



**CITY OF AUSTIN, TEXAS**  
Purchasing Office  
**REQUEST FOR PROPOSAL (RFP)**  
**OFFER SHEET**

**SOLICITATION NO:** JXH0504

**COMMODITY/SERVICE DESCRIPTION:** Grant Management System for Cultural Arts Division

**DATE ISSUED:** November 3, 2014

**REQUISITION NO.:** RQS 5600 14102700029

**PRE-PROPOSAL CONFERENCE TIME AND DATE:** N/A

**COMMODITY CODE:** 20811

**LOCATION:** N/A

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

**PROPOSAL DUE PRIOR TO:** 3:00pm CST on December 3<sup>rd</sup>, 2014

**PROPOSAL CLOSING TIME AND DATE:** 3:00pm CST on December 3<sup>rd</sup>, 2014

Jonathan Harris  
Senior Buyer Specialist

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 308, AUSTIN, TEXAS 78701

**Phone:** (512) 974-1771

**E-Mail:** Jonathan.Harris@austintexas.gov

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

<b>P.O. Address for US Mail</b>	<b>Street Address for Hand Delivery or Courier Service</b>
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed	Purchasing Office-Response Enclosed
P.O. Box 1088	124 W 8 <sup>th</sup> Street, Rm 310
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

**To ensure prompt delivery, all packages SHALL BE CLEARLY MARKED ON THE OUTSIDE "Purchasing Office-Response Enclosed" along with the offeror's name & address, solicitation number and due date and time. See Section 0200 Solicitation Instructions for more details.**

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

**SUBMIT 1 ORIGINAL, 3 COPIES, AND 1 ELECTRONIC COPY 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.**

<b>SECTION NO.</b>	<b>TITLE</b>	<b>PAGES</b>
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	8
0500	SCOPE OF WORK	15
APPA	APPENDIX A, CTM TECHNICAL REFERENCE MODEL AND STANDARDS	25
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	7
EXHA	EXHIBIT A COST PROPOSAL	2
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	1
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1

**\* 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 these Sections are available, on the Internet at the following online address:**

[http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDOCUMENTS](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 8<sup>th</sup> 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.**

**I agree to abide by the City’s MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to 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 and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:**

[http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS)

**If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.**

**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.**

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: \_\_\_\_\_

**\* Proposal response must be submitted with this Offer sheet to be considered for award**

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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 not later than November 17, 2014 at 5:00 PM. Submissions may be made via email to: [jonathan.harris@austintexas.gov](mailto:jonathan.harris@austintexas.gov) or via fax at (512) 974-2388.

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.

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- (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.

Professional Liability: If your project requires professional liability insurance, call Risk Management (i.e., Carol Vance). Below is a sample of the language we've used in the past. Add this language to paragraph 3.B.
- IV. **Cyber Risk / Technology Errors and Omission** coverage of not less than \$1,000,000 each claim and annual aggregate providing coverage for claims 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. (6) Licensor's acts, errors and omissions in delivering or failing to deliver its professional Services.

**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 for the purchase and implementation and then after final acceptance by the City, may be extended thereafter for up to five 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 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.
- D. Prices are firm and fixed for the initial contract term. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

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4. **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	Cultural Arts Division, Economic Development Department
Attn:	Megan Crigger
Address	201 E. 2 <sup>nd</sup> Street
City, State Zip Code	Austin, Texas 78701

- 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.

5. **RETAINAGE:** The City will withhold ten percent (10%) retainage for the initial contract term until completion of all work required for final acceptance by the City. The Contractor's invoice shall indicate the amount due, less the retainage. Upon final acceptance of the work, the Contractor shall submit an invoice for the retainage to the City and payment will be made as specified in the Contract. Payment of the retainage by the City shall not constitute nor be deemed a waiver or release by the City of any of its rights and remedies against the Contractor for recovery of amounts improperly invoiced or for defective, incomplete or non-conforming work under the Contract.

6. **CODE INTEGRITY:** Proposers will warrant that their software does not and will not contain any program routine, device, code or instructions (including any code or instructions provided by third parties) or other undisclosed feature, including, without limitation, a time bomb, virus, software lock, drop-dead device, malicious logic, worm, Trojan horse, bug, error, defect or trap door (including year 2000), that is capable of accessing, modifying, deleting, damaging, disabling, deactivating, interfering with or otherwise harming the City's software, any computers, networks, data or other electronically stored information, or computer programs or systems (collectively, "disabling procedures"). If the solution incorporates into the City's software programs or routines supplied by other Vendors, licensors or contractors, the Proposer shall obtain comparable warranties from such providers or shall take appropriate action to ensure that such programs or routines are free of disabling procedures. Notwithstanding any other limitations in this agreement, the Proposer agrees to notify the City immediately upon discovery of any disabling procedures that are or may be included in the software, and, if disabling procedures are discovered or reasonably suspected to be present in the software, the Proposer agrees to take action immediately, at its own expense, to identify and eradicate such disabling procedures and carry out any recovery necessary to remedy any impact of such disabling procedures.

7. **LIVING WAGES**

- A. The minimum wage required for any Contractor employee directly assigned to this City Contract is \$11.00 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City

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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 \$11.00 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 with the first invoice and as requested by the Department's Contract Manager, individual Employee Certifications (**see the Living Wages Employee Certification included in the Solicitation**) for all employees directly assigned to the contract. 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](https://www.austintexas.gov/financeonline/vendor_connection/index.cfm).
- E. Contractor shall submit employee certifications quarterly with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The quarterly Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes in that quarter. If no changes, submit a Contractor's Certification Form indicating no change.
- 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.

8. **HAZARDOUS MATERIALS:**

- A. If this Solicitation involves hazardous materials, the Offeror shall furnish with the Offer Material Safety Data Sheets (MSDS), (OSHA Form 20), on all chemicals and hazardous materials specifying the generic and trade name of product, product specification, and full hazard information including receiving and storage hazards. Instructions, special equipment needed for handling, information on approved containers, and instructions for the disposal of the material are also required.
- B. Failure to submit the MSDS as part of the Offer may subject the Offer to disqualification from consideration for award.
- C. The MSDS, instructions and information required in paragraph "A" must be included with each shipment under the contract.

9. **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING:**

- A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

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- B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.
- D. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit, certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: <http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

10. **NON-SOLICITATION:**

- A. During the term of the Contract, and for a period of six (6) months following termination of the Contract, the Contractor, its affiliate, or its agent shall not hire, employ, or solicit for employment or consulting services, a City employee employed in a technical job classification in a City department that engages or uses the services of a Contractor employee.
- B. In the event that a breach of Paragraph A occurs the Contractor shall pay liquidated damages to the City in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation; or (ii) 100 percent of the employee's annual compensation while employed by the City. The Contractor shall reimburse the City for any fees and expenses incurred in the enforcement of this provision.
- C. During the term of the Contract, and for a period of six (6) months following termination of the Contract, a department that engages the services of the Contractor or uses the services of a Contractor employee will not hire a Contractor employee while the employee is performing work under a Contract with the City unless the City first obtains the Contractor's approval.
- D. In the event that a breach of Paragraph C occurs, the City shall pay liquidated damages to the Contractor in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation or (ii) 100 percent of the employee's annual compensation while employed by the Contractor.

11. **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

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- 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).

12. **ECONOMIC PRICE ADJUSTMENT:**

- A. **Price Adjustments:** Prices shown in this Contract for maintenance and support and hourly wages shall remain firm for the first twelve month option period of the Contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor on the anniversary date of the Contract or as may otherwise be specified herein. The percentage change between the contract price and the requested price shall not exceed the percentage change between the specified index in effect on the date the solicitation closed and the most recent, non-preliminary data at the time the price adjustment is requested. The requested price adjustment shall not exceed five percent (5%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the

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change in one or more line items made pursuant to this provision. Prices for products or services unaffected by verifiable cost trends shall not be subject to adjustment.

- B. **Effective Date:** Approved price adjustments will go into effect on the first day of the upcoming renewal period or anniversary date of contract award and remain in effect until contract expiration unless changed by subsequent amendment.
- C. **Adjustments:** A request for price adjustment must be made in writing and submitted to the other Party prior to the yearly anniversary date of the Contract; adjustments may only be considered at that time unless otherwise specified herein. Requested adjustments must be solely for the purpose of accommodating changes in the Contractor's direct costs. Contractor shall provide an updated price listing once agreed to adjustment(s) have been approved by the parties.
- D. **Indexes:** In most cases an index from the Bureau of Labor Standards (BLS) will be utilized; however, if there is more appropriate, industry recognized standard then that index may be selected.
- i. The following definitions apply:
- (1) **Base Period:** Month and year of the original contracted price (the solicitation close date).
  - (2) **Base Price:** Initial price quoted, proposed and/or contracted per unit of measure.
  - (3) **Adjusted Price:** Base Price after it has been adjusted in accordance with the applicable index change and instructions provided.
  - (4) **Change Factor:** The multiplier utilized to adjust the Base Price to the Adjusted Price.
  - (5) **Weight %:** The percent of the Base Price subject to adjustment based on an index change.
- ii. **Adjustment-Request Review:** Each adjustment-request received will be reviewed and compared to changes in the index(es) identified below. Where applicable:
- (1) Utilize final Compilation data instead of Preliminary data
  - (2) If the referenced index is no longer available shift up to the next higher category index.

iii. **Index Identification:**

Weight % or \$ of Base Price: 100%	
Database Name: Producer Price Index	
Series ID: WPU34	
<input checked="" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Group: Software Publishing	
Item: Software Publishing      Base Date : 200906	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: Maintenance Fees/Hourly rates	

- E. **Calculation:** Price adjustment will be calculated as follows:

**Single Index:** Adjust the Base Price by the same factor calculated for the index change.

Index at time of calculation
Divided by index on solicitation close date
Equals Change Factor

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Multiplied by the Base Rate
Equals the Adjusted Price

F. If the requested adjustment is not supported by the referenced index, the City, as its sole discretion, may consider approving an adjustment on fully documented market increases.

**14. INTERLOCAL PURCHASING AGREEMENTS:** (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.

**15. 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:

Megan Crigger

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Cultural Arts Program Manager

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Megan.Crigger@austintexas.gov

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\*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**

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### **1.1 Purpose of Request for Proposal**

The City of Austin (COA) is seeking a Commercial Off-the-Shelf (COTS) web based, grant management system that will provide the Cultural Arts Division (CAD) of the Economic Development Department customers and staff the ability to manage applications, selection panel reviews, awards, deadlines, correspondence, and reports. A primary goal is to allow customers to submit and monitor applications online. Additionally, the information contained in the system should be available to CAD employees in the management of the grants.

### **1.2 Business Goals**

- To ensure access by citizens, grant-seekers, and grantees to the Cultural Arts Funding Program to support arts and cultural activities in Austin.
- To obtain a system that will allow applicants to monitor their application for funding.
- To obtain a system that will automate the processes of managing applications, selection panel reviews, awards, deadlines, correspondence, and multi-year reports.
- To increase consistency in data entry, to ensure efficiency of staff resources and streamline CAD functions.

### **1.3 Project Scope**

#### **1.3.1 General Information**

The City will provide network infrastructure and facilities to support the system. The selected Vendor must furnish and install a fully functional system that meets the requirements specified in a negotiated contract. Details regarding the City's responsibilities and the Vendor's responsibilities are noted below. The final contract will dictate specifics of the scope of work for both City and Vendor.

The City of Austin is seeking to implement a grants management system and desires an automated web-based application system that efficiently:

- provides external (general public) access to COA funding program guidelines and application;
- stores, utilizes, and retains current and historical information;

- allows applicants to apply for cultural funding and provides a cost effective method for submitting required supplemental materials in digital format;
- allows CAD employees to manage grant awards and related contracts;
- manages awards, payments and notices to contractors;
- maintains applicant and contractor information for users;
- provides reporting capabilities to applicants and contractors

### **1.3.2 City's Responsibilities**

The City of Austin shall be responsible for the following:

- Facilities, including telephones, personal computer hookups, and access to copy and fax machines.
- HVAC and AC power feed and generator backup for City systems
- Local Area Network/Wide Area Network
- Approval of milestones and deliverables
- Access to subject matter experts

### **1.3.3 Vendor's Responsibilities**

The selected Vendor shall be responsible for the following:

- All system design, installation, programming, testing, performance tuning, training, documentation and implementation required for the software. If third-party software is required, Vendor shall assume full responsibility for its inclusion in this solution.
- The acquisition and installation of any required hardware. (Note: The City reserves the right to purchase hardware from other sources.)
- 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.
- Assist in the development of an acceptance test plan and assist in the performance of testing the entire system. During testing, the Vendor must be available for assistance and correction of any error detected. Testing must be successfully performed before the City approves the final sign-off for the acceptance of the system.

- Be available via a toll-free number for technical support and problem resolution during City business hours (5:00 a.m. - 10:00 p.m. CST, Monday through Friday) during implementation.
- Provide 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.
- Provide technical training to a minimum of four (4) users AND system administration training to a minimum of two (2) users AND end-user training to a minimum of four (4) users.

## **2.0 DESCRIPTION OF EXISTING SYSTEM(S)**

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### **2.1 Business Context**

Enhancing citizens' access to their government's services contributes to the City of Austin's vision of being the most livable city in the country. By increasing arts and cultural organizations' awareness and access to information and CAD programs, citizens will be able to access the benefits of the city's support of arts and cultural activities more conveniently. Currently, applicants are limited to submitting applications in paper format, and CAD employee are required to process over 30,000 papers during a single application cycle.

CAD has 3 funding programs: 1) Core Funding and 2) Cultural Expansion Funding, which have annual applicants cycles, and 3) Community Initiatives Funding Program, which is a monthly funding program for events and marketing activities. The City currently does not accept online applications. The Cultural Arts Funding Program allocates approximately \$8 million in grant funds annually. In fiscal year 2014, there were almost 300 applications and over 250 of those applicants were awarded grant funds and contracted for services.

### **2.2 Current System**

CAD currently uses Pearl, a product provided by Bromelcamp Company LLC, to manage the database of applicants and contracts, applications, award amounts and payments. CAD does not currently have an online application system for managing the grants.

## **3.0 REQUIREMENTS INFORMATION**

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### **3.1 Organization of Requirements**

Requirements are grouped into three 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 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 Requirement Description

The “Requirement Description” describes the requirement.

### 3.2.2 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.” The verbiage of the “Required Response” is intended to elicit responses that propose creative solutions.

### 3.2.3 Importance Rating

“Importance Rating” indicates how critical the requirement is to achieving product and project objectives. End users assign priorities to Functional Requirements and Communications and Technology Management staff assign Technical Requirement priorities. The three “Importance Levels” are:

- **Must Have:** These requirements may or may not be industry standards but are highly critical to the project. They must either be satisfied by the system’s base functionality or the vendor must offer an alternative such as customization.
- **Expected:** These requirements are important to the end users of the system and generally are features that are industry standards. The majority of these requirements need to be satisfied.
- **Desired:** These requirements add value, but are not critical to end users. These features would be considered optional.

## 4.0 FUNCTIONAL REQUIREMENTS

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## 4.1 Definitions

The term “user” in the following requirements refers to both internal City of Austin users and external customers of the Cultural Arts Division. City users have different roles in the system, requiring additional rights and permissions, but may perform the same actions as external customers.

## 4.2 Table of Functional Requirements

Req#	Requirement Description	Required Response	Importance Rating
F001	The system shall allow external (Public) users and internal users (City staff) to set a user name and password for their account.	Describe the ways that users can create an online profile.	Must Have
F002	The system shall allow external users to securely submit applications over the internet.	Describe the profile security.	Must Have
F003	The system shall allow users to create an account with the system to store their information and history.	Describe how user accounts are created.	Must Have
F004	The system shall allow City users with appropriate permissions to attach a limited number of multiple file formats (doc, pdf, image or video) to an application.	Describe the types of files that can be attached to applications.	Must Have
F005	The system shall provide automatic calculations for budget data entered by the user.	Describe the functionality of calculations for budget data	Must Have
F006	The system shall not allow an applicant to submit more than one application within the same funding program within the same year. The external user may be able to edit information prior to the deadline.	Describe how the system restricts duplicate applicants.	Must Have
F007	The system shall allow unique profiles of the external user based on user names and passwords so so that the external user may access historical data and multiple funding programs.	Describe how the system relates the data.	Must Have
F008	The system shall allow multiple users to be linked to the fiscal agent. The fiscal agent may or may not also be an applicant.	Describe how the system links applicants to the fiscal agent/applicant.	Must Have

F009	The system shall allow multiple internal users and multiple external users with appropriate permissions to simultaneously access the system.	Describe how the system can be accessed simultaneously.	Must Have
F010	The system shall allow City users with appropriate permissions to enter and edit descriptive funding program and application guidelines.	Describe what information the system stores.	Must Have
F011	The system shall not accept applications after deadlines established by the City user with appropriate permissions.	Describe how a user can restrict acceptance of applications.	Must Have
F012	The system shall allow City users with appropriate permissions to set the Fund, Department, and Unit budget codes that payments for the facility will be counted under. The fields must store at least 30 characters to meet City of Austin standards.	Describe how the system stores accounting information.	Must Have
F013	The system shall allow users with appropriate permissions to set certain data fields to be required when creating a profile.	Describe how the system will require certain fields.	Must Have
F014	The system shall allow City users with appropriate permissions to set restrictions (based on age or eligibility criteria) on who may submit an application.	Describe how a user can restrict applications.	Must Have
F015	The system shall allow users to access the profile and edit the data fields in an existing application profile before the application deadline.	Describe how an application profile is updated.	Must Have
F016	The system shall allow City users to track user payments and balances.	Describe the system's budget tracking and payment processes.	Must Have
F017	The system shall allow City users with appropriate permissions to confirm or deny applications before they are finalized in the system.	Describe the approval process for reservations.	Must Have
F018	The system shall allow City users with appropriate permissions to cancel an application.	Describe how a user can withdraw an application.	Must Have
F019	The system shall send an automated message upon submission of completed		Must Have

	application. City user with appropriate permissions shall have access to edit the automated message.		
F020	The system shall allow users to create a contract form in the system.	Describe how the system can be used to create a contract.	Must Have
F021	The system shall allow users to enter data into the fields of a contract form.	Describe how users can add information to a contract for a facility reservation.	Must Have
F022	The system may allow for electronic signature on contract form	Describe how users can apply a digital signature to a form.	
F023	The system shall allow City users to enter and edit comments about a particular applicant and contract record.		Must Have
F024	The system shall have fields for calendar dates for City user to enter insurance expiration dates, task completion dates, contract execution dates, and invoice deadlines and final report deadlines	Describe the calendar feature	Must Have
F025	The system shall track whether or not certain documents have been received (i.e. revised narratives, certificates of insurance, final reports) has been received from each external user, and monitored automatically on deadline dates	Describe how the system tracks waivers received from users.	Expected
F026	The system shall send automated notifications to users when insurance dates expire or 30 prior to final report deadlines.	Describe when and how the system sends notifications.	Must Have
F026	The system shall allow multiple users (evaluators) with appropriate permissions to securely access and review applications, score and provide comments for each application.	Describe how the system can create a user profile for evaluators; describe the interface for application review and scoring for each application.	Must Have
F027	The system shall calculate evaluators' total scores based on a formula provided by the City user	Describe the ability to apply complex formulas in calculations.	Must Have
F028	The system shall allow users to create an account with the system to store their information and history.	Describe how user accounts are created.	Must Have
F029	The system shall store personal	Describe the information the	Must Have

	information about a customer account (i.e. name, address, phone number, district, etc.)	system can store regarding a user account.	
F030	The system shall store information based on funding program categories (i.e. Core, Cultural Expansion Program, Communities Initiatives), with the ability to add new funding programs	Describe the information the system can store regarding a user account.	Must Have
F031	The system shall not allow users to create a duplicate account for the same billing address without manager approval.	Describe how the system restricts the creation of duplicate user accounts.	Expected
F032	The system shall record time since the last activity performed by the account.	Describe how the system tracks account activity.	Expected
F033	The system shall allow users to recover a forgotten password.	Describe the system's password recovery procedures.	Must Have
F034	The system shall allow users to edit an existing customer account.	Describe how users can edit their user accounts.	Must Have
F035	The system shall retain a history of all changes made to a customer account.	Describe how the system tracks changes to user accounts.	Expected
F036	The system shall allow City users with appropriate permissions to deactivate a customer account.	Describe how user accounts can be deactivated.	Must Have
F037	The system shall send a notification to the account holder any time account information is changed.	Describe how and when the system sends notifications.	Expected
F038	The system shall retain a history of payment balance for each account (both positive and negative).	Describe how the system stores payment history by account.	Must Have
F039	The system shall retain a record of City resident status for each user, based on their address.	Describe how the system maintains records of City resident status.	Expected
F040	The system shall allow City users to create customized reports (i.e. by name, year and date range, funding program category, district, etc.)	Describe the system's reporting functions.	Must Have
F041	The system must transfer electronic payments to the City within two days of receipt.	Describe the turnaround time for payment transfers to the City of Austin.	Must Have
F042	The system shall allow City users to create communications to send to users.	Describe the types of communication that the system can create (i.e. email, fax, text messages, mail).	Must Have

F043	The system shall retain records of notifications sent to users.	Describe the records kept by the system regarding notifications.	Expected
F044	The system should integrate with commercially available individual labelling systems for mailing.	Describe how the system integrates with labelling systems.	Desired
F045	The system shall allow City users to create custom reports based on any fields in the database.	Describe the system's reporting functions.	Must Have
F046	The system shall allow City users to save created reports to run again in the future.	Describe how reports are saved.	Must Have
F047	The system shall be able to export reports to external formats (i.e. Excel, PDF, etc.)	Describe the formats that the system can export reports into.	Must Have
F048	The system shall allow City users to create report templates.	Describe how users can create report templates for reuse.	Must Have
F049	The system may interface with the Cultural Data Project, an online financial management, data collection, and research tool designed to strengthen the arts and cultural sector.	Describe how the system may integrate with the Cultural Data Project.	Desired
F050	The system shall support at least 50 concurrent users without any modification.	Describe the number of concurrent users supported by the system.	Must Have
F051	The system shall support the import of the City's current customer, facility, and activity data.	Describe the formats that the system can import (i.e. Excel, comma delimited text, etc.)	Expected

## 5.0 TECHNICAL REQUIREMENTS

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### 5.1 Technology Environment at the City of Austin

The City has a heterogeneous environment using various server and desktop operating systems. It is important that software applications allow the City the flexibility to choose among LAN vendors and desktop vendors in the future. Thus, Web-based and RFC compliant systems are given preference.

City workstations are Windows 7-based. Most systems have CPU speeds of 1.2GHz and above, with a minimum of 256MB memory and 30GB hard drives used for all software applications. The selected solution must accommodate MS Office 2003 or higher, including Office XP and the latest version now in beta testing format.

The LAN environment is mostly Active Directory 2003 but the selected solution should provide support for the Windows 7 operating system. The solution should also support NFS and NIS for UNIX platforms. Being LDAP compliant is important to the City, as it will allow the software application to use various authentication systems.

The City of Austin maintains its own 400-mile private wide-area fiber optic Ethernet network using TCP/IP protocols. The City of Austin will design, purchase and install network components needed for selected solution via a separate contract using specifications and network recommendations provided in the Vendor's proposal.

The Vendor should assume 100/1000 Mbps, full duplex, data transfer rates for server-to-server and server-to-switch connections. Standard workstation communicate with the network at a speed of 100 Mbps, full duplex. The network has a few DSL and/or broadband cable connected sites that may need to be considered in the Vendor's proposal. Network time source will use NTP protocol and is available on the TCP/IP network.

If the proposed solution includes Wi-Fi connections or other wireless connections, the City of Austin requires that they be secured with firewalls, and that they utilize WPA, and digital certifications.

The City of Austin uses Wi-Fi standards 802.11n, 802.11a, 802.11b and 802.11g. Due to RF congestion around the metro area, the City prefers 802.11n and a access points. A VPN solution is required to encrypt the data and authenticate the user/keys, if the n, a, b, or g solution is proposed. If the vendor proposes using an 802.11i (for encryption) and 802.1x (for authentication) then a VPN solution is no longer required.

The City of Austin standard for 802.11n or 802.11a connection to its wired network is a 100/1000 Mbps full duplex interface. The City of Austin standard for 802.11b and g connection to its wired network is a 10/100 Mbps full duplex interface.

The City of Austin manages and monitors its private fiber network via Computer Associate's Spectrum Management System on its wired network.

The public front-end Web servers are standardized on Apache and Red Hat for security reasons. Database platforms have been standardized on IBM AIX P Series and Oracle. Windows systems are acceptable for other tiers of a system if appropriate.

## 5.2 Technical Requirements

Req#	Requirement Description	Required Response
4.1	<b>System Administration Model:</b> System should be managed with minimal City resources and/or support decentralized, role based administration.	Provide detailed staffing requirement chart indicating positions and skill level necessary to support the system post go-live. Include daily time

		commitment of each staff member. Describe how/if the proposed system can be utilized and administered by multiple departments independently.
4.2	<b>System Upgrades:</b> The system should maintain the integrity of data at all times including implementation of changes.	Describe how system upgrades or patches impact any customized code, configurations or data (including archived data). Describe technical infrastructure configuration and change management methodology activities, procedures, tools and templates. Describe how system upgrades or patch changes are documented and communicated.
4.3	<b>Configuration Management:</b> Solution should be configuration oriented and include procedures/tools for ensuring the integrity of programs and configuration settings.	Describe how system configuration changes would be documented and controlled in all environments (Development, Testing, Production, Disaster Recovery, etc.).
4.4	<b>Solution Scalability:</b> The solution should be scalable for future growth.	Provide the number of concurrent users the proposed system can support, and explain the software and hardware changes required to allow growth. Include the licensing structure and the cost levels.
4.5	<b>Recovery Plan:</b> The Vendor should provide (and maintain, if Vendor hosted) a recovery test plan and recovery test procedures that result in a full recovery of the system and data following full and partial system failures.	Provide a copy of your recovery test plan and procedures, and provide documentation of periodic tests performed. Specify, where possible, the Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) supported by the proposed solution and the proposed outage notification process and tools used.
4.6	<b>Performance:</b> The proposed system should be capable of meeting service performance targets by modifying, adding capacity, increasing bandwidth, etc.	Explain expected performance of the proposed system components and how the system may be modified to meet expected performance with expanded or long term use. Provide any file size restrictions or recommendations.
4.7	<b>Availability:</b> The proposed solution shall be capable of providing 99.9% uptime if the City chooses to require it. This level of availability may be directly supported by	If the proposed solution provides high availability level of service, specify the components required (such as Oracle RAC or Data Guard), and indicate if

	the proposed solution, or may use third-party tools and methods to achieve 99.9% uptime.	such components are included in the proposal. Indicate the Availability metric proposed based on the City's objectives.
4.8	<b>Security Auditing:</b> The system shall provide the ability to log, based on user-defined criteria, each authorized and/or unauthorized access attempt. Log information includes, but is not limited to, user identification, IP address, date, time, transaction type, and type of access (e.g. read, modify).	Describe how the proposed system provides for monitoring and auditing of transactions for confidentiality and integrity. Indicate the format in which the logs are stored. Provide a sample report/set of log entries.
4.9	<b>Security Monitoring:</b> System access shall be able to be monitored regularly to thwart attempts at unauthorized access and to confirm that access control standards are effective.	Describe how authorized users monitor (in near real-time) and report on activities performed by or to a particular user, group, application, device, or file.
4.10	<b>Interfaces/Integration:</b> Solution shall be able to operate separately or interface/integrate with one or more systems.*	Describe how the recommended solution will interface/integrate with existing systems and how the solution will be open and flexible enough to interface/integrate with systems (including SaaS) in the reasonably foreseeable future. Include any exceptions or limitations, explanation of real-time or near real-time data interchanges, and how data is made available to other modules or external applications.
4.11	<b>Technical and Solution Architecture:</b> The system must conform to the City's Technical Reference Model and Standards. Refer to Appendix A.	Provide a detailed system architecture drawing that fully describes the technical environment envisioned for the City in order to achieve its stated objectives. Describe any deviations or gaps between the City's technical specifications and the proposed solution. Identify any technical standard that is not supported by the proposed solution. Highlight any licenses that may be required (ex: Oracle clients).
4.13	<b>Record Management:</b> The system shall provide the ability to maintain and enforce the City record retention policy.	Describe how the system enables the City to purge or archive data in compliance with retention policies,

		while ensuring data integrity is intact.
4.14	<b>File Management:</b> The solution shall provide the ability to organize and retrieve electronic files.	Describe how the solution enables users to manage, organize, search, retrieve and download electronic files. List the file types fully supported by the proposed solution.
4.15	<b>Mobile Compatibility:</b> The system shall be compatible with multiple mobile operating systems, devices and touch screen devices.	Describe any special features and/or limitations of the system with regard to use on multiple operating systems, devices or touch screen devices.
4.16	<b>Collaboration Compatibility:</b> The system shall be compatible with collaboration tools such as Adobe Connect or SharePoint.	Describe any special features and/or limitations of the system with regard to its use in conjunction with collaboration tools. Describe collaboration features, if any, included in the proposed solution.
4.17	<b>User Management:</b> The system shall provide role-based security access to constrain features and functions based on business role.	Describe supported authentication models, including user account creation and management. Describe how user roles are managed in both integrated and non-integrated environments.
4.19	<b>Workflow Use and Configuration:</b> Implementation of workflow is an optional feature of the solution. The City prefers solutions that do not duplicate functionality of existing systems. Workflow configuration tables are easily created/modified using a GUI process and do not require programming or scripting to maintain.	If the solution includes a workflow component, describe how the workflows are configured as both a standalone tool or as part of an integrated environment with a permitting system which also manages workflow.
4.20	<b>User Help:</b> The system shall provide online, interactive help.	Describe how end users are supported with online, interactive help features in the system. Highlight ways in which the help feature can be configured or customized for organization specific needs.
4.21	<b>System Monitoring:</b> The system shall provide the ability to monitor, track and log system uptime and transaction response times in order to provide information for	Describe how the proposed solution will be monitored to meet Service Level agreements or objectives.

SLA monitoring.

\*The Proposer is responsible for carefully reading and recognizing any Functional requirement which (viewed in light of the Proposer's system capabilities) will require an interface. It is critical that prospective Proposers demonstrate an understanding of the general nature of the interface requirements and make a good faith attempt to account for and describe the planned approach to accomplish the task.

### **5.2.1 Maintenance**

The Vendor must provide a plan for support and maintenance for a four year period. The plans should include information on how to contact the Vendor, the availability of the Vendor support team, and levels of service and associated response times. In addition, the plan should include information regarding what software/hardware is supported in the maintenance plan, the cost of the plan, information about warranties, and information about enhancements and upgrades.

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**Communications and Technology Management Technical Reference Model and Standards**  
**Appendix A**

<b>TECHNICAL REFERENCE MODEL</b>		
<b>Area</b>	<b>Category</b>	<b>Standard</b>
<b>Application Technology</b>		
<i>Development Tools</i>	Analysis, Design and Modeling	UML
	Requirements Management	RSA ( Rational Software Architect)
	Software Change and Configuration Management Tools	GIT CVS MS Team Foundation Server Subversion GIT
	Web Authoring Tools	Drupal (outward) Plone (Inward)
<i>Software Engines</i>	Search Engines	Solr
	Geographic Information System (GIS) Engines	ESRI ArcGIS for Desktop ArcGIS for Server ArcGIS Online Smallworld Electronic Office ArcSDE FME
	Business Rules Engines	BPM BPMN
	Business Process Management Engines	Websplore
<i>Application and Web Server Software</i>	Application Server Software	ASP.NET ArcGIS Server (includes server extensions) FME Server
	Web Server Software	Apache

## Communications and Technology Management Technical Reference Model and Standards

### Appendix A

		Internet Information Services (IIS) Cold Fusion IBM Websphere Oracle WebLogic
<i>Integration Software</i>	Enterprise Service Bus (ESB)	
	Service Registry	
	SOA Governance	
	Messaging Oriented Middleware (MOM)	
	Device Integration	
<i>Application Testing Software</i>	Debugging Test Tools	Visual Studio PL/SQL Developer Fiddler Chrome Developer Tools Firebug (Firefox plugin) IE Developer Tools
	Function Testing Tools	PL/SQL Developer
	Load and Performance Testing Tools	PL/SQL Developer Visual Studio
	System Testing Tools	Visual Studio PL/SQL Developer
	Unit Testing Tools	Visual Studio PL/SQL Developer
<b>Information Management Technologies</b>		
<i>Business Intelligence &amp; Data Warehouse Platforms</i>	Business Intelligence Platforms	Microstrategies Qlikview Cognos
	Web Reporting Tools	Google Analytics Crystal Reports

# Communications and Technology Management Technical Reference Model and Standards

## Appendix A

		DBNetGrid Birt CADReports Microcall
	Dashboard/Scorecard Tools	Microstrategies
	Data Mining Tools	Oracle Discoverer PL/SQL Developer
	Data Warehouses	Oracle SQL Server
	Geospatial Tools	ArcGIS Desktop
	Data Analytics (Statistical Analytics, Prediction, and Modeling)	ERWin Visio
	Unstructured Data/ Natural Language Processing	EDIMS OS File CIFS
<i>Data Management</i>	Database Connectivity	PL/SQL Developer Oracle SQL Developer Oracle SQL *Net ODBC/OLE DB
	Object Oriented DBMS	Oracle
	Relational DBMS	Oracle SQL Server My SQL
	Columnar DBMS	Oracle SQL Server
	Database Related Management Tools	Oracle Enterprise Manager IDERA PL/SQL Developer
<i>Data Integration</i>	Database Replication and Clustering	PL/SQL Developer FME Oracle Real Applications Cluster (RAC)

# Communications and Technology Management Technical Reference Model and Standards

## Appendix A

		SQL Server Cluster
	Data at Rest	EMC NetApp Storage
	Data Synchronization	GeoWorx Sync DFS
	Extract, Transform, Load (ETL)	SQL Server Integration Server PL/SQL Developer FME Server FME Desktop SQLLoader Microsoft SSIS Oracle
	Data in Motion (Common Message Terminology and Semantics)	SQL *Net TCP/IP BigIP
<b>Collaboration and Electronic Workplace</b>		
<i>Collaboration Software</i>	Content Management	Sharepoint GIT Subversion Drupal CMS Plone CMS
	Electronic Messaging	Microsoft Exchange
	Unified Messaging	
	E-Mail and Calendaring	Microsoft Outlook
	Real Time and Team Collaboration	Sharepoint GOTOMYPC GoToMeeting Cisco VPN NetMotion Citrix Adobe Connect Vidyo

# Communications and Technology Management Technical Reference Model and Standards

## Appendix A

		tWiki FTP
	Shared Whiteboard	SmartBoard BMC Service Desk Express
	Process and Schedule Synchronization	Tivoli Windows Mobile Device Center
	Computer Based Training (CBT)	Adobe Connect
<i>Productivity Software</i>	Accounting and Finance	AIMS
	Desktop Publishing	Microsoft Publisher
	File Manager and Viewer	EIDMS (Opentext) Adobe Acrobat
	Enterprise Faxing	Captaris Rightfax
	Graphics Design Software	
	Health Care	ePCR
	Multimedia Software	Adobe Createsuites
	Standard Office Suite	Microsoft Office 2010
	Miscellaneous Productivity Tools and Utilities	HTML – RIT SnagIt
	Web Browsers	Internet Explorer (Internal staff) Firefox (Internal Staff) Safari (not patched) Chrome (not patched)
	Case Management	AMANDA BMC Magic Service Desk Express FDM Versadex LIMS
	Surveys	Survey Monkey Survey Builder Sharepoint
<b>Systems Management</b>		
<i>Systems Management Tools</i>	Alert management	Nagios

# Communications and Technology Management Technical Reference Model and Standards

## Appendix A

		Orion Solarwinds Puppet Microsoft SCCM Ideara Tivoli Trend IWSVA Netbotz ISX Environmental Monitoring Avaya ASA Avaya Session Manager ADV NMS
	Application Management	Tivoli
	Data Center Automation Software	Appsense Idera Microsoft SCCM EMC Networker APC Structureware Prologics Active Directory
	Disaster Recovery	NetApp VSC Replistor
	Monitoring	Nagios Orion Solarwinds
	System Change and Configuration Management	Puppet Microsoft SCCM
<i>Network Infrastructure</i>	Switching and Routing	CISCO ADVA
	Load Balancing and Failover	F5 Big IP
	Network Name and Address	Windows DHCP Windows DNS IP IPv6 (not used yet)

# Communications and Technology Management Technical Reference Model and Standards

## Appendix A

		IPsec WINS BIND DNS
<b>Network and Telecommunications</b>		
<i>Transport</i>	Local /Campus Area Network (LAN/CAN)	Cisco Brocade
	Wide Area Network (WAN)	Cisco ADVA
	Telecommunications	GAATN Fiber COATN Fiber AT&T Connections Avaya equipment Nortel equipment
	Cabling	BICSI
<i>Wireless and Mobile Networks</i>	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
	Radio	P25 Motorola
	Satellite	
	Pagers	USA Mobility
	Aircards	Sprint Verizon AT&T
<i>End User Computer Devices</i>	Personal Computers (PCs)	Dell Optiplex Dell T3500 Dell T5500 Dell Latitude 6520

# Communications and Technology Management Technical Reference Model and Standards

## Appendix A

	Mobile Hardware	Win Mobile ipad iphone android smartphones
	Hardened laptops	Panasonic Dell
<b>Platforms and Storage</b>		
<i>Operating Systems</i>	OS - Desktop/Laptop	Win 7 Win 8
	OS – Mainframe	AIX
	OS – Mobile Device	Android Windows IOS
	OS – Server	Windows Server AIX Redhat CentOS
	OS – Cluster and Availability	VMWare HAEMP
	Application and OS Deployment	Puppet SCCM WDS
	OS Tools	Hyena
<i>Cloud Services / Virtualization</i>	Cloud Technologies	ArcGIS Online
	Virtualization Software	VMWare Citrix Xen Server Cisco VPN Client VirtualBox
<i>Storage</i>	Long Term Back-up	EMC Networker

## Communications and Technology Management Technical Reference Model and Standards

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		NetApp Avamar Legato
	Operational Recovery	EMC Networker NetApp Avamar
	Production	EMC Networker NetApp
<i>System Management Tools</i>	Network Performance Optimization	Microsoft SCCM Trend Antivirus Puppet GitHub PKI GPO Squid (caching) IBM HMC
	Logging	Splunk
	Patch Management	WSUS

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## Appendix A

<b>TECHNICAL STANDARDS</b>				
<b>ID#</b>	<b>Topic</b>	<b>Description</b>	<b>Priority - City Hosted</b>	<b>Priority - SaaS Only</b>
<b>Technical Architecture</b>				
1	General	The system shall have web-enabled components of the application that 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.	Mandatory	Mandatory
2	Application Architecture	The system shall provide all screens, reports and transactions through a web browser.	Preferred	Preferred
2.1	Application Architecture	No requirement to deploy application code to client workstations (Note: Java Runtime Environment (JRE) is an exception)	Mandatory	Mandatory
3	Application Architecture	The system shall provide the ability to automate the deployment of software and updates to user workstations including, but not limited to web-based deployment tools, push/pull software to the desktop. (Note: Applicable only to run-time environment, like Java)	Mandatory	Mandatory
4	Application Architecture	The system shall provide built-in application and system configuration tables accessible by all modules	Mandatory	Mandatory
5	Application Architecture	The system shall provide customizable user portals including, but not limited to the ability to customize menus and forms, by user without modification of program code.	Preferred	—
6	Application Architecture	The system shall provide (if needed) the ability to manage automatic job scheduling (i.e. batch jobs, billing) including, but not limited to the interface with external job schedulers and automatic notification capabilities when a job abnormally terminates. The City currently support UNIX CRON, Tivoli work Scheduler, Oracle DBMS_JOBS, and MS SQL DTS.	Mandatory	—
7	Application Architecture	The system shall provide forms-based data validation (field level validation) and display error messages when validation fails (i.e., user enters text in a numeric field).	Mandatory	Mandatory
7.1	Application Architecture	Copy, cut, paste, and undo capability from data fields and screens to other applications	Mandatory	Mandatory

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<b>8</b>	Application Architecture	The system shall provide the ability to perform mass changes to a defined group of transactions, with appropriate selection criteria.	Mandatory	Mandatory
<b>9</b>	Application Architecture	The system shall provide the ability to effective date transactions and table updates including, but not limited to future and retroactive changes, based on user-defined criteria.	Mandatory	Mandatory
<b>10</b>	Application Architecture	The system shall provide the ability to drill down from a transaction view to the supporting source document or record, regardless of the module source	Mandatory	Mandatory
<b>11</b>	Database Architecture	The system shall provide standard data extraction Application Program Interface (API) to allow import and export of data to other systems.	Mandatory	Mandatory
<b>12</b>	Database Architecture	The system shall provide the ability to import and export information to/from external applications and formats including but not limited to the following:	Preferred	Preferred
<b>12.1</b>	Database Architecture	MS Word	Preferred	Preferred
<b>12.2</b>	Database Architecture	MS Excel	Preferred	Preferred
<b>12.3</b>	Database Architecture	MS Access	Preferred	Preferred
<b>12.4</b>	Database Architecture	PDF	Preferred	Preferred
<b>12.5</b>	Database Architecture	XML	Preferred	Preferred
<b>12.6</b>	Database Architecture	Comma delimited	Preferred	Preferred
<b>12.7</b>	Database Architecture	Tab delimited	Preferred	Preferred
<b>12.8</b>	Database Architecture	Space delimited	Preferred	Preferred
<b>12.9</b>	Database Architecture	Quotation delimited	Preferred	Preferred
<b>12.10</b>	Database Architecture	ASCII	Preferred	Preferred
<b>12.11</b>	Database Architecture	HTML	Preferred	Preferred
<b>13</b>	Database Architecture	The system shall provide the ability to encrypt sensitive data by column.	Preferred	Preferred
<b>14</b>	Database Architecture	The system shall provide the ability to encrypt sensitive data by row.	Preferred	Preferred
<b>15</b>	Database Architecture	The system shall provide Structured Query Language (SQL) capabilities for database queries.	Mandatory	—

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<b>16</b>	Database Architecture	The system shall provide the ability to exchange database information using industry accepted standards and formats including the following:	Mandatory	Mandatory
<b>16.1</b>	Database Architecture	XML	Mandatory	Mandatory
<b>16.2</b>	Database Architecture	JSON	Mandatory	Mandatory
<b>17</b>	Database Architecture	The system shall provide the ability to utilize enterprise-defined naming conventions and standards including, but not limited to data elements, entities, tables, programs, report names, etc.	—	Preferred
<b>18</b>	Database Architecture	The system shall provide the ability to copy, archive and retrieve data to external storage media (e.g. tape, DVD, SAN) based on user-defined selection criteria.	Mandatory	Mandatory
<b>19</b>	Database Architecture	The system shall provide the ability to perform database maintenance including, but not limited to backup and upgrades without requiring system downtime during core business hours.	Mandatory	Mandatory
<b>20</b>	Infrastructure	Utilizes industry standard virtualization infrastructure capabilities to support load balancing.	Mandatory	Mandatory
<b>21</b>	Integration Architecture	The system shall provide the ability to set up appropriate approval, audit trail, and reconciliation procedures for all inbound and outbound interfaces.	Mandatory	Mandatory
<b>22</b>	System Administration Toolkit	If the proposed system is Simple Network Management Protocol (SNMP) compliant, the Vendor shall provide standard Management Information Base (MIB) files for all SNMP-enabled components.	Mandatory	—
<b>23</b>	Application Architecture	The system shall provide the ability to apply future upgrades and patches without impacting existing application user interface customizations (e.g., user-defined forms/fields, web interface, etc.).	Mandatory	Mandatory
<b>24</b>	Infrastructure	If the proposed solution includes electronic hardware such as servers or network devices, all network-enabled hardware must support auto-negotiation of network speeds and duplex settings, including 10 mbps, 100 mpbs and Gigabit Ethernet, if applicable.	Mandatory	==
<b>25</b>	Infrastructure	The proposed application should NOT require static network routes.	Mandatory	==

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<b>26</b>	Infrastructure	The proposed solution must be capable of operating over routed subnetworks (does not require components to be co-located on the same subnetwork).	Mandatory	=
<b>27</b>	Database Architecture	The proposed solution shall include a method of purging record data from the database(s) ensuring referential integrity with master/ child records.	Mandatory	Mandatory
<b>28</b>	Application Architecture	The proposed solution shall support Distributed File System (DFS) shares for file access.	Mandatory	Mandatory
<b>29</b>	Database Architecture	The proposed solution shall use the same data validation criteria for bulk data loads as it does for manual data entry.	Mandatory	Mandatory
<b>30</b>	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) shall have display screens that are readable in conditions ranging from darkness to direct sunlight.	Mandatory	Mandatory
<b>31</b>	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) shall be resistant to heat, cold, moisture, dust and shock.	Mandatory	Mandatory
<b>32</b>	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) shall be capable of receiving program or firmware updates via network connections.	Mandatory	Mandatory
<b>33</b>	Infrastructure	The Vendor shall use standard Domain Name Services (DNS) for identifying all server components in the system.	Mandatory	Mandatory
<b>34</b>	Infrastructure	The proposed solution shall use an accurate, NIST time source for a traceable time stamp, which is applied to various transactions or key events.	Mandatory	Mandatory
<b>35</b>	Infrastructure	If the solution back-end components use date/time stamping, the client-side components shall be synchronized with the back-end servers.	Mandatory	Mandatory
<b>Solution Architecture</b>				
<b>36</b>	System Flexibility	The system shall provide highly configurable screens including, but not limited to repositioning fields, renaming fields, removing or inactivating unused fields, and allowing the addition of custom-defined fields.	Preferred	Preferred

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<b>37</b>	System Flexibility	The system shall provide the ability to accommodate long fields (e.g. long names, unicode, hyphenated names).	Preferred	Preferred
<b>38</b>	System Flexibility	The system shall provide the ability to define business rules based on user-defined criteria (e.g. organizational level, account code, bargaining unit, location, program, grant).	Mandatory	Mandatory
<b>39</b>	System Flexibility	The system shall provide the ability to create and/or modify user-defined business rules to validate data at the at the time of entry.	Preferred	Preferred
<b>40</b>	Security & Authentication	The system shall provide the ability to restrict access to the application for remote, by client IP address or network address range.	-	Mandatory
<b>41</b>	Security & Authentication	The system shall comply with all applicable City mandated security protocols and standards.	Mandatory	Mandatory
<b>42</b>	Security & Authentication	The system shall provide 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)).	Mandatory	Mandatory
<b>43</b>	Security & Authentication	The system shall provide the ability to use a single user sign-on for all modules with security configured for each module (i.e. user to gain access to the database associated with the application without re-entering the user ID and password). The single sign-on capability shall be compatible with the user's operating system sign-on.	Preferred	Preferred
<b>44</b>	Security & Authentication	The system shall provide the ability to create user IDs with an expiration date and time and link the user logon ID to the employee or contractor Information including, but not limited to identification number, assigned locations, etc.	Preferred	Preferred
<b>45</b>	Security & Authentication	The system shall provide the ability to support 128-bit SSL or higher or TLS, between the client browser and all application modules.	Mandatory	Mandatory
<b>46</b>	Security & Authentication	Provide encryption capability for application data exchanged between the front-end user system and the back-end servers.	Mandatory	Mandatory
<b>47</b>	Security & Authentication	The system shall provide protection against unauthorized access to data by persons and other software programs.	Mandatory	Mandatory

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48	Security & Authentication	The system shall provide the ability to display, at logon, the last date and time the user accessed the system.	Preferred	Preferred
49	Security & Authentication	The system shall allow an administrator to inactivate user access	Mandatory	Mandatory
50	Security & Authentication	The system shall provide the ability to suspend user access based on a table-driven parameter (i.e. employment status).	Preferred	Preferred
51	Security & Authentication	The system shall allow the ability to manage user permissions centrally for all modules of the applications.	Mandatory	Mandatory
52	Security & Authentication	The system shall mask (i.e., substituting password characters with '*') passwords as they are entered into the system.	Mandatory	Mandatory
53	Security & Authentication	The system shall provide the ability to support using tokens and/or passwords for user logons.	Mandatory	Mandatory
54	Security & Authentication	The system shall provide the ability to for users to change password and allow users to periodically change their password and allow password expiration.	Mandatory	Mandatory
55	Security & Authentication	The system shall provide the ability to suspend user-access after a user-defined period (e.g. 90 days) of inactivity.	Preferred	Preferred
56	Security & Authentication	The system shall provide the ability to configure passwords including, but not limited to the following:	Mandatory	Mandatory
56.1	Security & Authentication	A minimum password length of at least eight characters.	Mandatory	Mandatory
56.2	Security & Authentication	Support passwords that are case sensitive, contain numbers, alphanumeric characters, and special characters.	Mandatory	Mandatory
56.3	Security & Authentication	Require complex passwords based on user defined criteria.	Mandatory	Mandatory
56.4	Security & Authentication	Prevent trivial passwords (e.g. repeat characters, keyboard strings).	Preferred	Preferred
56.5	Security & Authentication	Prevent re-use of passwords	Preferred	Preferred
56.6	Security & Authentication	Require non-dictionary-based passwords	Preferred	Preferred
57	Security & Authentication	The system shall provide the ability to record the date and time the password was changed.	Mandatory	Mandatory

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<b>58</b>	Security & Authentication	The system shall provide the ability to deny user access after a City-defined number of unsuccessful attempts to logon.	Mandatory	Mandatory
<b>59</b>	Security & Authentication	The system shall provide the ability to log, based on user-defined criteria, each authorized and/or unauthorized access attempt. Log information includes, but is not limited to, user identification, IP address, date, time, transaction type, and type of access (e.g. read, modify).	Mandatory	Mandatory
<b>60</b>	Security & Authentication	The system shall provide the ability to record and maintain past security profiles (i.e. history of security access for an employee) when changes are made to an employee's security profile.	Preferred	Preferred
<b>61</b>	Security & Authentication	The system shall provide the ability to assign application access rights for the entire suite of applications at a single point of entry.	Mandatory	Mandatory
<b>62</b>	Security & Authentication	The system shall provide the ability to control access to all activities (e.g. online transactions, batch processing, report writer, query, system utilities) including, but not limited to the following levels:	Mandatory	Mandatory
<b>62.1</b>	Security & Authentication	System	Mandatory	Mandatory
<b>62.2</b>	Security & Authentication	Database	Mandatory	Mandatory
<b>62.3</b>	Security & Authentication	Module	Mandatory	Mandatory
<b>62.4</b>	Security & Authentication	Field	Mandatory	Mandatory
<b>62.5</b>	Security & Authentication	Inquiry	Mandatory	Mandatory
<b>62.6</b>	Security & Authentication	Report	Mandatory	Mandatory
<b>62.7</b>	Security & Authentication	Approval	Mandatory	Mandatory
<b>62.8</b>	Security & Authentication	Transaction	Mandatory	Mandatory
<b>62.9</b>	Security & Authentication	Table	Mandatory	Mandatory
<b>62.10</b>	Security &	Individual	Mandatory	Mandatory

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Authentication				
62.11	Security & Authentication	Group	Mandatory	Mandatory
62.12	Security & Authentication	Organization (e.g. department, division)	Mandatory	Mandatory
62.13	Security & Authentication	User Role (e.g. supervisor, data entry, review only) across all functional areas.	Mandatory	Mandatory
62.14	Security & Authentication	User Site (i.e. location) across all functional areas.	Mandatory	Mandatory
62.15	Security & Authentication	Position across all functional areas.	Mandatory	Mandatory
62.16	Security & Authentication	Period	Mandatory	Mandatory
63	Security & Authentication	The system shall provide the ability to create and maintain security profiles to control access including, but not limited to the following:	Mandatory	Mandatory
63.1	Security & Authentication	Employee Level	Mandatory	Mandatory
63.2	Security & Authentication	Module	Mandatory	Mandatory
63.3	Security & Authentication	Field	Mandatory	Mandatory
63.4	Security & Authentication	Transaction Type	Mandatory	Mandatory
63.5	Security & Authentication	Employee Group	Mandatory	Mandatory
63.6	Security & Authentication	Standard Report	Mandatory	Mandatory
63.7	Security & Authentication	Ad hoc Report	Mandatory	Mandatory
64	Security & Authentication	The system shall provide the ability to automatically log users off the system when there has been no activity for a pre-defined period.	Mandatory	Mandatory

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<b>65</b>	Security & Authentication	The system shall provide the ability to generate summary and detail reports including, but not limited to user access, usage logs, audit logs, failed and/or unauthorized access attempts based on user defined parameters (e.g. audit requirements). The system shall also provide the ability to alert the application administrator when any of these events exceed a specific threshold.	Mandatory	Mandatory
<b>66</b>	Security & Authentication	The system shall provide the ability to utilize session encryption methods necessary to ensure the secure electronic transfer of sensitive information.	Mandatory	Mandatory
<b>67</b>	Database Architecture	The system shall provide the ability to set up log event triggers to automatically notify the system administrator when user-defined database conditions are met. (Note: If a hosted solution, provide access to configurable alerts)	Mandatory	
<b>68</b>	Audit	The system shall provide user-defined audit features for all transactions in solution including, but not limited to all historical changes, date, time, and User ID of the person making the change.	Mandatory	Mandatory
<b>69</b>	Audit	The system shall provide the ability to prevent audit records from being deleted or altered, except as part of a system administration archival process.	Mandatory	Mandatory
<b>70</b>	Audit	The system shall provide the ability for audit-tracking reports including, but not limited to user access and usage logs.	Mandatory	Mandatory
<b>71</b>	Audit	The system shall provide the ability to archive and restore audit logs.	Mandatory	Mandatory
<b>72</b>	Data Storage & Archiving	The system shall provide online access to the current year plus unlimited previous years of all types of data retained in the system, and shall provide archive capabilities thereafter.	Mandatory	Mandatory
<b>73</b>	Data Storage & Archiving	The system shall provide the ability to archive data to external storage media and support partitions, based on user-defined including, but not limited to number of years.	Mandatory	Mandatory

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<b>74</b>	Data Storage & Archiving	The system must be capable of exporting all the content, including all the metadata entered by users as well as system generated metadata and any digital objects associated with the content, into non-proprietary file formats (e.g. xml/csv/txt and Tiff/PDF/JPG etc.) and all exported content must be linked either through naming conventions or metadata elements. This shall include the following capability:	Preferred	Preferred
<b>74.1</b>	Data Storage & Archiving	For content that is of permanent value, the system shall have a mechanism of extracting that content, and all associated metadata, from the system on a pre-defined time schedule, as well as by ad hoc requests.	Preferred	Preferred
<b>75</b>	Business Continuity and Disaster Recovery	The system shall provide full recovery and system backup capabilities for all online and batch transactions according to City-specified timeframes.	Mandatory	Mandatory
<b>76</b>	Business Continuity and Disaster Recovery	The system shall provide the ability to restore transactions from the database transaction log.	Mandatory	Mandatory
<b>77</b>	Business Continuity and Disaster Recovery	The system shall provide software redundancy, including but not limited to:	Mandatory	Mandatory
<b>77.1</b>	Business Continuity and Disaster Recovery	Software crash tolerance (i.e. server and client software shall maintain its integrity in case of power failures and abrupt shutdowns).	Mandatory	Mandatory
<b>77.2</b>	Business Continuity and Disaster Recovery	Redundancy in the application server tier with automated cut-over	Mandatory	Mandatory
<b>77.3</b>	Business Continuity and Disaster Recovery	Redundancy in the database server tier with automated cut-over	Mandatory	Mandatory
<b>77.4</b>	Business Continuity and Disaster Recovery	Restart and recovery capability after system/server failure with no loss of data or software components.	Mandatory	Mandatory
<b>77.5</b>	Business Continuity and Disaster Recovery	Roll-back capability	Mandatory	Mandatory

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<b>77.6</b>	Business Continuity and Disaster Recovery	Integrity checking capability to identify the existence of program and/or system discrepancies and issue an alert to the appropriate systems operations team.	Mandatory	Mandatory
<b>77.7</b>	Business Continuity and Disaster Recovery	File protection capability to limit the types of operations (e.g. read, write, delete, data dictionary modification) that can be performed by individual users on given data or program files.	Mandatory	Mandatory
<b>77.8</b>	Business Continuity and Disaster Recovery	Incremental, differential, and full backups and restores of the database, core and customized software, software and database configuration options, user preferences and rights, etc. This includes the ability to recover specific data records and/or files from backup and/or near-line storage.	Mandatory	Mandatory
<b>78</b>	Business Continuity and Disaster Recovery	The system shall provide the ability for authorized users to view and print application error logs online.	Preferred	
<b>79</b>	Business Continuity and Disaster Recovery	The system shall provide the ability to alert specified users when key components are unavailable (e.g., DBMS, servers, interfaces, network transport, etc.).	Mandatory	Preferred
<b>80</b>	Business Continuity and Disaster Recovery	The proposed solution shall permit the administration of application updates and operating system security patches without downtime.	Preferred	Preferred
<b>81</b>	Security & Authentication	The system shall be PCI-compliant when handling credit card transactions.	Mandatory	Mandatory
<b>82</b>	Security & Authentication	The system shall ensure the City's data is not made available to any other parties not specifically authorized to view or access the data. (ASP Hosted)	—	Mandatory
<b>83</b>	Security & Authentication	If, as a result of annual security assessments, high vulnerabilities are discovered, they must be remediated within one month of discovery.	—	Preferred
<b>84</b>	Security & Authentication	The vendor must conduct a 3rd party annual security assessment of all tiers of its hosting facility, including application servers and network devices. Copies of the security audit reports must be provided to the City of Austin annually. (ASP Hosted)	—	Mandatory

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<b>85</b>	Data Storage & Archiving	The vendor shall provide the City a complete copy of current and archived data hosted by an ASP provider in the event of contract termination. (ASP Hosted)	—	Mandatory
<b>86</b>	Data Storage & Archiving	Hosted solutions shall support off-line storage of the City's data at the City's site. (ASP Hosted)	—	Mandatory
<b>87</b>	Data Storage & Archiving	The solution shall support future releases of the application without rendering the archived data unusable.	Mandatory	Mandatory
<b>88</b>	Security & Authentication	The proposed solution shall not require operating system administrator privileges on the client workstation(s) to run or receive application updates.	Mandatory	Mandatory
<b>89</b>	Security & Authentication	If bulk data loads via the Internet are supported by the solution, a secure network transport method for bulk data shall be supported.	Mandatory	Mandatory
<b>90</b>	Security & Authentication	When new users are created, the security permissions assigned to the new accounts shall default to least privileged.	Mandatory	Mandatory
<b>91</b>	Security & Authentication	Authorized users shall have the ability to monitor (in near real-time) and report on file access activities for a particular user, group, application, device, and file.	Preferred	Preferred
<b>92</b>	Security & Authentication	The solution shall display a configurable security banner upon login.	Preferred	Preferred
<b>93</b>	Security & Authentication	The proposed solution shall include re-assignable application ports to maintain network security.	Preferred	Preferred
<b>94</b>	Security & Authentication	The proposed solution shall provide a method to rename built-in system accounts (i.e. Administrator, Admin, Super, etc.)	Preferred	Preferred
<b>95</b>	Security & Authentication	The proposed solution shall provide a method to change the passwords for built-in system accounts (i.e. Administrator, Admin, Super, etc.)	Mandatory	Mandatory
<b>96</b>	Security & Authentication	When the vendor is connected to the City's VPN for solution support purposes, single tunneling shall be required (which means that they are disconnected from their local network during the VPN session).	Mandatory	Mandatory

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<b>97</b>	Security & Authentication	Passwords must NOT be included in automated sign-on procedures, stored unencrypted in cache, or transmitted as clear text over the network.	Mandatory	Mandatory
<b>98</b>	Security & Authentication	The application shall provide a transaction log related to changes made to security (roles/groups/permissions).	Mandatory	Mandatory
<b>99</b>	Security & Authentication	To help enforce City's security policies, the solution shall allow the application administrator to disconnect a particular user and to lock out a user during an active session.	Mandatory	Mandatory
<b>100</b>	Security & Authentication	The application shall allow the Application Administrator to restrict generic logins.	Mandatory	Mandatory
<b>101</b>	Security & Authentication	The application shall allow the Application Administrator to set the number of concurrent logins for a particular user on the same or on multiple workstations. The application shall generate an alert if a user attempts or exceeds this number.	Preferred	Preferred
<b>102</b>	Data Storage & Archiving	The solution shall be capable of utilizing computer storage devices (SAN).	Mandatory	—
<b>103</b>	Data Storage & Archiving	The City shall be able to accurately plan for storage and backup requirements, both for initial implementation and for future growth.	Mandatory	—
<b>104</b>	Data Storage & Archiving	The proposed solution shall be capable of dynamically accepting changes to network configurations with little or no impact on solution availability (i.e. installing additional servers/workstations and changing the IP or subnet of any of the servers).	Mandatory	—
<b>Solution Technology</b>				
<b>105</b>	End-User Interface	The system shall provide end-user interfaces capabilities including, but not limited to the following:	Preferred	Preferred
<b>105.1</b>	End-User Interface	Consistent look and feel across all modules.	Preferred	Preferred
<b>105.2</b>	End-User Interface	Ability to customize views throughout all modules at the field and record level.	Preferred	Preferred

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<b>105.3</b>	End-User Interface	Enable the user to complete each step in the workflow process within a given screen (i.e. the end-user shall not be required to navigate to multiple screens to complete a task(s) in the workflow).	Preferred	Preferred
<b>106</b>	End-User Interface	The system shall provide a variety of ways to navigate the system including, but not limited to the following:	Preferred	Preferred
<b>106.1</b>	End-User Interface	Menu-driven	Preferred	Preferred
<b>106.2</b>	End-User Interface	Drop-down lists for selection of valid responses	Preferred	Preferred
<b>106.3</b>	End-User Interface	Icon-based	Preferred	Preferred
<b>106.4</b>	End-User Interface	Kiosk, mobile device presentation	Preferred	Preferred
<b>107</b>	End-User Interface	The system shall allow customizable views, including but not limited to the ability to accommodate both the casual and power users requiring different views, and the integration of information from multiple modules into a unified end-user display	Preferred	Preferred
<b>108</b>	End-User Interface	The system shall provide “out of the box” functionality which allows end-users data entry and/or inquiry access from mobile/devices/PDAs.	Preferred	Preferred
<b>109</b>	End-User Interface	The system shall support multiple languages for specific transactions including, but not limited to time entry and public portal.	Preferred	Preferred
<b>110</b>	End-User Interface	The system shall meet Web Accessibility standards including, but not limited to the ability to support ADA and compliant with Section 508 of the Federal Rehabilitation Act (see <a href="http://www.access-board.gov/sec508/summary.htm">http://www.access-board.gov/sec508/summary.htm</a> ). (Web based applications must be ADA compliant following the specifications of 508c of the Americans With Disabilities Act. If compliance is not possible, reasonable alternatives may be considered.)	Mandatory	Mandatory
<b>111</b>	Data Entry Support & On-Line Help	The system shall provide field level edit checks for transactions during data entry and provide immediate user feedback including, but not limited to error messages, potential possible corrective actions, warnings, data validation from external sources (e.g. GIS data for address validation, USPS for zip code validation).	Preferred	Preferred

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<b>112</b>	Data Entry Support & On-Line Help	The system shall provide online help that displays data field definitions for all user-entered data fields.	Preferred	Preferred
<b>113</b>	Data Entry Support & On-Line Help	The system shall provide the ability to design a preferred sequence to make data-entry columns and fields match the order of information in organization source documents.	Preferred	Preferred
<b>114</b>	Data Entry Support & On-Line Help	The system shall provide the ability to describe the nature of data entry errors and potential solutions.	Preferred	Preferred
<b>115</b>	Data Entry Support & On-Line Help	The system shall provide the ability to allow data entry fields to default to the last entry for applicable data fields as determined by the City.	Preferred	Preferred
<b>116</b>	Data Entry Support & On-Line Help	The system shall provide the ability to auto-fill an entry based on the transaction and/or field entry (e.g., dates, city, state, zip, etc.)	Preferred	Preferred
<b>117</b>	Data Entry Support & On-Line Help	The system shall provide the ability to restrict free form entry (e.g. require use of drop-down calendar for date field).	Mandatory	Mandatory
<b>118</b>	Data Entry Support & On-Line Help	The system shall provide the ability to accept mass data entry from an external source, including the ability to load through automated interface.	Preferred	Preferred
<b>119</b>	Security	The system shall have the ability to encrypt data (e.g. medical records, personal information)	Preferred	Preferred
<b>120</b>	Data Entry Support & On-Line Help	The system shall provide the ability to perform intelligent spell checking of text fields.	Preferred	Preferred
<b>121</b>	Data Entry Support & On-Line Help	The system shall provide the ability to minimize the use of the mouse when an end-user performs data entry functions.	Preferred	Preferred
<b>122</b>	Data Entry Support & On-Line Help	The system shall provide the ability for user to receive confirmations and notifications for user transactions, batch transactions, and system administrator transactions.	Preferred	Preferred
<b>123</b>	Data Entry Support & On-Line Help	The system shall provide the ability for end-users to receive clear and non-technical error messages including, but not limited to the following:	Preferred	Preferred
<b>123.1</b>	Data Entry Support & On-Line Help	The exact status of the transaction.	Preferred	Preferred

## Communications and Technology Management Technical Reference Model and Standards

### Appendix A

<b>123.2</b>	Data Entry Support & On-Line Help	The options for on-line help.	Preferred	Preferred
<b>123.3</b>	Data Entry Support & On-Line Help	The options for additional help including phone, fax number, and a pre-formatted e-mail problem report.	Preferred	Preferred
<b>124</b>	Data Entry Support & On-Line Help	The system shall provide customizable auto-save functionality that periodically retains data in case data entry is suspended or interrupted.	Preferred	Preferred
<b>125</b>	Data Entry Support & On-Line Help	The system shall provide the ability for the City's authorized users to create and/or modify the content of on-screen error messages.	Preferred	Preferred

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**1. PROPOSAL FORMAT**

Prefacing the proposal, the Proposer shall provide an Executive Summary of three (3) pages or less, which gives in brief, concise terms, a summation of the proposal, an explanation of the proposed project methodology and approach, tasks, and proposed timelines. The proposal itself shall be organized in the following format and informational sequence:

**A. Business Organization:** Response should include the following:

- i. Legal firm name, headquarters address, local office addresses if any, and state of incorporation.
- ii. Listing of principal officers of the company including name, title, and tenure.
- iii. Is your firm legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas?
- iv. 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.
- v. 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.
- vi. 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.
- vii. Has your firm ever failed to complete any work awarded to you? If so, where and why?
- viii. Has your firm ever been terminated from a contract? If so, where and why?

**B. System Concept and Solution:** Define in detail your understanding of the requirements presented in the Scope of Work of this request for proposal and your system solution. Provide all details as required in the Scope of Work and any additional information you deem necessary to evaluate your proposal. Specifically address how your solution will address the following requirements:

**1. Functional Requirements:** Response to section 4.2 of the Scope of Work, Table of Functional Requirements

Responses for each functional requirement should include:

- Reference to the requirement number
- Indication of how/if the requirement or associated feature shall be met. Unless otherwise specified, each response will be considered classified as base functionality:
  - base (out of the box)
  - configuration
  - 3<sup>rd</sup> party solution
  - Customization
  - not available

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**2. Technical Requirements** : Response to section 5.2 of the Scope of Work, Technical Requirements

Responses for each technical requirement should include:

- Reference to the requirement number or ID
- Description of how the solution will meet the objective of the described need
- Any applicable references to industry best practices
- Documentation or evidence as requested in the required response

**3. Grant Management**

**New system must:**

- (a) Centralize grant-related information and documentation, maintaining comprehensive profiles of each grant to track details, including contact information, narratives, budget information, reporting periods, notes and custom fields.
- (b) Import archival data from Bromelkamp/PEARL database
- (c) Support grant applications and management and include; (3) program-specific online applications with ability to add new programs, online panelist portals to securely and remotely access with login to view and to score applications, back office management (including but not limited to panel assignments, track panelist review process such as scores, manage and track awards and payments, and ability to issue & monitor contracts.)  
It is preferred to have a future interface with Cultural Data Project's API application protocol interface, a statewide third party database, to be implemented as part of a second phase of implementation.
- (d) Contain fields for commentary notes and dates for insurance expiration, final reports, with preference for automatic email to grantees when deadlines expire.
- (e) Multiple staff and evaluators need to have simultaneous access to the database system.
- (f) Calculate Demographic information including but not limited to City Council districts, Council precincts and State districts, ethnicity, and tax status (individual/unincorporated group, State of Texas nonprofit, or 501c3 nonprofit).
- (g) Be able to generate and export customized reports such as notices of awards, insurance expiration dates, final report deadlines, and delinquent notices and merge labels; Must be able to export reports in multiple file formats such as in Microsoft Excel, Word, and Adobe PDF.
- (h) Be able to report across multiple fiscal years in the same report or create all reports that cross fiscal years.
- (i) Allow ability for applicants to upload multiple file formats such as Microsoft Word, Microsoft Excel, PDF, and media files such as JPG, mp3, mp4, .mov formats.

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- (j) Have capability to access hyperlinks outside of the database to Guidestar (www.guidestar.org), and Microsoft Outlook to generate email communication
- (k) Have reliable/ available technical support for staff; Applicant technical support is preferred.
- (l) Have ability to archive information for a minimum of 5 years with automatic backup.

**4. Software Vendor Requirements**

- (a) Product Support – Annual phone with unlimited support requests.
- (b) Maintenance – Enhanced versions, upgrades and patches as necessary.
- (c) Training – Availability of onsite training by staff experienced in nonprofit accounting and expertise with the software.
- (d) User Groups – Local user groups to provide ongoing up-to-date product information and training.

**5. Consulting Services**

- (a) Planning and Evaluation of clients database environment to identify proper setup of software.
- (b) Installation and implementation of all required modules.
- (c) Training of staff to operate all modules, enter all required information and produce detailed, customizable reports.
- (d) Support for resolution of any questions or issues.

**5. What are the Hardware System Requirements?**

- C. **Program and Schedule:** Describe your technical plan for accomplishing required work. Include such time-related displays, graphs, and charts as necessary to show tasks, sub-tasks, milestones, and decision points related to the Scope of Work and your plan for accomplishment. Specifically indicate:
  - i. A description of your work program by tasks. Detail the steps you will take in proceeding from Task 1 to the final tasks.
  - ii. A proposed schedule to complete the work
  - iii. The amount of progress payments you are requesting upon successful completion of milestones or tasks, deducting ten percent (10%), which will be paid upon final acceptance by the City.
  - iv. A statement of your compliance with all applicable rules and regulations of Federal, State and Local governing entities. The Proposer must state his compliance with terms of this Request for Proposal (RFP).
- D. **Project Management Structure:** Provide a general explanation and chart which specifies project leadership and reporting responsibilities; and interface the team with City project management and team personnel. If use of subcontractors is proposed, identify their placement in the primary management structure, and provide internal management description for each subcontractor.
- E. **Prior Experience and References:** Describe a minimum of three prior projects of similar size and scope to this Scope of Work. Include only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Do not include experience prior to 2009. Supply the project title, year, detailed project description including system configuration and your role

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as consultant and/or design engineer, version number of software and network configuration, date of system installations and timeframe of implementation from start to finish, detail if project was completed on time and budget as applicable, and include a contact name, title, e-mail address, present address, and phone number of principal person for whom prior projects were accomplished.

- F. **Personnel:** Include names and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title. Provide all resumes.
- G. **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.
- H. **Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying:**
- i. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2-7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.
  - ii. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
  - iii. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
  - iv. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:  
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

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- I. **Proposal Acceptance Period**: All proposals are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal
- J. **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.
- K. **Authorized Negotiator**: Include name, address, e-mail address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.
- L. **Part XII - Cost Proposal**: Information described in the following subsections is required from each Proposer. Your method of costing may or may not be used but should be described.

Proposer must submit the completed cost proposal (Attachment A) in a separate envelope marked cost proposal. Proposer must provide all costs associated with this project such as:

- Hourly rate
- Travel expenses, if required (see below)
- Estimated (not to exceed) timeframe for each project phase
- Cost to produce each required deliverable
- Project Management Services
- Others (if applicable)

Along with the cost proposal, provide a proposed payment schedule with deliverables and acceptance criteria for each.

- 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. **EXCEPTIONS**:

Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal. Provide a "Matrix of Exceptions" to the requirements of the RFP. Identify the requirement, describe the nature of the deviation and provide an explanation or an alternative.

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This matrix shall include any exceptions for all sections of the RFP and Scope of Work.

**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.

**B. Evaluation Factors:**

i. 100 points.

- (1) System Concept and Solutions Proposed (35 points) – As per section B above (Grasp of the requirement and its solution(s), responsiveness to terms and conditions, completeness and thoroughness of the technical data and documentation.)
- (2) Demonstrated Applicable Experience and References, Personnel Qualifications, and Project Management Structure (25 points) – As per sections E, F and G above
- (3) Total Evaluated Cost (20 points) – As per section L above - Proposer with lowest cost to the City will be given maximum number of points, remainder given on a percentage ratio basis
- (4) Program and Schedule (10 points) – As per section C above
- (5) LOCAL BUSINESS PRESENCE (Maximum 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

Evaluation Factor No.	Title	Maximum Point Value
1	System Concept and Solutions Proposed (Grasp of the requirement and its solution(s), responsiveness to terms and conditions, completeness and thoroughness of the technical data and documentation.)	35

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Evaluation Factor No.	Title	Maximum Point Value
2	Demonstrated Applicable Experience and Personnel Qualifications, Project Management Structure	25
3	Cost Proposal	20
4	Program/Schedule Proposed	10
5	Local Business Presence	10

- ii. Interviews/Demonstrations Optional. Interviews and/or demonstrations may be conducted at the discretion of the City. Maximum 25 points

The City reserves the right to require short listed vendors selected for demonstrations or presentations to provide a minimum of two (2) most recent years of audited annual reports that evidence the financial health of the organization. In the event that audited financial statements cannot be provided, the Vendor must provide financial information that will enable the City to accurately assess financial stability and viability. Vendors unwilling to provide this information or whose financial information is deemed as not demonstrating financial stability will not be considered for award.

## EXHIBIT A: COST PROPOSAL

The City anticipates purchasing any additional servers, storage solutions, and associated system software through existing contracts when possible. 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.

### Software and Maintenance Costs

Description	Initial Purchase	Year One Cost	Year Two Cost	Year Three Cost	Year Five Cost	Year Five Cost
Software						
Licensing*						
Hosting Fees (if Vendor hosted)						
Annual Maintenance and Support						
Other Costs if Required*						
Per Year Total						

\*Include information on licensing model and type of user licenses proposed (concurrent, per seat, etc.) as well as any quantity driven price breaks, if applicable.

\*\*Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3<sup>rd</sup> party software, or any packaged hardware referenced in the response to Requirements.

### Implementation Costs

Proposer must submit a detailed breakdown of services included as part of the implementation.

Description	Cost
Implementation Services	
Legacy Data migration/scrubbing	
Training	
System Integrations	
Other Costs if Required	
Total Cost	

**Additional Services, Custom Development**

Fixed hourly rate for custom development requested by the City of Austin for software functionality not included in the base software licensing agreement.

Description	Year Two	Year Three	Year Four	Year Five
Customer Requested Development (fixed per hour cost)				

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.

**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. 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, SECTION 0900 OF THE SOLICITATION.*

**\*USE ADDITIONAL PAGES AS NECESSARY\***

**OFFEROR:**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**Section 0835: Non-Resident Bidder Provisions**

Company Name \_\_\_\_\_

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes 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: \_\_\_\_\_