



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

**SOLICITATION NO:** RFP PAX0131

**COMMODITY/SERVICE DESCRIPTION:** WORKFORCE  
MANAGEMENT SYSTEM

**DATE ISSUED:** 03/14/2016

**REQUISITION NO.:** 16012500216

**PRE-PROPOSAL CONFERENCE TIME AND DATE:**  
03/31/2016, 2:00 pm, local time

**COMMODITY CODE:** 92003

**LOCATION:** 1006 Smith Rd, Conference Room 114, Austin, TX  
78721

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

**PROPOSAL DUE PRIOR TO:** 04/14/2016, 2:00 pm, local time  
**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 308, AUSTIN, TEXAS 78701

Sai Xoomsai Purcell  
Senior Buyer Specialist

**Phone:** (512) 974-3058

**E-Mail:** sai.xoomsai@austintexas.gov

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

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

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

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

<b>Address for US Mail (Only)</b>	<b>Address for Fedex, UPS, Hand Delivery or Courier Service</b>
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # PAX0131	Purchasing Office-Response Enclosed for Solicitation # PAX0131
P.O. Box 1088	124 W 8 <sup>th</sup> Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

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

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

**SUBMIT 1 ORIGINAL AND 9 ELECTRONIC COPIES OF YOUR RESPONSE**

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

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

<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	9
0500	SCOPE OF WORK	39
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	6
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	MBE/WBE PROCUREMENT PROGRAM PACKAGE NO GOALS FORM – Complete & return	2
Attachment A	Exception Form	3

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

**\* Proposal response 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: \_\_\_\_\_

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

SOLICITATION NUMBER:	PAX0131
PROJECT NAME:	WORKFORCE MANAGEMENT SYSTEM

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

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

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

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

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

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

<b>I understand that even though goals were not assigned, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.</b>	
_____	
<b>Company Name</b>	
_____	
<b>Name and Title of Authorized Representative (Print or Type)</b>	
_____	
<b>Signature</b>	<b>Date</b>

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

SOLICITATION NUMBER:	PAX0131
PROJECT NAME:	WORKFORCE MANAGEMENT SYSTEM

**PRIME CONTRACTOR / CONSULTANT COMPANY INFORMATION**

Name of Contractor/Consultant			
Address			
City, State Zip			
Phone Number		Fax Number	
Name of Contact Person			
Is Company City certified? Yes <input type="checkbox"/> No <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> MBE/WBE Joint Venture <input type="checkbox"/>			

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

\_\_\_\_\_  
**Name and Title of Authorized Representative (Print or Type)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

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

<b>Sub-Contractor / Sub-Consultant</b>			
City of Austin Certified		MBE <input type="checkbox"/> WBE <input type="checkbox"/> Ethics / Gender Code: <input type="checkbox"/> Non-Certified	
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract		\$	
List commodity codes & description of services			

<b>Sub-Contractor / Sub-Consultant</b>			
City of Austin Certified		MBE <input type="checkbox"/> WBE <input type="checkbox"/> Ethics / Gender Code: <input type="checkbox"/> Non-Certified	
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract		\$	
List commodity codes & description of services			

<b>FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:</b>			
Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.			
Reviewing Counselor _____		Date _____	
Director/Deputy Director _____		Date _____	

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

**CITY OF AUSTIN  
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SUPPLEMENTAL PURCHASE PROVISIONS**

The following Supplemental Purchasing Provisions apply to this solicitation:

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

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by email to [sai.xoomsai@austintexas.gov](mailto:sai.xoomsai@austintexas.gov) no later than close of business on 04/01/2016.

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

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

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

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

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

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

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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. **TERM OF CONTRACT:**

- A. The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to five (5) additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.
- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to resolicit 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.

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

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

Invoices shall be mailed to the below address:

	City of Austin
Department	Austin Police Department
Attn:	Accounts Payable
Address	P.O. Box 1088
City, State Zip Code	Austin, TX 78767

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

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

- A. Contractors are required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").
- B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report].
- i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
  - ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or
  - iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.
- C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.
- D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.
- E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.
- F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.
- G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.
- H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.

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- I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.
- J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

**6. ECONOMIC PRICE ADJUSTMENT:**

- A. **Price Adjustments:** Prices shown in this Contract shall remain firm for the first 12 months 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).
    - (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: Producer Price Index	
Series ID: pcu5182105182105	
<input checked="" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted

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Geographical Area: All
Description of Series ID: Hosting, ASP, and other IT infrastructure provisioning services
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: 100

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. If 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.

7. **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.

8. **SOFTWARE TERMS:**

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

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

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

10 days after the effective date of termination, if the termination is in accordance with the contract period

30 days after the effective date of termination, if the termination is for convenience

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

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

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

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

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

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

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

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

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

applies

to its own personal data and non-public data of similar kind.

2. All data obtained by the service provider in the performance of this contract shall become and remain property of the City.
3. All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included

in

the service level agreement (SLA), or otherwise made a part of this contract.

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

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5. At no time shall any data or processes – that either belong to or are intended for the use of a City or its officers, agents or employees – be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the City.
  6. The service provider shall not use any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.
- E. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.
- F. Security: The service provider shall disclose its non-proprietary security processes and technical limitations to the City such that adequate protection and flexibility can be attained between the City and the service provider. For example: virus checking and port sniffing – the City and the service provider shall understand each other's roles and responsibilities.
- G. Security in Compliance with Chapter 521 of the Texas Business and Commerce Code: Service provider shall comply with all requirements under Chapter 521 of the Texas Business and Commerce Code, including but not limited to being responsible for a program that protects against the unlawful use or disclosure of personal information collected or maintained in the regular course of business. The program shall include policies and procedures for the implementation of administrative, technical, and physical safeguards, and shall also address appropriate corrective action for events of any security breach and proper methods of destroying records containing sensitive personal information.
- H. Security Incident or Data Breach Notification: The service provider shall inform the City of any security incident or data breach.
- I. Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the City should be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.
- J. Security Incident Reporting Requirements: The service provider shall report a security incident to the appropriate City identified contact immediately as defined in the SLA.
- K. Breach Reporting Requirements: If the service provider has actual knowledge of a confirmed data breach that affects the security of any City content that is subject to applicable data breach notification law, the service provider shall (1) promptly notify the appropriate City identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.
- L. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession of control of service provider.
- M. The service provider, unless stipulated otherwise, shall immediately notify the appropriate City identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.
- N. The service provider, unless stipulated otherwise, shall promptly notify the appropriate City identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a data breach. The service provider shall:

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- (1) cooperate with the City as reasonably requested by the City to investigate and resolve the data breach,
- (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive action taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
- O. Unless otherwise stipulated, if a data breach is direct result of the service provider's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state law; (3) a credit monitoring service required by state (or federal) law; (4) establishing a website or a toll-free number and call center for affected individuals required by state law – all not to exceed the average per record per person cost calculated for data breaches in the United States (currently \$201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) complete all corrective actions as reasonably determined by service provider based on root cause; all [(1) through (5)] subject to this contract's limitation of liability.
- P. **Responsibilities and Uptime Guarantee:** The service provider shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing, and maintaining the environments are the responsibilities of the service provider. The system shall be available 24/7/365 (with agreed-upon maintenance downtime), and provide service to customers as defined in the SLA.
- Q. **Web Services:** The service provider shall use Web services exclusively to interface with the City's data in near real time when possible.
- R. **Encryption of Data at Rest:** The service provider shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data, unless the City approves the storage of personal data on a service provider portable device in order to accomplish work as defined in the statement of work.
- S. **Ownership:**
1. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.
  2. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

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3. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables, The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.
10. **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:

Manju Dasari

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(512) 927-3245

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Manju.Dasari@austintexas.gov

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# **City of Austin Police Department**

## **Workforce Management**

### **Scope of Work**

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**SOLICITATION NO. PAX0131**  
**Description: Workforce Management**

**1.0 Purpose**

The Austin Police Department Communications Division (APD) seeks proposal from Workforce Management Solution providers for turnkey Workforce Management System (WFM) for its 911 Dispatch Center.

APD is requesting a proposal in support of the following project to be implemented in three phases:

Phase I – Forecasting, Scheduling and Adherence module:

The module shall forecast scheduling needs based on historical information and schedule operators, in their various roles/sections. . The module shall allow a feature to document scheduled and unscheduled leaves. This scheduling software shall automate everything from schedule overtime, mandatory overtime, ensuring shifts are covered to the agencies specifications and receiving emails from employees of vacation requests, sick days. The module shall allow for shift forecasting, decrease mandatory overtime for shift coverage, track vacation, and sick time approved and taken, adherence to break and lunch policies and assist with monthly, quarterly, and yearly statistical reporting.

Phase II – Quality Assurance (QA) module for performance measures and trend analysis:

The QA module shall facilitate supervisory staff assessment of their staffs' performance based on APD's identified criterion. The module shall have the ability to work on manual basis and/or in an automated configuration. The module shall have the ability to interface with APD's telephone systems, Computer Aided Dispatch software, and radio system. The module shall be able to search by date, time period, workgroup, user, and keyword search

Phase III – Radio Traffic - Integration with existing Radio system:

The Radio Traffic module shall calculate inbound and outbound radio transmissions by cumulative and/or sub-set radio names. The module shall be able to calculate transmissions by least, maximum, and average length of transmission duration times. The module shall be able to calculate the number of users active on the radio system by date and time period. The module shall have the ability to interface with APD's radio system and the QA module of its WFM software. The system shall be able to search by date, time period, workgroup, user, and keyword search

**2.0 Background**

Currently APD manually schedules 200 dispatcher and call-taker employees, with varying job descriptions and skillsets, in an Excel format. Forecasting of shift needs is completed through manual analysis of center call volumes with data retrieved from the PBX Call Center. Shift bidding also provides for manual submissions and manual shift assignments.

Implementation of a WFM shall eliminate the need for a schedule to be created and maintained in an Excel format.

Currently, QA is manually intensive. Work involves engaging multiple applications on different platforms, then transposing those results onto a Microsoft Office product for additional scrutiny and distribution.

The current system cannot quantify inbound and outbound radio transmissions. Live monitoring or pulling and listening to recordings are the only means to gain insight as to how much activity is on individual channels. There is a struggle gaining any meaningful amount of insight as to whether or not a particular channel is approaching and or has exceeded a reasonable point of manageability.

### **3.0 Minimum Qualifications**

**3.1** The proposer shall have successfully completed turnkey implementation of WFM system of a similar size and scope as described in this RFP.

**3.2** Qualifications shall be fully met before the proposal can be submitted in order for response to be evaluated.

### **4.0 Responsibilities**

#### **4.1 Contractor's Responsibilities**

The Successful Proposer (Contractor) shall:

- 4.1.1 Create and maintain the project plan. The Project Plan shall express the understanding of the project in writing to include how to accomplish the project objectives.
- 4.1.2 Create and maintain the project schedule. The Project Schedule shall detail Work Breakdown Structure and its tasks, timeline, and resources needed for the lifespan of the project.
- 4.1.3 Create and Maintain project trip reports. At minimum the Trip Reports shall define the on-site objectives and include a daily site visit schedule that identifies tasks, resources required.
- 4.1.4 Create and Maintain Action/Issue/Task list. Action/Issue/Task list shall detail the Action/tasks/issues required to meet the goals and objectives in the Project plan. Action/Issue/Task list shall provide item description, resource assignment, date reported, date due, any comments.
- 4.1.5 Create and Maintain Project Risk, Change Management, and Acceptance. The Project Risk, Change Management, and Acceptance lists document items related to these specific areas of project management
- 4.1.6 Create and Maintain Requirements Specification Documents. It provides the groundwork for development needs and implementation instructions of designed solution.
- 4.1.7 Create and Maintain Project Status. The weekly project status reports shall provide current information as to the status of in process tasks, future tasks, new issues, new change requests, and the overall state of the project.
- 4.1.8 Provide all system design, software installation, programming, testing, performance tuning, training, documentation, and implementation required for the system. If

third-party software is required, proposer shall assume full responsibility for its inclusion in this solution.

- 4.1.9 Provide the acquisition and installation of any required hardware. (Note: The City reserves the right to purchase hardware from other sources.)
- 4.1.10 Provide technical documents for the proposed system and its components. These documents shall include administrator and end user manuals about product installation and maintenance, including detailed design documents for customized system application and test plans. The Contractor shall grant the City the authorization to reproduce any provided documents for internal use.
- 4.1.11 Assist in the development of an acceptance test plan and assist in the performance of testing the entire system. During testing, the Contractor shall be available for assistance and correction of any error detected. Successful testing shall be performed before the City approves the final sign-off for the acceptance of the system.
- 4.1.12 Be available via a toll-free number for technical support and problem resolution during normal business hours (8:00 a.m. - 5:00 p.m. CST, Monday through Friday) during implementation.
- 4.1.13 Provide a detailed list of the necessary resources and expertise, complete with personnel job descriptions, which shall be required for the City to maintain the system once implemented.
- 4.1.14 Provide training to authorized City staff.

## **4.2 City's Responsibilities**

The City will provide:

- 4.2.1 Office space for Contractor project management staff when on site, if needed and as available. Office space will include telephones, personal computer hookups, and access to copy and fax machines.
- 4.2.2 Site preparation
- 4.2.3 HVAC and AC power feed and generator backup for City systems.
- 4.2.4 Local Area Network/Wide Area Network.
- 4.2.5 Approval of milestones, deliverables, and invoices.

## **5.0 Functional Requirements Description**

**5.1 Required Response:** "Required Response" is to guide vendors in describing the item, product feature, or system customization that satisfies the requirements as stated in the "Requirement Description." The verbiage of the "Required Response" is intended to elicit responses that propose creative solutions.

**5.2 Importance Rating:** "Importance Rating" indicates how critical the requirement is to achieving product and project objectives. The three "Importance Ratings" are:

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

## 6.0 Functional Requirements

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F001	Solution	The solutions shall be a Web Based solution	Describe the solutions platform. Describe if the solution is a hosted solution.	Must Have
F002	Solution	The system should provide all screens, reports, and transactions through a web browser.	Describe if the solution is web based or client-server based.	Must Have
F003	Solution	The solution shall support concurrent users.	Describe the number of concurrent users the solution is able to host.	Must Have
F004	Scheduling	The solution shall have the ability to create Rosters to accommodate a minimum five (5) different operational work areas with its personnel by skillset across a minimum of nineteen (19) total shifts. Some of the resources are grouped and/or overlap with one another. The Work area shifts are as follows:	Describe how the solution will accommodate: <ul style="list-style-type: none"> <li>the minimum amount of operational work areas by skillset.</li> <li>the minimum amount of total shift work areas.</li> </ul> Describe what the maximum number of work areas/shifts the solution is able to provide.	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F004-A	Scheduling	<p>The solution shall create rosters to accommodate the 911 work area:</p> <ol style="list-style-type: none"> <li>1. This position is supported with the 911 Call Taker job title.</li> <li>2. This work area has five (5) separate shifts plus a part-time shift aimed at its workload needs. <ol style="list-style-type: none"> <li>a. Three (3) Primary Shifts (6a-2p, 2p-10p, 10p-6a)</li> <li>b. Two (2) Swing Shifts (10a-6p, 6p-2a)</li> <li>c. One (1) Part-Time Shift (6p-8p start through 4a-6a) Thur/Fri/Sat/Sun</li> </ol> </li> </ol>	<p>Describe how the solution will accommodate:</p> <ul style="list-style-type: none"> <li>• the Roster creation of the 911 Work Area.</li> <li>• the minimum amount of total shift work areas by skillset.</li> </ul> <p>Describe what the maximum number of work areas/shifts the solution is able to provide.</p>	Must Have
F004-B	Scheduling	<p>The solution shall create rosters to accommodate the Teletype work area:</p> <ol style="list-style-type: none"> <li>1. This position is supported with the 911 Call Taker job title.</li> <li>2. This work area has three (3) separate shifts. <ol style="list-style-type: none"> <li>a. Three (3) Primary Shifts (6a-2p, 2p-10p, 10p-6a)</li> </ol> </li> </ol>	<p>Describe how the solution will accommodate:</p> <ul style="list-style-type: none"> <li>• the Roster creation of the Teletype Work Area by skillset.</li> <li>• the minimum amount of total shift work areas.</li> </ul> <p>Describe what the maximum number of work areas/shifts the solution is able to provide.</p>	Must Have
F004-C	Scheduling	<p>The solution shall create rosters to accommodate the Non-Emergency work area:</p> <ol style="list-style-type: none"> <li>1. This position is supported with the 911 Call Taker job title.</li> <li>2. This work area has four (4) separate shifts. <ol style="list-style-type: none"> <li>a. Three (3) Primary Shifts (6a-2p, 2p-10p, 10p-6a)</li> <li>b. One (1) Power Shift (10a - 6p start through 4p-6p)</li> </ol> </li> </ol>	<p>Describe how the solution will accommodate:</p> <ul style="list-style-type: none"> <li>• the Roster creation of the Non-Emergency Work Area by skillset.</li> <li>• the minimum amount of total shift work areas.</li> </ul> <p>Describe what the maximum number of work areas/shifts the solution is able to provide.</p>	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F004-D	Scheduling	The solution shall create rosters to accommodate the Control Center work area: 1. This position is supported with Supervisors, Police Dispatch Lead, 911 Call Taker, and Police Dispatcher job titles 2. This work area has three (3) separate shifts. a. Three (3) Primary Shifts (6a-2p, 2p-10p, 10p-6a)	Describe how the solution will accommodate: <ul style="list-style-type: none"> <li>the Roster creation of the Control Center Work Area by skillset.</li> <li>the minimum amount of total shift work areas.</li> </ul> Describe what the maximum number of work areas/shifts the solution is able to provide.	Must Have
F004-E	Scheduling	The solution shall create rosters to accommodate the Dispatch work area: 1. This position is supported with the Police Dispatcher job title. 2. This work area has three (3) separate shifts. a. Three (3) Primary Shifts (6a-2p, 2p-10p, 10p-6a), plus one (1) specialty shift Mon-Fri (6a-7p)	Describe how the solution will accommodate: <ul style="list-style-type: none"> <li>the Roster creation of the Dispatch Work Area by skillset.</li> <li>the minimum amount of total shift work areas.</li> </ul> Describe what the maximum number of work areas/shifts the solution is able to provide.	Must Have
F005	Scheduling	The solution shall recommend a set of schedules appropriate for staffing based upon set business rules	Describe how the solution will recommend a set of schedules appropriate for the staffing based on a set of business rules.	Must Have
F006	Scheduling	The solution shall create the final draft of a roster as defined by the user.	Describe how the solution creates the final draft of a roster. Describe how a user with appropriate permissions is able to modify the final draft roster.	Must Have
F007	Scheduling	The solution shall be capable of creating future rosters as defined by business parameters/rules.	Describe how far in advance a roster can be created to meet business parameters/rules.	Must Have
F008	Scheduling	The solution shall allow users to bid on shifts as set by the administrator.	Describe how the solution allows users to bid on shifts as set by the administrator.	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F009	Scheduling	The solution shall draft preliminary schedules based on shift bids. The schedule shall not go into effect until it is approved by appropriate personnel. Shift Bids are defined as a request to work set hours during a 24-hour workday (Days, Evenings, Nights).	Describe how the solution produces draft schedules based on shift bids (Days, Evenings, Nights). Describe how the solution shall not allow the schedules to be published before an authorized user approval.	Must Have
F010	Scheduling	The solution shall allow the draft preliminary schedules to be modified by appropriate personnel based upon business needs.	Describe how the solution will allow the draft preliminary schedules to be modified by appropriate personnel based upon business need	Must Have
F011	Scheduling	The solution shall prioritize leave requests in the order in which they are received.	Describe how the solution will prioritize leave requests in the order in which they are received.	Must Have
F012	Telephony	The solution shall provide users the current status of the leave request(s).	Describe how the solution will show the user the status of the leave request(s).	Must Have
F013	Scheduling	The solution shall allow users to view future schedules and rosters	Describe how the solution will allow users to view future schedules and rosters.	Must Have
F014	Scheduling	The solution shall allow employees to request leave in advance based upon parameters set by an administrator.	Describe how the solution shall allow employees to request leave in advance based upon parameters set by an administrator.	Must Have
F015	Access	The solution shall utilize role based access within the software system	Describe how the solution shall utilize role-based access. Describe how the user shall assign roles to <i>job titles</i>	Must Have
F016	Scheduling	The solution shall not allow a "New Hire" role to request time off until after being released from training as defined by the administrator.	Describe how the solution shall not allow a "New Hire" role to request time off until after being released from training as defined by the administrator. Describe how the solution calculates this time.	Must Have
F017	Scheduling	The solution shall require a supervisor to approve leave for a "New Hire" role.	Describe how the solution shall allow a supervisor to approve leave for "New Hires".	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F018	Scheduling	The solution shall be flexible in a manner to set min/max restrictions based on the type of leave for each defined job title.	Describe how the solution shall adhere to minimum and maximum restrictions based upon roles for the type of leave being requested for each defined job title.	Must Have
F019	Scheduling	The solution shall be flexible in a manner to set min/max restrictions based upon roles for the type of shift assignment for each defined job title.	Describe how the solution shall adhere to minimum and maximum restrictions for the type of shift assignment for each defined job title.	Must Have
F020	Scheduling	The solution shall provide an alert if there is an attempt to exceed the maximum number of job titles and/or skillsets are already approved for time off/leave	Describe how the solution knows if the maximum numbers of job titles or skillsets are already approved for times off/leave. Describe how the solution alerts an administrator and end users.	Must Have
F021	Staffing	The solution shall alert the supervisor if leave is approved and the minimum staffing and minimum skill set are not met for each respective job title.	Describe how the solution shall alert the supervisor if leave is approved and the minimum staffing and minimum skill set are not met.	Must Have
F022	Staffing	The solution shall allow a supervisor to override a leave request alert.	Describe how the solution shall allow a supervisor to override a leave request alert.	Must Have
F023	Scheduling	The solution shall allow an Employee to sign up for overtime if their total <u>combined</u> hours for the workweek is less than an amount to be set by an administrator.	Describe how the solution shall allow an Employee to sign up for overtime if their total combined hours for the workweek is less than the amount set by the administrator. Describe how the solution shall alert a supervisor if the employee has a combination greater than the amount set by the administrator for the workweek.	Must Have

<b>Req #</b>	<b>Category</b>	<b>Functional Requirement Description</b>	<b>Required Response</b>	<b>Importance Rating</b>
F024	Scheduling	The solution shall require supervisory approval when an employee signs up for overtime and their total combined hours for the workweek is over the amount of hours set by the administrator.	Describe how the solution shall require supervisory approval when an employee signs up for overtime and their total combined hours for the workweek is over the amount of hours set by the administrator.	Must Have
F025	Scheduling	The solution shall allow employees to schedule a maximum number of hours in a 24-hour period, as set by the administrator.	Describe how the solution shall not allow employees to exceed the maximum allowed work hours as set by the administrator in a 24-hour period.	Must Have
F026	Scheduling	The solution shall allow employees to exceed a maximum number of hours, as set by the administrator, in a 24-hour period with supervisor approval.	Describe how the solution the solution shall allow employees to exceed a maximum number of hours, as set by the administrator in a 24-hour period with supervisor approval.	Must Have
F027	Shift Trades	The solution shall not allow a "New Hire" role to participate in shift trades unless authorized by a Supervisor.	Describe how the solution shall not allow a "New Hire" role to participate in shift trades unless authorized by a Supervisor.	Must Have
F028	Shift Trades	The solution shall not accept requests for shift trades if at the time of submission the request exceeds a defined number of days as set by the administrator	Describe how the solution shall not accept a request for a shift trade if at the time of submission the request exceeds a defined number of days as set by the administrator	Must Have
F029	Shift Bidding	The solution's shift bidding shall be based upon a combination of job title, seniority and then skill set (in that order). Shift Bids are defined as a request to work set hours during a 24-hour workday (Days, Evenings, Nights).	Describe how the solution's shift bidding shall be based upon a combination of job title, seniority, and then skill set (in that order).	Must Have
F030	Telephony	The solution shall make automated notifications to available employees when a vacancy is entered into The solution.	Describe the solution's automated notification feature. Describe how the solution recognizes and communicates a vacancy.	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F031	Telephony	The solution should track receipt of automated phone notifications by employees	Describe how the solution tracks receipt of automated phone notifications by end users	Desired
F032	Telephony	The solution should have a mechanism by which an administrator should be able to disable telephony notifications of overtime, for a set date range, to select employees.	Describe how the solution will allow an administrator to disable the option of telephony notifications of overtime, for a set date range, to employees.	Desired
F033	Personnel Scheduling	The solution shall provide a work schedule options for the call center based on historical call data	Describe how the solution creates schedules. Describe the options available by the solution when creating a work schedule. Describe how the schedules are created using historical call volume	Must Have
F034	Personnel Scheduling	The solution shall create a work schedule, indicating:		Must Have
F034-A	Personnel Scheduling	a) the number of staff required in no less than 30 minute intervals of the day, based on historical call data	Describe how the solution shall create a work schedule, ensuring enough staff for each 30-minute interval of the day.	Must Have
F034-B	Personnel Scheduling	b) scheduled breaks and lunch times for personnel while maintaining minimum staffing levels.	Describe how the solution schedules breaks and lunch times while adhering to the minimum staffing level requirement.	Must Have
F035	Personnel Scheduling	The solution shall permit an administrator to modify the solutions recommendation for breaks and lunch times	Describe how an administrator is able to modify the solutions' recommendation for breaks and lunch times	Must Have
F036	Personnel Scheduling	The solution shall create schedules that accommodate rotating shifts. Rotating shifts is defined as set work hours whose days off shift/rotate as defined by the administrator	Describe how the solution creates schedules that accommodate rotating shifts.	Must Have
F037	Personnel Scheduling	The solution shall allow users to view schedules, based on the user's role/profile permissions.	Describe how the solution shall allow users to view schedules, based on the users profile permissions. Describe what the user is able to see.	Must Have

<b>Req #</b>	<b>Category</b>	<b>Functional Requirement Description</b>	<b>Required Response</b>	<b>Importance Rating</b>
F038	Personnel Scheduling	The solution shall be able to measure adherence (to the schedule) in real-time for each employee.	Describe how the solution shall be able to measure each employee's adherence to the schedule. Describe how a user with appropriate permissions is able to view the information.	Must Have
F039	Reports	The solution shall be able to measure historical adherence (to the schedule) for each employee.	Describe how the solution measures an employee's adherence. Describe the reporting available.	Must Have
F040	Personnel Scheduling	The solution shall allow users to view status of requests (bids) for overtime shifts.	Describe how the solution allows users to view the status of requests (bid) for overtime shifts. Describe if the view is restricted to the employee's bid or if that employee can view other employees' bids.	Must Have
F041	Personnel Scheduling	The solution shall automatically calculate seniority	Describe how the solution shall automatically calculate seniority. Describe what fields are used in the calculation. Describe how those fields can be edited. Describe who is able to edit these fields.	Must Have
F042	Personnel Scheduling	The solution shall allow employees to request (bid) shifts based on business rules as set by the administrator. Shift Bids are defined as a request to work set hours during a 24-hour workday (Days, Evenings, Nights).	Describe how the solution shall allow employees to request (bid) shifts based on business rules as set by the administrator	Must Have
F043	Personnel Scheduling	The solution shall award employees to requested (bid) shifts based upon a combination of job title, seniority and then skill set (in that order).	Describe how the solution uses business rules to award shifts to employees based on seniority, skill set etc.	Must Have
F044	Personnel Scheduling	The solution shall contain an employee master record for all employees	Describe what is captured in the solutions' employee master record.	Must Have
F045	Personnel Scheduling	The solution shall allow users with appropriate permissions to schedule staff manually.	Describe how users with appropriate permissions can manually schedule staff.	Must Have

<b>Req #</b>	<b>Category</b>	<b>Functional Requirement Description</b>	<b>Required Response</b>	<b>Importance Rating</b>
F046	Personnel Scheduling	The solution shall allow users with the appropriate permissions to manually schedule days off for staff.	Describe how users with appropriate permissions can manually schedule days off for staff.	Must Have
F047	Personnel Scheduling	The solution shall allow users with the appropriate permissions to manually schedule training for staff.	Describe how users with appropriate permissions can manually schedule training for staff	Must Have
F048	Personnel Scheduling	The solution shall allow users with the appropriate permissions to alter the schedule in real time (i.e., in the case that an employee goes home sick).	Describe how users with appropriate permissions can modify schedules in real time. Describe any "trickle down" effect this may or may not cause.	Must Have
F049	Personnel Scheduling	The solution shall allow users to trade shifts with other users based on established business rules as set by the administrator.	Describe how the solution shall allow users to trade shifts with other users based on established rules.	Must Have
F050	Personnel Scheduling	The solution shall allow users with appropriate permissions to view their own list of requested time off and overtime.	Describe how the solution shall allow users with appropriate permissions to view a list of requested time off and overtime.	Must Have
F051	Personnel Scheduling	The solution shall track employees acceptance or rejection of available work assignments	Describe how the solution shall track acceptance or rejections of availability assignments.	Must Have
F052	Personnel Scheduling	The solution shall track an employee's availability to work overtime.	Describe how the solution allows employees to sign up for overtime, shift shortages etc. Describe how the solution is able to ensure the employee has the skill set needed for that shift/position.	Must Have
F053	Personnel Scheduling	The solution shall track an employee's eligibility to work overtime, based on business rules (such as maximum work hours allowed per period, missed overtime, FMLA status, and seniority) configurable on a weekly or daily basis.	Describe how the solution tracks an employee's eligibility to work overtime, based on business rules. Describe how the employee shall be prevented from signing up for overtime, based on administrator-defined rules.	Must Have

<b>Req #</b>	<b>Category</b>	<b>Functional Requirement Description</b>	<b>Required Response</b>	<b>Importance Rating</b>
F054	Bidding	The solution shall allow users remote access to sign up (bid) for overtime vacancy shifts	Describe how the solution allows remote access for authorized users to sign up (bid) for overtime vacancy shifts.	Must Have
F055	Notifications	The solution shall allow the user to receive notifications based on options in their role profile.	Describe the solutions notification options.	Must Have
F056	Notifications	The solution shall send notifications to employees that an overtime opportunity is available.	Describe what methods are used by the solution to notify employees of overtime availability.	Must Have
F057	Notifications	The solution shall notify employees whether work assignments have been accepted or rejected.	Describe what methods are used by the solution to notify the employee when work assignments have been accepted or rejected.	Must Have
F058	Notifications	The solution shall require a verifiable acknowledgement by the employee when a notification of overtime is made.	Describe what methods are used by the solution to verify the employee has received and acknowledged notification of overtime availability.	Must Have
F059	Notifications	The solution shall send notifications to supervisors when an employee(s) engages in an authorized shift trade.	Describe what methods are used by the solution to send notifications to supervisors when an employee(s) engages in an authorized shift trade.	Must Have
F060	Notifications	The solution shall notify the shift supervisor of an employee's acceptance of an available work assignment.	Describe how the solution shall notify the shift supervisor of an employee's acceptance of an available work assignment.	Must Have
F061	Notifications	The solution shall notify the employees supervisor of that employee's acceptance of an overtime bid	Describe how the solution shall notify the employees supervisor of that employee's acceptance of an overtime bid	Must Have
F062	Call Center Analysis	The solution shall retrieve call volume data, from the City's multiple phone systems. (Current Vendors: Solacom, Nortel, Avaya CMS-these are subject to change)	Describe which phone systems can interface with the solution.	Must Have

<b>Req #</b>	<b>Category</b>	<b>Functional Requirement Description</b>	<b>Required Response</b>	<b>Importance Rating</b>
F063	Call Center Analysis	The solution shall store retrieved call data for a specified amount of time as determined by the administrator	Describe the length of time the solution is able to store retrieved call data.	Must Have
F064	Call Center Analysis	The solution shall update raw call data from data dumps in fifteen (15) minute Increments.	Describe how the solution will update raw call data from data dumps in fifteen (15) minute increments	Must Have
F065	Call center Call analysis	The solution shall track Information regarding calls received (i.e. call duration, number of dropped calls, speed of answer, etc.)	Describe the solution's call tracking features.	Must Have
F066	Call center Call analysis	The solution shall allow users to identify times that they are logged into the solution but not accepting calls.	Describe how the solution allows users to identify times they are logged into the solution but not accepting calls. Describe the reasons (break, speaking with supervisor, etc.) the user is able to use. Describe if the solution allows for customization of the reason code.	Must Have
F067	Call center Call analysis	The solution shall allow users to view the current status of the agents on duty, as well as the current call queue.	Describe the information available for all users to view	Must Have
F068	Call center Call analysis	The solution shall allow a consecutive amount of simultaneous dial out.	Describe the maximum number of dial-out calls available. Describe the maximum number of consecutive simultaneous call outs.	Must Have
F069	Call center Call analysis	The solution shall integrate data from 911 call data, non-emergency call data, and the current computer aided dispatch system data in order to forecast required staffing levels.	Describe what data sources the solution uses to forecast required staffing levels for both short term (3-6 months) and long-term (6 months and beyond) periods	Must Have
F070	Call center Call analysis	The solution shall integrate data from 911 call data, non-emergency call data, and the current computer aided dispatch system data in order to collect data for employee adherence reports.	Describe what data sources the solution uses to collect data for employee adherence reports	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F071	Reports	The solution shall interface with the City's 911 report package	Describe how the solution interfaces with the City's 911 reporting package for to create adherence reporting.	Must Have
F072	Radio Integration	The solution should have the ability to receive radio system call traffic data in the form of an ATIA (Air Traffic Information Access)	Describe how the solution shall receive Radio Operator Call Traffic Data	Desired
F073	Radio Integration	The system should provide the ability to receive GATRRS (Radio) system ATIA (radio traffic)	Describe how the solution shall receive provide the ability to receive GATRRS (Radio) system ATIA (radio traffic data).	Desired
F074	Radio Integration	The solution should supply any required API (Applications Programming Interface) as will be its own method of gathering necessary data criteria.	Describe if/how the solution shall provide an API with the ability to receive GATRRS (Radio) system ATIA (radio traffic data)	Desired
F075	Radio Integration	The solution should categorize the radio call data by parameters that are set by the administration	Describe how the solution shall categorize the radio call data by parameters set by the administrator	Desired
F076	Integration -HRIS	The solution shall import employee data, as defined by the administrator, from the City's timekeeping system on a daily basis.	Describe how the solution imports employee data, as defined by the administrator, from the City's timekeeping system on a daily basis.	Must Have
F077	Integration -HRIS	The solution shall allow the employee to view imported employee data, as defined by the administrator.	Describe how the solution shall allow the employee to view the imported employee data, as defined by the administrator.	Must Have
F078	Integration -HRIS	The solution shall utilize the same leave categories (i.e. Vacation, sick, etc.) as the current COA Timekeeping system	Describe how the solution will utilize the COA categories.	Must Have
F079	Integration -HRIS	The solution shall not allow leave to be approved for an employee if leave balance is insufficient, as defined by the administrators	Describe how the solution will not allow an employee to be approved for leave if the leave balance is not sufficient.	Must Have
F080	Storage	The solution shall allow administrators to set data retention limits	Describe how the solution allows system administrator(s) to set data retention limits.	Must Have

Req #	Category	Functional Requirement Description	Required Response	Importance Rating
F081	Security	The solution shall be able to utilize an Enterprise Service Bus to interact with the COA Timekeeping/HRIS solution	Describe how the solution shall be able to utilize an Enterprise Service Bus to interact with the City Timekeeping/HRIS solution	Must Have
F082	Reports	The solution shall allow the database to be exported	Describe how the solution shall allow the database to be exported. Describe any and all supported file types/applications used.	Must Have
F083	Reports	The solution shall have an audit trail for tracking changes within the system	Describe how the solution shall provide and audit trail for tracking changes within the system. Describe the data that is captured. Describe if that data is customizable by the client.	Must Have
F084	Training	Contractor shall provide all necessary training and support documentation.	Describe the typical training methodology and suggested training requirements. Describe the levels of training offered (Administrators, Users, etc.)	Must Have

## 7.0 Technical Requirements Description

**7.1 Required Response:** “Required Response” is to guide vendors in describing the item, product feature, or system customization that satisfies the requirements as stated in the “Requirement Description.” The verbiage of the “Required Response” is intended to elicit responses that propose creative solutions.

**7.2 Importance Rating:** “Importance Rating” indicates how critical the requirement is to achieving product and project objectives. The three “Importance Ratings” are:

7.2.1 **Mandatory** - Essential requirement

7.2.2 **SaaS/PaaS** - Solutions using Software as a Service (SaaS) or Platform as a Service (PaaS).

7.2.3 **Internal** - Solutions hosted within City of Austin infrastructure.

7.2.4 “\_\_\_\_\_” - No preference

## 8.0 Technical Requirements

Req #	Category	Description	Internal	SaaS/PaaS
T001	Application Architecture	The application provides Web-enabled components to meet the Rehabilitation Act of 1973 Section 503, W3C and industry standards for graphics and design; speed; reliability; and security for dynamic content and user interaction.	Mandatory	Mandatory
T002	Application Architecture	No requirement to deploy application code to client workstations (note: Java Runtime Environment (JRE) is an exception).	Mandatory	Mandatory
T003	Application Architecture	The application provides the ability to automate the deployment of software and updates to user workstations including, but not limited to Web-based deployment tools to push/pull software to the desktop (note: applicable only to run-time environment, like Java). Unless the contractor provides an alternative solution, users do not require administrative privileges.	Mandatory	Mandatory
T004	Application Architecture	The application provides built-in application and system configuration tables accessible by all modules.	Mandatory	Mandatory
T005	Application Architecture	The application provides (if needed) ability to manage automatic job scheduling (i.e., batch jobs, billing) including, but not limited to, the interface with external job schedulers and automatic notification capabilities when a job abnormally terminates. The City currently supports UNIX CRON, Tivoli work Scheduler, Oracle DBMS_JOBS, and MS SQL DTS.	Mandatory	_____
T006	Application Architecture	The application provides forms-based data validation (field level validation) and displays error messages when validation fails (i.e., user enters text in a numeric field).	Mandatory	Mandatory
T007	Application Architecture	The application provides copy, cut, paste, and undo functions from data fields and screens to other applications.	Mandatory	Mandatory
T008	Application Architecture	The application provides ability to perform mass changes to a defined group of transactions with appropriate selection criteria.	Mandatory	Mandatory
T009	Application Architecture	The application provides ability to effective date transactions and table updates including, but not limited to future and retroactive changes, based on user-defined criteria.	Mandatory	Mandatory
T010	Application Architecture	The application provides ability to drill down from a transaction view to the supporting source document or record, regardless of the module source.	Mandatory	Mandatory

Req #	Category	Description	Internal	SaaS/PaaS
T011	Application Architecture	The system provides ability to restrict free form entry (e.g., require use of drop-down calendar for date field).	Mandatory	Mandatory
T012	Application Architecture	The system meets Web Accessibility standards including, but not limited to, ability to support ADA and compliant with Section 508 of the Federal Rehabilitation Act (see <a href="http://www.access-board.gov/sec508/summary.htm">http://www.access-board.gov/sec508/summary.htm</a> ). Web based applications must be compliant following the specifications of 508c of the Americans with Disabilities Act. If compliance is not possible, reasonable alternatives may be considered.	Mandatory	Mandatory
T013	Application Architecture	The application provides ability to apply upgrades and patches without impact to existing user interface customizations (e.g., user-defined forms/fields, Web interface, etc.).	Expected	Expected
T014	Application Architecture	The solution supports Distributed File System (DFS) shares for file access.	Expected	_____
T015	Audit	The system provides user-defined audit features for all transactions in solution including, but not limited to, all historical changes, date, time, and user ID of the person making the change.	Expected	Expected
T016	Audit	The system provides ability to prevent audit records from being deleted or altered, except as part of a system administration archival process.	Expected	Expected
T017	Audit	The system provides ability for audit-tracking reports including, but not limited to user access and usage logs.	Expected	Expected
T018	Audit	The system provides ability to archive and restore audit logs.	Expected	Expected
T019	Business Continuity and Disaster Recovery	The system provides full recovery and system backup capabilities for all online and batch transactions according to City-specified timeframes.	Mandatory	Mandatory
T020	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, integrity checking capability to identify the existence of program and/or system discrepancies and issue an alert to the appropriate systems operations team.	Mandatory	Mandatory
T021	Business Continuity and Disaster Recovery	The system provides ability to alert specified users when key components are unavailable (e.g., DBMS, servers, interfaces, network transport, etc.).	Mandatory	Preferred
T022	Business Continuity and Disaster Recovery	The system provides ability to restore transactions from the database transaction log.	Expected	_____

Req #	Category	Description	Internal	SaaS/PaaS
T023	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, software crash tolerance (i.e., server and client software shall maintain its integrity in case of power failures and abrupt shutdowns); redundancy in the application server tier with automated cut-over; redundancy in the database server tier with automated cut-over; restart and recovery capability after system/server failure with no loss of data or software components; and roll-back.	Expected	Expected
T024	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, file protection capability to limit the types of operations (e.g. read, write, delete, and data dictionary modification) that individual users on given data or program files can perform.	Expected	Expected
T025	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, incremental, differential, and full backups and restores of the database, core and customized software, software and database configuration options, user preferences and rights, etc. This includes the ability to recover specific data records and/or files from backup and/or near-line storage.	Expected	_____
T026	Data Storage and Archiving	The solution supports future releases of the application without rendering the archived data unusable.	Mandatory	Mandatory
T027	Data Storage and Archiving	The solution utilizes storage area network (SAN).	Mandatory	_____
T028	Data Storage and Archiving	The system provides online access to the current year plus unlimited previous years of all types of data retained in the system, and provides archive capabilities thereafter.	Expected	Expected
T029	Data Storage and Archiving	The system provides ability to archive data to external storage media and support partitions, based on user-defined including, but not limited to, number of years.	Expected	Preferred
T030	Data Storage and Archiving	The system allows the City to accurately plan for storage and backup requirements, both for initial implementation and for future growth.	Expected	_____
T031	Data Storage and Archiving	The contractor provides the City a complete copy of current and archived data hosted by an ASP provider in the event of contract termination within a month of notification in one of the required formats listed above. (ASP Hosted)	_____	Mandatory
T032	Database Architecture	The application provides standardized data extraction Application Program Interface (API) to allow import and export of data to other systems.	Mandatory	Mandatory

Req #	Category	Description	Internal	SaaS/PaaS
T033	Database Architecture	The application provides ability to encrypt sensitive data when required by federal or state compliance (e.g., PII, PCI, HIPAA, etc.).	Mandatory	Mandatory
T034	Database Architecture	The application provides use of Structured Query Language (SQL) for database queries.	Mandatory	_____
T036	Database Architecture	The solution uses the same data validation criteria for bulk data loads as it does for manual data entry.	Mandatory	Mandatory
T037	Database Architecture	The application provides ability to exchange database information using industry accepted standards and formats including Extensible Markup Language (XML).	Expected	Expected
T038	Database Architecture	The application provides ability to copy, archive and retrieve data to external storage media (e.g., tape, DVD, SAN) based on user-defined selection criteria.	Expected	Expected
T039	Database Architecture	The application provides ability to perform database maintenance including, but not limited to, backup and upgrades without requiring system downtime during core business hours.	Expected	Expected
T040	Database Architecture	The solution includes a method of purging record data from the database(s) ensuring referential integrity with master/child records.	Expected	Expected
T041	Database Architecture	The system provides ability to set up log event triggers to automatically notify the system administrator when user-defined database conditions are met. (Note: If hosted solution, provide access to configurable alerts.)	Expected	_____
T042	Information Management	The system prevents the loss or unauthorized deletion of records before the expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a).	Mandatory	Mandatory
T043	Information Management	The system prevents the unauthorized alteration of records before the expiration of their retention period. The system provides logs or audit trails that document edits and views of records. This is a requirement for records governed by HIPAA; and, depending on the type of record, there may be additional integrity requirements governed by Texas House Bill 300.	Mandatory	Mandatory

Req #	Category	Description	Internal	SaaS/PaaS
T044	Information Management	The system provides systematic deletion of records upon expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a) and §201.003(16), Austin City Code §2-11-11. Sufficient metadata must be present to identify records eligible for disposition based on defined triggering events and dates.	Mandatory	Mandatory
T045	Information Management	Upon expiration of the retention period, the system ensures destruction of all duplicate records to include convenience copies. Texas Rules of Evidence, Rule 1003. The system's back-up strategy ensures retention of backup records does not excessively exceed destruction of originals. System procedures must ensure retention rules apply to copies of production data used to develop, test, or train.	Mandatory	Mandatory
T046	Information Management	The system ensures records are retrievable and available until the expiration of their approved retention period. Texas Local Government Records Act §205.008(b). Records stored on contractor, outsourced, cloud, or hosted platforms remain the property and responsibility of the City. When contacted by an authorized City employee or when the contract ends or is terminated, contractors must deliver records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost. Austin City Code §2-11-15.	Mandatory	Mandatory
T047	Information Management	Until expiration of retention period, hardware and software must be available to access records and sufficient metadata must be present to facilitate timely retrieval of records. Contracts with hosted solution providers must specify the contractor's duties with respect to management of records as required by Austin City Code §2-11-15. The system ensures retention of specific records - even if their retention period has expired - if they are the subject of known or reasonably anticipated litigation, public information request, audit or other legal action. Texas Local Government Records Act §202.002, Austin City Code § 2-11-11. The system maintains a log of litigation and other holds allowing release of holds after resolution of litigation, audit, or public information requests.	Mandatory	Mandatory

Req #	Category	Description	Internal	SaaS/PaaS
T048	Information Management	The system creates records/logs of destruction activity. Texas Local Government Records Act §203.046, Austin City Code §2-11-11. Destruction logs must (a) show a minimal set of metadata sufficient to uniquely identify the records purged; (b) show who approved and who executed the destruction, and the dates on which these events took place; (c) reflect compliance with an approved, written standard operating procedure; and (d) be retained permanently.	Mandatory	Mandatory
T049	Infrastructure	The system uses industry standard virtualization infrastructure to support load balancing.	Mandatory	_____
T050	Infrastructure	If the system is Simple Network Management Protocol (SNMP V.3) compliant, the contractor provides standard Management Information Base (MIB) files for all SNMP-enabled components.	Mandatory	_____
T051	Infrastructure	The solution uses an accurate, NIST time source for traceable time stamp. If back-end components use date/time stamping, client-side components synchronize with back-end servers.	Mandatory	Mandatory
T052	Infrastructure	If the solution includes electronic hardware such as servers or network devices, all network-enabled hardware supports auto-negotiation of network speeds and duplex settings, including 10 mbps, 100 mbps and Gigabit Ethernet, if applicable.	Expected	_____
T053	Infrastructure	If applicable, all portable devices (laptops, hand-held units, etc.) provide display screens readable in conditions ranging from darkness to direct sunlight.	Expected	Expected
T054	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) are resistant to heat, cold, moisture, dust and shock.	Expected	Expected
T055	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) are capable to receive program or firmware updates via network connections.	Expected	Expected
T056	Infrastructure	System server components use standard Domain Name Services (DNS).	Expected	_____
T057	Integration Architecture	The system provides the ability to set up appropriate approval, audit trail, and reconciliation procedures for all inbound and outbound interfaces.	Mandatory	Mandatory
T058	Integration Architecture	If application requires integration with other City data, the application must integrate using an enterprise service bus.	Expected	Expected

Req #	Category	Description	Internal	SaaS/PaaS
T059	Security and Authentication	If applicable, the system provides adequate protection of data covered by regulatory or other compliance requirements (e.g., U.S. Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), Payment Card Industry (PCI).	Mandatory	Mandatory
T060	Security and Authentication	The system authenticates with multiple internal Microsoft Active Directories.	Mandatory	_____
T061	Security and Authentication	The application provides encryption for data exchanged between the front-end user application and the back-end servers - federal or state compliance required (e.g., PII, PCI, HIPAA, etc.).	Mandatory	Mandatory
T062	Security and Authentication	The system provides protection against unauthorized access to data by persons and other software programs.	Mandatory	Mandatory
T063	Security and Authentication	The system masks (i.e., substituting characters with '*') passwords as they are entered into the system.	Mandatory	Mandatory
T064	Security and Authentication	The system is PCI-compliant when handling credit card transactions.	Mandatory	Mandatory
T065	Security and Authentication	The solution does not require operating system administrator privileges on the client workstation(s) to run or receive application updates or the vendor must provide another solution for updates.	Mandatory	Mandatory
T066	Security and Authentication	The solution provides a method to change the passwords for built-in system accounts (i.e. Administrator, Admin, Super, etc.)	Mandatory	Mandatory
T067	Security and Authentication	When the contractor is connected to the City's Virtual Private Network (VPN) for solution support purposes, the contractor uses single tunneling, which means the contractor disconnects from their local network during the VPN session.	Mandatory	_____
T068	Security and Authentication	Passwords must NOT be included in automated sign-on procedures, stored unencrypted in cache, or transmitted as clear text over the network.	Mandatory	Mandatory
T069	Security and Authentication	The application allows the Application Administrator to restrict generic logins.	Mandatory	Mandatory
T070	Security and Authentication	When applicable, the system provides 128-bit SSL or higher or TLS, between the client browser and application modules.	Expected	Expected
T071	Security and Authentication	The system allows an approved administrator to inactivate user access.	Expected	Expected
T072	Security and Authentication	The system provides ability to manage user permissions centrally for all modules of the applications.	Expected	Expected

Req #	Category	Description	Internal	SaaS/PaaS
T073	Security and Authentication	The system provides ability to use tokens and/or passwords for user logons.	Expected	Expected
T074	Security and Authentication	The system provides users the ability to change password, users to change their password on set period and password expiration.	Expected	Expected
T075	Security and Authentication	The system provides ability to configure passwords including, but not limited to the following: minimum password length of at least eight characters; case sensitive, contain numbers, alphanumeric characters, and special characters; and complex passwords based on user-defined criteria.	Expected	Expected
T076	Security and Authentication	The system provides ability to record the date and time of changed password.	Expected	Expected
T077	Security and Authentication	The system provides ability to deny user access after a definable number of unsuccessful attempts to logon.	Expected	Expected
T078	Security and Authentication	The system provides ability to log, based on user-defined criteria, each authorized and/or unauthorized access attempt. Log information includes, but is not limited to, user identification, IP address, date, time, transaction type, and type of access (e.g., read, modify).	Expected	Expected
T079	Security and Authentication	The system provides ability to assign application access rights for the entire suite of applications at a single point of entry.	Expected	Expected
T080	Security and Authentication	The system provides ability to control access to all activities (e.g., online transactions, batch processing, report writer, query, system utilities) including, but not limited to the following levels: system, database, module, field, inquiry, approval, report, transaction, table, individual, group, organization (e.g., department, division), user role, user site, time period, and position across all functional areas.	Expected	Expected
T081	Security and Authentication	The system provides ability to create and maintain security profiles to control access including, but not limited to the following: employee level, module, field, transaction type, employee group, standard report, and ad hoc report.	Expected	Expected
T082	Security and Authentication	The system provides ability to automatically log users off the system when there has been no activity for a definable (pre-defined) period.	Expected	Expected

Req #	Category	Description	Internal	SaaS/PaaS
T083	Security and Authentication	The system provides ability to generate summary and detail reports including, but not limited to user access, usage logs, audit logs, failed and/or unauthorized access attempts based on user-defined parameters (e.g., audit requirements). The system provides ability to alert the application administrator when any of these events exceed a specific, definable threshold.	Expected	Expected
T084	Security and Authentication	The system provides ability to utilize session encryption methods necessary to ensure the secure electronic transfer of sensitive information.	Expected	Expected
T085	Security and Authentication	If the system requires bulk data loads via the Internet, the system uses a secure network transport method.	Expected	Expected
T086	Security and Authentication	New user permissions default to least privileges security permissions.	Expected	Expected
T087	Security and Authentication	The application provides a transaction log related to changes made to security (roles, groups, and permissions).	Expected	Expected
T088	Security and Authentication	To help enforce City's security policies, the solution allows the application administrator to disconnect a particular user and to lock out a user during an active session.	Expected	Expected
T089	Security and Authentication	The system provides ability to restrict remote access to the application by client IP address or network address range.	_____	Expected
T090	Security and Authentication	The system uses Microsoft Active Directory Federated Services (ADFS) [current version minus 1] for federated identity management.	_____	Mandatory
T091	Security and Authentication	The system ensures the City's data is not made available to any other parties not specifically authorized to view or access the data. (ASP Hosted)	_____	Mandatory
T092	Security and Authentication	For systems with sensitive data (personally identifiable information (PII), city confidential data, or data covered by a federal security standard), the contractor conducts an annual security assessment of all tiers of its hosting facility, including application servers and network devices. Provide summary copies of the security audit reports to the City of Austin annually. We prefer an annual 3rd party security assessment, which we may require depending on the data being hosted.	_____	Mandatory
T093	System Flexibility	The system provides the ability to define business rules based on user-defined criteria (e.g., organizational level, account code, bargaining unit, location, program, grant, etc.).	Mandatory	Expected

Req #	Category	Description	Internal	SaaS/PaaS
T094	System Flexibility	The system solution is compatible with Citrix for client server configurations.	Expected	Expected

### 8.1 TECHNICAL REFERENCE MODEL

Area	Category	Standard
<b>Application Technology</b>		
<i>Development Tools</i>	Analysis, Design and Modeling	UML
	Requirements Management	RSA ( Rational Software Architect)
	Software Change and Configuration Management Tools	GIT CVS MS Team Foundation Server Subversion GIT
	Web Authoring Tools	Drupal (outward) Plone (Inward)
<i>Software Engines</i>	Search Engines	Solr
	Geographic Information System (GIS) Engines	ESRI ArcGIS for Desktop ArcGIS for Server ArcGIS Online Smallworld Electronic Office ArcSDE FME
	Business Rules Engines	BPM BPMN
	Business Process Management Engines	Websplore
<i>Application and Web Server Software</i>	Application Server Software	ASP.NET ArcGIS Server (includes server extensions) FME Server
	Web Server Software	Apache Internet Information Services (IIS) Cold Fusion IBM Websphere Oracle WebLogic
<i>Integration Software</i>	Enterprise Service Bus (ESB)	
	Service Registry	
	SOA Governance	

Area	Category	Standard
	Messaging Oriented Middleware (MOM)	
	Device Integration	
<i>Application Testing Software</i>	Debugging Test Tools	Visual Studio PL/SQL Developer Fiddler Chrome Developer Tools Firebug (Firefox plugin) IE Developer Tools
	Function Testing Tools	PL/SQL Developer
	Load and Performance Testing Tools	PL/SQL Developer Visual Studio
	System Testing Tools	Visual Studio  PL/SQL Developer
	Unit Testing Tools	Visual Studio PL/SQL Developer
	<b>Information Management Technologies</b>	
<i>Business Intelligence &amp; Data Warehouse Platforms</i>	Business Intelligence Platforms	Microstrategies Qlikview Cognos
	Web Reporting Tools	Google Analytics Crystal Reports DBNetGrid Birt CADReports Microcall
	Dashboard/Scorecard Tools	Microstrategies
	Data Mining Tools	Oracle Discoverer PL/SQL Developer
	Data Warehouses	Oracle SQL Server
	Geospatial Tools	ArcGIS Desktop
	Data Analytics (Statistical Analytics, Prediction, and Modeling)	ERWin Visio
	Unstructured Data/ Natural Language Processing	EDIMS OS File CIFS
<i>Data Management</i>	Database Connectivity	PL/SQL Developer Oracle SQL Developer Oracle SQL *Net

Area	Category	Standard
		ODBC/OLE DB
	Object Oriented DBMS	Oracle
	Relational DBMS	Oracle SQL Server My SQL
	Columnar DBMS	Oracle SQL Server
	Database Related Management Tools	Oracle Enterprise Manager IDERA PL/SQL Developer
<i>Data Integration</i>	Database Replication and Clustering	PL/SQL Developer FME Oracle Real Applications Cluster (RAC) SQL Server Cluster
	Data at Rest	EMC NetApp Storage
	Data Synchronization	GeoWorx Sync DFS
	Extract, Transform, Load (ETL)	SQL Server Integration Server PL/SQL Developer FME Server FME Desktop SQLLoader Microsoft SSIS Oracle
	Data in Motion (Common Message Terminology and Semantics)	SQL *Net TCP/IP BigIP
<b>Collaboration and Electronic Workplace</b>		
<i>Collaboration Software</i>	Content Management	Sharepoint GIT Subversion Drupal CMS Plone CMS
	Electronic Messaging	Microsoft Exchange
	Unified Messaging	
	E-Mail and Calendaring	Microsoft Outlook
	Real Time and Team Collaboration	Sharepoint GOTOMYPC GoToMeeting Cisco VPN

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

Area	Category	Standard
		Tivoli Trend IWSVA Netbotz ISX Environmental Monitoring Avaya ASA Avaya Session Manager ADV NMS
	Application Management	Tivoli
	Data Center Automation Software	Appsense Idera Microsoft SCCM EMC Networker APC Structureware Prologics Active Directory
	Disaster Recovery	NetApp VSC Replistor
	Monitoring	Nagios Orion Solarwinds
	System Change and Configuration Management	Puppet Microsoft SCCM
<i>Network Infrastructure</i>	Switching and Routing	CISCO ADVA
	Load Balancing and Failover	F5 Big IP
	Network Name and Address	Windows DHCP Windows DNS IP IPv6 (not used yet) IPsec WINS BIND DNS
<b>Network and Telecommunications</b>		
<i>Transport</i>	Local /Campus Area Network (LAN/CAN)	Cisco Brocade
	Wide Area Network (WAN)	Cisco ADVA
	Telecommunications	GAATN Fiber COATN Fiber AT&T Connections Avaya equipment

Area	Category	Standard
		Nortel equipment
	Cabling	BICSI
<i>Wireless and Mobile Networks</i>	Cellular Networks	AT&T (Public Safety) Verizon (Public Safety) AT&T (AVL- Public Safety) Verizon (AVL) Sprint (AVL)
	Secure WiFi	Cisco WAP
	Public WiFi	Cisco WAP
	Radio	P25 Motorola
	Satellite	
	Pagers	USA Mobility
	Aircards	Sprint Verizon AT&T
<i>End User Computer Devices</i>	Personal Computers (PCs)	Dell Optiplex Dell T3500 Dell T5500 Dell Latitude 6520
	Mobile Hardware	Win Mobile ipad iphone android smartphones
	Hardened laptops	Panasonic Dell
<b>Platforms and Storage</b>		
<i>Operating Systems</i>	OS - Desktop/Laptop	Win 7 Win 8
	OS – Mainframe	AIX
	OS – Mobile Device	Android Windows IOS
	OS – Server	Windows Server AIX Redhat
		CentOS
OS – Cluster and Availability	VMWare HAEMP	

Area	Category	Standard
	Application and OS Deployment	Puppet SCCM WDS
	OS Tools	Hyena
<i>Cloud Services / Virtualization</i>	Cloud Technologies	ArcGIS Online
	Virtualization Software	VMWare Citrix Xen Server Cisco VPN Client VirtualBox
<i>Storage</i>	Long Term Back-up	EMC Networker NetApp Avamar Legato
	Operational Recovery	EMC Networker NetApp Avamar
	Production	EMC Networker NetApp
<i>System Management Tools</i>	Network Performance Optimization	Microsoft SCCM Trend Antivirus Puppet GitHub PKI GPO Squid (caching) IBM HMC
	Logging	Splunk
	Patch Management	WSUS

## 9.0 Deliverables/Milestones

### 9.1 Task 1 – Project Management

The purpose of this phase is to initiate, organize, and define the overall scope and approach of the project.

The following deliverables/activities will be created or performed during this phase of the project:

<b>Deliverable</b>	<b>Purpose/Description</b>	<b>Acceptance Criteria</b>	<b>Key Activities/Responsibility</b>
<b>Project Plan</b>	The Project Plan expresses the understanding of the project in writing and how to accomplish the project objectives.	This deliverable is completed when the Project Plan defines the goals of the project, critical success factors, key deliverables, resource roles, and project management procedures.	Create and Maintain: City with input from <b>Contractor</b> Review and Approve: City
<b>Project Schedule</b>	The Project Schedule will detail Work Breakdown Structure and its tasks, timeline and resources needed for the lifespan of the project.	MS Project will be used as the scheduling tool.	Create and Maintain: <b>Contractor</b> with acceptance by City.
<b>Project Trip Reports</b>	The Trip Reports define the on-site objectives and include a daily site visit schedule that identifies tasks, resources required, etc.	This deliverable is completed for each scheduled on-site by <b>Contractor</b>	Create and Maintain: <b>Contractor</b> with acceptance by City.
<b>Action / Issue / Task List</b>	Issue/Task Log will detail the tasks / issues required to meet the goals and objectives in the Project plan. It provides item description, resource assignment, date reported, date due, any comments.	This deliverable is an on-going document and will be used to manage all items listed until resolved.	Create and Maintain: <b>Contractor</b> and City. Review and approve: <b>Contractor</b> and City.
<b>Project Risk, Change Management, and Acceptance</b>	The project Risk, Change Management, and Acceptance lists document items related to these specific areas of project management.	Known changes, risks, and issues are recorded and updated to reflect current status of the project.	Create and Maintain: City Project Manager. Input: City and <b>Contractor</b>
<b>Requirements Specification Documents</b>	Provides the groundwork for <b>Contractor</b> development needs and	Used for design acceptance and agreement to implement as specified.	Create and Maintain: <b>Contractor</b> Design Engineer Input: City and

Deliverable	Purpose/Description	Acceptance Criteria	Key Activities/Responsibility
	implementation instructions of designed solution.		<b>Contractor.</b> Sign-off: Austin Sponsor, Agenda Manager, and City Clerk.
<b>Project Status</b>	The weekly project status reports provide current information as to the status of in process tasks, future tasks, new issues, new change requests, and the overall state of the project.	Project sponsors and project team members are informed of the status of the project on a weekly basis.	Create and Maintain: City Project Manager with input from <b>Contractor</b> and the Project Team.

### 9.2 Task 2 – Business Analysis

This phase will see **Contractor** working with all product end user and project stakeholders to gather, document, and verify business processes and requirements. The following deliverables/activities shall be created or performed during this phase of the project:

Deliverable	Purpose/Description	Acceptance Criteria	Key Activities/Responsibility
<b>Business Process Analysis</b>	Analysis of City and business processes, meeting types, input and output requirements related to implementation of Contractor application.	Findings from analysis are documented in a requirement specification. Analysis documentation is reviewed and approved through signature for implementation to start.	Analysis: Contractor and City. Document findings – Contractor. Review and approve documentation: City. Formal sign-off required of design specification to start implementation: City
<b>End-to-End Business Process Flow of the proposed system</b>	Pictorial representation of the entire data flow of the proposed system.	Business process flow diagram (created in Visio) will be reviewed and approved prior to implementation by the City.	Create: Contractor Accept: City and City Project Team
<b>Network Design Diagram</b>	Pictorial representation of the System	Network Design (created in Visio) will be reviewed and approved prior to implementation by the City	Create: Contractor Accept: City and City Project Team

### 9.3 Task 3 – Product Implementation

This phase entails the bulk of the project and encompasses the preparation, implementation, and Section 0500, Scope of Work

acceptance of the System. The following deliverables/activities shall be created or performed during this phase of the project:

<b>Deliverable</b>	<b>Purpose/Description</b>	<b>Acceptance Criteria</b>	<b>Key Activities/Responsibility</b>
<b>Install PRODUCT</b>	PRODUCT is installed in the City Production environment.	Application can be brought up without error. The System installation is documented and understood by City resources responsible for implementation and ongoing support.	Install – Contractor with assistance from City Resources.
<b>System Configuration</b>	Contractor application to be configured to accommodate City	Configuration / designs / functionality are reviewed and approved by City.	Configure System: Contractor and City. Review and approve: City
<b>Acceptance Testing</b>	Testing and validating system functionality. Test scripts will include expected results as to functionality and business objectives met. Test case scenarios are conducted, results are documented and compared to expected results, identified problems are resolved, and retesting occurs as necessary.	Testing of Contractor solution. System Testing is reviewed for completeness. Test results are reviewed and approved. Problem resolutions are verified and approved.	Create test plan: Contractor with assistance from City Acceptance Testing Problem Resolution: Contractor Verification: City and Contractor
<b>Implementation to Production</b>	Contractor application is migrated to the hosted production environment.	Production change notification sent. Contractor application brought up successfully in production environment.	Implement: Contractor with assistance from City.

#### 9.4 Task 4 – Training

This phase will see **Contractor** deliver training and training materials in order to ensure all users understand how to use the System and technical team can best support the System, as well as provide the knowledge and tools necessary for the City to train any new users. The following deliverables/activities will be created  
Section 0500, Scope of Work

or performed during this phase of the project:

<b>Deliverable</b>	<b>Purpose/Description</b>	<b>Acceptance Criteria</b>	<b>Key Activities/Responsibility</b>
<b>Training</b>	Coordinate training as required in some cases using train the trainer sessions.	Training has been held for all work areas affected by the new System.	Contractor will provide with assistance from City. Train the trainer approach.

### 9.5 Task 5 – Project Closure

This activity brings the project to completion. Documentation necessary to support the System is completed, the project solution is turned over to City production support, and the project is closed out. A meeting will be coordinated with **Contractor** to formally hand off from **Contractor** Project Team to **Contractor** long-term support group. The following deliverables/activities will be created or performed during this phase of the project:

<b>Deliverable</b>	<b>Purpose/Description</b>	<b>Acceptance Criteria</b>	<b>Key Activities/Responsibilities</b>
<b>Application Profile and Related Support Documentation</b>	Provides basic information describing the application, user community, architecture, etc., for support purposes, to include disaster recovery information.	The fundamental information for supporting the application is available and primary and secondary support staff is identified.	Create and Review: City and Project Staff. Approval: City project manager.
<b>Post Project Review</b>	Evaluation of the success of the project and lessons learned.	Findings are reviewed by the project team. All agree that the artifact accurately reflects the project successes and areas for improvement.	Post Project Review: City Project Manager and Project Team.
<b>Project Hand-Off to VENDOR Support</b>	A meeting to be coordinated with VENDOR to formally hand off to VENDOR long-term support group.	Completion of call with VENDOR Support Operations long term staff support	Support Hand-Off: City Project Manager and City Long Term Support. VENDOR Project Manager and Director of Operations.

**10.0 Appendices/Exhibits**

*[List each of the appendices or exhibits that are attached to the SOW.]*

**CITY OF AUSTIN  
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**1. PROPOSAL FORMAT**

All proposals should be submitted in the following format.

Submit one (1) double-sided original and nine (9) electronic versions of the complete proposal. The electronic version must be on flash drive or CD 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.**

**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

**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

**Tab 3 - Authorized Negotiator** - Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

**Tab 4 – Exception Form 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 City. The City reserves the right to reject a Proposal containing exceptions, additions, qualifications or conditions not called for in the Solicitation.

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**Tab 5 - Business Organization and Qualifications**

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.

**Tab 6 - Prior Experience & References:** 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 2008.

Describe three (3) previous projects which clearly demonstrate Proposer's experience in providing a cloud-based/SaaS Client Satisfaction Survey System as described in this RFP. Do not include projects prior to 2010.

Supply the project title, year, project description including details and size to qualify as applicable to this project, detail if project was completed on time and budget as applicable, and include a contact name, title, e-mail address, present address, and phone number of principal person for whom prior projects were accomplished. Specify and describe what services were provided.

The City may solicit from previous clients, or any available sources, relevant information concerning Proposer's record of past performance. Provide references to any sources in active use by the user community of the proposed solution.

References must include the following information:

- Name of Company
- Number of personnel
- Contact name – sponsor or IT Lead
- Contact address

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- Contact telephone number
- Contact e-mail
- System description (hardware and software configuration, version number of software and network configuration)
- Date of system installations

**Tab 7 – Personnel :** Clearly demonstrate the experience and qualifications of personnel who will be assigned to this project.

Provide all resumes.

- Provide the name and qualifications of Proposer's personnel who will oversee the initial configuration and implementation of the Workforce Management solution.
- Provide the name and qualifications of the Consultant
- State the primary work assigned to each person and the percentage of time each person will devote to this work.
- Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. . Do not include experience prior to 2010.

**Tab 8 – Use Case and Functional Requirements:** Provide evidence of how the proposed Workforce Management solution will meet each functional and technical requirement.

Responses for each functional and technical requirement should include:

- Reference to the requirement number
- Indication of how/if the requirement or associated feature shall be met. Each response will be considered classified as base functionality unless otherwise noted as:
  - configuration
  - 3<sup>rd</sup> party solution
  - Customization
  - not available
- Description of how the solution will meet the objective of the described need
- Any applicable references to industry best practices

**Tab 9 - Supplemental Requirements:** Provide detail and information which clearly demonstrates Proposer's understanding of the requirements presented in this Request for Proposal. Response should give clear evidence indicating Proposer's experience, expertise, and capability in assisting the Austin Police Department Communications Division to achieve the Business Goals as provided in the Scope of Work.

**1. General:**

- Describe Proposer's expertise and ability in: online cloud-based Workforce Management, Workforce Management Trend Analysis, applicable reporting.
- Describe how the system protects data from security breaches. Include any applicable descriptions of insurance, roles/responsibilities, policies and remediation procedures pertaining to data breach and fraud.
- Describe any special knowledge, facilities, equipment, or personnel relevant to this RFP.
- Describe the size, staffing, resources and financial capabilities in place to maintain competitive offerings.

**2. Initial Configuration and Implementation**

- Provide an implementation plan that details steps and timeframes required to configure and implement the cloud-based solution. Specify proposed demarcation of responsibilities between the City and the Proposer.

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- Describe the project management methodology to be used during the initial configuration and implementation; include milestones, required resources not previously specified, tasks, roles and responsibilities of the City and Proposer, best practices that will be deployed, and any other additional information the Proposer
- Describe the qualification and experience of personnel that may be deployed to the City's site.
- If applicable, describe the specific on-sight implementation services that are offered. The City's preference is that these services are offered from local or regionally based locations.
- Describe how legacy data can be migrated from the current system to the proposed solution.
- Provide a detailed test plan that describes how the cloud-based solution will be fully tested against agreed upon use cases, how results will be documented and managed, and how defects will be resolved. Specify proposed demarcation of responsibilities between the City and the Proposer.
- Describe how the "go-live", or implementation date, will be executed and how affected stakeholders will be prepared for this transition, including knowledge transfer activities. Add any transition/cut-over plan and roll back recommendations that may be relevant to this project. Specify proposed demarcation of responsibilities between the the City and the Proposer. The Plan should explicitly include those activities necessary to prepare the City personnel for both pre- and post-implementation roles.
- Describe past "go-lives", or implementations, that were completed successfully including any pertinent lessons learned and best practices.

**3. Training and System Documentation**

- Describe the training environments and types of training provided to meet the objectives of the project. Specify proposed demarcation of responsibilities between the Ciy and the Proposer. Onsite training is the City's preference.
- Describe what kinds of training materials will be provided and how these can be modified for use by the City's staff to conduct user training. Provide a sample of the most recent training materials.
- If applicable, describe the maintenance and operations documentation that would be delivered for each component of software or equipment in association with the solution.

**4. Support and Ongoing Service**

- Describe the process that will be used to keep users current on new features and system upgrades.
- Describe the support model that is used to support the system. Specify proposed demarcation of responsibilities between the City and the Proposer. Provide a detailed list of the necessary resources and expertise, complete with personnel job descriptions, which shall be required for the City to maintain the system once implemented.
- Provide a detailed five year technical support and maintenance plan including the following applicable elements: methods of contact; support team availability; service levels; timeframes for supporting or delivering critical security patch updates, updated database or web browser versions after release; software/browsers/hardware supported; updated user guides on all major updates or system changes, and warranty information. Note that remote access to the City's resources shall only be permitted providing that authorized users Criminal Background Investigation (CBI) are authenticated, data is encrypted across the network, and privileges are restricted.
- Describe the roles/responsibilities and accountability (i.e. Service Level Agreements) with any sub-contractors connected with the system, including its implementation and support.
- Describe any planned releases and roadmaps associated with expanding or improving the system in the future.

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

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.

Proposer shall submit one printed original and one electronic version of the completed price proposal provided in Section 0601, Price Proposal Sheet in a SEPARATE sealed envelope from the technical Proposals. Proposer shall provide pricing for each section listed on the form. Failure to submit pricing, or using the required form will result in the Offer being disqualified and not eligible for award.

1. Proposer **shall prepare and submit Attachment A, Price Proposal**. In the Attachment A, Proposer must provide a clear and comprehensive price quote that individually lists, describes the basis for, and totals all of the anticipated costs to put the proposed system into operation for the department.
2. 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)

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.

**3. ADDITIONAL PROPOSAL TERMS**

**3.1 Local Business Presence:**

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

**3.2 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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**3.3 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.

**3.4 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.

**4. EVALUATION FACTORS AND AWARD**

**A. Competitive Selection:**

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

**B. Evaluation Factors:**

Evaluation Factor No.	Title	Maximum Point Value
1	Total Cost of Proposal	20
3	Functional Specifications	30
4	Prior Experience and Personnel	15
5	Supplemental Submittal Requirements	25
6	Local Business Presence	10

**1. Total Cost Proposed – 20 points**

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

**2. Functional Requirements Proposed – 30 points**

- Responses to Functional Requirements included in Section 0500, Scope of Work Appendix A

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**3. Prior Experience and Personnel – 15 points**

**4. Supplemental Requirements Proposed – 25 points**

- General
- Project Management
- Testing
- Implementation
- Training and System Documentation
- Support and Ongoing Services

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

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

- 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.







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terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 1 of your offer.

3. **0500 SCOPE OF WORK**

Accepted as written.

Not accepted as written. See below:

<b>Indicate: Page Number</b>	<b>Section Number</b>	<b>Section Description</b>
<b>Alternate Language:</b>		
<b>Justification:</b>		

NOTE: Copies of this form may be utilized if additional pages are needed.