

**CITY OF AUSTIN
PURCHASING OFFICE
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS
SOLICITATION NUMBER: RFP TVN0058**

1. **PROPOSAL FORMAT**

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

- Summation of proposal
- Explanation of the suitability of product (10 pages or less)
- Statement of assumptions made

Proposals should be bound documents with sequentially numbered pages including a table of contents. The proposal itself shall be organized in the following format and informational sequence:

- A. **Cover Letter:** On agency/organization letterhead, include contact person(s), mailing address, e-mail address, telephone number and fax number for individuals authorized to answer technical, price and/or contract questions.
- B. **Table of Contents:** Table of contents with all pages sequentially numbered.
- C. **Business Organization:** Provide information on the following. Response may include other information which Proposer feels is relevant to this section.
- i. Legal firm name, headquarters address, local office addresses if any, and state of incorporation.
 - ii. Listing of principal officers of the company including name, title, and tenure.
 - iii. Is your firm legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas?
 - iv. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.
 - v. List all claims, arbitrations, administrative hearings, and lawsuits brought by or against your firm, its predecessor organization(s), or any wholly owned subsidiary during the last five (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.
 - vi. List and describe all criminal proceedings or hearings concerning business related offenses in which your firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.
 - vii. Has your firm ever failed to complete any work awarded to you? If so, where and why?
 - viii. Has your firm ever been terminated from a contract? If so, where and why?
- D. **Prior Experience & References:** Provide evidence of experience on previous applications of a Web-Based Certified Payroll and Analysis System (System) of similar size, scope, and complexity.
- Describe three (3) previous Clients which clearly demonstrate Proposer's experience in providing a Web-based Certified Payroll and Analysis System as described in this RFP.
 - Do not include Clients prior to 2010.

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- Supply the contact name, title, e-mail address, present address, and phone number of principal person for each Client..
- Specify and describe what services were provided, including, but not limited to; training, incorporation of wage determinations, importation of contractor's payrolls and software support.

Provide a minimum of three (3) customer references, which are operating a fully functional system of similar scope and magnitude as described in this RFP. All client reference information must be supported and verified. Reference contacts must be aware that they are being used and agreeable to City interview for follow-up.

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

E. **Personnel:** Include names and qualifications of personnel who will be assigned to this contract. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title. Provide all resumes.

- Provide descriptions of the senior management team that detail their background and industry experience.
- Provide the name and qualifications of the support services staff..
- Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the contract. Do not include corporate experience unless personnel assigned to this contract actively participated. Do not include experience prior to 2010.

F. **Functional Requirements:** Provide a description of the software as it relates to Items 3, 4 and 5 of Section 0500.

Responses for each functional requirement should include:

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

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- Description of how the solution will meet the objective of the described need as explained in Item 2.0 of the Section 0500.
- Any applicable references to industry best practices
- Other features provided by the software

G. Supplemental Submittal Requirements:

1. General

- 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.

2. Project Management

- Describe the proposed methodology including how it will be used in the implementation of the system. Provide evidence that this approach has resulted in successful implementations in the past.
- Describe the availability and skill level of resources for the project, and how resource time, work quality and priorities are managed.
- Describe any communication strategies and best practices that would be employed as part of the implementation.

3. Implementation

- Provide an implementation plan that details steps and timeframes required to implement specific products and services. Specify proposed demarcation of responsibilities between the City and the Proposer.
- Describe how legacy data can be migrated from the current system to your proposed system.
- Describe how the “go-live” 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 City and the Proposer. The Plan should explicitly include those activities necessary to prepare City personnel for post-implementation roles.
- Describe past “go-lives” that were completed successfully including any pertinent lessons learned and best practices.

4. Training and System Documentation

- Describe the training environments and types of training provided. Specify proposed demarcation of responsibilities between the City and the Proposer. Onsite training for City staff is City’s preference. City may have up to 10 needing initial training.
- Describe what kinds of training materials will be provided and how these can be modified for use by City staff to conduct user training. Provide a sample of the most recent training materials.
- Describe the process that will be used to keep users current on new features and system upgrades.

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5. Support and Ongoing Service

- Describe the support model that is used to support the system. Specify proposed demarcation of responsibilities between City and the Proposer.
- Provide a detailed four year support and maintenance plan including: 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.
- 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.
- Provide list of reports available and a description of each.
- Describe the electronic format that can be provided to the City for download and archiving purposes.

- H. **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.

- I. **Proposal Acceptance Period**: All proposals are valid for a period of one hundred and fifty (150) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal.
- J. **Proprietary Information**: All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.
- K. **Authorized Negotiator**: Include name, address, e-mail address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

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- L. **Cost Proposal:** Information described in the following subsections is required from each Proposer. Your method of costing may or may not be used but should be described. A firm fixed price or not-to-exceed Contract is contemplated, with progress payments as mutually determined to be appropriate. Submission of invoices shall be directly associated to completion of deliverables, tasks, and/or services approved by City.

Proposer must submit one printed original and one electronic version of the completed cost proposal provided in Section 0601, Cost Proposal Sheet in a SEPARATE sealed envelope from the technical Proposals. Proposer must provide all costs (with 4 year forecast) associated with this project such as:

- Software
- Third party software (if applicable)
- Implementation
- Interface/Integration
- Documentation
- Project Management Services
- Annual Maintenance & Support
- Others (if applicable)

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

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

http://www.gsa.gov/Portal/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.

2. **EXCEPTIONS:** Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal. Provide a "Matrix of Exceptions" to the requirements of the RFP. Identify the requirement, describe the nature of the deviation and provide an explanation or an alternative. This matrix shall include any exceptions for all sections of the RFP and Scope of Work.
3. **PROPOSAL PREPARATION COSTS:** All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.
4. **EVALUATION FACTORS AND AWARD**
- A. **Competitive Selection:** This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined in Paragraph B below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with Proposers after proposals are received. Proposals should, therefore, be submitted on the most favorable terms.

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B. Evaluation Factors:

i. 100 points.

1	Functional Requirements: Response to Functional Requirements included in Section 0500, Scope of Work Appendix B.	35 Points												
2	Cost Proposal: Proposal with the lowest total cost to the City will be given the maximum point value. All other proposals will be scored on a prorated basis.	30 Points												
3	Supplemental Submittal Requirements: Response to Supplemental Submittal Requirements in Section G above.	15 Points												
4	Prior Experience: Response to Section D above.	10 Points												
5	<p>Local Business Presence: Points to be awarded as follows:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">Local Business Presence of 90% to 100%</td> <td style="text-align: right; padding-left: 20px;">10</td> </tr> <tr> <td style="padding-left: 20px;">Local Business Presence of 75% to 89%</td> <td style="text-align: right; padding-left: 20px;">8</td> </tr> <tr> <td style="padding-left: 20px;">Local Business Presence of 50% to 74%</td> <td style="text-align: right; padding-left: 20px;">6</td> </tr> <tr> <td style="padding-left: 20px;">Local Business Presence of 25% to 49%</td> <td style="text-align: right; padding-left: 20px;">4</td> </tr> <tr> <td style="padding-left: 20px;">Local Business Presence of 1% to 24%</td> <td style="text-align: right; padding-left: 20px;">2</td> </tr> <tr> <td style="padding-left: 20px;">No Local Presence</td> <td style="text-align: right; padding-left: 20px;">0</td> </tr> </table>	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 Business Presence of 1% to 24%	2	No Local Presence	0	10 Points
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No Local Presence	0													

ii. Interviews/Demonstrations, Optional. The City will score proposals on the basis of item 1-5 above. The City may select a "short list" of Proposers based on those scores. "Short-listed" Proposers may be invited for interviews with the City. The City reserves the right to re-score "short-listed" proposals as a result of the interviews and to make award recommendations on that basis.

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