



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

**SOLICITATION NO:** PAX0129

**COMMODITY/SERVICE DESCRIPTION:** Vehicle Fleet Technical Upgrade

**DATE ISSUED:** 02/22/2016

**REQUISITION NO.:** 13051300373

**PRE-PROPOSAL CONFERENCE AND SITE-VISIT TIME AND DATE:** 03/02/2016, 1:00 pm, local time

**COMMODITY CODE:**  
2204336,91829,9203130,96246

**LOCATION:** Kenneth Gamer Service Center, 4108 Todd Lane, Austin, TX (ARR SSC Auditorium)

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

**PROPOSAL DUE PRIOR TO:** 03/16/2016, 2:00 pm, local time  
**COMPLIANCE PLAN DUE PRIOR TO:** 03/16/2016, 2:00 pm, local time

Sai Xoomsai Purcell  
 Senior Buyer Specialist  
 Phone: (512) 974-3058  
 E-Mail: Sai.Xoomsai@austintexas.gov

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

**LIVE SOLICITATION CLOSING ONLINE:** For RFP's, only the names of respondents will be read aloud  
 For information on how to attend the Solicitation Closing online, please select this link:  
<http://www.austintexas.gov/department/bid-opening-webinars>

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

Address for US Mail (Only)	Address for Fedex, UPS, Hand Delivery or Courier Service
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # PAX0129	Purchasing Office-Response Enclosed for Solicitation # PAX0129
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

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

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

**SUBMIT 1 ORIGINAL AND 9 ELECTRONIC COPIES OF YOUR RESPONSE**  
**The electronic version must be on CD or flash drive in PDF format**

**\*\*\*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	7
0500	SCOPE OF WORK	29
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	8
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	2
0700	REFERENCE SHEET – Complete and return if required	2
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
0900	COMPLIANCE PLAN PACKET – Must be completed and returned	21
	Availability List	2
Attachment A	Price Proposal	3
Attachment B	Vehicle and Equipment List	9
Attachment C	Oracle Customer Care and Billing System Description	2
Attachment D	Driver's Daily Report	1
Attachment E	CTM Technical Reference Model	6
Attachment F	CTM Technical Standards	11

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

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

#### **INTERESTED PARTIES DISCLOSURE**

**In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 “Certificate of Interested Parties” that is signed and notarized for a contract award requiring council authorization. The “Certificate of Interested Parties” form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized**

**agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.**

[https://www.ethics.state.tx.us/whatsnew/elf\\_info\\_form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

**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: \_\_\_\_\_

**\* Completed Bid Sheet, section 0600 must be submitted with this Offer Sheet to be considered for award**

**Section 0605: Local Business Presence Identification**

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

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

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

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

**OFFEROR:**

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

**SUBCONTRACTOR(S):**

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

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

**SUBCONTRACTOR(S):**

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

**Section 0700: Reference Sheet**

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

The City at its discretion may check references in order to determine the Offeror's experience and ability to provide the products and/or services described in this Solicitation. The Offeror shall furnish at least 3 complete and verifiable references. References shall consist of customers to whom the offeror has provided the same or similar services within the last 5 years. References shall indicate a record of positive past performance.

1. Company's Name \_\_\_\_\_  
Name and Title of Contact \_\_\_\_\_  
Project Name \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (\_\_\_\_) \_\_\_\_\_ Fax Number (\_\_\_\_) \_\_\_\_\_  
Email Address \_\_\_\_\_

2. Company's Name \_\_\_\_\_  
Name and Title of Contact \_\_\_\_\_  
Project Name \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (\_\_\_\_) \_\_\_\_\_ Fax Number (\_\_\_\_) \_\_\_\_\_  
Email Address \_\_\_\_\_

3. Company's Name \_\_\_\_\_  
Name and Title of Contact \_\_\_\_\_  
Project Name \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (\_\_\_\_) \_\_\_\_\_ Fax Number (\_\_\_\_) \_\_\_\_\_  
Email Address \_\_\_\_\_

**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: \_\_\_\_\_

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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 no later than 02/12/2016, 2:00 pm, local time by email to [sai.xoomsai@austintexas.gov](mailto:sai.xoomsai@austintexas.gov)

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

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

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

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

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

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

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- (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
  - iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident.
    - (1) The policy shall include these endorsements in favor of the City of Austin:
      - (a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
      - (b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
      - (c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.
- C. **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. PROPOSAL BOND: ("BOND")**

All Offers shall be accompanied by a Proposal Bond in an amount of not less than five percent (5%) of the total Offer. The Proposal Bond must have a Power of Attorney attached, issued by a solvent surety authorized under the laws of the State of Texas and acceptable to the City.

- A. The Proposal Bond accompanying the Offer of the apparent successful Offeror will be retained until a Contract is awarded and the successful Offeror executes the Contract and furnishes any required bonds and insurance, after which the Bid / Proposal / Response Bond will be returned to the Offeror. The Bid / Proposal / Response Bond provided by the next lowest or next Best Offeror will be retained until a Contract is awarded. All other Bid / Proposal / Response Bonds will be returned within a reasonable amount of time necessary to make an award recommendation.

**4. PAYMENT BOND:**

- A. The Contractor shall provide a Payment Bond in an amount equal to 10% of the Contract amount within 14 calendar days (14 unless a different period is inserted) after notification of award. The Payment Bond serves as security for the faithful payment of all of the Contractor's obligations for subcontracts, work, labor, equipment, supplies, and materials furnished under the Contract. The Payment Bond shall be issued by a solvent company authorized to do business in the State of Texas, and shall meet any other requirements established by law or by the City pursuant to applicable law. The Surety must obtain reinsurance for any portion of the risk that exceeds 10% of the Surety's capital and surplus. For bonds exceeding \$100,000, the Surety must also hold a certificate of authority from the U.S. Secretary of the Treasury or have obtained reinsurance from a reinsurer that is authorized as a reinsurer in Texas and holds a certificate of authority from the U.S. Secretary of the Treasury.
- B. The Payment Bond shall remain in effect throughout the term of the Contract, and shall be renewed for each respective extension.

**5. TERM OF CONTRACT:**

- A. The Contract shall be in effect for an initial term of 60 months and may be extended thereafter for up to three additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

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- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).
  - C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
  - D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.
6. **QUANTITIES:** The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities.
7. **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	Austin Resources Recovery
Attn:	Accounts Payable
Address	PO Box 1088
City, State Zip Code	Austin Texas 78767

- 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.
8. **RETAINAGE:** The City will withhold ten (10) percent (%) retainage until completion of all work required by the Contract. 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.
9. **MATERIALS SPECIFICATIONS/DESCRIPTIVE LITERATURE:**
- A. If a solicitation refers to a Qualified Products List (QPL), Standard Products List (SPL) or a manufacturer's name and product, any Offeror offering products not referenced in the solicitation must submit as part of their Offer materials specifications/descriptive literature for the non-referenced product. Materials specifications/descriptive literature must be identified to show the item(s) in the Offer to which it applies.

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- B. Materials specifications/descriptive literature are defined as product manufacturer's catalog pages, "cut sheets" applicable tests results, or related detailed documents that specify material construction, performance parameters, and any industrial standards that are applicable such as ANSI, ASTM, ASME, SAE, NFPA, NBS, EIA, ESL, and NSA. The submitted materials specifications/descriptive literature must include the manufacturer's name and product number of the product being offered.
  - C. The failure of the materials specifications/descriptive literature to show that the product offered conforms to the requirements of the Solicitation shall result in rejection of the Offer.
  - D. Failure to submit the materials specifications/descriptive literature as part of the Offer may subject the Offer to disqualification from consideration for award.
10. **PREVAILING WAGE:** Contractor shall comply with the requirements of Section 00830 Prevailing Wage Rates and Payroll Reporting including the wage rates listed in Section 00830BC Wage Rates for Building Construction or Section 00830HH Wage Rates for Heavy and Highway Construction.
11. **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.
  - 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 certify 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>
12. **WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):**
- A. Access to the City Department building by the Contractor, all subcontractors and their employees will be strictly controlled at all times by the City. Security badges will be issued by the Department for this purpose. The Contractor shall submit a complete list of all persons requiring access to the City building at least thirty (30) days in advance of their need for access. The City reserves the right to deny a security badge to any Contractor personnel for reasonable cause. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's submittal.
  - B. 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) days of the receipt of notification of denial.
  - C. Contractor personnel will be required to check in at the security desk when entering or leaving the City building and security badges must be on display at all times when in the building. Failure to do so may

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be cause for removal of Contractor Personnel from the worksite, without regard to Contractor's schedule. Security badges may not be removed from the premises.

- D. The Contractor shall provide the City's Contract Manager with a list of personnel scheduled to enter the building, seven days in advance. The list shall identify the persons by name, date of birth, driver's license number, the times that they will be inside the building and the areas where they will be working. Only persons previously approved by the City for the issuance of security badges will be admitted to the building.
- E. The Contractor shall comply with all other security requirements imposed by the City and shall ensure that all employees and subcontractors are kept fully informed as to these requirements.

13. **MONTHLY SUBCONTRACT AWARDS AND EXPENDITURES REPORT:** (reference paragraph 18 in Section 0300) (applicable when an MBE/WBE Compliance Plan is required)

- A. The Contractor must submit a monthly Subcontract Awards and Expenditures Report to the Contract Manager specified herein and to the Purchasing Office Contract Compliance Manager no later than the tenth calendar day of each month.
- B. Mail the Purchasing Office Copy of the report to the following address:

City of Austin  
Purchasing Office  
Attn: Contract Compliance Manager  
P. O. Box 1088  
Austin, Texas 78767

14. **ECONOMIC PRICE ADJUSTMENT:**

- A. **Price Adjustments:** Prices shown in this Contract shall remain firm for the first twelve month 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 ten percent (10%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the 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).

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- (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:** Complete table as they may apply.

Weight % or \$ of Base Price: 100	
Database Name: Commodities	
Series ID: WPU37310101	
<input checked="" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Geographical Area: N/A	
Description of Series ID: Telecommunications, cable, and internet user services	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: All	

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
Multiplied by the Base Rate
Equals the Adjusted Price

F. **Adjustment of a Portion of the Base Price:** A portion of the Base Price changes such that only part of the requested adjustment is not supported by the referenced index, the City, at its sole discretion, may consider approving an adjustment on fully documented market increases.

15. **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.

38. **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:

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS**

Mike Turner

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Mike.Turner2@austintexas.gov

---

512-974-9739

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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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**AUSTIN RESOURCE RECOVERY DEPARTMENT**  
**SCOPE OF WORK/SPECIFICATION**  
**RFP PAX0129**  
**Vehicle Fleet Technology Upgrade**

**1.0 PURPOSE**

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The City of Austin, Austin Resource Recovery Department (“ARR” or “the City”) is in need of upgrading its fleet of solid waste collection vehicles with a fully integrated data management system as described herein. ARR is seeking proposals from vendors (“Contractor”) qualified and experienced in the provision and maintenance of solid waste data management and electronic fleet management hardware and software systems that can fulfill the current and future needs of the department’s collection operations.

This contract will establish a technology upgrade agreement to provide an ‘all-in-one’ system solution for improving the overall efficiency of garbage and recycling collection and litter abatement programs through technological enhancements in the management of ARR’s vehicle fleet and business operations. The essential technology upgrade categories include the following: On-Board GPS/AVL Units and Touchscreen Control Displays, including various sensors, for all collection vehicles; Work Management System Software and Hardware; Radio Frequency Identification (RFID) System for all collection vehicles; ‘All-in-One’ System Automation and Integration which will also incorporate existing Route Smart (Routing Software) and CC&B (Billing System) and Standard, Custom, and Analytical Reporting capabilities.

This technology upgrade will significantly improve the overall efficiency, productivity, and safety of ARR’s collection programs. This upgrade will also enable ARR to better anticipate and plan for the impacts of service area expansions and major program changes.

ARR’s existing outdated systems and manual methods cannot be integrated, which results in duplicate entries, excessive amounts of manual data entry, errors, conflicting data, and cumbersome wasteful paper forms. The existing systems and methods do not support sophisticated quantitative analysis needed to improve efficiency and productivity, and are unable to timely monitor fleet management, personnel performance, and business productivity indicators.

The technology upgrade will enhance and streamline ARR’s vehicle and business operations, protect City resources, support the Austin Climate Protection Plan and ARR’s Master Plan, and will enable ARR to move forward more quickly and effectively to implement new waste reduction initiatives in order to reach the City’s zero waste goals.

The city would prefer not to host this new solution in its data centers.

ARR is seeking to procure an ‘all-in-one’ system, including any and all necessary infrastructure, from a primary Contractor who can provide and coordinate all necessary hardware and software components/solutions, and who can install, interface, integrate, implement, and maintain/repair all components of the system.

**ARR acknowledges that due to the multiple functions and complexity of the entire system described herein, subcontracting may be an important aspect in achieving a satisfactory solution.**

Proposers responding to this RFP may submit multiple, alternate proposals if they feel they have other technologically innovative and cost effective solutions to provide. ARR welcomes and encourages the submittal of dynamic and creative solutions that have the potential to economically and effectively meet ARR’s current and future needs. All proposals submitted will be reviewed.

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**2.0 BACKGROUND**

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Austin Resource Recovery Department (ARR) employs approximately 400 staff members and operates five separate facilities throughout the Austin area. ARR provides a broad range of services to the citizens of Austin including curbside collection service for over 192,000 accounts of trash, recycling, yard trimmings, large brush and bulky items, as well as street sweeping, litter abatement, household hazardous waste collection, and dead animal collection services. ARR utilizes the following types of collection vehicles: semi-automated rear loaders, fully-automated side loaders, bucket trucks, dump trucks, street sweepers, tractor-trailers, box and flatbed cranes, pickup trucks, and enclosed dead animal collection trucks. There are currently approximately 200 collection vehicles and 100 light-duty vehicles in ARR's collection fleet. (Please refer to Attachment B - Vehicle and Equipment List which identifies existing equipment and proposed equipment.)

Each year there is an increase in the number of customer accounts serviced by ARR due to factors such as population growth and annexations. In order to maintain the current level of service, it is estimated that over the next ten (10) years ARR will add approximately **five (5)** new collection vehicles and **two (2)** new light duty vehicles each year to the fleet. During the same time frame, it is also estimated that approximately **ten (10)** collection vehicles and **two (2)** light duty vehicles will be taken out of service each year due to age and will be replaced with new vehicles. In addition, approximately **two (2)** collection vehicles and **two (2)** light duty vehicles will be replaced each year due to contingencies such as accidents and fires.

**Proposers should keep these estimates in mind with regard to future installations and future equipment switch-outs as part of their proposed Ongoing Service Agreement (refer to section 4.11, Ongoing Service Agreement and Warranty).**

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**3.0 DESCRIPTION OF EXISTING SYSTEMS**

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ARR currently utilizes non-integrated separate software/hardware for each of its operational functions, including routing, billing, operational performance, GPS/AVL, low bandwidth and limited visual range vehicle camera monitoring, as well as the scales operated in-house. ARR's existing system configuration requires a great deal of manual data entry and the use of wasteful paper forms. ARR seeks a system solution that will provide the capability to timely monitor fleet management, personnel performance, and business productivity indicators, and will also provide a mechanism to irrefutably document/record field-related occurrences such as no setouts, improper/extra garbage setouts, collisions, and other incidents/situations. It is ARR's expectation that the system solution will enhance and streamline operations, protect City resources, and support the Austin Climate Protection Plan and ARR's Master Plan.

The Current Operational Technology Systems being used by ARR's collection programs include the following:

**3.1 Solid Waste Tracking System (SWTS)**

SWTS is ARR's current operational performance software. It is an Oracle database system developed by the City's Communication and Technology Management Department (CTM) which is used to collect, store and report information from the Driver's Daily Reports (DDR – see Attachment D) for ARR's collection programs.

This system encompasses a component for managing daily activities related to ARR's garbage/recycling/compost cart inventory and distribution, as well as vehicle inspection and check-out procedures and associated record keeping. ARR's existing system configuration is largely paper-based with the DDRs manually filled out by the drivers before being manually entered into SWTS on a daily basis. Significantly, the current system does not support sophisticated quantitative analysis for improving efficiency and productivity, and with excessive amounts of manual data entry is subject to human error.

ARR seeks a Contractor solution to replace the current SWTS with a new automated Work Management Application that will meet existing and anticipated industry standard future operational management needs of the department, minimizing administrative burden on all user groups, and is paper free to the extent possible.

**3.2 Global Positioning System (GPS) / Automatic Vehicle Location (AVL)**

The current GPS/AVL system being used by ARR's fleet of vehicles utilizes CompassTrac software. This is a stand-alone system of hardware that cannot be integrated with other systems/functions and does not meet the future functionality requirements of ARR. ARR seeks a GPS/AVL system solution that provides greater flexibility, expandability, and maximizes the use of generic industry hardware interfaces and connectivity points. ARR seeks a Contractor solution that will upgrade functionality to meet existing and anticipated industry standard future technology growth in the solid waste industry e.g. wide use of multiple input vehicle sensors and on-board touchscreen control displays.

**3.3 RouteSmart Software Version 2013.0.2**

ARR uses RouteSmart routing software to plan routing service needs and a largely paper based format for communicating route based information to drivers.

ARR seeks a Contractor solution that is compatible with RouteSmart technology hardware and software, and is paper free to the extent possible.

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**Note:** Please be advised that the City has no intention of replacing the RouteSmart routing software with a different product. Proposals that are submitted with exceptions to the requirements of this Scope of Work will be reviewed as a whole and will not necessarily be automatically disqualified, but as stated in the 0600 Proposal Preparation Instructions and Evaluation Factors, “exceptions to any portion of the Solicitation may jeopardize acceptance of the proposal.”

Even if a proposal is not rejected due to an exception, please keep in mind that the highest consideration will be given to proposals that best meet the requirements of, and are consistent with, this Scope of Work.

**3.4 Oracle Customer Care and Billing (CC&B) v2.3.1**

The City utilizes this billing system for all utility billing, including Austin Energy, Austin Water Utility and ARR. This system is a flexible customer management solution that supports utility industry business objectives within a changing business environment. This system will continue to be used by the City. ARR seeks a solution from the Contractor that is attuned and will successfully integrate with the Oracle CC&B system where applicable. (Please refer to Attachment C - CC&B Description.)

**3.5 Diagnostic Equipment**

The current diagnostic equipment (Electronic Control Module [ECM]) being used in ARR’s operational vehicles is Asset Works and is tied into the City’s Fleet Maintenance System and will continue to be supported by the City’s Fleet Services. Any solutions accepted resulting from this RFP shall not connect to, or interfere with, this existing equipment. The Contractor shall provide a solution/method of retrieving new vehicle diagnostics data without tying into, or interfering with, the existing ECM. (If the Proposer determines that there is no alternative solution available, it needs to be clearly noted in their proposal.)

**3.6 P25 Trunked Radios**

Trunked Radios are currently installed in ARR’s collection vehicles for digital radio communications in accordance with federal and state emergency communication requirements. Installed in all fleet vehicles, these radios will remain in the vehicles as-is and will continue to be supported by the City’s Wireless Communication Services Division. This system will continue to be used by the City. Any solutions accepted resulting from this RFP shall not connect to, or interfere with, usability of this existing safety equipment. (Please refer to Attachment B – Vehicle and Equipment List for a detailed listing of ARR’s vehicles which identifies existing equipment and proposed equipment.)

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**4.0 SCOPE OF WORK**

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**4.1 Objective**

The objective of this RFP is to identify and select a Contractor who can supply and service multiple hardware, software upgrades and integrate to improve the efficiency, productivity, and safety of ARR's collection programs and associated administrative support needs.

**4.2 Key Improvements**

Key improvements listed below can be expected after implementation of the technology upgrade sought in this solicitation:

**4.2.1 Short Term**

- Automation and integration of routing, billing, AVL, and truck scaling to improve timelines and accuracy of customer service, billing, and fleet management functions
- Real-time remote monitoring and electronic recording of vehicle trip, vehicle diagnostic, and personnel performance data
- Capability to identify routing improvements
- Capability to assign missed or out-of-cycle collection calls to the nearest route driver
- Capability to interface with RFID technology, CSR software and scale weight data from City facilities and contractor facilities
- Capability to interface with and manipulate both historical databases and current data, extract raw data and generate customizable, user-defined and/or ad hoc reports

**4.2.2 Long Term**

- Reduced fuel and maintenance costs
- Carbon footprint reduction
- Optimization of travel patterns for drivers
- Cost effective implementation of expanded garbage/recycling collection programs
- Ability to produce more accurate budget projections based on actual operational and vehicle maintenance needs
- Reduction in the number of vehicle collisions and employee injuries
- Reduction in the number of billing errors and disputes

**4.3 Summary of Required System Upgrades for Initial Implementation**

Refer to Functional Requirements in sections 5.0 and attachment E, Technical Reference Model, attachment E and Attachment F, Technical Standards for more specific details and required proposal responses.)

**NOTE:** All Proposers shall submit a proposed timeline that specifies the length of time required to complete each task related to the entire project, from initial design to full Initial Implementation. The timeline shall include a Proof of Concept Pilot period. Before proceeding with full Initial Implementation, the Contractor shall design and conduct (after written acceptance and notice to proceed by ARR) a Proof of Concept Pilot to verify that all upgrades proposed by the Contractor are feasible as related to ARR's operational activities and needs.

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**4.4** GPS/AVL Units and On-Board Touchscreen Control Displays

- 4.4.1 All existing GPS/AVL units in ARR's collection vehicles shall be removed and replaced with new units that have expanded capabilities. All vehicles shall have an unlimited data plan which cost will be built into the annual maintenance fee. ARR's current GPS plan is not a hosted solution, but rather an in-house solution (in-house server) utilizing CompassCom CompassTrac software. Sierra Wireless is currently installed. Existing models are a mix of MP and GX series units, and they include USB connections and GPS antennas.
- 4.4.2 The new GPS/AVL system shall provide greater flexibility, expandability, and shall maximize the use of generic industry hardware interfaces and connectivity points. The proposed system shall meet existing and anticipated industry standards, as well as anticipate and permit future technology needs, improvements and growth in the solid waste industry. It shall utilize multiple on-board sensors for real-time remote monitoring and electronic recording of vehicle events.
- 4.4.3 Where applicable, existing low loss coax cables and antennas shall remain in place to be incorporated with new units and repurposed for broadband and GPS.
- 4.4.4 The Contractor shall transfer existing GPS/AVL MTN account information to the new units or, if feasible, transfer existing SIM cards from old units and utilize in new units.
- 4.4.5 The Contractor shall remove all pre-existing GPS/AVL units without damaging or cutting connectors so that they can be repurposed in other City vehicles. The Contractor shall carefully place undamaged units in Contractor-supplied boxes and will be instructed by the City's Contract Manager on where to place the old units (collection point) to be picked up by the City and transported to the City's Wireless Communication Services Division office.
- 4.4.6 The Contractor shall install new on-board touchscreen display computer system in the cab of each vehicle. (Note: The Contractor's proposed system shall include the capability to configure and limit the number of active on-screen controls made available to the driver. For safety reasons, the driver should have minimal interaction capability with the on-board touchscreen control display).
- 4.4.7 The Contractor shall provide control displays which shall be rugged, water and impact resistant (minimum MIL-STD-810G), and have a top operating temperature of 140°F or higher. Control displays shall have touchscreen capabilities and shall provide full visibility in daylight/sunlight. Displays computer system shall have an operating voltage range of 9 to 18 volts. The Contractor shall mount all on-board touchscreen display computer systems on a Contractor-supplied locking dock and have a uniquely-coded master key specifically for ARR's vehicle fleet.
- 4.4.8 The Contractor shall provide solutions to prevent unauthorized access, disconnection, removal, and any other types of tampering.

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**4.5** Work Management Application Software

- 4.5.1 The Contractor shall install and implement a new work management software application to replace the existing operational performance software (SWTS).
- 4.5.2 The Contractor shall provide an automated and easy-to-use solution for collecting, storing and reporting information that is currently maintained manually on paper on the Driver's Daily Reports (DDRs).
- 4.5.3 The Contractor shall provide an automated RFID solution for managing activities related to garbage/recycling/compost cart inventory and distribution capable of reading RFID tags imbedded in the carts. (ARR is currently in the process of installing RFID tags into the existing cart inventory.) The solution shall also integrate with the City's billing system (CC&B).
- 4.5.4 The Contractor shall ensure that the technology upgrade solution(s) is compatible and integratable with route maps which are currently generated by ARR's RouteSmart optimization software and printed on paper. The solution shall provide for the electronic display of mapping information.
- 4.5.5 The Contractor shall ensure that the technology upgrade solution(s) is compatible with the current and future versions of the Environmental Systems Research Institute (ESRI) to support GIS. (ARR currently uses ESRI ArcGIS version 10.0.)
- 4.5.6 The Contractor shall provide all industry standards for all data formats and Contractor shall ensure that all database management systems are widely-accepted and well-supported, such as Oracle 11g (or higher) or MS SQL 2008r2 SP2, or equivalent product.
- 4.5.7 The Contractor shall ensure that technology upgrades are serviceable and can accommodate user-defined customizable and ad hoc reports regarding applicable operational performance indicators.

**4.6 Radio Frequency Identification (RFID) System**

- 4.6.1 The Contractor shall install an RFID system on collection vehicles, and select supervisor vehicles, as identified in Attachment B - Vehicle and Equipment List.
- 4.6.2 The RFID technology solution shall be capable of identifying and managing RFID equipped garbage/recycling/compost carts, providing vehicle identification at scale facilities (if receiving facility scales are so equipped with compatible system), and supporting the management of various electronic data and analyses.
- 4.6.3 Ten (10) handheld RFID readers shall be provided for cart delivery crews to facilitate capture of cart data during cart deliveries and retrievals. The handheld RFID readers shall be able to be integrated with the new Work Management Application. (Please note that the number of hand-held RFID readers requested in this solicitation does not necessarily correspond to the list of supervisor vehicles that require RFID readers. It is the intention of the City to assign hand-held RFID readers to individuals, not vehicles.)

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**4.7 Contractor Responsibilities**

The Contractor shall:

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- 4.7.1 Ensure all products and services are capable of meeting project requirements described herein.
- 4.7.2 Comply with all local, state and federal laws and regulations applicable to the work performed, even if said laws and regulations are not identified herein. (The Contractor is responsible in whole, and on behalf of Contractor's sub-contractors.)
- 4.7.3 Provide qualified experienced project manager (Project Management Professional certification preferred, subject to approval by the City) and staff to work and coordinate with the City's Contract Manager and ARR staff on all project activities without interrupting normal ARR collection operations.
- 4.7.4 Provide all installations and associated service activities necessary in order to successfully complete a Proof of Concept Pilot, the Initial Implementation, and Ongoing Service, including technical support, system updates/maintenance/repairs/patches, parts replacement, backend supplies, replacement parts inventory, training and documentation.
- 4.7.5 Provide an all-in-one system an all-in-one system (along with any and all necessary infrastructure for successful operation) to include design/development, system configuration/integration, all necessary equipment/hardware/parts, all tools and supplies, all software solutions, all installations and associated labor, support services for historical data migration/conversion, end-user and train-the-trainer training, all testing activities and exercises, and complete, successful implementation rollout and warranty.
- 4.7.6 Remove existing equipment (where applicable) in an undamaged condition, including existing GPS/AVL and work under the direction of the City's Contract Manager to place all removed and undamaged City equipment in Contractor-supplied boxes and place in a mutually agreed upon location to be picked-up by the City for transport to the City's Wireless Communication Services Division office.
- 4.7.7 Coordinate with the City's Contract Manager to schedule hardware installation on vehicles to avoid disruption to normal collection schedules. Hardware installation on vehicles shall take place at a mutually agreed upon location. **(Note: Vehicle operations typically occur between 6:00am and 6:00pm, Monday through Friday. However, some vehicles may be in operation after 6:00pm and on weekends.)**
- 4.7.8 Upon request by City's Contract Manager provide all technical support documentation (printed and electronic) such as operating manuals, quick reference guides, and routine maintenance by a mutually agreed upon deadline. The Contractor shall ensure that ARR has the authorization to reproduce any provided documents for internal use.
- 4.7.9 Responsible for identifying and requesting any specific documentation from the City required by the Contractor in order to successfully perform all installations, system integrations, repair, support and full Initial Implementation.
- 4.7.10 Provide testing methodology to be approved by the City's Project Manager. Testing shall be successfully performed before the City will provide approval for the final acceptance of each stage of system implementation.

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- 4.7.11 Provide support services for the migration of historical data into the new system.
- 4.7.12 Coordinate with the City's Contract Manager to ensure that all personnel assigned to conduct work on City property attend a safety orientation training provided by ARR's Safety Division. The Contractor shall be wholly and ultimately responsible for ensuring the safety of all Contractors' personnel, sub-contracted or otherwise.
- 4.7.13 Provide all equipment, hardware, parts, tools, supplies, labor, supporting hardware, software, safety equipment, and any other associated apparatus and effort necessary to completely provide, install, test and successfully deliver to ARR all systems specified in the proposal.
- 4.7.14 Remove, dispose and/or recycle all packing materials, debris and trash created by the Contractor and Contractor's sub-contractors.
- 4.7.15 Provide a protective enclosure or mobile storage unit for all equipment and supplies that needed to be stored at the worksite. Storage unit shall be placed in a mutually agreed upon location. Contractor shall be solely responsible for all equipment and supplies stored on site. The City will not be responsible for any lost, damaged or stolen items.
- 4.7.16 Contractor employees and sub-contracted personnel shall wear a uniform, including safety equipment and company issued identification. Uniform shall be alike and have the Contractor and employee's name clearly displayed on the front of the shirt and seasonal outerwear.
- 4.7.17 Identify potential risks associated with this project and take all steps necessary to mitigate risks, whether financial or otherwise.
- 4.7.18 Provide a proposed schedule to coincide with City's anticipated Deliverables as outlined below.

**4.8 City Responsibilities**

The City will:

- 4.8.1 Provide a City's Contract Manager (single point of contact) to work with the Contractor on coordinating meetings, assuring availability of vehicles for installation work at appointed/after hour times, scheduling staff for required training sessions, and working with the Contractor to resolve other project issues that may arise.
- 4.8.2 Provide a facility for the Contractor to conduct presentations, meetings, equipment/software installations, testing, training, and maintenance activities as mutually agreed upon. The City will provide an area for a Contractor's storage enclosure on as needed basis.
- 4.8.3 Approve the Testing Methodology, provide acceptance of product after successful testing. Approve the final sign-off, if all City requirements are met, for the acceptance of the entire system.
- 4.8.4 Notify the Contractor when maintenance, repairs and/or warranty issues are needed on the Contractor's supplied hardware, software, installation and all other equipment.

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4.8.5 Notify the Contractor when installation services are needed for newly acquired vehicles.

**4.9 Anticipated Milestones and Deliverables**

(Note: No payment shall be made on any partially completed deliverable/milestone. Payment shall only occur as each deliverable/milestone is 100% complete and accepted by the City.)

**4.9.1 Milestones**

<b>Ref #</b>	<b>Milestone</b>	<b>When</b>
Milestone #1	Proof of Concept Pilot Design and Implementation Plan (Deliverable #1).	After Proof of Concept Pilot is designed and implementation plan is presented and accepted in writing by ARR.
Milestone #2	Entire System Design and Implementation Plan (Deliverable #2).	After entire system is designed and implementation plan is presented and accepted in writing by ARR.
Milestone #3	Initial cadre of ARR staff trained; software implemented and vehicle hardware installed on at least five representative vehicle types (as determined by ARR) to verify system functionality (Deliverable #3).	After cadre staff is trained, software is installed and implemented, and hardware is installed on representative vehicles and system functionality is verified and accepted in writing by ARR.
Milestone #4	Development and acceptance of the interface to CC&B and RouteSmart (Deliverable #4).	After interface from the system to both CC&B and RouteSmart is completed, verified, and accepted in writing by ARR.
Milestone #5	Develop the system documentation and provide comprehensive end-user training (Deliverable #5).	After system documentation is completely developed and end-user and admin training is delivered and accepted in writing by ARR.
Milestone #6	Final configuration of reports and dashboard (Deliverable #6).	After configuration of reports and dashboard is completed and accepted in writing by ARR.
Milestone #7	Entire system installed and implemented in remainder of operational fleet. (Deliverable #7).	After the system is installed, implemented, and accepted in writing by ARR on a per-vehicle basis (monthly payments will be made based upon actual number of completed installations).

**4.9.2 Deliverables**

<b>Ref #</b>	<b>Deliverable</b>	<b>Description</b>	<b>Payout</b>
Deliverable #1	Proof of Concept Pilot Design and Implementation Plan.	The system design and implementation plan is complete and accepted in writing by ARR.	10%

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Deliverable #2	Entire System Design and Implementation Plan.	The entire system design and implementation plan is complete and accepted in writing by ARR.	10%
Deliverable #3	Initial cadre of ARR staff trained; software implemented and vehicle hardware installed on at least five representative vehicle types (as determined by ARR) to verify system functionality.	Cadre of ARR staff is trained; software is implemented and hardware is installed on representative vehicles and system functionality is verified and accepted in writing by ARR.	10%
Deliverable #4	Development and acceptance of the interface to CC&B and RouteSmart.	The interface from the system to both CC&B and RouteSmart is completed, verified and accepted in writing by ARR.	10%
Deliverable #5	Develop system documentation and provide comprehensive end-user and admin training.	System documentation completely developed and end-user and admin training delivered and accepted in writing by ARR.	10%
Deliverable #6	Final configuration of reports and dashboard.	Configuration of reports and dashboard is complete and accepted in writing by ARR.	5%
Deliverable #7	System installed and implemented in remainder of operational fleet.	The system is installed and implemented in the remainder of operational fleet, and accepted in writing by ARR on a per vehicle basis (monthly payments will be made based upon actual completion of installations).	35%
Retainage	Complete system implementation.	System implementation is completed and accepted in writing by ARR.	10%

**4.10 Requirements Definition**

The City has made a good faith effort to identify the minimum functional and technical requirements of the entire system. However, it is expected that the Contractor shall work with the City to review and refine the City requirements. The Contractor shall conduct a thorough gap-analysis between the City functional and technical requirements and the system technologies proposed. Using the gap-analysis results, the Contractor and the City shall review and consult to identify deficiencies. The Contractor shall be responsible for making any required modifications or customizations to the system, subject to approval by the City.

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**4.11 Ongoing Service Agreement**

In addition to providing the Initial Implementation of the technology upgrades described herein, ARR expects the Contractor to enter into an Ongoing Service Agreement with the City for an initial period of five (5) years, with five (5) 1-year extension options. Proposers shall include an Ongoing Service Agreement component with their proposal and shall provide a Price Schedule with a Total Cost Proposal option related to the following:

- Technical Support
- System Updates/Maintenance/Repairs/Patches
- Parts Replacement, Back-end Supply (availability within 72 hours), On-site Replacement Parts Inventory
- Future New Installations (Installing New Equipment in New Vehicles added to Fleet)
- Future Equipment Switch-Outs (Removing Equipment from Retired or Irreparable Vehicles and Installing in Replacement Vehicles)
- Training and Documentation:
  - Functional Training and Software Training as needed for designated end-users
  - Train-the-Trainer Training as needed for designated City staff
  - Routine Maintenance Training as needed and appropriate for designated ARR and other City fleet maintenance staff
  - Documentation (User/Operator Manuals, Training Manuals, Maintenance Manuals, Quick Reference Guides)

**4.12 System Testing Requirements**

The Contractor shall perform and complete extensive verification and validation testing of the proposed upgrades. Completion of all testing shall be subject to approval by the City. The Contractor shall be responsible for developing, subject to review and approval by the City, the test plans, test procedures, test cases, test scripts, and shall provide testing tools for the tests listed below:

- Unit testing
- Integration testing
- String testing
- Load testing
- Environment testing
- User acceptance testing

**4.13 Progress Reports**

The Contractor shall submit weekly and monthly progress reports to the City's Contract Manager, or as otherwise agreed upon between the City and the Contractor. The progress reports shall describe significant accomplishments, issues and risks which have potential effect on schedule or costs, and plans for the upcoming week and month. The progress reports shall be adequately detailed to assure that project steps being pursued are in compliance with established and/or projected goals.

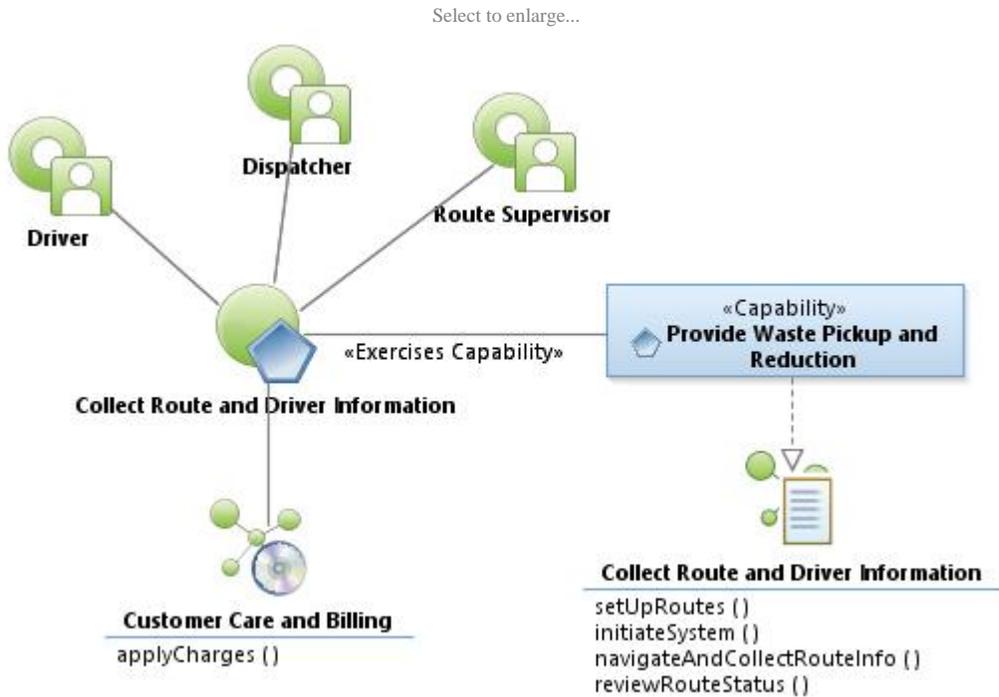
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**5.0 FUNCTIONAL REQUIREMENTS**

**Vehicle Fleet Technology Upgrade  
 Functional Specifications**

The following Unified Modeling Language (UML) use-case models identify the functional requirements of our desired Vehicle Fleet Technology Upgrade (VFTU) system. Our proposed operational process provides contextual reference and scope understanding. However, the contractor may propose alternative processes or technologies - we encourage innovative solutions. The contractor may propose any solution configuration such as hosted or internal. However, we prefer a Cloud solution - i.e., Software as a Service (SaaS). The City provides a fully functional IBM Integration Bus (IIB), enterprise service bus (ESB) to include an ESB instance in our demilitarized security zone to interface with internal city applications such as Customer Care and Billing discussed in our use-case model. The City identified the required performance response in each table describing interface descriptions shown on the adjacent sequence diagram.

**5.1 Collect Route and Driver Information**



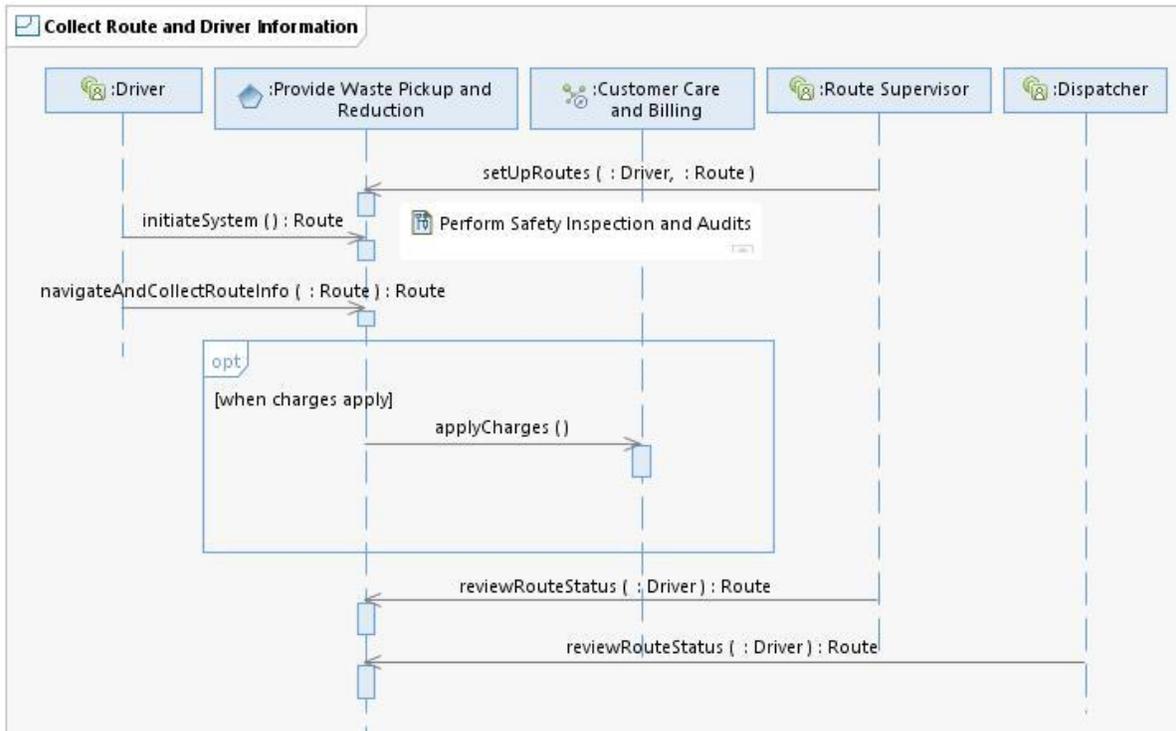
**Use Case Diagram - Collect Route and Driver Information**

Select to enlarge...

**Scope:** At any time during daily operations, the Route Supervisor uses a geospatial map to load route templates and/or modify Driver routes. When the Route Supervisor creates a route change, the system updates the Driver's map Route information and notifies the Driver and Dispatcher of the change. The Dispatcher and Route Supervisor map shows near real-time Driver position sent from mobile device. The system provides the turn-by-turn audio and video instructions, which the Driver may disable the audio. When the Driver Route deviates beyond the thresholds settings of the device, the system provides an audible warning and notifies the Dispatcher and Route Supervisor. As the Driver collects and empties carts, the system scans and stores radio frequency identification (RFID) information

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possibly using Bluetooth technology or similar wireless technology to communicate information with the mobile device. The system collects and reports Route information and uploads the required Route information incrementally throughout the day. The system interfaces with the City's Customer Care and Billing system to report services requiring extra charges. The Route Supervisor, Dispatcher and Driver communicate using Voice-Over-LTE (VoLTE) or similar technology when needed. The system uses push-to-talk similar to hand-held radios and the system records all communications including text messaging and email when needed.



**Sequence Diagram - Collect Route and Driver Information**

**Table of Interface Descriptions**

Req#	Type/Interface - Requirement Description	Performance
CRDI01	<p><b>Provide Waste Pickup and Reduction/setupRoutes</b></p> <p>At any time during daily operations, the Route Supervisor uses a geospatial map to load route templates and/or modify Driver routes. The Route Supervisor may use crowd-sourcing tools such as Waze or other mapping, navigational application to provide the situational awareness of route conditions to reroute Drivers around incidents or road congestion. Ideally, the Route Supervisor map displays real-time traffic information as a geospatial overlay on the Driver positional location and Route. When the Route Supervisor creates a route change, the system updates the Driver's map Route information and notifies the Driver and Dispatcher of the change. The Dispatcher and Route Supervisor map shows near real-time Driver position sent from mobile device. Drivers stay on the assigned Routes unless the Route Supervisor approves a deviation. Approved</p>	<p>Describe solution relevant to the functional description or explain developmental approach and experience.</p>

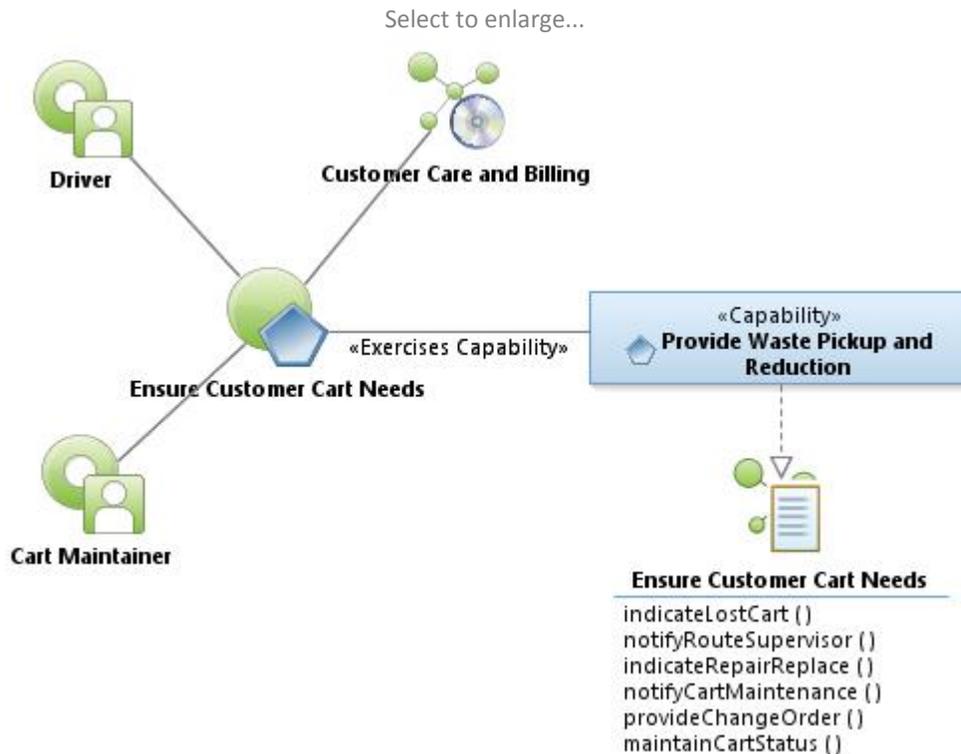
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Req#	Type/Interface - Requirement Description	Performance
	city staff set route deviation warning thresholds.	
CRDI02	<p><b>Provide Waste Pickup and Reduction/initiateSystem</b></p> <p>The Driver performs a system check to ensure accurate load of daily Route information. The system confirms completion of safety inspection with the Driver (see use case <a href="#">Perform Safety Inspection and Audits</a>).</p>	Describe how the system ensures operational status prior to departure or explain developmental approach and experience. The system confirmation of safety inspection is out of the scope of this SOW - information provided for contextual understanding of other planned uses of hand held RFID device.
CRDI03	<p><b>Provide Waste Pickup and Reduction/navigateAndCollectRouteInfo</b></p> <p>The mobile device uses a touch screen interface and provides push-button controls to quickly move between the information collection and presentation points. The system provides the turn-by-turn audio and video instructions, which the Driver may disable the audio. When the Driver Route deviates beyond the thresholds settings of the device, the system provides an audible warning and notifies the Dispatcher and Route Supervisor. As the Driver collects and empties carts, the system scans and stores radio frequency identification (RFID) information possibly using Bluetooth technology or similar wireless technology to communicate information with the mobile device. When a Customer sets out extra refuse, the system provides the Driver a means to input the amount and type of refuse and ensures application of applicable charges with Customer Care and Billing (CC&amp;B). For special conditions such as damaged, missing carts, or contaminated recycle carts (i.e., inappropriate refuse), the Driver uses a wireless hand-held device to record evidence using relevant media (e.g., photography or video) to upload to the system and stored with the daily Route information and easily observable by the Dispatcher, Route Supervisor or other approved city staff. The system inserts a notation on the picture or video of the responsible customer. The Route information collected by the system includes, but is not limited to, the ability to collect carts set out rate, routes driven, miles driven, accelerometer information, time on route, seat belt use, truck weight, and gross vehicle weight. The mobile device uploads the required Route information incrementally throughout the day representing the entire daily actuals. The mobile device is permanently fixed to the Driver's console and ergonomically accessible. The mobile device must be ruggedized to survive in harsh environments.</p>	Describe solution relevant to the functional description or explain developmental approach and experience.
CRDI04	<p><b>Customer Care and Billing/applyCharges</b></p> <p>For excess refuse bags or other debris removal, there may be additional charges that apply. The Driver or Operations Staff use the system to enter extra items removed. Based on the type and volume of services entered (extra refuse bags,</p>	Explain ability for the system to interface using the city's IBM Integration Bus,

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Req#	Type/Interface - Requirement Description	Performance
	additional debris removal, etc.), the system applies required charges to the Customer Care and Billing (CC&B) system.	enterprise service bus (ESB) or ESB past performance.
CRDI05	<p><b>Provide Waste Pickup and Reduction/reviewRouteStatus</b></p> <p>The Route Supervisor and Dispatcher use the mobile device to observe the Driver's status such current location, route driven, and other relevant status information collected by the Driver's mobile device. The Route Supervisor, Dispatcher and Driver communicate using Voice-Over-LTE (VoLTE) or similar technology when needed. The system uses push-to-talk similar to hand-held radios and the system records all communications including text messaging and email when needed. The system uses Long-Term Evolution (LTE), commonly marketed as 4G LTE, a standard for wireless communication of high-speed data for mobile phones or similar technology.</p>	Describe solution relevant to the functional description or explain developmental approach and experience.

**5.2 Ensure Customer Cart Needs**



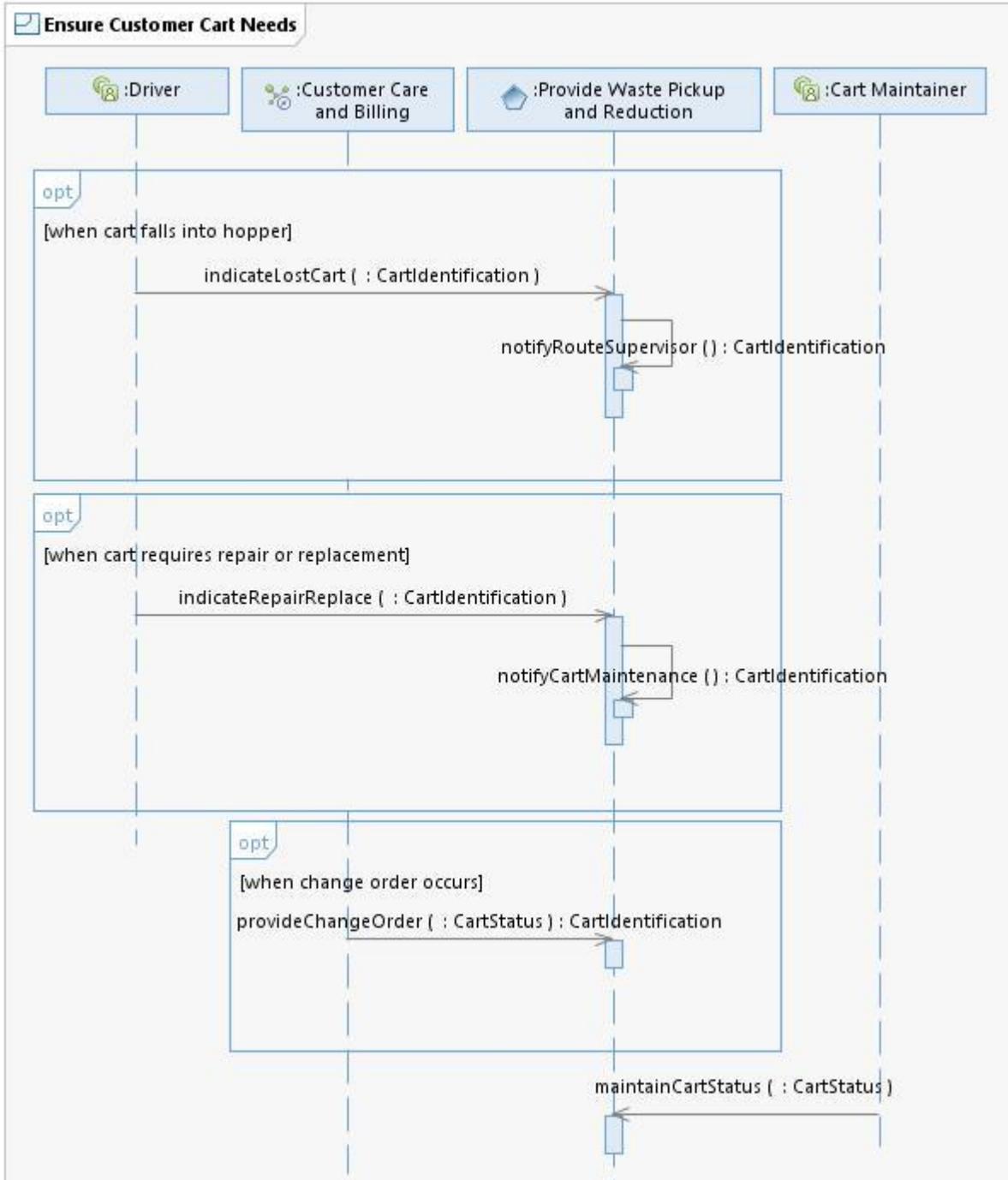
**Use Case Diagram - Ensure Customer Cart Needs**

**Scope:** During daily operations, customer carts may inadvertently fall or slip into the truck’s hopper. If the system detects that a cart is missing from the dump arm during the return position, the system provides the Driver notification of lost cart. Using the system, the Driver confirms that a cart is lost in the truck’s hopper. Current cart

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inventory contains a small number of carts equipped with RFID devices. When a Driver confirms that an RFID equipped cart is lost in the hopper, the system captures available cart identification information to store with the lost cart incident. When a confirmed non-RFID equipped cart is lost in the hopper, the system displays a list of known addresses in the surrounding area to enable the Driver to make a visual determination of the proper address selection – i.e. the system correlates lost cart customer address with cart RFID information or the Driver confirms the owner address. The system uses the customer Cart Identification to identify the Customer in the Customer Care and Billing system to provide notification via text message or email of the lost cart and the anticipated replacement schedule. During daily operations, the Driver uses the system to identify a cart as needing repair or replacement. The system stores cart repair or replacement information along with the Cart Identification information. The system provides a queue mechanism to assist in efficient routing for Cart Maintainer staff. Customers call Austin Energy to open or close an account for services with Austin Resource Recovery or to make other changes to services. The Customer Care and Billing system updates the Cart Identification information and updates the system with pickup or delivery schedule. The Cart Maintainer use the system to navigate to scheduled daily cart locations based on service requests for repairs or replacements. After making repairs or replacements, the Cart Maintainer enters action taken or assigns new Cart Identification information with the cart customer. When customers call the Utility Contact Center to start or stop services with Austin Resource Recovery or to make other changes to their cart services, Customer Care & Billing (CC&B) creates a service order (Change Order) indicating relevant Cart Status through an interface with the system. The Cart Maintainer uses the system to navigate to scheduled daily cart locations based on service requests for repairs or replacements. After making repairs or replacements, the Cart Maintainer enters action taken or assigns new Cart Identification information with the cart customer. Using the system, the staff may also originate a service order (Change Order) requiring an interface with CC&B.

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**Sequence Diagram - Ensure Customer Cart Needs**

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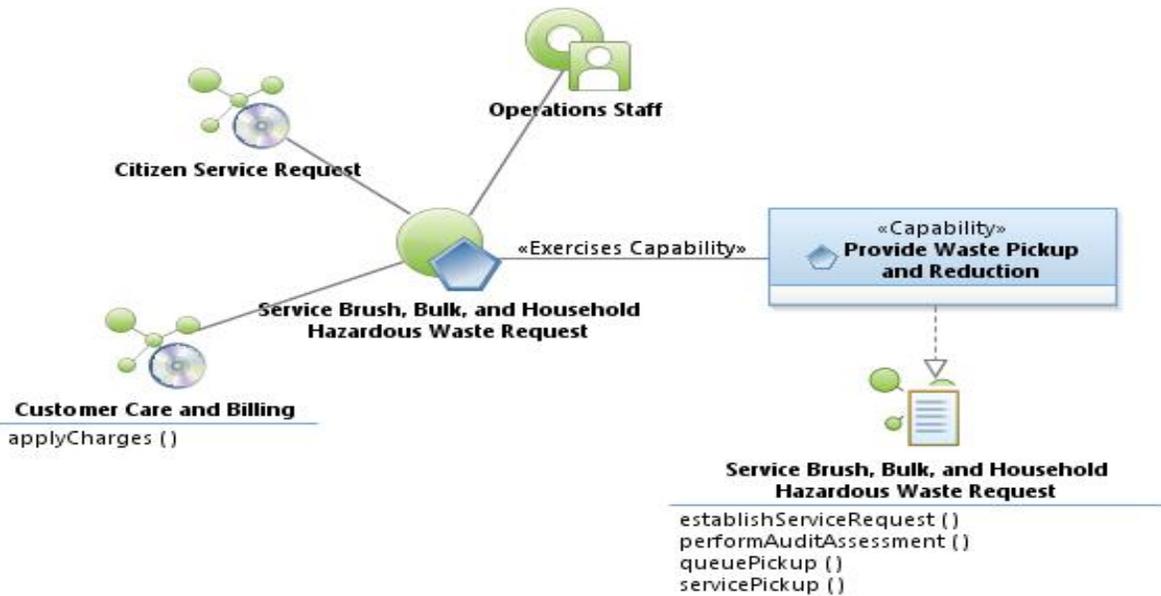
**Table of Interface Descriptions**

Req#	Type/Interface - Requirement Description	Performance
ECCN01	<p><b>Provide Waste Pickup and Reduction/indicateLostCart</b></p> <p>During daily operations, customer carts may inadvertently fall or slip into the truck's hopper. The system provides the Driver a lost cart indication. Using the system, the Driver confirms a cart is lost in truck's hopper. The system ensures a cart in truck dump arm when returned to downward position to verify cart lost in hopper. When a radio frequency identification (RFID) picks up the customer information such as name, phone number, address, etc., this information is stored with the lost cart indication. Current cart inventory provides a small number of carts with an RFID device. If RFID does not exist, the system displays a list of known addresses in the surrounding area for the Driver to make a visual determination of the appropriate address selection - e.g., the system correlates Customer address with the cart number or the Driver makes address observation.</p>	Describe solution relevant to the functional description or explain developmental approach and experience. Contractor may propose alternative, effective solution.
ECCN02	<p><b>Provide Waste Pickup and Reduction/notifyRouteSupervisor</b></p> <p>On the Route Supervisor's route display, the system provides indication of lost cart in hopper, including Cart Identification information. The system displays the same information on the Dispatcher's display. The system uses the customer Cart Identification to identify the Customer in the Customer Care and Billing system to provide notification via text message or email of the lost cart and the anticipated replacement schedule. The Driver may also choose to leave a note on the customer door. Route Supervisors are responsible for replace lost carts within 48 hours.</p>	
ECCN03	<p><b>Provide Waste Pickup and Reduction/indicateRepairReplace</b></p> <p>During daily operations, the Driver uses the system to identify a cart as needing repair or replacement. When the vehicle's radio frequency identification (RFID) identifies the cart, the Driver uses the system to indicate observed cart condition and recommended repair or replacement actions required. When no RFID or RFID is unreadable, the system displays a list of known addresses in the surrounding area for the Driver to make a visual address determination or use the system to determine address from the cart number. The Driver uses a portable hand RFID scanner or cart number to identify damaged carts when the vehicle lift mechanism is unable to scan the cart.</p>	
ECCN04	<p><b>Provide Waste Pickup and Reduction/notifyCartMaintenance</b></p> <p>The system stores cart repair or replacement information along with the Cart Identification information. The system provides a queue mechanism to assist in efficient routing for Cart Maintainer staff. The queue ensures fair, responsive cart replacement or repair by efficiently concentrating cart maintenance needs within typical workday delivery zone. For carts that fall/slip into the hopper within the vicinity of the daily planned service deliver, replacement information shows up on that day's delivery schedule and provide the appropriate Route Supervisor cart replacement status to ensure 48-hour replacement turnaround. The system tracks cart count inventory prior to accepting replacement of fall/slip carts by Cart Maintainer staff. When Cart Maintainer cannot replace the fall/slip</p>	

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Req#	Type/Interface - Requirement Description	Performance
	cars within 48-hour window, the system provides Route Supervisor cart status indication of need to replace the cart.	
ECCN05	<p><b>Provide Waste Pickup and Reduction/provideChangeOrder</b></p> <p>Customers call the Utility Contact Center to start or stop services with Austin Resource Recovery or to make other changes to services. The service order is created in CC&amp;B and then through an interface will transmit to the work management system. Once the work has been completed, or an update is made to the service request in the work management system, the updated information is transmitted back to CC&amp;B. In the event of a service order such as change to cart size, the Customer Care and Billing system updates the Cart Identification information and updates the system with pickup or delivery schedule. If an order originates in the work management system, that order information should be transmitted to CC&amp;B when created and completed so that billing is updated and customer service reps can view the pending order and avoid creating a duplicate order if a customer calls in regarding a missing cart.</p>	
ECCN06	<p><b>Provide Waste Pickup and Reduction/maintainCartStatus</b></p> <p>The Cart Maintainer use the system to navigate to scheduled daily cart locations based on service requests for repairs or replacements. After making repairs or replacements, the Cart Maintainer enters action taken or assigns new Cart Identification information with the cart customer. The system uses enumeration elements for commonly repaired items such as replaced lid, wheels, etc. The enumeration list is modifiable by approved city staff.</p>	

**5.3 Service Brush, Bulk, and Household Hazardous Waste Request**

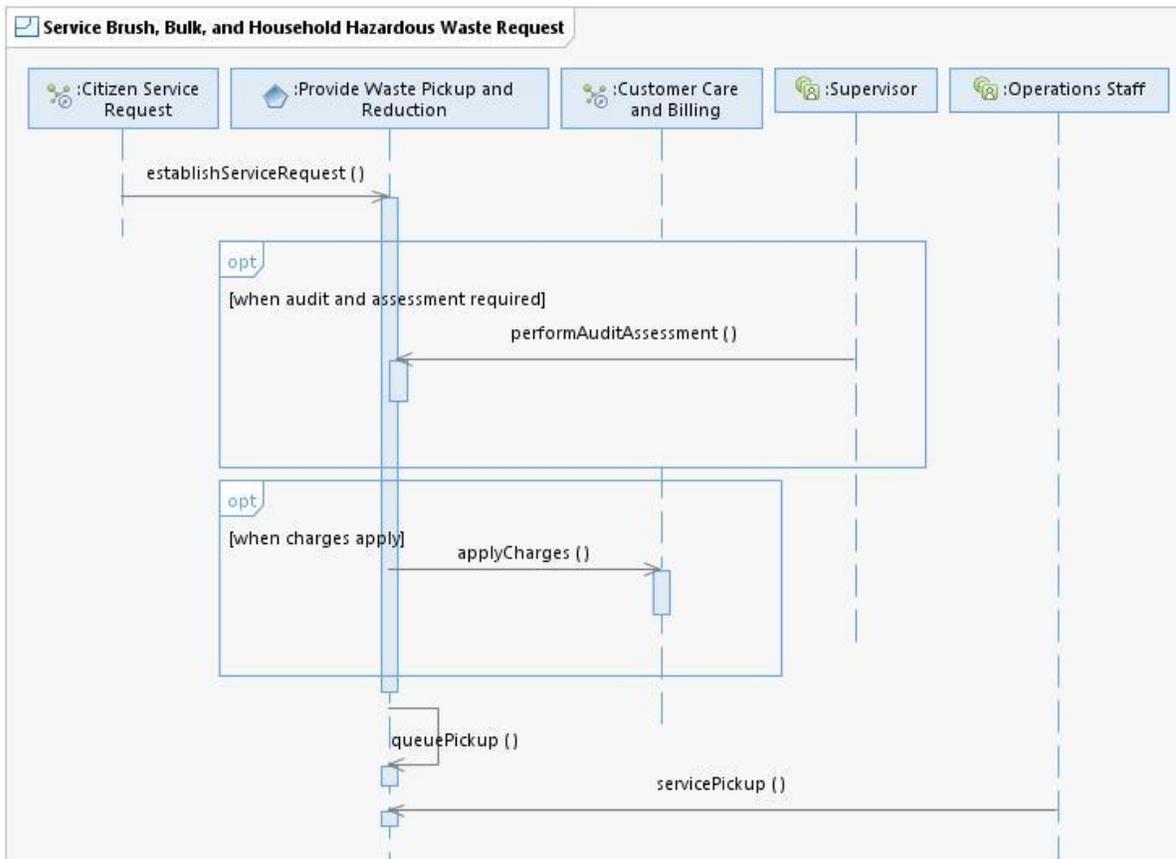


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**Use Case Diagram – Service Brush, Bulk, and Household Hazardous Waste Request**

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**Scope:** The 311 Call Advisor creates service requests for brush, bulk, and household hazardous waste via Motorola's Citizen Service Request (CSR) system. CSR also provides a customer self-service Web portal to allow customers to submit requests online. The 311 Call Advisor uses the system to indicate the type of refuse requested. The 311 Call Advisor uses CSR to generate a brush, bulk, or household hazardous waste work order - CSR processes the work order request with the system. For required audit work orders, the system notifies Supervisor to determine cost for out of cycle pickups. The Supervisor uses the system to determine daily out of cycle audit assessments to establish cost to service the work order. The system assigns audit needs based on geospatial information relevant to the assigned work area of the Supervisor. For excess refuse bags or other debris removal, there may be additional charges that apply. The Driver or Operations Staff use the system to enter extra items removed. The system logs the pickup information and provides a queue mechanism to assist in efficient routing for appropriate Operations Staff. The system displays the daily pickup information on the Operational Staff's mobile device using a geographic information system (GIS) map for optimal routing guidance. The pickup staff uses a mobile device to indicate pickup volumes and types recovered. If a service request (work order), the Operations Staff uses the system to close the request and/or to indicate condition and status serviced through 311 Advisor and the CSR system.



**Sequence Diagram - Service Brush, Bulk, and Household Hazardous Waste Request**

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Table of Interface Descriptions

Req#	Type/Interface - Requirement Description	Performance
SBBH01	<p><b>Provide Waste Pickup and Reduction/establishServiceRequest</b></p> <p>The 311 Call Advisor creates service requests for brush, bulk, and household hazardous waste via Motorola's Citizen Service Request (CSR) system. CSR also provides a customer self-service Web portal to allow customers to submit requests online. The 311 Call Advisor uses the system to indicate the type of refuse requested (e.g., brush, bulk, and household hazardous waste). The 311 Call Advisor uses CSR to generate a brush, bulk, or household hazardous waste work order - CSR processes the work order request with the system. For required audit work orders, the system notifies Supervisor to determine cost for out of cycle pickups. Based on the information entered, the system returns an estimated pickup date/time or anticipated range. On task completion, the system closes the CSR work order item.</p>	Explain ability to integrate solution with the city's enterprise service bus (ESB) and the Motorola Citizen Service Request (CSR) system.
SBBH02	<p><b>Provide Waste Pickup and Reduction/performAuditAssessment</b></p> <p>The Supervisor uses the system to determine daily out of cycle audit assessments to establish cost to service brush, bulk, and household hazardous waste work order. The system assigns audit needs based on geospatial information relevant to the assigned work area of the Supervisor. The system tracks the number of requests per household to allow for a set number of free service requests before billing for the service. The number of free service requests is adjustable by approved city staff. The Supervisor uses the system to enter assessed volume/amount of audited material and associated cost relevant to the servicing household.</p>	Describe solution relevant to the functional description or explain developmental approach and experience.
CRDI04	<p><b>Customer Care and Billing/applyCharges</b></p> <p>For excess refuse bags or other debris removal, there may be additional charges that apply. The Driver or Operations Staff use the system to enter extra items removed. Based on the type and volume of services entered (extra refuse bags, additional debris removal, etc.), the system applies required charges to the Customer Care and Billing (CC&amp;B) system.</p>	
SBBH03	<p><b>Provide Waste Pickup and Reduction/queuePickup</b></p> <p>The system logs the pickup information and provides a queue mechanism to assist in efficient routing for appropriate Operations Staff. The system displays the daily pickup information on the Operational Staff's mobile device using a geographic information system (GIS) map for optimal routing guidance. GIS indicates pickup points and communicates location information to the Dispatcher and Supervisor device. The queue determines fair and responsive pickup schedule by efficiently concentrating pickup needs within typical workday delivery zones.</p>	
SBBH04	<p><b>Provide Waste Pickup and Reduction/servicePickup</b></p> <p>The pickup staff uses a mobile device to indicate pickup volumes and types recovered. When a Supervisor previously performed an assessment audit, the system uses the volumes and types assessed. The system stores information to provide analysis of waste type and volume to determine if customer training</p>	

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Req#	Type/Interface - Requirement Description	Performance
	and/or other waste management functions provide an effect on the amount and type of waste collected. If a service request (work order), the Operations Staff uses the system to close the request and/or to indicate condition and status (including notes) serviced through 311 Advisor and the Citizen Service Request (CSR) system. The user interface is simple to use and intuitive for simple routine information entry and push button (icon) focused to the maximum extent possible.	

**5.4 Logical Data Model:** The following logical data model is not complete; rather, its representative of kinds of information we wish to maintain.

Req#	Type/Interface - Requirement Description	Performance
LDM01	<p><b>Logical Data Model</b></p> <p>The following logical data model is representative of our existing Solid Waste Tracking System (SWTS) used for reporting. The future system replaces and includes management dashboards useful for day-to-day operations and future planning. The sample logical data model does not propose this structure as a design; rather, we're including the LDM as a representative sample of the information we wish to integrate.</p>	Describe proposed solution relevant to solution logical data model or discuss developmental experience and performance.
SS02	<p><b>Provide Open Data Access</b></p> <p>The system provides access to all data records. The data must be accessible to create reportable data-marts and data warehouses as needed to accomplish reporting needs. The system must provide open standard Web interface protocols in order to synchronize application information using internal enterprise service bus.</p>	Explain solution's ability to provide open data access.

Select to enlarge...



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Req#	Type/Interface - Requirement Description	Performance
	<p>or train. The system ensures that records are retrievable and available until the expiration of their approved retention period. Texas Local Government Records Act §205.008(b). Records stored on contractor, outsourced, cloud, or hosted platforms remain the property and responsibility of the City. When contacted by an authorized City employee or when the contract ends or is terminated, contractors must deliver records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost. Austin City Code §2-11-15. Until expiration of retention period, hardware and software must be available to access records and sufficient metadata must be present to facilitate timely retrieval of records. Contracts with hosted solution providers must specify the contractor’s duties with respect to management of records as required by Austin City Code §2-11-15. The system ensures retention of specific records – even if their retention period has expired – if they are the subject of known or reasonably anticipated litigation, public information request, audit or other legal action. Texas Local Government Records Act §202.002, Austin City Code § 2-11-11. The system maintains a log of litigation and other holds allowing release of holds after resolution of litigation, audit, or public information requests. The system creates records/logs of destruction activity. Texas Local Government Records Act §203.046, Austin City Code §2-11-11. Destruction logs must (a) show a minimal set of metadata sufficient to uniquely identify the records purged; (b) show who approved and who executed the destruction, and the dates on which these events took place; (c) reflect compliance with an approved, written standard operating procedure; and (d) be retained permanently.</p>	

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**6.0 APPLICABLE PERMITS AND LICENSES**

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The Contractor shall obtain and maintain all permits and licenses to perform all services described herein. All services provided in relation to this agreement, directly and indirectly, shall be in compliance with all laws, ordinances, specifications, rules and regulations applicable to this service as established by any federal, state or local governmental provisions prevailing during the term of this agreement. It is solely the Contractor's responsibility to ensure all legal compliance is satisfied as well as ensure all subcontractors and employees are within compliance.

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**7.0 OMISSIONS**

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It is the intention of this solicitation to acquire a complete Vehicle Technology Upgrade of the scope described herein, with all necessary components. All items and/or services omitted from this Scope of Work which is clearly necessary for the successful operation of the products and services being sought under this solicitation shall be considered requirements, although not directly specified or included herein.

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**8.0 LIST OF ATTACHMENTS**

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- **Attachment A –Cost Proposal Worksheet**
- **Attachment B – Vehicle and Equipment List**
- **Attachment C – Oracle Customer Care and Billing (CC&B) System Description**
- **Attachment D – Driver’s Daily Report (DDR)**
- **Attachment E – CTM Technical Reference Model**  
We included the attached Technical Reference Model (TRM) to provide insight into our technical standards and operational IT environment. Please review the TRM and discuss alternative recommendations if required.
- **Attachment F – CTM Technical Standards**  
We included the attached Technical Standards used by our enterprise. If the proposed solution is unable to comply with any of these standards, please explain the alternative approach or solution.

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**1. PROPOSAL FORMAT**

All proposals should be submitted in the following format.

Submit one (1) double-sided original and six (6) electronic versions of the complete proposal. The electronic version must be on flash drive in PDF format.

The original must be submitted on 8.5 x 11 paper, bound or in a 3-ring binder. The original proposal must be clearly labeled as "original." The original must include the original signature of the person authorized to sign on behalf of the Proposer. **Bound proposal packet shall be printed on both sides of paper (duplexes) utilizing a minimum 30 percent recycled content paper and have consecutively numbered pages.**

**A. Tab 1 - Table of Contents**

The Table of Contents shall include the following:

- Index of the proposal contents
- Index of tables and figures
- Index of attachments

**B. Tab 2 - City of Austin Purchasing Documents:**

Complete and submit the following documents:

1. Offer and Award Sheet
2. Section 0605- Local Business Presence Identification Form
3. Section 0700 – Reference Sheets
4. Section 0835 – Non-Resident Bidder Provisions
5. Section 0900 - MBE/WBE Procurement Program Package
6. Attachment A – Cost Proposal Sheet

**C. Tab 3 – Insurance**

A signed letter, on company letterhead, from the proposer's insurance producer certifying that the proposer is capable of meeting the insurance requirements stated in section 0400 (Supplemental Purchase provision)

**D. Tab 2 - Authorized Negotiator** - Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

**E. Tab 3 – Exceptions and Alternate Products:** 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. Proposal may demonstrate an alternate approach. This is not intended to be an elimination factor but a measure of proposer ability to meet the City's technical standards.

This matrix shall include any exceptions for all sections of the RFP and Scope of Work. The Proposer must clearly indicate each exception taken and indicate the alternative language along with the business need for the alternative language. The failure to identify exceptions or proposed changes with a full explanation will constitute acceptance by the Proposer of the Solicitation as proposed by the

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City. The City reserves the right to reject a Proposal containing exceptions, additions, qualifications or conditions not called for in the Solicitation.

**F. Tab 4 - Business Organization, Qualifications, and Experience:**

1. State full name and address of your organization and identify parent company if you are a subsidiary. Specify the branch office or other subordinate element which will perform, or assist in performing, work herein. Indicate whether you operate as a partnership, corporation, or individual. Include the State in which incorporated or licensed to operate.
2. Indicate the number of years your system solution has been operational. Describe 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 2006. Supply the project title, a description of the project, year, and reference name, title, present address, and phone number of principal person for whom three prior projects of similar size and scope were accomplished.
3. Provide a general explanation and chart, which specifies project leadership and reporting responsibilities; and will 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.
4. 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 and project manager by name and title. Provide all resumes.
5. Proposer shall provide the name, location and date of all contracts that have been terminated or canceled within the past ten (10) years, prior to the expiration of their term. Disclose any judgments, any pending lawsuits, or unresolved disputes related to your operation within the past ten (10) years.

**E. Tab 5 - System Concept and Solutions Proposed**

1. Provide a detailed plan to protect City-owned data from unauthorized access, hack, leak, or unavailability, including a continuity plan that shall provide assurance of a smooth transition in the event all data being retained by the Contractor must be transferred to the City or another Contractor. The Contractor shall demonstrate how data they retain shall be backed-up and protected against loss
2. Propose a solution/method of retrieving new vehicle diagnostics data without tying into, or interfering with, the existing Electronic Control Module (If the Proposer determines that there is no alternative solution available, it needs to be clearly noted in their proposal.)
3. Describe how your proposed system solution aligns with the requirements outlined in 0500 Scope of Work sections 5.0 Functional Requirements, Attachment E, Technical Reference Model, and Attachment F, Technical Standards. Please clearly identify within your proposal the different solutions for accommodating the 7- day, 14-day, and 30-day data storage/retention capability options.

If your solution is unable to meet any requirements, please list those specifically with a brief explanation as to why.

4. The City plans to upgrade its camera systems in the future; the proposer shall include how it shall

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integrate the exiting low bandwidth cameras (Section 0500, Scope of Work, Item 3.5) into its proposed systems, as well as provide detailed information of how its proposed GPS/AVL and Work Management software systems will have the capabilities to effectively be integrated, operate and complement a new camera system with features that will include, but are not limited to: new cable support, full 360° coverage, onboard solid state data storage, adequate storage, still and video abilities, g-force sensors that will trigger the camera on impact, ability to record locations utilizing the GPS, export files, videos and single-frame photography into non-proprietary formats and have a range to capture a picture up to 75 feet from the vehicle.

**F. Tab 6 – Program**

1. Describe your 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:
  - a. A description of your work program by tasks including detail the steps you will take in proceeding from Task 1 to the final tasks.
  - b. Timeline to include specifies the length of time required to complete each task related to the entire project, from initial design to full implementation. The timeline shall include a Proof of Concept Pilot period.
  - c. The technical factors that will be considered in section above, and the depth to which each will be treated.
  - d. The degree of definition provided in each technical element of your plan.
  - e. The points at which written, deliverable reports will be provided.
  - f. 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.
  - g. Provide a statement of your compliance with all applicable rules and regulations of Federal, State and Local governing entities and state your firm compliance with terms of this Solicitation.
  - h. Following the order in the Scope of Work, describe how your solution meets the needs outlined in Section 0500 Scope of Work, item 4.9 Anticipated Milestones and Deliverables. Include a description of work by task and estimated days for implementation and completion.
  - i. Describe your technical plan for accomplishing required work outlined in Section 0500 Scope of Work, 4.12 System Testing Requirements.

**G. Tab 7 - Proposed Technical Plan for Proof of Concept Pilot**

Describe your technical plan for conducting a proof of concept pilot that shall verify to the City's satisfaction that all proposed upgrades are feasible and operate as intended.

**H. Tab 8 Ongoing Service Agreement and Warranty**

Describe your firm proposed Ongoing Service Agreement. At minimum, the Ongoing Service Agreement shall include technical support, system updates/maintenance/repairs/patches, parts replacement, backend supply, on-site parts replacement inventory, future installations, future switch outs, and training and documentation for an initial period of five (5) years, with five (5) one-year

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extension options. The proposer shall demonstrate the thoroughness, completeness, and favorability for warranty terms to include coverage on equipment and labor. (Section 0500, item 4.11, Ongoing Service Agreement and Warranty).

Proposers shall submit in detail their best warranty terms covering manufacturer's warranties as well as Contractor's equipment and labor warranties. It shall be understood, however, that the successful Contractor's warranty period(s) shall not commence until after the equipment is installed, deployed, and accepted by the City. (Each warranty period shall commence on date of acceptance by the City.)

**2. PRICE - In a separate sealed envelope in the same RFP package submitted**

**Proposer shall prepare and submit Attachment A, Price Proposal.**

Information described in the following subsections is required from each Proposer. A firm fixed price or not-to-exceed Contract is contemplated, with progress payments as mutually determined to be appropriate. Ten percent (10%) of the total contractual price will be retained until submission and acceptance of all work products.

- i. Costs for Proof of Concept Pilot and Initial Implementation of Vehicle Fleet Technology Upgrades per Scope of Work
  - 1) All required software (including third party software).
  - 2) Hardware (to include vehicle hardware, computer hardware and video equipment).
  - 3) Proposer shall provide a cost estimate to upgrade each vehicle unit type reflected in the Vehicle and Equipment List - Attachment B.
  - 4) Proposer shall identify make and model of all proposed equipment.
  - 5) Manpower: Itemize to show the following for each category of personnel with separate hourly rates:
    - a. manager, senior consultant, analyst, subcontractor, etc.
    - b. estimated number of hours for time/labor for each category of personnel.
    - c. rate applied for each category of personnel.
  - 6) Itemized cost of supplies and materials not previously identified.
  - 7) Other itemized direct costs.
  - 8) If applicable, general and administrative burden. Indicate base used, percentage, and total cost relative to this procurement.
  - 9) 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/gsa/ep/contentView.do?contentId=17943&contentType=GSA\\_BASIC](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA_BASIC)

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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.

10) Printing: State separately the cost of furnishing copies of the final report (if applicable).

**3. FINANCIAL REQUIREMENTS - In a separate sealed envelope in the same RFP package submitted**

It is necessary for the City to evaluate, verify, and understand the Proposer's financial capability and stability to undertake and perform the Services contemplated in this Solicitation. To accomplish this task, the Proposer shall provide accurate and legible financial disclosures to the City as requested below.

The proposer shall submit a complete set of independently audited financial statements for the last 2 years, including:

- detailed balance sheets, income statements, and statements of cash flow
- an independent auditor's opinion letter
- descriptive notes on the financial statements

In the event that audited financial statements cannot be provided, the proposer shall provide financial information that will enable the City to accurately assess financial stability and viability. Provide the same information for any entity that will participate in this project through a joint venture or subcontract arrangement.

Additionally, the proposer shall provide at least one complete company credit report from a major credit reporting agency dated not more than thirty (30) days from the RFP closing date

**4. ADDITIONAL PROPOSAL TERMS**

**4.1 Local Business Presence:**

The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.

**4.2 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.

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**4.3 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.

**4.4 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.

**5. 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.

Evaluation Factor No.	Title	Maximum Point Value
1	System Concept and Proposed Solutions	40
2	Proposed Technical Plan for Proof of Concept Pilot	10
3	Demonstrated Applicable Experience and Personnel Qualifications	10
4	Evidence of Good Organization and Management Practices	10
5	Attachment A – Cost Proposal	20
6	Financial Viability/Stability	PASS/FAIL
7	Local Business Presence	10

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**(1) System Concept and Solutions Proposed – 40 points**

- Program concept and solutions proposed for the Initial Implementation in response to the Scope of Work are thorough and complete. Proposal provides all details as required in the Scope of Work and any additional information. Proposer's plan and procedures are clearly identified for each major task of the upgrade project, including personnel responsibilities/activities and proposed hardware/software. Technical plan for accomplishing the required work includes tasks, sub-tasks, milestones, and decision points related to the Scope of Work. Proposer's timeline is realistically aggressive and specifies the length of time required to complete each task related to the entire project, from initial design to full implementation. Ability to provide required system/technology upgrades (to include documented history on previous successful hardware and software upgrades), meet functional and technical requirements, and provide risk management strategies are demonstrated. Favorability of warranty terms. (25 points)
- Thoroughness and completeness demonstrated in proposed solution for providing an Ongoing Service Agreement to provide technical support, system updates/maintenance/repairs/patches, parts replacement, backend supply, on-site parts replacement inventory, future installations, future switch outs, and training and documentation for an initial period of five (5) years, with five (5) one-year extension options. Thoroughness, completeness, and favorability demonstrated in proposed solution for warranty terms covering equipment and labor. (15 points)

**(2) Proposed Technical Plan for Proof of Concept Pilot - 10 points**

Thoroughness and completeness demonstrated in proposed technical plan for conducting a Proof of Concept Pilot that will verify that all proposed upgrades are feasible and function as intended.

**(3) Demonstrated Applicable Experience and Personnel Qualifications – 10 points**

- Evidence of good management practices related to activities, responsibilities and key personnel on the organizational chart. (5 points)
- Evidence of accountable project leadership and reporting responsibilities. (5 points)

**(4) Evidence of Good Organization and Management Practices – 10 points**

- Qualifications and certifications of Proposer's staff assigned to project, including relevant work experience and length of time with company and within the industry. (5 points)
- Assessment of personnel's technical ability to provide the desired services including the extent to which they have successfully completed undertakings similar in nature and scope. (5 points)

**(5) Total Cost Proposal – 20 points**

- Price Schedule for Proof of Concept Pilot. (4 points)
- Price Schedule for Initial Implementation. (8 points)
- Price Schedule for Ongoing Service Agreement. (8 points)

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**(6) Local Business Presence – 10 points**

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

**(7) Financial Viability/Stability – Pass/Fail**

- ii. Interviews, Optional. Interviews may be conducted at the discretion of the City. Maximum 25 points

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

- a. The point difference between the first and second ranked Proposer is less than five points.
- b. The number of Proposer(s) interviewed may depend on the closeness of the scores following evaluation of the written responses.
- c. Any significant gaps in point separation between the top ranked Proposer(s) and lower scoring Proposer(s).
- d. Proposer(s), in the Evaluation Committee's opinion, that are considered qualified to perform the work, on the basis of their written response.
- e. Limiting the number of Proposer(s) to be interviewed to no more than 50% or 5 Proposer(s), whichever is less.
- f. Staff may conduct interviews in other cases where staff believes it is in the best interest of the City.