides email notification to the assigned PIR Responder for any change or clarification to a request or other selectable profile items. The system logs all timing associated with notification, response or other Intake Staff or PIR Respondent activities. The system provides continuous metering of time of submission and anticipated completion date.
009	**Ensure Freedom of Information/determineFee**
	Some information requests require fees to pay for supplies and labor to assemble the requested information. The PIR Responder use the system to calculate fee estimates and to manage fees associated with routine or frequent Information Requests. The system stores historical Information Request fees for use in future cost estimates. Requester must submit fees or initial fee estimate prior to Information Request activities. For some complex, labor-intensive requests, there may be additional charges prior to receiving the information requested.



3. Process Fee
Sequence Diagram

Req#	Type/Interface - Requirement Description
010	**Ensure Freedom of Information/submitFee**
	The Requester uses the Web portal to submit required fee.
011	**Ensure Freedom of Information/processFee**
	Interface to the city's online financial credit card, debit card, and automated clearinghouse (ACH) service provider.



4. Collect and Disseminate Requested Information
Sequence Diagram

Req#	Type/Interface - Requirement Description
012	**Ensure Freedom of Information/assembleRequest**
	Departments gather information based on the Information Request and clarity response in various formats. The system aids in delivering common formats viewable by the Requester without specialized applications - good examples include Portable Document Format (PDF). In some circumstances, Intake Staff and/or PIR Responder print hardcopy or copy media to CD ROM for Requester pickup. The PIR Responder uses the system to attach the information requested to the assigned information request task (by unique identifier). The system allows for links (i.e., Uniform Resource Locator - URL) for information sources visible and accessible to the Requester when released. The system ensures all Information Request tasks are associated and reported in consistent form using a unique identification relationship to include status of department assignments. PIR Requester gathered information is visible to the unique identification Information Request while maintaining visible relationship with other department PIR Requester responses. The system provides overview of all Information Request task assignment status and information collected. The system provides Intake Staff continuous status indication throughout the Information Request lifecycle. Assembly is where material is reviewed for releasability, personal identification information, and confidentiality, etc. - for sensitive material, the system tracks approving official when indicated or non-releasable material. The system provides tools to redact select information.
013	**Ensure Freedom of Information/deliverInformation**
	Guided by a URL link in a Notification, the system provides the Requester a URL link to a Web portal containing additional URL(s) referencing the information requested. Similar to a Clarity Request, the Notification of delivery times out after a prescribed period. The time out period is adjustable by approved city staff. In addition, the system sends additional Notification at a set period reminding Requester of expiration date. The system provides Intake Staff the ability to override and/or reset expiration. The system

	allows Intake Staff to include multiple instances of Requester. The system does not expose multiple instances to other requesters. At any time, the Intake Staff may use the system to resurrect a closed Information Request reassign to one more instances of additional requesters. For hand delivery option, the Intake Staff use the system to create paper copies of the Information Request or digital copies on Requester desired media. The Intake Staff use the system to close the Information Request when warranted or the closure occurs during period end.

7.1.2 Appendix B – Technical Reference Model

The Technical Reference Model is based on the September 24, 2015 model provided by the Office of the Chief Enterprise IT Architect. It is the City of Austin's component-based technical framework used for standards, specification and technologies that support and enable the delivery of service to City departments.

Area	Category	Standard
Application Technology		
Development Tools	Analysis, Design and Modeling	Unified Modeling Language (UML)
	Requirements Management	Rational Software Architect (RSA)
	Software Change and Configuration Management Tools	GitHub
	Web Authoring Tools	Drupal (outward)
	Application Development Tools	Visual Studio
		PL/SQL Developer
		Notepad++
		Java
		Cold Fusion
Software Engines	Search Engines	Solr
	Geographic Information System (GIS) Engines	ESRI Current minus 2 versions (10.1-10.3)
		ArcGIS for Desktop current minus 2 versions (10.1-10.3)
		ArcGIS for Server current minus 2 versions (10.1-10.3)
		ArcGIS Online current minus 2 versions (10.1-10.3)
		Smallworld Electronic Office (AE only)
		ArcSDE current minus 2 versions (10.1-10.3)
		FME current minus 2 versions (10.1-10.3)
	Business Rules Engines	BPM
		BPMN
	Business Process Management Engines	Websplore
Application and Web Server Software	Application Server Software	ArcGIS Server (includes server extensions) current minus 2 versions (10.1-10.3)
		FME Server current minus 2 versions (10.1-10.3)
	Web Server Software	Apache current minus 2 versions

Area	Category	Standard
		Internet Information Services (IIS) current minus 1 version
		IBM WebSphere
Integration Software	Enterprise Service Bus (ESB)	IBM Integration Bus (IIB)
Application Testing Software	Debugging Test Tools	PL/SQL Developer
		Fiddler
		Firebug (Firefox plugin)
		IE Developer Tools
	Function Testing Tools	PL/SQL Developer
	Load and Performance Testing Tools	PL/SQL Developer
		Visual Studio
		Jmeter
	System Testing Tools	Visual Studio
		PL/SQL Developer
	Unit Testing Tools	Visual Studio
		PL/SQL Developer
Information Management Technologies		
Business Intelligence and Data Warehouse Platforms	Business Intelligence Platforms	MicroStrategy
	Web Reporting Tools	Google Analytics
		DBNetGrid
		CADReports
		Microcall
	Dashboard/Scorecard Tools	MicroStrategy
	Data Mining Tools	Oracle Discoverer
		PL/SQL Developer
	Data Warehouses	Oracle
		SQL Server
	Geospatial Tools	ArcGIS Desktop current minus 2 versions (10.1-10.3)
	Data Analytics (Statistical Analytics, Prediction, and Modeling)	ERWin
		Visio
	Unstructured Data/Natural Language Processing	EDIMS
		OS File
		CIFS
Data Management	Database Connectivity	PL/SQL Developer
		Oracle SQL Developer
		Oracle SQL *Net
	Object Oriented DBMS	Oracle
	Relational DBMS	Oracle
		SQL Server
		Oracle

Area	Category	Standard
		SQL Server
	Database Related Management Tools	IDERA
		PL/SQL Developer
Data Integration	Database Replication and Clustering	PL/SQL Developer
		FME
		Oracle Real Applications Cluster (RAC)
		SQL Server Cluster
	Data at Rest	EMC
		NetApp Storage
		Tintri
		Nimble
		Pure
	Data Synchronization	GeoWorx Sync
		DFS
	Extract, Transform, Load (ETL)	FME Server
		FME Desktop
		Informatica
	Data in Motion (Common Message Terminology and Semantics)	SQL *Net
		TCP/IP
		BigIP
Collaboration and Electronic Workplace		
Collaboration Software	Content Management	Sharepoint
		GIThub
		Drupal CMS
	Electronic Messaging	Microsoft Exchange
	Unified Messaging	Lync/Skype
	Email and Calendaring	Microsoft Outlook
	Real Time and Team Collaboration	Sharepoint
		GoToMyPC
		Cisco VPN
		NetMotion
		Citrix
		Adobe Connect
		Vidyo
		Cleo
		Lync/Skype
	Shared Whiteboard	SmartBoard
		BMC Service Desk Express
	Process and Schedule Synchronization	Tivoli
		Airwatch
	Computer Based Training (CBT)	Adobe Connect
Productivity Software	Accounting and Finance	Advantage

Area	Category	Standard
	Desktop Publishing	Microsoft Publisher
	File Manager and Viewer	EDIMS (Opentext)
		Adobe Acrobat
	Enterprise Faxing	Captaris Rightfax
	Graphics Design Software	Adobe Creative Suite
	Multimedia Software	Adobe Creative Suite
	Standard Office Suite	Microsoft Office 2013
	Miscellaneous Productivity Tools and Utilities	Windows Snipping Tool
	Web Browsers	Internet Explorer current minus 1 (IE 11 and 10)
		Firefox current minus 1
		Chrome current minus 1
	Case Management	AMANDA
		BMC Magic Service Desk Express
		FDM
		Versadex
		LIMS
	Surveys	Survey Monkey
		Survey Builder
		Sharepoint
System Management		
System Management Tools	Alert Management	Orion Solarwinds
		Puppet
		Microsoft SCCM
		Idera
		Trend IWSVA
		Netbotz
		ISX Environmental Monitoring
		Avaya ASA
		Avaya Session Manager
		ADV NMS
	Application Management	Tivoli
	Asset Management and Work Order	Maximo
		BMC Magic Service Desk Express
		Mobile Workforce Manager
	Data Center Automation Software	Appsense
		Idera
		Microsoft SCCM
		EMC Networker
		APC Structureware
		Active Directory
	Disaster Recovery	NetApp VSC

Area	Category	Standard
	Monitoring	Orion Solarwinds
	Remote Desktop Management	Dameware
		MS RDP
	System Change and Configuration Management	Puppet
		Microsoft SCCM
Network Infrastructure	Switching and Routing	Cisco
		Brocade
		ADVA
	Load Balancing and Failover	F5 Big IP
	Network Name and Address	Windows DHCP
		Windows DNS
		IP - IPv6 (not used yet)
		Ipsec
		WINS
		BIND DNS
Network and Telecommunications		
Transport	Local/Campus Area Network (LAN/CAN)	Cisco
		Brocade
	Wide Area Network (WAN)	City Owned Fiber
		AT&T Connections
		Avaya Equipment
		Nortel Equipment
		TimeWarner Cable
	Cabling	BICSI
Wireless and Mobile Networks	Cellular Networks	AT&T (Public Safety)
		Verizon (Public Safety)
		AT&T (AVL- Public Safety)
		Verizon (AVL)
		Sprint (AVL)
	Secure WiFi	Cisco WAP
	Public WiFi	Cisco WAP
		Meraki WAP
	Radio	P25
		Motorola
	Pagers	USA Mobility
	Aircards	Sprint
		Verizon
		AT&T
End User Computer Devices	Personal Computers (PCs)	Dell Workstations/Laptops
	Mobile Hardware	iPad current minus 1
		iPhone current minus 1
		Android current minus 1
	Hardened Laptops	Panasonic
		Dell

Area	Category	Standard
Platforms and Storage		
Operating Systems	Desktop/Laptop	Win 7 current minus 1
		Win 8 current minus 1
	Mainframe	AIX current minus 2
	Mobile Device	Android current minus 1
		iOS current minus 1
	Server	Windows Server current minus 1
		AIX current minus 2
		Linux (Redhat) current minus 1
Cloud Services/ Virtualization	Cloud Technologies	ArcGIS Online current minus 2
	Virtualization Software	VMWare
		Citrix Xen Server
		VirtualBox
Storage	Long Term Back-up	EMC Networker
		NetApp
		Avamar
	Operational Recovery	EMC Networker
		NetApp
		Avamar
	Production	EMC Networker
		NetApp
		Avamar
System Management Tools	Network Performance Optimization	Microsoft SCCM
		Trend Antivirus
		Puppet
		GitHub
		PKI
		GPO
		IBM HMC
		Trend IWSVA
	Logging	Splunk
	Patch Management	WSUS
		Microsoft SCCM
Enterprise Architecture		
Employment	Application	Rational Software Architect (RSA)
		MS Picture Manager
		HTML-Kit
		SnagIt
		FTP
		Subversion
	Framework	Eclipse
		Unified Modeling Language (UML)
		IBM UPIA

7.1.3 Appendix C – Functional Requirements

Vendor Product/Service: Vendor shall indicate if the Product/Services meets the functional requirement and/or describes how the proposed Product/Services shall accomplish each Functional requirement. Vendors shall indicate if the accomplished requirement is:

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	001	Intake Information Request	Ability to develop an online and knowledge base that will provide requester's the ability to submit request directly into the system	1	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	002	Intake Information Request	Ability for City of Austin Law Department's website to transmit submitted Information Request into system		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	003	Intake Information Request	Ability for Intake Staff to input information Request into system		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	004	Intake Information Request	Ability for all Information Request to be completely managed by Intake Staff to complete the following but not limited to: • Assignment of one or more PIR Responders • Final correspondence to requester • Add/Remove templates		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	005	Intake Information Request	Ability to validate requestor email by sending a confirmation code to the Requester email address	1	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	006	Intake Information Request	Ability to attach additional documents and videos with an Information Request. Attachment types to include but not limited to the following: • MSG • JPEG • EXCEL • AUDIO and VIDEO • PDF • WORD	1	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	007	Intake Information Request	Ability to indicate requesters preferred pickup method such as but not limited to Web portal, physical pickup, mail to postal service address, or email.	1	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	008	Intake Information Request	Ability to provide requestor confirmation submitted information request with the ability to: • Summarize request • Provide City Contact Information • Anticipated process and/or estimated cost	1	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	009	Intake Information Request	Ability to assign unique identifier to each request received (identification number) *Refer to **Section 2.1** for current workflow process.*	2	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	010	Intake Information Request	Ability to identify duplicate requester and merge	3	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	011	Intake Information Request	Ability for internal and external requesters to communicate within the system to complete the following including but not limited to: • Request additional information from requestor • Communicate with requester per preferred communication preference to obtain additional clarity from requester	4, 5	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

4	012	Intake Information Request	Ability to customize unlimited number of rules for automated routing for request and notifications for the following including but not limited to:
			• Adjust requester response timeframe window
			• Notify requestor when response timeframe is expiring
			  o Summary of request
			  o New expected date
			• Send email to PIR
				5, 6, 7, 8, 12, 13	□ BASE
					□ CUSTOM
					□ THIRD PARTY
					□ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
			Responders • Email notification to the assigned PIR Responder for any change or clarification • Adjust time out period by administrative users • Send additional notification at a set period reminding requester of expected date • Override and/or reset expected date • Allows Intake Staff to include Multiple instances of Requestors • Re-open a closed Information Request to reassign to one more instances of additional requesters by Intake Staff • Provide/Request status update notifications to PIR Responders • Add customized federal and local business holidays			

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	013	Intake Information Request	Ability to notify Intake Staff when identified tiered administrative users has completed the following but not limited to: • Information Request creation • Information Request status • Change in status • Notes when added to Information Request		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	014	Intake Information Request	Ability to track and log actions taken within the system to complete the following including but not limited to: • Information request activities throughout the lifecycle of the request • Historical dialog between Requester, Intake Staff and other PIR Responders • Activities, dates/time and responsible staff details • Actions by department PIR Responder provides Intake Staff status to the information request • All timing associated with notification, response or other intake Staff or PIR Respondent activities.	5,7	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	015	Intake Information Request	Ability to generate email to requestor for clarity request and associate request and response to original request	5	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	016	Intake Information Request	Ability to provide requester the option to include attachments to clarity request	5	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	017	Intake Information Request	Ability to provide Intake Staff and PIR Responder the ability to enter and view all notes	5	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	018	Assign Department	Ability to align certain users with specific departments and offices	7	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	019	Assign Department/ Responder	Ability for approved city staff to create and modify templates to be utilized by PIR responder	7	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	020	Assign Department/ Responder	Ability to provide summary guidance for Intake Staff to select the appropriate template based on the type and scope of an Information Request.	7	□ BASE □ CUSTOM □ THIRD PARTY	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
					□ NOT PROVIDED	
4	021	Assign Department/ Responder	Ability to automate notification to users when Information Request are assigned	8	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	022	Assign Department/ Responder	Ability to perform and complete workflow (Information Request) integration	8, 12, 13	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	023	Assign Department/ Responder	Ability to provide continuous metering of time of submission and anticipated completion date	8	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	024	Assign Department/ Responder	Ability to provide PIR Responders a work queue of open active Information Request	8	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	025	Determine Fee	Ability to calculate, assess and track fees and staff time associated with requests	9	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	026	Determine Fee	Ability to calculate fee estimates and to manage fees associated with routine or frequent Information Requests	9	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	027	Determine Fee	Ability to store historical Information Request fees for use in future cost estimates	9	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	028	Collect and Disseminate Requested Information	Capability to retain large amounts of data within the system	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	029	Collect and Disseminate Requested Information	Ability to search to find documents, issues and user data	12	□ BASE □ CUSTOM □ THIRD PARTY	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
					□ NOT PROVIDED	
4	030	Collect and Disseminate Requested Information	Ability to view common formats by Requestor without specialized applications	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	031	Collect and Disseminate Requested Information	Ability to provide overview of all Information Request task assignment, status and information collected	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	032	Collect and Disseminate Requested Information	Ability to provide Intake Staff continuous status indication throughout the Information Request lifecycle.	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	033	Collect and Disseminate Requested Information	Ability to provide Intake Staff notification when all PIR Responders have provided responses to information request	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
	034	Collect and Disseminate Requested Information	Ability to determine PIR Responders responses does not contain sensitive information including but not limited to the following: • Date of Birth • Social Security Number • Driver License Number	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	035	Collect and Disseminate Requested Information	Ability to provide tool(s) to redact information from select information	12	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	036	Collect and Disseminate Requested Information	Ability to enable data storage and retrieval from achieved data in a manner which is consistent with production data.	13	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	037	Collect and Disseminate Requested Information	Ability to convert the disseminated information into a machine-readable format for the purpose of facilitating online publication		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	038	Reporting	Ability for tier administrative staff to report on the following but not limited to: • Dates o Submitted/Open Date, o Initial 10th Business Day o Date Closed o Number of days Open o PIR Responder Completion Date o Date Ranges) • Assigned PIR Responders • Subject/Topic • Status • Requester • Information Request Description • Number of Days Information Request is opened		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req. No.	Topic	Requirement Description	Use Case Req. No.	Vendor Product/Service*	Vendor Response
4	039	Reporting	Ability for PIR Responder to report on the following but not limited to: • Subject/Topic • Status • Open/Active number of Information Request • Assigned Staff		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
4	040	Reporting	Ability to export information about the status of an individual PIRs in CSV format including but not limited to: • Date Received • Subject/Topic • Current Status • Date Completed		□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

7.1.4 Appendix D – Technical Standards (Requirements)

Vendor Product/Service: Vendor shall indicate if the Product/Services meets the functional requirement and/or describes how the proposed Product/Services shall accomplish each Functional requirement. Vendors shall indicate if the accomplished requirement is:

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	001	Application Architecture	The application provides Web-enabled components to meet the Rehabilitation Act of 1973 Section 503, W3C and industry standards for graphics and design; speed; reliability; and security for dynamic content and user interaction.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	002	Application Architecture	No requirement to deploy application code to client workstations (note: Java Runtime Environment (JRE) is an exception).	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	003	Application Architecture	Ensure compatibility of software with the current version of the following: iOS, Windows and Android mobile devices – Chrome, Safari, IE and Firefox browsers (within 12 months); Windows and Apple operating systems – Office productivity (within 18 months); Oracle and MS SQL databases (within 24 months). Current versions is defined as the manufacturer's latest production point version of the product.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	004	Application Architecture	The application provides the ability to automate the deployment of software and updates to user workstations including, but not limited to Web-based deployment tools to push/pull software to the desktop (note: applicable only to run-time environment, like Java). Unless the contractor provides an alternative solution, users do not require administrative privileges.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	005	Application Architecture	The application provides built-in application and system configuration tables accessible by all modules.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	006	Application Architecture	The application provides forms-based data validation (field level validation) and displays error messages when validation fails (i.e., user enters text in a numeric field).	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	007	Application Architecture	The application provides copy, cut, paste, and undo functions from data fields and screens to other applications.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	008	Application Architecture	The application provides ability to perform mass changes to a defined group of transactions with appropriate selection criteria.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	009	Application Architecture	The application provides ability to effective date transactions and table updates including, but not limited to future and retroactive changes, based on user-defined criteria.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	010	Application Architecture	The application provides ability to drill down from a transaction view to the supporting source document or record, regardless of the module source.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	011	Application Architecture	The system provides ability to restrict free form entry (e.g., require use of drop-down calendar for date field).	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	012	Application Architecture	The system meets Web Accessibility standards including, but not limited to, ability to support ADA and compliant with Section 508 of the Federal Rehabilitation Act (see http://www.access-board.gov/sec508/summary.htm). Web based applications must be compliant following the specifications of 508c of the Americans with Disabilities Act. If compliance is not possible, reasonable alternatives may be considered.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	013	Business Continuity and Disaster Recovery	The system provides full recovery and system backup capabilities for all online and batch transactions according to City-specified timeframes.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	014	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, integrity checking capability to identify the existence of program and/or system discrepancies and issue an alert to the appropriate systems operations team.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	015	Data Storage and Archiving	The solution supports future releases of the application without rendering the archived data unusable.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	016	Data Storage and Archiving	The contractor provides the City a complete copy of current and archived data hosted by an ASP provider in the event of contract termination within a month of notification in one of the required formats listed above. (ASP Hosted)	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	017	Database Architecture	The application provides standardized data extraction Application Program Interface (API) to allow import and export of data to other systems.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	018	Database Architecture	The application provides ability to encrypt sensitive data when required by federal or state compliance (e.g., PII, PCI, HIPAA, etc.).	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	019	Database Architecture	The solution uses the same data validation criteria for bulk data loads as it does for manual data entry.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	020	Information Management	The system prevents the loss or unauthorized deletion of records before the expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a).	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	021	Information Management	The system prevents the unauthorized alteration of records before the expiration of their retention period. The system provides logs or audit trails that document edits and views of records. This is a requirement for records governed by HIPAA; and, depending on the type of record, there may be additional integrity requirements governed by Texas House Bill 300.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	022	Information Management	The system provides systematic deletion of records upon expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a) and §201.003(16), Austin City Code §2-11-11. Sufficient metadata must be present to identify records eligible for disposition based on defined triggering events and dates.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	023	Information Management	Upon expiration of the retention period, the system ensures destruction of all duplicate records to include convenience copies. Texas Rules of Evidence, Rule 1003. The system's back-up strategy ensures retention of backup records doesn't excessively exceed destruction of originals. System procedures must ensure retention rules apply to copies of production data used to develop, test, or train.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	024	Information Management	The system ensures records are retrievable and available until the expiration of their approved retention period. Texas Local Government Records Act §205.008(b). Records stored on contractor, outsourced, cloud, or hosted platforms remain the property and responsibility of the City. When contacted by an authorized City employee or when the contract ends or is terminated, contractors must deliver records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost. Austin City Code §2-11-15.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	025	Information Management	Until expiration of retention period, hardware and software must be available to access records and sufficient metadata must be present to facilitate timely retrieval of records. Contracts with hosted solution providers must specify the contractor's duties with respect to management of records as required by Austin City Code §2-11-15. The system ensures retention of specific records - even if their retention period has expired - if they are the subject of known or reasonably anticipated litigation, public information request, audit or other legal action. Texas Local Government Records Act §202.002, Austin City Code § 2-11-11. The system maintains a log of litigation and other holds allowing release of holds after resolution of litigation, audit, or public information requests.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	026	Information Management	The system creates records/logs of destruction activity. Texas Local Government Records Act §203.046, Austin City Code §2-11-11. Destruction logs must (a) show a minimal set of metadata sufficient to uniquely identify the records purged; (b) show who approved and who executed the destruction, and the dates on which these events took place; (c) reflect compliance with an approved, written standard operating procedure; and (d) be retained permanently.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	027	Infrastructure	The solution uses an accurate, NIST time source for traceable time stamp. If back-end components use date/time stamping, client-side components synchronize with back-end servers.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	028	Security and Authentication	If applicable, the system provides adequate protection of data covered by regulatory or other compliance requirements (e.g., U.S. Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), Payment Card Industry (PCI).	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	029	Security and Authentication	The system provides protection against unauthorized access to data by persons and other software programs.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	030	Security and Authentication	The system masks (i.e., substituting characters with '*') passwords as they are entered into the system.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	031	Security and Authentication	The solution does not require operating system administrator privileges on the client workstation(s) to run or receive application updates or the vendor must provide another solution for updates.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	032	Security and Authentication	The solution provides a method to change the passwords for built-in system accounts (i.e. Administrator, Admin, Super, etc.)	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	033	Security and Authentication	Passwords must NOT be included in automated sign-on procedures, stored unencrypted in cache, or transmitted as clear text over the network.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	034	Security and Authentication	The application allows the Application Administrator to restrict generic logins.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

Category	Req No	Topic	Description	Vendor Product/Service*	Vendor Response
5	035	Security and Authentication	The system uses Microsoft Active Directory Federated Services (ADFS) [current version minus 1] for federated identity management.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	036	Security and Authentication	The system ensures the City's data is not made available to any other parties not specifically authorized to view or access the data. (ASP Hosted)	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	
5	037	Security and Authentication	For systems with sensitive data (personally identifiable information (PII), city confidential data, or data covered by a federal security standard), the contractor conducts an annual security assessment of all tiers of its hosting facility, including application servers and network devices. Provide summary copies of the security audit reports to the City of Austin annually. We prefer an annual 3rd party security assessment, which we may require depending on the data being hosted.	□ BASE □ CUSTOM □ THIRD PARTY □ NOT PROVIDED	

7.1.5 Appendix E – Project Management Requirements

Category	Req. No.	Topic	Requirement Description	Vendor Response
6	001	Project Management Methodology	Provide a Project Manager (PM) to represent the Vendor in the management of the Project, interfacing with the City Project Manager (PM) in any decisions relating to the Project	
6	002	Project Management Methodology	Assume and lead all day-to-day management of Vendor personnel, including subcontractor personnel, and associated Deliverables related to the required services	
6	003	Project Management Methodology	Provide a robust project management methodology founded on industry best practices	
6	004	Project Management Methodology	Conduct project management activities through the life of the project and execute the associated plans	
6	005	Project Management Methodology	Document deliverable details, formats, and acceptance criteria in Deliverable Expectation Documents (DEDs) as mutually agreed upon by the City and the Vendor	
6	006	Project Management Methodology	Provide, update, and maintain a Project Schedule (e.g. in MS Project)that includes the following key components: • Work breakdown structure • Task and activities required to successfully complete the Project • Schedule/milestone tracking and resource allocation	

Category	Req. No.	Topic	Requirement Description	Vendor Response
			• Critical path identification and dependencies Provide periodic updates (as mutually agreed upon by the City and the Vendor) to Project Schedule which is maintained by the Vendor	
6	007	Project Management Methodology	Provide, update and maintain a formal Project Management Plan (PMP) that includes the following key components: • Project initiation activities • Issues tracking, escalation and resolution • Change request approval, management and tracking • Deliverable/product review and approval and other acceptance criteria • Risk Management, identification, quantification of impact, monitoring, and mitigation plans • Quality management • Vendor and subcontractor resource management • Project success evaluation criteria and Project close-out activities • Status and of the reporting activities • Status reporting templates (including deliverable status reports, issues, risks, plans vs. actual status, etc.)	
6	008	Project Management Methodology	Provide and implement risk mitigation measures, contingency plans and disaster recovery plans as high priority risks are identified and monitored	

Category	Req. No.	Topic	Requirement Description	Vendor Response
6	009	Project Management Methodology	Provide a Communication Plan and Matrix to document the communications with all Project stakeholders throughout the life of the Project as mutually agreed upon by the City of the Vendor communication with internal and external end users	
6	010	Project Management Methodology	Provide Project Status Reports and conduct regularly scheduled status meetings reviewing Project progress, risk, mitigation, issue resolution, deliverable status, and next steps as mutually agreed upon by the City and the Vendor	
6	011	Project Management Methodology	Use the Microsoft Outlook systems provided for all e-mails and scheduling for all Project-related communications	
6	012	Project Management Methodology	Prepare system Change Request as required based on all added, deleted, and/or modified scopes of work	
6	013	Project Management Methodology	Conduct and document Lessons Learned meetings at key intervals with Project Team. Apply Lessons Learned to future design and implementation phases	
6	014	Implementation Methodology	Test the capability of failover to secondary Disaster Recovery site	
6	015	Implementation Methodology	Provide the Configured Hardware Environments (testing) to test and/or demonstrate all required functionality has been satisfied	
6	016	Implementation	Provide and document test results in a Documented	

Category	Req. No.	Topic	Requirement Description	Vendor Response
		Methodology	Successful Testing Results deliverable	
6	017	Implementation Methodology	Validate the system for compliance with the Security Requirements	
6	018	Implementation Methodology	Correct defects found as a result of testing efforts and record all defect in a Defects Log	
6	019	Implementation Methodology	Provide Go/No-go Documentation, including the Production Cutover Plan and the Go-Live Checklist	
6	020	Implementation Methodology	Conduct Go/No-go Meetings with the City’s staff and Vendor’s technical team	
6	021	Training Methodology	Provide formal Project Team Training Plan to document City Project Team training requirements	
6	022	Licensing	Provide the licensing model necessary to meet each of the required project objectives	

CITY OF AUSTIN
PURCHASING OFFICE
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS
SOLICITATION NUMBER: JTH0308

1. **PROPOSAL FORMAT**

The original proposal shall contain ink signatures and shall be typed on standard 8 ½" X 11" paper, double-sided, and have consecutively numbered pages.

Prefacing the proposal, the Proposer shall provide an Executive Summary which gives in brief, concise terms, a summation of the proposal. The Executive Summary should include the following information:

- Summation of proposal
- Explanation of the suitability and scalability of the proposed system (10 pages or less)
- Statement of assumptions made in responses

The proposal itself shall be organized in the following format and informational sequence. Use tabs to divide each part of the Proposal and include a Table of Contents:

TAB 1 – CITY OF AUSTIN PURCHASING DOCUMENTS - Complete and submit the following documents:

A. Signed Offer Sheet
B. Section 0601 Price Sheet
C. Section 0605 Local Business Presence Identification Form
D. Section 0700 Reference Sheet
E. Section 0835 Non-Resident Bidder Provisions Form
F. Compliance Plan

TAB 2 – AUTHORIZED NEGOTIATOR: Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

TAB 3 – **COVER LETTER**: On agency/organization letterhead, include contact person(s), mailing address, e-mail address, telephone number and fax number for individuals authorized to answer technical, price and/or contract questions.

TAB 4 – ATTACHEMENT B - PURCHASING EXCEPTIONS FORM: Proposer shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The Proposer that is awarded the contract will be required to sign the contract with the provisions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information under **Attachment B, Purchasing Exceptions** may result in the City deeming the offer non-responsive. The City reserves the right to reject a Proposal containing exceptions, additions, qualifications or conditions not called for in the Solicitation.

TAB 5 - BUSINESS ORGANIZATION: Proposer should include the following:

1. Provide your legal firm name, headquarters address, local office addresses if any, and state of incorporation.

2. List the principal officers of the company including name, title, and tenure.

3. Confirm that your firm is legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas.

4. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.

5. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.

6. List all claims, arbitrations, administrative hearings, and lawsuits brought by or against your firm, its predecessor organization(s), or any wholly owned subsidiary during the last five (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.

7. List and describe all criminal proceedings or hearings concerning business related offenses in which your firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.

8. Has your firm ever failed to complete any work awarded to you? If so, where and why?

9. Has your firm ever been terminated from a contract? If so, where and why?

10. Has your business ever done business using another corporation/company name?

TAB 6 – PRIOR EXPERIENCE & REFERENCES:

1. Provide a written narrative of Proposer’s and subcontractors’ experience in developing and implementing Public Information Requests Systems/Public Records (PIR). Additionally, provide the names, addresses, and telephone numbers of at least five (5) municipalities for which Proposer has completed projects similar to the one referenced herein within the last five (5) years. Include the following details for each project:

(a) Date(s) Proposer worked on PIR project
(b) Type of service provided: development of public interfacing knowledge bases; streamlining of public records requests processes; etc.
(c) Delineate outcomes of each engagement, e.g., enhanced customer service, streamlining public records requests, increased efficiencies. etc.

2. Provide a minimum of three (3) customer references, which are operating a fully functional system of similar scope and magnitude as described in this RFP. All client reference information must be supported and verified. Reference contacts must be aware that they are being used and agreeable to City interview for follow-up. Provide evidence of experience with these projects of similar size, scope, and complexity. The City may solicit from previous clients, or any available sources, relevant information concerning Proposer's record of past performance

References must include the following information:

- Name of Company
- Number of personnel
- Contact name – sponsor or IT Lead
- Contact address
- Contact telephone number
- Contact e-mail

TAB 7 – **PERSONNEL & PROJECT MANAGEMENT STRUCTURE** (Section 0500, Item 6.0; Section 0500, Appendix E—Project Management Requirements)

1. Complete Section 0500, Item 7.1.5, Appendix E-Project Management Requirements and submit it with these required submittals.

2. Identify personnel to be assigned as Project Manager for this project. Provide definitions of roles, responsibility, and skillsets required to implement and maintain the proposed solution. Provide resume. The assigned Project Manager shall have a minimum of five (5) years of experience related to Information Technology program and project management and a minimum of five (5) years of airport and/or air travel industry experience.

3. Provide names and qualifications of all professional individual who will be assigned to manage this engagement and describe similar assignments for which he/she has had oversight responsibility. State the primary work assigned to each person and the percentage of time each person will devote to this work. Highlight work experience on projects similar to one referenced herein. Provide all resumes.

4. Provide a general explanation and chart that specifies project leadership and reporting responsibilities.

5. If use of subcontractors is proposed, identify their placement in the primary management structure, and provide internal management description for each subcontractor.

TAB 8 - SECTION 0500, APPENDIX C FUNCTIONAL REQUIREMENTS: Complete Appendix C Functional requirements and provide with other required submittals for this RFP.

TAB 9- SECTION 0500, APPENDIX D TECHNICAL REQUIREMENTS: Complete Appendix D, Technical Requirements and provide with other required submittals for this RFP.

TAB 10- PROPOSED IMPLEMENTATION SCHEDULE: Please provide a proposed implementation schedule along with projected milestones.

Tab 12 – SECTION 0601 - PRICE PROPOSAL FORM: Information described in the following sub-sections is required from each Proposer. Your method of costing may or may not be used but should be described. A firm fixed price or not-to-exceed Contract is contemplated, with progress payments as mutually determined to be appropriate.

Proposer shall submit the completed price proposal spreadsheet provided in the **Attachment A – Price Proposal Form.**

i. Travel expenses. All travel lodging expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Solicitation will be reviewed against the City's Travel Policy as published and maintained by the City's Controller's Office and the Current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

   http://www.gsa.gov/portal/category/100120

   No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of detailed receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulations.

2. **SUPPLEMENTAL TERMS**

1. **Local Business Presence:** The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate

from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.

3. **Proposal Acceptance Period**: All proposals are valid for a period of one hundred and twenty (**1*80***) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal.

4. **Proprietary Information**: All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

3. **PROPOSAL PREPARATION COSTS**: All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.

4. **EVALUATION FACTORS AND AWARD**

A. **Competitive Selection**: This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined in Paragraph B below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with Proposers after proposals are received. Proposals should, therefore, be submitted on the most favorable terms.

1. Evaluation Factors (Maximum 100 points):

1.1 Prior Experience & References – 20 Points

- Demonstrated applicable Airport experience
- Project Reference

1.2 Personnel & Project Management Structure: –20 Points

- Evidence of experience with similar projects of similar size, scope and complexity
- References
- Resume reviews

- Project Management/Implementation Requirements
- Schedule
- Training

1.3 Functional and Technical Requirements— 30

- Products ability to meet requirements without 3rd party or customizations
- Licensing

1.4 Total Price Proposed (Attachment A – Price Proposal) – 20 points

Proposer with lowest cost to the City will be given maximum number of points, remainder given on a percentage ratio basis

1.5 Local Business Presence – 10 points

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

2. **Interview, Optional (25 points)**

The City may determine that it is necessary to interview short-listed Proposers prior to making a recommendation to the City Council. Staff intends to use the following guidelines in selecting Proposer(s) for a short-list. The City may use some, all, or none of these guidelines when selecting Proposer(s) for a short-list.

a. The point difference between the first and second ranked Proposer is less than five points.
b. The number of Proposer(s) interviewed may depend on the closeness of the scores following evaluation of the written responses.
c. Any significant gaps in point separation between the top ranked Proposer(s) and lower scoring Proposer(s).
d. Proposer(s), in the Evaluation Committee's opinion, that are considered qualified to perform the work, on the basis of their written response.

e. Limiting the number of Proposer(s) to be interviewed to no more than 50% or 5 Proposer(s), whichever is less.
f. Staff may conduct interviews in other cases where staff believes it is in the best interest of the City.

SECTION 601: PRICE SHEET

Proposers may include such items as alternates for consideration; however all specifications, unit pricing, discount pricing, installation, and warranty information must be clearly provided and described. Despite how the required hardware and system software is purchased, the Proposer must accept responsibility for defining the technical requirements and associated configuration required to meet the City's stated objectives. The City reserves the right to award in our best interest including options such as the software without services etc.

1.1 Hosting and Maintenance

1.1.1 Initial Term

Description	Initial Term Price	Detailed Breakdown (add a separate sheet if needed)
Hosting/Subscription Fees		
Maintenance Fees (if not included in above)*		
Third Party tools/licenses (if not included in hosting/Subscription Fee)		
Technical and User Support Fees (If not included in above) *		
Disaster back and recover (if not included in the hosting fee)		
Other Costs (if required and not included in above)**		
Per Year Total		

*Indicate if cost is included elsewhere, and if so where line item it is included

** Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3rd party software referenced in the response to Requirements.

1.1.2 Extension Options

Description	Option One Price	Option Two Price
Hosting/Subscription Fees		
Maintenance Fees (if not included in above)*		
Third Party tools/licenses (if not included in hosting/Subscription Fee)		
Technical and User Support Fees (If not included in above) *		
Disaster back and recover (if not included in the hosting fee)		

Other Costs (if required and not included in above)**		
Per Year Total		

*Indicate if cost is included elsewhere, and if so where line item it is included

** Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3rd party software referenced in the response to Requirements.

1.1.3 Initial Configuration and Implementation Costs

Proposer must submit a detailed breakdown of services for the implementation if not included in Year One of items 1 above. Provide a supplemental to the cost proposal detailing the cost structure and any assummptions being made (hourly, per diem, etc.) as well as cost for future consideration.

Description	Phase One Cost
Implementation Services*	
Training (if not include in above)*	
Other Costs (if required and not included in above)**	
Total Cost	

*Indicate if cost is included elsewhere, and if so where line item it is included

** Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3rd party software referenced in the response to Requirements.

1.1.4 Additional Services

Description	Year Two	Year Three
Customization*		
User Experience Consultant **		
Licensing/Seats***		

*Fixed hourly rate for custom development by the City for software functionality not included in the base software licensing agreement for years on through three. Provide a supplemental to the cost proposal detailing any additional information as well as other cost structures for futre consideration.

**Fixed hourly rate for User Experience Consultant. Provide a supplemental to the cost proposal detailing any additional information as well s other structures for future considerations.

***Per License/Seat Include information on licensing model and type of user license proposed (concurrent, per seat, etc.) as well as any quanity driven price breaks, if applicable. Provide a supplemental to the cost proposal detailing any additional information as well as other cost structures for future consideration.

1.1.5 Additional Cost (Cost Invovled with your proposal not covered in the section above)

Describe any complementary solutions that may benefit City, including functional description and cost. The cost of any complementary items will not be considered as part of the total cost of the proposal.

Description	Price