

CITY OF SAN ANTONIO

OFFICE OF MANAGEMENT & BUDGET



REQUEST FOR COMPETITIVE SEALED PROPOSAL ("RFCSP")

for

FINANCIAL / PERFORMANCE TRANSPARENCY APPLICATION

6100006937

RFCSP 2016-034

Release Date: DECEMBER 11, 2015

Proposals Due: JANUARY 15, 2016

Exhibit A

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003 SCOPE OF SERVICE

BACKGROUND

The purpose of the purchase is to increase accessibility and transparency of the City of San Antonio's current and historical budget data and performance measures. The City seeks provide residents the ability to quickly and easily see budget information in a graphical interface with historical context, along with the ability to download specific data.

PROJECT OVERVIEW

The City of San Antonio is seeking proposals for a web-based system (Open Data Portal) to provide presentation of financial data and performance measures. The proposed solution will increase accessibility and transparency of the City's financial information and performance measures. The types of data to be presented include financials and performance measures via an easy to use, intuitive, flexible, graphically oriented system.

The system should be a Software as a Service (SaaS), defined as an application or applications hosted by the Respondent where the City does not take ownership of the software, and is instead purchasing access to the application via the internet.

The Respondent is encouraged to read the Solicitation documents very carefully, as the City shall not be responsible for errors and omissions on the part of the Respondent. The Respondent is also encouraged to carefully review their final submittal documents, as the Evaluation Committee is not required to make interpretations or correct detected errors in calculations.

MINIMUM CONTRACTOR QUALIFICATIONS

Respondent shall have a fully developed product implemented for municipalities/government entities. Respondent will be required to provide proof that the current product has previously been successfully implemented to the satisfaction of its customers, and that current staff has been trained to work on and troubleshoot the proposed software installations.

Respondent shall be an authorized vendor/reseller of the SaaS system that is being proposed.

PROJECT SCOPE

The City will use this software solution to pursue short and long term goals, as follows:

1. The short term goals of the project are:
 - a) Provide citizens and City staff easy to use web based tools to access current and historical financial, budgetary, and performance related data.
 - b) Provide web based tools in order to generate output of the data in multiple electronic formats.
 - c) To allow for the receipt and interpretation of batch data from the City's financial system for presentation on the web.
2. The long term goals of the project are:
 - a) To increase access to and transparency for all of the City's open data.
3. The scope of this pilot project will include the following services and deliverables:
 - a) Publication of some or all of 5 datasets, one of each type identified in section 4 below.
 - b) Joint development of a data specification by which the City can export data to the vendor's presentation. Frequency of data export ranges from daily to quarterly depending on type of data.
 - c) Development and configuration of data import processes/tools to consume City data into the vendors system.
 - d) Training for staff who will use/manage the software.
 - e) Ongoing service/support of the software.

It is the City's desire to implement the solution in a timely manner as soon as the contract is awarded.

TYPES OF DATA

The City intends to publish various types of data and the software solution shall provide the appropriate visualization method(s). Software solution shall handle current and historical data as well as comparisons between current and historical data. The City seeks to publish some or all of the data sets listed below in priority order:

1. Budget Data:
Fiscal year budget data showing budget versus expenditures at the Fund, Department, and Unit levels. This data will initially be updated quarterly with plans to update monthly in the future. The data will include up to 5 years of historical data. See Appendix A for a sample quarterly budget report.
2. Bond Program Spending:
This type of data provides spending details on the City's voter-approved bond programs by fiscal year. This data will be updated quarterly. See Appendix C for sample reports.
3. Performance Measures:
These reflect performance across seven service areas that align with many components of the City strategic plans and services. While these service areas may change over time, they currently are:
 - Public Safety
 - Resident Services
 - Economic Development
 - Infrastructure
 - Sustainability
 - Open Government
 - Convention, Visitors, and Arts

The performance of each area is represented by several measures with annual targets and the corresponding attainment status (Examples: On Target, Caution, Not On Target, Informational). The data is presented along with the City department responsible for it. See Appendix B for a sample annual performance measure report.

4. City Checkbook:
This data represents payments made by the City of San Antonio to vendors, employees, and other entities. The frequency of data export will need to be determined.
5. CRM data by Geo location:
This data represents CRM service requests by location, and type of request. This frequency of data export will be daily.

INFORMATION ABOUT FINANCIAL TRANSACTIONS

The proposed SaaS solution must be able to accept financial transaction and budget data formatted in our standard accounting format which includes:

- a) Fund
- b) Fund Description
- c) Cost Center
- d) Cost Center Description
- e) General Ledger Account
- f) General Ledger Account Description
- g) Effective Date
- h) Period
- i) Amount
- j) Department Description
- k) Division Description
- l) Service Area Description
- m) Transaction Type (Actual, Budget)
- n) Fiscal Year

TECHNICAL SOLUTION CONSIDERATIONS

The estimated population for potential use of the on-line data portal solution is any employee or resident of the City of San Antonio. Other potential ancillary users may also access the system as it will be publically available on the web. The City of San Antonio cannot guarantee any minimum or maximum number of users, or frequency of access.

It is anticipated that the on-line data portal solution will need a test environment to provide:

- a) In depth training for IT personnel and key content administrators.
- b) Data import and export testing.
- c) Training of in house personnel for use of the platform.
- d) Coordination with the financial staff to verify the ability of the software to receive and interpret financial data.

004 ADDITIONAL REQUIREMENTS

Intellectual Property.

If selected, Respondent agrees to abide by the following regarding intellectual property rights:

Respondent shall pay all royalties and licensing fees. Respondent shall hold the City harmless and indemnify the City from the payment of any royalties, damages, losses or expenses including attorney's fees for suits, claims or otherwise, growing out of infringement or alleged infringement of copyrights, patents, materials and methods used in the project. It shall defend all suits for infringement of any Intellectual Property rights. Further, if Respondent has reason to believe that the design, service, process, or product specified is an infringement of an Intellectual Property right, it shall promptly give such information to the City.

Upon receipt of notification that a third party claims that the program(s), hardware or both the program(s) and the hardware infringe upon any United States patent or copyright, Respondent will immediately:

Either:

obtain, at Respondent's sole expense, the necessary license(s) or rights that would allow the City to continue using the programs, hardware, or both the programs and hardware, as the case may be, or, alter the programs, hardware, or both the programs and hardware so that the alleged infringement is eliminated, and reimburse the City for any expenses incurred by the City to implement emergency backup measures if the City is prevented from using the programs, hardware, or both the programs and hardware while the dispute is pending.

Respondent further agrees to: assume the defense of any claim, suit, or proceeding brought against the City for infringement of any United States patent or copyright arising from the use and/or sale of the equipment or software under this Agreement, assume the expense of such defense, including costs of investigations, reasonable attorneys' fees, expert witness fees, damages, and any other litigation-related expenses, and indemnify the City against any monetary damages and/or costs awarded in such suit;

Provided that:

Respondent is given sole and exclusive control of all negotiations relative to the settlement thereof, but that Respondent agrees to consult with the City Attorney of the City during such defense or negotiations and make good faith effort to avoid any position adverse to the interest of the City, the Software or the equipment is used by the City in the form, state, or condition as delivered by Respondent or as modified without the permission of Respondent, so long as such modification is not the source of the infringement claim, the liability claimed shall not have arisen out of the City's negligent act or omission, and the City promptly provide Respondent with written notice within 15 days following the formal assertion of any claim with respect to which the City asserts that Respondent assumes responsibility under this section.

Ownership and Licenses.

In accordance with Texas law, Respondent acknowledges and agrees that all local government records created or received in the transaction of official business or the creation or maintenance of which were paid for with public funds are declared to be public property and subject to the provisions of Chapter 201 of the Texas Local Government Code and Subchapter J, Chapter 441 of the Texas Government Code. Thus, no such local government records produced by or on the behalf of Respondent pursuant to this Contract shall be the subject of any copyright or proprietary claim by Respondent.

The term "local government record" as used herein shall mean any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information recording medium, regardless of physical form or characteristic and regardless of whether public access to it is open or restricted under the laws of the state, created or received by local government or any of its officials or employees pursuant to law including an ordinance, or in the transaction of official business.

Respondent acknowledges and agrees that all local government records, as described in herein, produced in the course of the work required by any contract awarded pursuant to this RFQ, will belong to and be the property of City. Respondent, if awarded this contract, will be required to turn over to City, all such records as required by said contract. Respondent, if awarded this contract, shall not, under any circumstances, release any records created during the course of performance of the contract to any entity without City's written permission, unless required to do so by a Court of competent jurisdiction. In accordance here with, Respondent, if selected, agrees to comply with all applicable federal, state, and local laws, rules, and regulations governing documents and ownership, access and retention thereof.

Statutory Requirements. Exceptions to the following provisions and exhibits by Respondent and/or their agent will lead to automatic disqualification of Respondent's proposal from consideration.

Sections:

Venue, Jurisdiction and Arbitration
Intellectual Property
Undisclosed Features
Ownership and Licenses
Certifications
Acceptance Criteria (if required)

Exhibits:

Insurance Requirements
Indemnification Requirements

Venue, Jurisdiction and Arbitration. For any dispute or claim arising under the award of a contract for this proposal, venue shall be in Bexar County, Texas, and the laws of the State of Texas shall apply. The City will not contractually agree to engage in binding arbitration and will not contractually agree to relinquish its right to a trial by jury.

Intellectual Property. If selected, Respondent agrees to abide by the following regarding intellectual property rights:

Respondent shall pay all royalties and licensing fees. Respondent shall hold the City harmless and indemnify the City from the payment of any royalties, damages, losses or expenses including attorney's fees for suits, claims or otherwise, growing out of infringement or alleged infringement of copyrights, patents, trademarks, trade secrets, materials and methods used in the project. It shall defend all suits for infringement of any Intellectual Property rights. Further, if Respondent has reason to believe that the design, service, process or product specified is an infringement of an Intellectual Property right, it shall promptly give such information to the City.

Upon receipt of notification that a third party claims that the program(s), hardware or both the program(s) and the hardware or any other intellectual property infringe upon any United States or International patent, copyright or trademark, Respondent will immediately:

Either:

Obtain, at Respondent's sole expense, the necessary license(s) or rights that would allow the City to continue using the programs, hardware, both the programs and hardware or any other intellectual property as the case may be, or,

Alter the programs, hardware, or both the programs and hardware so that the alleged infringement is eliminated, and

Reimburse the City for any expenses incurred by the City to implement emergency backup measures if the City is prevented from using the programs, hardware, or both the programs and hardware while the dispute is pending.

Respondent further agrees to:

Assume the defense of any claim, suit, or proceeding brought against the City for infringement of any United States patent, copyright, trademark or any other intellectual property rights arising from the use and/or sale of the equipment or software under this Agreement,

Assume the expense of such defense, including costs of investigations, reasonable attorneys' fees, expert witness fees, damages, and any other litigation-related expenses, and

Indemnify the City against any monetary damages and/or costs awarded in such suit;

Provided that:

Respondent is given sole and exclusive control of all negotiations relative to the settlement thereof, but that Respondent agrees to consult with the City Attorney of the City during such defense or negotiations and make good faith effort to avoid any position adverse to the interest of the City,

The Software or the equipment is used by the City in the form, state, or condition as delivered by Respondent or as modified without the permission of Respondent, so long as such modification is not the source of the infringement claim,

The liability claimed shall not have arisen out of the City's negligent act or omission, and

The City promptly provide Respondent with written notice within 15 days following the formal assertion of any claim with respect to which the City asserts that Respondent assumes responsibility under this section.

Undisclosed Features. CONTRACTOR warrants that the code and software provided to the City of San Antonio under this agreement does not contain any undisclosed features or functions that would impair or might impair the CITY'S use of the equipment, code or software. Specifically, but without limiting the previous representation, CONTRACTOR warrants there is no "Trojan Horse," lock, "time bomb," backdoor or similar routine. This Agreement shall not now nor will it hereafter be subject to the self-help provisions of the Uniform Computer Information Transactions Act or any other law. CONTRACTOR specifically disclaims any unilateral self-help remedies.

Ownership and Licenses.

In accordance with Texas law, Respondent acknowledges and agrees that all local government records created or received in the transaction of official business or the creation or maintenance of which were paid for with public funds are declared to be public property and subject to the provisions of Chapter 201 of the Texas Local Government Code and Subchapter J, Chapter 441 of the Texas Government Code. Thus, no such local government records produced by or on the behalf of Respondent pursuant to this Contract shall be the subject of any copyright or proprietary claim by Respondent.

The term "local government record" as used herein shall mean any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information recording medium, regardless of physical form or characteristic and regardless of whether public access to it is open or restricted under the laws of the state, created or received by local government or any of its officials or employees pursuant to law including an ordinance, or in the transaction of official business.

Respondent acknowledges and agrees that all local government records, as described in herein, produced in the course of the work required by any contract awarded pursuant to this RFCSP, will belong to and be the property of City. Respondent, if awarded this contract, will be required to turn over to City, all such records as required by said contract. Respondent, if awarded this contract, shall not, under any circumstances, release any records created during the course of performance of the contract to any entity without City's written permission, unless required to do so by a Court of competent jurisdiction.

In accordance herewith, Respondent, if selected, agrees to comply with all applicable federal, state and local laws, rules and regulations governing documents and ownership, access and retention thereof.

Certifications. Respondent warrants and certifies that Respondent and any other person designated to provide services hereunder has the requisite training, license and/or certification to provide said services, and meets all competence standards promulgated by all other authoritative bodies, as applicable to the services provided herein.

005 TERM OF CONTRACT

A contract awarded in response to this RFCSP will be for a one (1) year period. The City shall have the option to renew for two (2) additional one (1) year periods at the City's discretion and as approved by the Director of the Office of Management and Budget, without further Council action.

There is no guarantee to the selected Consultant that the CITY will exercise one or more options to continue this contract beyond the initial period. Any amendment or adjustment to the Contract's original terms shall require City Council action. Annual budget sums shall not exceed that authorized by the enabling Ordinance unless City Council action is taken to amend the enabling Ordinance. In regard to compensation, City does not guarantee any minimum volume of work.

Should the contract value be met prior to the end of the stated contract term, the next optional renewal term may start prior to the anniversary of the contract initiation date. If the optional contract renewal date is accelerated as described herein, the Consultant shall be notified in writing by the Department of Planning and Community Development.

This RFCSP, the successful Consultant's response, and all amendments and addenda thereto, along with the enabling ordinance approving this contract, shall contain the entire agreement between the parties and shall constitute the Contract Documents when compiled under a fully executed Integration Agreement, and together supersede all previous written or verbal representations, if any, pertaining to the subject matter of this contract. The RFQ controls over all proposal responses; the Integration Agreement controls the RFQ; and the enabling ordinance shall govern all.

006 PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference will be held at City of San Antonio, Finance Department – Purchasing Division, 11th Floor Large Conference Room, 111 Soledad, San Antonio, Texas 78205 at 10:00 a.m. Central Time, on December 21, 2015. Respondents are encouraged to prepare and submit their questions in writing 3 calendar days in advance of the Pre-Submittal Conference in order to expedite the proceedings. City's responses to questions received by this due date may be distributed at the Pre-Submittal Conference and posted with this solicitation. Attendance at the Pre-Submittal Conference is optional, but highly encouraged.

This meeting place is accessible to disabled persons. The meeting location is wheelchair accessible. The accessible entrance is located at the building's main entrance. Accessible parking spaces are located at the building's parking garage. Auxiliary aids and services are available upon request. Interpreters for the Deaf must be requested at least 48 hours prior to the meeting. For assistance, call (210) 207-7245 Voice/TTY.

A call-in number has been set up for the Pre-Submittal Conference. If you choose to dial in, please refer to the below contact information for participation in the conference.

Local Access: 210-207-9329

Toll-Free: 855-850-2672

Meeting Number: 996 740 400

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on the City. Only written responses shall be official and all other forms of communication with any officer, employee or agent of the City shall not be binding on the City. Respondents are encouraged to resubmit their questions in writing, to the City Staff person identified in the Restrictions on Communication section, after the conclusion of the Pre-Submittal Conference.

007 PROPOSAL REQUIREMENTS

Respondent's Proposal shall include the following items in the following sequence, noted with the appropriate heading as indicated below. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

Respondent shall submit one original hardcopy, signed in ink, and seven (7) hard copies of the proposal and one (1) compact disk (CD) containing an Adobe PDF version of the entire proposal in a sealed package clearly marked with the project name, "**FINANCIAL / PERFORMANCE TRANSPARENCY APPLICATION, RFCSP 6100006937**", on the front of the package.

If submitting electronically through City's portal, scan and upload these documents with your proposal. Each of the items listed below must be uploaded as a separate attachment, labeled with the heading indicated below.

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RESPONDENT QUESTIONNAIRE. Use the Form found in this RFCSP as Attachment A, Part One.

EXPERIENCE, BACKGROUND AND QUALIFICATIONS. Use the Form found in this RFCSP as Attachment A, Part Two

PROPOSAL PLAN AND SOLUTION. Prepare and submit the Proposal based on the requirements stated in the RFCSP and include as Attachment A, Part Three.

CONTRACTS DISCLOSURE FORM. Use the Form in RFCSP Attachment B which is posted separately or Respondent may download a copy at:

<https://www.sanantonio.gov/eforms/atty/ContractsDisclosureForm.pdf>

Instructions for completing the Discretionary Contracts Disclosure form:

Download form and complete all fields. All fields must be completed prior to submitting the form.

Click on the "Print" button and place the copy in your proposal as indicated in the Proposal Checklist.

LITIGATION DISCLOSURE FORM. Complete and submit the Litigation Disclosure Form, found in this RFCSP as Attachment C. If Respondent is proposing as a team or joint venture, then all persons or entities who will be parties to the contract (if awarded) shall complete and return this form.

SMALL BUSINESS ECONOMIC DEVELOPMENT ADVOCACY (SBEDA) UTILIZATION PLAN. Complete, sign and submit any and all SBEDA form(s), found in this RFCSP as Attachment D.

PRICING SCHEDULE. Use the Pricing Schedule that is found in this RFCSP as Attachment E.

SIGNATURE PAGE. Respondent must complete, sign and submit the Signature Page found in this RFCSP as Attachment F. The Signature Page must be signed by a person, or persons, authorized to bind the entity, or entities, submitting the proposal. Proposals signed by a person other than an officer of a corporate respondent or partner of partnership respondent shall be accompanied by evidence of authority.

VETERAN OWNED-SMALL BUSINESS PROGRAM (VOSBP) TRACKING FORM. Complete and return as Attachment G.

PROPOSAL CHECKLIST. Complete and submit the Proposal Checklist found in this RFCSP as Attachment H.

PROOF OF INSURABILITY. Submit a letter from insurance provider stating provider's commitment to insure the Respondent for the types of coverages and at the levels specified in this RFCSP if awarded a contract in response to this RFCSP. Respondent shall also submit a copy of their current insurance certificate.

CERTIFICATE OF INTERESTED PARTIES FORM. Respondent shall review information regarding Certificate of Interested Parties Form (Form 1295) provided in RFCSP Attachment I and submit Form 1295 as directed.

Form 1295 must be completed online. In Box 3 of the form, provide the solicitation number shown on the cover page of this solicitation (RFCSP 6100006937). The form is available from the Texas Ethics Commission by accessing the following web address:

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

Print your completed Form 1295 showing the Certification Number and Date Filed in the Certification of Filing box at the upper right corner. Sign Form 1295 in front of a notary and submit it with your response to this solicitation.

Respondent is expected to examine this RFCSP carefully, understand the terms and conditions for providing the services listed herein and respond completely. FAILURE TO COMPLETE AND PROVIDE ANY OF THESE PROPOSAL REQUIREMENTS MAY RESULT IN THE RESPONDENT'S PROPOSAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

008 CHANGES TO RFCSP

Changes to the RFCSP, made prior to the due date for proposals shall be made directly to the original RFCSP. Changes are captured by creating a replacement version each time the RFCSP is changed. It is Respondent's responsibility to check for new versions until the proposal due date. City will assume that all proposals received are based on the final version of the RFCSP as it exists on the day proposals are due.

No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the RFCSP.

009 SUBMISSION OF PROPOSALS

Proposals may be submitted electronically through the portal or in hard copy format.

Submission of Hard Copy Proposals

Respondent shall submit one original hardcopy, signed in ink, and seven (7) hard copies of the proposal and one (1) compact disk (CD) containing an Adobe PDF version of the entire proposal in a sealed package clearly marked with the project name, "**FINANCIAL / PERFORMANCE TRANSPARENCY APPLICATION**", RFCSP 6100006937, on the front of the package.

Proposals must be received in the City Clerk's Office no later than 2:00 p.m., Central Time, on January 15, 2016 at the address below. Any proposal or modification received after this time shall not be considered, and will be returned, unopened to the Respondent. Respondents should note that delivery to the P.O. Box address in a timely manner does not guarantee its receipt in the City Clerk's Office by the deadline for submission. Therefore, Respondents should strive for early submission to avoid the possibility of rejection for late arrival.

Mailing Address:

City Clerk's Office

Attn: Office of Management & Budget – RFCSP Financial/Performance Transparency Application

P.O. Box 839966

San Antonio, Texas 78283-3966

Physical Address:

City Hall

Attn: Office of Management & Budget – RFCSP Financial/Performance Transparency Application

100 Military Plaza

San Antonio, Texas 78205

Proposals sent by facsimile or email will not be accepted.

Submission of Electronic Proposals. Submit one proposal electronically by the due date provided on the Cover Page. All times stated herein are Central Time. Any proposal or modification received after the time and date stated on the Cover Page shall be rejected. All forms in this solicitation which require a signature must have a signature affixed thereto, either by manually signing the document, prior to scanning it and uploading it with your submission, or affixing it electronically.

Proposal Format. Each proposal shall be typewritten, single spaced and submitted on 8 ½" x 11" white paper. If submitting a hard copy, place proposal inside a three ring binder or other securely bound fashion. The use of recycled paper and materials is encouraged. Unnecessarily elaborate brochures, artwork, bindings, visual aides, expensive paper or other materials beyond that sufficient to present a complete and effective submission are not required. Font size shall be no less than 12-point type. All pages shall be numbered and, in the case of hard copy submissions, printed two-sided. Margins shall be no less than 1" around the perimeter of each page. A proposal response to RFCSP Attachment A, Part One – Respondent Questionnaire form may not exceed 150 pages in length. Websites, or URLs shall not be submitted in lieu of the printed proposal or electronic submission through City's portal. Each proposal must include the sections and attachments in the sequence listed in the RFCSP Section 007, Proposal Requirements, and each section and attachment must be indexed and, for hard copy submissions, divided by tabs and indexed in a Table of Contents page. For electronic submissions, whether through the portal or on a CD, each separate section should be attached as a separate file. Failure to meet the above conditions may result in disqualification of the proposal or may negatively affect scoring.

Modified Proposals. Proposals may be modified provided such modifications are received prior to the due date for submission of proposals and submitted in the same manner as original proposal. For hard copy proposals, provide a cover letter with the proposal, indicating it is a modified proposal and that the Original proposal is being withdrawn. For electronic proposals, a modified proposal will automatically replace a prior proposal submission.

Correct Legal Name.

Respondents who submit proposals to this RFCSP shall correctly state the true and correct name of the individual, proprietorship, corporation, and /or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). No nicknames, abbreviations (unless part of the legal title), shortened or short-hand, or local "handles" will be accepted in lieu of the full, true and correct legal name of the entity. These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include the 11-digit Comptroller's Taxpayer Number on the Respondent Questionnaire form found in this RFCSP as Attachment A, Part One.

If an entity is found to have incorrectly or incompletely stated its name or failed to fully reveal its identity on the General Information form, the Director of Office of Management & Budget shall have the discretion, at any point in the contracting process, to suspend consideration of the proposal.

Firm Offer. All provisions in Respondent's proposal, including any estimated or projected costs, shall remain valid for one-hundred and eighty days (180) following the deadline date for submissions or, if a proposal is accepted, throughout the entire term of the contract.

Change Orders. In order to comply with Texas law governing purchases made by municipalities, the following rules shall govern all change orders made under this contract.

Any change orders that become necessary during the term of this contract as a result of changes in plans, specifications, quantity of work to be performed, materials, equipment or supplies to be furnished must be in writing and conform to the requirements of City Ordinance 2011-12-08-1014, as hereafter amended.

Any other change will require approval of the City Council, City of San Antonio.

Changes that do not involve an increase in contract price may be made by the City's Chief Technology Officer (CTO).

No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated herein.

Travel and Related Expenses. City of San Antonio (City) Administrative Directive (AD) 8.31 establishes uniform procedures for the processing of requests for travel authorization, advances and reimbursements, identifies travel expenses eligible for payment and establishes proper accounting for all travel-related expenses for City.

Travel and Related Expenses. All proposed costs shall be inclusive of all Vendor's costs including, but not limited to, staffing, administrative overhead, travel, lodging, and any other expenses that may be incurred by the Vendor. The City of San Antonio will not separately reimburse the Vendor for any expenses beyond what the Vendor includes in their pricing proposal.

Confidential or Proprietary Information. All proposals become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted; however, City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by Respondent may not be considered confidential under Texas law, or pursuant to a Court order. Respondent acknowledge that exemptions to Public Information Act requests may require a brief to be submitted to the Texas Attorney General explaining why the claimed exceptions apply to the information in issue. The City shall not be obligated to submit the brief supporting those claimed exceptions. Respondent shall be solely responsible for submitting the brief and the documents in issue to the Texas Attorney General.

Cost of Proposal. Any cost or expense incurred by the Respondent that is associated with the preparation of the Proposal, the Pre-Submittal conference, if any, or during any phase of the selection process, shall be borne solely by Respondent.

010 RESTRICTIONS ON COMMUNICATION

Respondents are prohibited from communicating with: 1) elected City officials and their staff regarding the RFCSP or proposals from the time the RFCSP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFCSP has been released until the contract is awarded. These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFCSP and/or proposal submitted by Respondent. Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

Exceptions to the Restrictions on Communication with City employees include:

Respondents may ask verbal questions concerning this RFCSP at the Pre-Submittal Conference.

Respondents may submit written questions concerning this RFCSP to the Staff Contact Person listed below until 2:00 p.m., Local Time, on **January 4, 2016**. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail or through the portal.

Rebecca A. Garza
City of San Antonio, Finance Department – Purchasing Division
rebecca.garza@sanantonio.gov

Questions submitted and the City's responses will be posted with this solicitation.

Respondents and/or their agents are encouraged to contact the Small Business Office of the Economic Development Department for assistance or clarification with issues specifically related to the City's Small Business Economic Development Advocacy (SBEDA) Program policy and/or completion of the SBEDA form. The point of contact, **David Rodriguez** may be reached by telephone at (210) 207-0071 or by e-mail at David.Rodriguez@sanantonio.gov. Contacts to the Small Business Office regarding this solicitation after the solicitation closing date is not permitted.

Respondents may provide responses to questions asked of them by the Staff Contact Person after responses are received and opened. During interviews, if any, verbal questions and explanations will be permitted. If interviews are conducted, Respondents shall not bring lobbyists. The City reserves the right to exclude any persons from interviews as it deems in its best interests.

Upon completion of the evaluation process, Respondents shall receive a notification letter indicating the recommended firm and anticipated City Council agenda date. Respondents desiring a review of the solicitation process may submit a written request no later than seven (7) calendar days from the date letter was sent. The letter will indicate the name and address for submission of requests for review.

011 EVALUATION CRITERIA

City will conduct a comprehensive, fair and impartial evaluation of all submissions received in response to this RFCSP. City may appoint a selection committee to perform the evaluation. Each submission will be analyzed to determine overall responsiveness and qualifications under this RFCSP. Criteria to be evaluated will include the items listed below. In accordance with §252.042, Texas Local Government Code, the selection committee may select all, some or none of the respondents who are judged to be reasonably qualified for award of the contract for interviews. Should the City elect to conduct interviews, selection for interviews will be based on initial scoring, prior to interviewing. Interviews are not an opportunity to change a submission. If the City elects to conduct interviews, respondents may be interviewed and re-scored based upon the same criteria. City may also request information from respondents at any time prior to final approval of a selected respondent, or seek best and final offers from respondents deemed reasonably qualified for award. Final approval of a selected respondent is subject to the action of the San Antonio City Council.

Evaluation criteria:

- Proposal Plan and Solution (35 points)
- Experience, Background, Qualifications (35 points)
- Pricing (30 points)

012 AWARD OF CONTRACT AND RESERVATION OF RIGHTS

City reserves the right to award one, more than one or no contract(s) in response to this RFCSP.

The Contract, if awarded, will be awarded to the Respondent(s) whose Proposal(s) is deemed most advantageous to City, as determined by the selection committee, upon approval of the City Council.

City may accept any Proposal in whole or in part. However, final selection of a Respondent is subject to City Council approval.

City reserves the right to accept one or more proposals or reject any or all proposals received in response to this RFCSP, and to waive informalities and irregularities in the proposals received. City also reserves the right to terminate this RFCSP, and reissue a subsequent solicitation, and/or remedy technical errors in the RFCSP process.

City will require the selected Respondent(s) to execute a contract with the City, prior to City Council award, incorporating the terms and conditions of this RFCSP. No work shall commence until City signs the contract document(s) and Respondent provides the necessary evidence of insurance as required in this RFCSP and the Contract. Contract documents are not binding on City until approved by the City Attorney. In the event the parties cannot execute a contract within the time specified, City reserves the right to terminate contract discussions with the selected Respondent and commence contract discussions with another Respondent.

This RFCSP does not commit City to enter into a Contract, award any services related to this RFCSP, nor does it obligate City to pay any costs incurred in preparation or submission of a proposal or in anticipation of a contract.

If selected, Respondent will be required to comply with the Insurance and Indemnification Requirements established herein. If Respondent takes exception to the terms and conditions of this RFCSP, the City may deem the Respondent non-responsive and not evaluate their proposal.

The successful Respondent must be able to formally invoice the City for services rendered, incorporating the SAP-generated contract and purchase order numbers that shall be provided by the City.

Conflicts of Interest. Respondent acknowledges that it is informed that the Charter of the City of San Antonio and its Ethics Code prohibit a City officer or employee, as those terms are defined in the Ethics Code, from having a financial interest in any contract with City or any City agency such as City-owned utilities. An officer or employee has a “prohibited financial interest” in a contract with City or in the sale to City of land materials, supplies or service, if any of the following individual(s) or entities is a party to the contract or sale: the City officer or employee; his parent, child or spouse; a business entity in which he or his parent, child or spouse owns ten (10) percent or more of the voting stock or shares of the business entity, or ten (10) percent or more of the fair market value of the business entity; or a business entity in which any individual or entity above listed is a subcontractor on a City contract, a partner or a parent or subsidiary business entity.

Respondent is required to warrant and certify that it, its officers, employees and agents are neither officials nor employees of the City, as defined in Section 2-42 of the City’s Ethics Code. (Discretionary Contracts Disclosure – form may be found online at <https://www.sanantonio.gov/eforms/atty/DiscretionaryContractsDisclosure.pdf>.)

Independent Contractor. Respondent agrees and understands that, if selected, it and all persons designated by it to provide services in connection with a contract, are and shall be deemed to be an independent contractors, responsible for their respective acts or omissions, and that City shall in no way be responsible for Respondent’s actions, and that none of the parties hereto will have authority to bind the others or to hold out to third parties, that it has such authority.

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that persons, or their agents, who seek to contract for the sale or purchase of property, goods, or services with the City, shall file a completed conflict of interest questionnaire with the City Clerk not later than the 7th business day after the date the person: (1) begins contract discussions or negotiations with the City; or (2) submits to the City an application, response to a request for proposals or bids, correspondence, or another writing related to a potential agreement with the City. The conflict of interest questionnaire form is available from the Texas Ethics Commission at <http://www.ethics.state.tx.us/forms/CIQ.pdf>. Completed conflict of interest questionnaires may be mailed or delivered by hand to the Office of the City Clerk. If mailing a completed conflict of interest questionnaire, mail to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966. If delivering a completed conflict of interest questionnaire, deliver to: Office of the City Clerk, City Hall, 2nd floor, 100 Military Plaza, San Antonio, TX 78205. Respondent should consult its own legal advisor for answers to questions regarding the statute or form.

013 BONDS

This section left blank intentionally.

014 SOFTWARE ESCROW REQUIREMENT

This section left blank intentionally.

015 ACCEPTANCE CRITERIA

All deliverables submitted to the City hereunder shall be submitted to a designated City employee for approval and that such deliverables comply in all material respects with the requirements as set forth in a Statement of Work.

In the event of any nonconformity or nonfunctionality of deliverables, the City shall provide Respondent written notification within 14 days of delivery. Upon receipt of such notice of nonconformity or nonfunctionality, Respondent shall have 14 days to cure the nonconformity or nonfunctionality.

Upon delivery of the cure, the City will have 14 days to evaluate and determine if such cure is acceptable. In the event the Deliverable remains unacceptable, the City will provide a second notice of nonconformity or nonfunctionality of the system within 30 days of delivery. Respondent shall have an additional 14 days to cure the nonconformity or nonfunctionality.

Upon delivery of the cure, the City will have 14 days to evaluate and determine if such cure is acceptable. In the event the Deliverable remains unacceptable the City will provide Respondent with a third notice of any nonconformity or nonfunctionality of the system and Respondent will forfeit 50% of retained balances on hold with the City at the time the third notice is provided to Respondent.

A retainage in the amount of 10% of the deliverable price shall be held by the City, to be paid upon final acceptance. The City Project Team will review, approve, and sign off on the deliverable. Upon acceptance of each milestone, the Contractor will be paid 90% of the agreed upon milestone.

Upon final acceptance, Contractor shall invoice the City for the 10% final acceptance hold-back payment.

016 SCHEDULE OF EVENTS

Following is a list of **projected dates/times** with respect to this RFCSP:

RFCSP Release	December 11, 2015
Pre-Submittal Conference	December 21, 2015, 10:00 a.m. Central Time
Final Questions Accepted	January 4, 2016, 2:00 p.m. Central Time
Proposal Due	January 15, 2016, 2:00 p.m. Central Time

017 RFCSP EXHIBITS

RFCSP EXHIBIT 1

INSURANCE REQUIREMENTS

If selected to provide the services described in this RFCSP, Respondent shall be required to comply with the insurance requirements set forth below:

INSURANCE

Prior to the commencement of any work under this Agreement, Respondent shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the City's Office of Management & Budget Department, which shall be clearly labeled "**Financial / Performance Transparency Application**" in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must be signed by the Authorized Representative of the carrier, and list the agent's signature and phone number. The certificate shall be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to the City. The City shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by the City's Office of Management & Budget Department. No officer or employee, other than the City's Risk Manager, shall have authority to waive this requirement.

The City reserves the right to review the insurance requirements of this Article during the effective period of this Agreement and any extension or renewal hereof and to modify insurance coverages and their limits when deemed necessary and prudent by City's Risk Manager based upon changes in statutory law, court decisions, or circumstances surrounding this Agreement. In no instance will City allow modification whereby City may incur increased risk.

A Respondent's financial integrity is of interest to the City; therefore, subject to Respondent's right to maintain reasonable deductibles in such amounts as are approved by the City, Respondent shall obtain and maintain in full force and effect for the duration of this Agreement, and any extension hereof, at Respondent's sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best's rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

TYPE	AMOUNTS
1. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury	For <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage

Respondent agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same insurance coverages required of Respondent herein, and provide a certificate of insurance and endorsement that names Respondent and City as additional insureds. Respondent shall provide City with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by City's Risk Manager, without subsequent City Council approval, when deemed necessary and prudent, based upon changes in statutory law, court decisions, or circumstances surrounding this agreement. Such modification may be enacted by letter signed by City's Risk Manager, which shall become a part of the contract for all purposes.

As they apply to the limits required by City, City shall be entitled, upon request and without expense, to receive copies of the policies, declaration page and all endorsements thereto and may require the deletion, revision, or modification of particular policy terms, conditions, limitations or exclusions (except where policy provisions are established by law or regulation binding upon either of the parties hereto or the underwriter of any such policies). Respondent shall be required to comply with any such requests and shall submit a copy of the replacement certificate of insurance to City at the address provided below within 10 days of the requested change. Respondent shall pay any costs incurred resulting from said changes.

City of San Antonio
Attn: IT Procurement Office, Finance Department
P.O. Box 839966
San Antonio, Texas 78283-3966

Respondent agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

Name the City, its officers, officials, employees, volunteers, and elected representatives as additional insured by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;

Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where City is an additional insured shown on the policy;

Workers' compensation and employers' liability, general liability and automobile liability policies will provide a waiver of subrogation in favor of the City; and

Provide advance written notice directly to City of any suspension, cancellation, non-renewal or material change in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, Respondent shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Respondent's performance should there be a lapse in coverage at any time during this Agreement. Failure to provide and to maintain the required insurance shall constitute a material breach of this Agreement.

In addition to any other remedies the City may have upon Respondent's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Respondent to stop work hereunder, and/or withhold any payment(s) which become due to Respondent hereunder until Respondent demonstrates compliance with the requirements hereof.

Nothing herein contained shall be construed as limiting in any way the extent to which Respondent may be held responsible for payments of damages to persons or property resulting from Respondent's or its subcontractors' performance of the work covered under this Agreement.

It is agreed that Respondent's insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by the City of San Antonio for liability arising out of operations under this Agreement.

It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Agreement and that no claim or action by or on behalf of City shall be limited to insurance coverage provided.

Respondent and any subcontractors are responsible for all damage to their own equipment and/or property.

RFCSP EXHIBIT 2

INDEMNIFICATION REQUIREMENTS

If selected to provide the services described in this RFCSP, Respondent shall be required to comply with the indemnification requirements set forth below:

INDEMNIFICATION

RESPONDENT covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, the CITY and the elected officials, employees, officers, directors, volunteers and representatives of the CITY, individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon the CITY directly or indirectly arising out of, resulting from or related to RESPONDENT'S activities under this Agreement, including any acts or omissions of RESPONDENT, any agent, officer, director, representative, employee, consultant or subcontractor of RESPONDENT, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CITY, its officers or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT RESPONDENT AND CITY ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. RESPONDENT shall advise the CITY in writing within 24 hours of any claim or demand against the CITY or RESPONDENT known to RESPONDENT related to or arising out of RESPONDENT's activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at RESPONDENT's cost. The CITY shall have the right, at its option and at its own expense, to participate in such defense without relieving RESPONDENT of any of its obligations under this paragraph.

Optional Provisions:

Defense Counsel - CITY shall have the right to select or to approve defense counsel to be retained by RESPONDENT in fulfilling its obligation hereunder to defend and indemnify CITY, unless such right is expressly waived by CITY in writing. RESPONDENT shall retain CITY approved defense counsel within seven (7) business days of CITY'S written notice that CITY is invoking its right to indemnification under this Contract. If RESPONDENT fails to retain Counsel within such time period, CITY shall have the right to retain defense counsel on its own behalf, and RESPONDENT shall be liable for all costs incurred by CITY. CITY shall also have the right, at its option, to be represented by advisory counsel of its own selection and at its own expense, without waiving the foregoing.

Employee Litigation - In any and all claims against any party indemnified hereunder by any employee of RESPONDENT, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation herein provided shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for RESPONDENT or any subcontractor under worker's compensation or other employee benefit acts.

RFCSP EXHIBIT 3

INTERLOCAL PARTICIPATION

The City may, from time to time, enter into Interlocal Cooperation Purchasing Agreements with other governmental entities or governmental cooperatives (hereafter collectively referred to as "Entity" or "Entities") to enhance the City's purchasing power. At the City's sole discretion and option, City may inform other Entities that they may acquire items listed in this Request for Offer (hereafter "RFCSP"). Such acquisition(s) shall be at the prices stated herein, and shall be subject to vendor's acceptance. Entities desiring to acquire items listed in this RFCSP shall be listed on a rider attached hereto, if known at the time of issuance of the RFCSP. City may issue subsequent riders after contract award setting forth additional Entities desiring to utilize this contract. VENDOR shall sign and return any subsequently issued riders within ten calendar days of receipt.

In no event shall City be considered a dealer, remarketer, agent or other representative of Vendor or Entity. Further, City shall not be considered and is not an agent; partner or representative of the Entity making purchases hereunder, and shall not be obligated or liable for any such order.

Entity purchase orders shall be submitted to Vendor by the Entity.

Vendor authorizes City's use of Vendor's name, trademarks and Vendor provided materials in City's presentations and promotions regarding the availability of use of this contract. The City makes no representation or guarantee as to any minimum amount being purchased by City or Entities, or whether Entity will purchase utilizing City's contract.

CITY WILL NOT BE LIABLE OR RESPONSIBLE FOR ANY OBLIGATIONS, INCLUDING, BUT NOT LIMITED TO, PAYMENT, AND FOR ANY ITEM ORDERED BY AN ENTITY OTHER THAN CITY.

RFCSP EXHIBIT 4

SMALL BUSINESS ECONOMIC DEVELOPMENT ADVOCACY (SBEDA) PROGRAM

I. SBEDA Ordinance Compliance Provisions

A. Solicitation Response and Contract Requirements and Commitment

Respondent understands and agrees that the following provisions shall be requirements of this solicitation and the resulting contract, if awarded, and by submitting its Response, Respondent commits to comply with these requirements.

B. SBEDA Program

The CITY has adopted a Small Business Economic Development Advocacy Ordinance (Ordinance No. 2010-06-17-0531 and as amended, also referred to as “SBEDA” or “the SBEDA Program”), which is posted on the City’s Economic Development (EDD) website page and is also available in hard copy form upon request to the CITY. The SBEDA Ordinance Compliance Provisions contained in this section of the Agreement are governed by the terms of this Ordinance, as well as by the terms of the SBEDA Ordinance Policy & Procedure Manual established by the CITY pursuant to this Ordinance, and any subsequent amendments to this referenced SBEDA Ordinance and SBEDA Policy & Procedure Manual that are effective as of the date of the execution of this Agreement. Unless defined in a contrary manner herein, terms used in this section of the Agreement shall be subject to the same expanded definitions and meanings as given those terms in the SBEDA Ordinance and as further interpreted in the SBEDA Policy & Procedure Manual.

C. Definitions

Affirmative Procurement Initiatives (API) – Refers to various Small Business Enterprise, Minority Business Enterprise, and/or Women Business Enterprise (“S/M/WBE”) Program tools and Solicitation Incentives that are used to encourage greater Prime and subcontract participation by S/M/WBE firms, including bonding assistance, evaluation preferences, subcontracting goals and joint venture incentives. (For full descriptions of these and other S/M/WBE program tools, see Section III. D. of Attachment A to the SBEDA Ordinance.)

Annual Aspirational Goal – a non-mandatory annual aspirational percentage goal for overall M/WBE Prime and subcontract participation in City of San Antonio contracts is established each year for Construction, Architectural & Engineering, Professional Services, Other Services, and Goods & Supplies contract Industry Categories. This Annual Aspirational Goal is to be set (and thereafter adjusted) by the Goal Setting Committee (GSC) on an annual basis based upon relative M/WBE availability data to be collected by the City through its Centralized Vendor Registration (“CVR”) system. Annual Aspirational Goals are not to be routinely applied to individual contracts, but are intended to serve as a benchmark against which to measure the overall effectiveness of the S/M/WBE Program on an annual basis, and to gauge the need for future adjustments to the mix and to the aggressiveness of remedies being applied under the Program. Percentage Goals for S/M/WBE participation may be established by the GSC on a contract-by-contract basis based upon similar data and analysis for the particular goods and services being purchased in a given contract. The M/WBE Annual Aspirational Goals for FY 2015 are:

- Construction – 26%
- Architecture and Engineering – 22%
- Professional Services – 17%
- Other Services – 20%
- Goods and Supplies - 9%

Certification or “Certified” – the process by which the Small Business Office (SBO) staff determines a firm to be a bona-fide small, minority-, women-owned, or emerging small business enterprise. Emerging Small Business Enterprises (ESBEs) are automatically eligible for Certification as SBEs. Any firm may apply for multiple Certifications that cover each and every status category (e.g., SBE, ESBE, MBE, or WBE) for which it is able to satisfy eligibility standards. The SBO staff may contract these services to a regional Certification agency or other entity. For purposes of Certification, the City accepts any firm that is certified by local government entities and other organizations identified herein that have adopted Certification standards and procedures similar to those followed by the SBO, provided the prospective firm satisfies the eligibility requirements set forth in this Ordinance in Section III.E.6 of Attachment A.

Centralized Vendor Registration System (CVR) – a mandatory electronic system wherein the City requires all prospective Respondents and Subcontractors that are ready, willing and able to sell goods or services to the City to register. The CVR system assigns a unique identifier to each registrant that is then required for the purpose of submitting solicitation responses and invoices, and for receiving payments from the City. The CVR-assigned identifiers are also used by the Goal Setting Committee for measuring relative availability and tracking utilization of SBE and M/WBE firms by Industry or commodity codes, and for establishing Annual Aspirational Goals and Contract-by-Contract Subcontracting Goals.

Commercially Useful Function – an S/M/WBE firm performs a Commercially Useful Function when it is responsible for execution of a distinct element of the work of the contract and is carrying out its responsibilities by actually performing, staffing, managing and supervising the work involved. To perform a Commercially Useful Function, the S/M/WBE firm must also be responsible, with respect to materials and supplies used on the contract, for negotiating price, determining quantity and quality, ordering the material, and installing (where applicable) and paying for the material itself. To determine whether an S/M/WBE firm is performing a Commercially Useful Function, an evaluation must be performed of the amount of work subcontracted, normal industry practices, whether the amount the S/M/WBE firm is to be paid under the contract is commensurate with the work it is actually performing and the S/M/WBE credit claimed for its performance of the work, and other relevant factors. Specifically, an S/M/WBE firm does not perform a Commercially Useful Function if its role is limited to that of an extra participant in a transaction, contract or project through which funds are passed in order to obtain the appearance of meaningful and useful S/M/WBE participation, when in similar transactions in which S/M/WBE firms do not participate, there is no such role performed. The use of S/M/WBE firms by CONTRACTOR to perform such “pass-through” or “conduit” functions that are not commercially useful shall be viewed by the CITY as fraudulent if CONTRACTOR attempts to obtain credit for such S/M/WBE participation towards the satisfaction of S/M/WBE participation goals or other API participation requirements. As such, under such circumstances where a commercially useful function is not actually performed by the S/M/WBE firm, the CONTRACTOR shall not be given credit for the participation of its S/M/WBE subcontractor or joint venture partner towards attainment of S/M/WBE utilization goals, and the CONTRACTOR and S/M/WBE firm may be subject to sanctions and penalties in accordance with the SBEDA Ordinance.

Good Faith Efforts – documentation of the CONTRACTOR’s or Respondent’s intent to comply with S/M/WBE Program Goals and procedures including, but not limited to, the following: (1) documentation within a solicitation response reflecting the Respondent’s commitment to comply with SBE or M/WBE Program Goals as established by the GSC for a particular contract; or (2) documentation of efforts made toward achieving the SBE or M/WBE Program Goals (e.g., timely advertisements in appropriate trade publications and publications of wide general circulation; timely posting of SBE or M/WBE subcontract opportunities on the City of San Antonio website; solicitations of bids/proposals/qualification statements from all qualified SBE or M/WBE firms listed in the Small Business Office’s directory of certified SBE or M/WBE firms; correspondence from qualified SBE or M/WBE firms documenting their unavailability to perform SBE or M/WBE contracts; documentation of efforts to subdivide work into smaller quantities for subcontracting purposes to enhance opportunities for SBE or M/WBE firms; documentation of a Prime Contractor’s posting of a bond covering the work of SBE or M/WBE Subcontractors; documentation of efforts to assist SBE or M/WBE firms with obtaining financing, bonding or insurance required by the Respondent; and documentation of consultations with trade associations and consultants that represent the interests of SBE and/or M/WBEs in order to identify qualified and available SBE or M/WBE Subcontractors.) The appropriate form and content of CONTRACTOR’s Good Faith Efforts documentation shall be in accordance with the SBEDA Ordinance as interpreted in the SBEDA Policy & Procedure Manual.

Independently Owned and Operated – ownership of an SBE firm must be direct, independent and by Individuals only. Ownership of an M/WBE firm may be by Individuals and/or by other businesses provided the ownership interests in the M/WBE firm can satisfy the M/WBE eligibility requirements for ownership and Control as specified herein in Section III.E.6. The M/WBE firm must also be Independently Owned and Operated in the sense that it cannot be the subsidiary of another firm that does not itself (and in combination with the certified M/WBE firm) satisfy the eligibility requirements for M/WBE Certification.

Individual – an adult person that is of legal majority age.

Industry Categories – procurement groupings for the City of San Antonio inclusive of Construction, Architectural & Engineering (A&E), Professional Services, Other Services, and Goods & Supplies (i.e., manufacturing, wholesale and retail distribution of commodities). This term may sometimes be referred to as “business categories.”

Minority/Women Business Enterprise (M/WBE) – firm that is certified as a Small Business Enterprise and also as either a Minority Business Enterprise or as a Women Business Enterprise, and which is at least fifty-one percent (51%) owned, managed and Controlled by one or more Minority Group Members and/or women, and that is ready, willing and able to sell goods or services that are purchased by the City of San Antonio.

M/WBE Directory – a listing of minority- and women-owned businesses that have been certified for participation in the City's M/WBE Program APIs.

Minority Business Enterprise (MBE) – any legal entity, except a joint venture, that is organized to engage in for-profit transactions, which is certified a Small Business Enterprise and also as being at least fifty-one percent (51%) owned, managed and controlled by one or more Minority Group Members, and that is ready, willing and able to sell goods or services that are purchased by the CITY. To qualify as an MBE, the enterprise shall meet the Significant Business Presence requirement as defined herein. Unless otherwise stated, the term "MBE" as used in this Ordinance is not inclusive of women-owned business enterprises (WBEs).

Minority Group Members – African-Americans, Hispanic Americans, Asian Americans and Native Americans legally residing in, or that are citizens of, the United States or its territories, as defined below:

African-Americans: Persons having origins in any of the black racial groups of Africa as well as those identified as Jamaican, Trinidadian, or West Indian.

Hispanic-Americans: Persons of Mexican, Puerto Rican, Cuban, Spanish or Central and South American origin.

Asian-Americans: Persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent or the Pacific Islands.

Native Americans: Persons having no less than 1/16th percentage origin in any of the Native American Tribes, as recognized by the U.S. Department of the Interior, Bureau of Indian Affairs and as demonstrated by possession of personal tribal role documents.

Originating Department – the CITY department or authorized representative of the CITY which issues solicitations or for which a solicitation is issued.

Payment – dollars actually paid to CONTRACTORS and/or Subcontractors and vendors for CITY contracted goods and/or services.

Prime Contractor – the vendor or contractor to whom a purchase order or contract is issued by the City of San Antonio for purposes of providing goods or services for the City. For purposes of this Agreement, this term refers to the CONTRACTOR.

Relevant Marketplace – the geographic market area affecting the S/M/WBE Program as determined for purposes of collecting data for the MGT Studies, and for determining eligibility for participation under various programs established by the SBEDA Ordinance, is defined as the San Antonio Metropolitan Statistical Area (SAMSA), currently including the counties of Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson.

Respondent – a vendor submitting a bid, statement of qualifications, or proposal in response to a solicitation issued by the City. For purposes of this Agreement, CONTRACTOR is the Respondent.

Responsible – a firm which is capable in all respects to fully perform the contract requirements and has the integrity and reliability which will assure good faith performance of contract specifications.

Responsive – a firm's submittal (bid, response or proposal) conforms in all material respects to the solicitation (Invitation for Bid, Request for Qualifications, or Request for Proposal) and shall include compliance with S/M/WBE Program requirements.

San Antonio Metropolitan Statistical Area (SAMSA) – also known as the Relevant Marketplace, the geographic market area from which the CITY's MGT Studies analyzed contract utilization and availability data for disparity (currently including the counties of Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson).

SBE Directory - a listing of small businesses that have been certified for participation in the City's SBE Program APIs.

Significant Business Presence – to qualify for this Program, a S/M/WBE must be headquartered or have a *significant business presence* for at least one year within the Relevant Marketplace, defined as: an established place of business in one or more of the eight counties that make up the San Antonio Metropolitan Statistical Area (SAMSA), from which 20% of its full-time, part-time and contract employees are regularly based, and from which a substantial role in the S/M/WBE's performance of a Commercially Useful Function is conducted. A location utilized solely as a post office box, mail drop or

telephone message center or any combination thereof, with no other substantial work function, shall not be construed to constitute a significant business presence.

Small Business Enterprise (SBE) – a corporation, partnership, sole proprietorship or other legal entity for the purpose of making a profit, which is Independently Owned and Operated by Individuals legally residing in, or that are citizens of, the United States or its territories, and which meets the U.S. Small Business Administration (SBA) size standard for a small business in its particular industry(ies) and meets the Significant Business Presence requirements as defined herein.

Small Business Office (SBO) – the office within the Economic Development Department (EDD) of the CITY that is primarily responsible for general oversight and administration of the S/M/WBE Program.

Small Business Office Manager – the Assistant Director of the EDD of the CITY that is responsible for the management of the SBO and ultimately responsible for oversight, tracking, monitoring, administration, implementation and reporting of the S/M/WBE Program. The SBO Manager is also responsible for enforcement of contractor and vendor compliance with contract participation requirements, and ensuring that overall Program goals and objectives are met.

Small Minority Women Business Enterprise Program (S/M/WBE Program) – the combination of SBE Program and M/WBE Program features contained in the SBEDA Ordinance.

Subcontractor – any vendor or contractor that is providing goods or services to a Prime Contractor or CONTRACTOR in furtherance of the Prime Contractor's performance under a contract or purchase order with the City. A copy of each binding Agreement between the CONTRACTOR and its subcontractors shall be submitted to the CITY prior to execution of this contract Agreement and any contract modification Agreement.

Suspension – the temporary stoppage of the SBE or M/WBE firm's beneficial participation in the CITY's S/M/WBE Program for a finite period of time due to cumulative contract payments the S/M/WBE firm received during a fiscal year that exceed a certain dollar threshold as set forth in Section III.E.7 of Attachment A to the SBEDA Ordinance, or the temporary stoppage of CONTRACTOR's and/or S/M/WBE firm's performance and payment under CITY contracts due to the CITY's imposition of Penalties and Sanctions set forth in Section III.E.13 of Attachment A to the SBEDA Ordinance.

Subcontractor/Supplier Utilization Plan – a binding part of this contract Agreement which states the CONTRACTOR's commitment for the use of Joint Venture Partners and / or Subcontractors/Suppliers in the performance of this contract Agreement, and states the name, scope of work, and dollar value of work to be performed by each of CONTRACTOR's Joint Venture partners and Subcontractors/Suppliers in the course of the performance of this contract, specifying the S/M/WBE Certification category for each Joint Venture partner and Subcontractor/Supplier, as approved by the SBO Manager. Additions, deletions or modifications of the Joint Venture partner or Subcontractor/Supplier names, scopes of work, of dollar values of work to be performed requires an amendment to this Agreement to be approved by the EDD Director or designee.

Women Business Enterprises (WBEs) - any legal entity, except a joint venture, that is organized to engage in for-profit transactions, that is certified for purposes of the SBEDA Ordinance as being a Small Business Enterprise and that is at least fifty-one percent (51%) owned, managed and Controlled by one or more non-minority women Individuals that are lawfully residing in, or are citizens of, the United States or its territories, that is ready, willing and able to sell goods or services that are purchased by the City and that meets the Significant Business Presence requirements as defined herein. Unless otherwise stated, the term "WBE" as used in this Agreement is not inclusive of MBEs.

D. SBEDA Program Compliance – General Provisions

As CONTRACTOR acknowledges that the terms of the CITY's SBEDA Ordinance, as amended, together with all requirements, guidelines, and procedures set forth in the CITY's SBEDA Policy & Procedure Manual are in furtherance of the CITY's efforts at economic inclusion and, moreover, that such terms are part of CONTRACTOR's scope of work as referenced in the CITY's formal solicitation that formed the basis for contract award and subsequent execution of this Agreement, these SBEDA Ordinance requirements, guidelines and procedures are hereby incorporated by reference into this Agreement, and are considered by the Parties to this Agreement to be material terms. CONTRACTOR voluntarily agrees to fully comply with these SBEDA program terms as a condition for being awarded this contract by the CITY. Without limitation, CONTRACTOR further agrees to the following terms as part of its contract compliance responsibilities under the SBEDA Program:

1. CONTRACTOR shall cooperate fully with the Small Business Office and other CITY departments in their data collection and monitoring efforts regarding CONTRACTOR's utilization and payment of Subcontractors, S/M/WBE firms, and HUBZone firms, as applicable, for their performance of Commercially Useful Functions on this contract

including, but not limited to, the timely submission of completed forms and/or documentation promulgated by SBO, through the Originating Department, pursuant to the SBEDA Policy & Procedure Manual, timely entry of data into monitoring systems, and ensuring the timely compliance of its Subcontractors with this term;

2. CONTRACTOR shall cooperate fully with any CITY or SBO investigation (and shall also respond truthfully and promptly to any CITY or SBO inquiry) regarding possible non-compliance with SBEDA requirements on the part of CONTRACTOR or its Subcontractors or suppliers;
3. CONTRACTOR shall permit the SBO, upon reasonable notice, to undertake inspections as necessary including, but not limited to, contract-related correspondence, records, documents, payroll records, daily logs, invoices, bills, cancelled checks, and work product, and to interview Subcontractors and workers to determine whether there has been a violation of the terms of this Agreement;
4. CONTRACTOR shall immediately notify the SBO, in writing on the Change to Utilization Plan form, through the Originating Department, of any proposed changes to CONTRACTOR's Subcontractor / Supplier Utilization Plan for this contract, with an explanation of the necessity for such proposed changes, including documentation of Good Faith Efforts made by CONTRACTOR to replace the Subcontractor / Supplier in accordance with the applicable Affirmative Procurement Initiative. All proposed changes to the Subcontractor / Supplier Utilization Plan including, but not limited to, proposed self-performance of work by CONTRACTOR of work previously designated for performance by Subcontractor or supplier, substitutions of new Subcontractors, terminations of previously designated Subcontractors, or reductions in the scope of work and value of work awarded to Subcontractors or suppliers, shall be subject to advanced written approval by the Originating Department and the SBO. CONTRACTOR shall require new Subcontractors or Suppliers, prior to submission of CONTRACTOR's Change to Utilization Plan form, to register in the Centralized Vendor Registration system, before seeking SBO approval.
5. CONTRACTOR shall immediately notify the Originating Department and SBO of any transfer or assignment of its contract with the CITY, as well as any transfer or change in its ownership or business structure.
6. CONTRACTOR shall retain all records of its Subcontractor payments for this contract for a minimum of four years or as required by state law, following the conclusion of this contract or, in the event of litigation concerning this contract, for a minimum of four years or as required by state law following the final determination of litigation, whichever is later.
7. In instances wherein the SBO determines that a Commercially Useful Function is not actually being performed by the applicable S/M/WBE or HUBZone firms listed in a CONTRACTOR's Subcontractor / Supplier Utilization Plan, the CONTRACTOR shall not be given credit for the participation of its S/M/WBE or HUBZone subcontractor(s) or joint venture partner(s) toward attainment of S/M/WBE or HUBZone firm utilization goals, and the CONTRACTOR and its listed S/M/WBE firms or HUBZone firms may be subject to sanctions and penalties in accordance with the SBEDA Ordinance.
8. CONTRACTOR acknowledges that the CITY will not execute a contract or issue a Notice to Proceed for this project until the CONTRACTOR and each of its Subcontractors for this project have registered and/or maintained active status in the CITY's Centralized Vendor Registration System, and CONTRACTOR has represented to CITY which primary commodity codes each registered Subcontractor will be performing under for this contract.

E. SBEDA Program Compliance – Affirmative Procurement Initiatives

The CITY has applied the following contract-specific Affirmative Procurement Initiative to this contract:

None. There are no Affirmative Procurement Initiatives being applied to this contract.

F. Commercial Nondiscrimination Policy Compliance

As a condition of entering into this Agreement, the CONTRACTOR represents and warrants that it has complied with throughout the course of this solicitation and contract award process, and will continue to comply with, the CITY's Commercial Nondiscrimination Policy, as described under Section III. C. 1. of the SBEDA Ordinance. As part of such compliance, CONTRACTOR shall not discriminate on the basis of race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation or, on the basis of disability or other unlawful forms of discrimination in the solicitation, selection, hiring or commercial treatment of Subcontractors, vendors, suppliers, or commercial customers, nor shall the company retaliate against any person for reporting instances of such discrimination. The company shall provide equal opportunity for Subcontractors, vendors and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the CITY's Relevant Marketplace. The company understands and agrees that a material violation of this clause shall be considered a material breach of this Agreement and may result in termination of this Agreement, disqualification of the company from participating in CITY contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party. CONTRACTOR's certification of its compliance with this Commercial Nondiscrimination Policy as submitted to the CITY pursuant to the solicitation for this contract is hereby attached and incorporated into the material terms of this Agreement. CONTRACTOR shall incorporate this clause into each of its Subcontractor and supplier Agreements entered into pursuant to CITY contracts.

G. Prompt Payment

Upon execution of this contract by CONTRACTOR, CONTRACTOR shall be required to submit to CITY accurate progress payment information with each invoice regarding each of its Subcontractors, including HUBZone Subcontractors, to ensure that the CONTRACTOR's reported subcontract participation is accurate. CONTRACTOR shall pay its Subcontractors in compliance with Chapter 2251, Texas Government Code (the "Prompt Payment Act") within ten days of receipt of payment from CITY. In the event of CONTRACTOR's noncompliance with these prompt payment provisions, no final retainage on the Prime Contract shall be released to CONTRACTOR, and no new CITY contracts shall be issued to the CONTRACTOR until the CITY's audit of previous subcontract payments is complete and payments are verified to be in accordance with the specifications of the contract.

H. Violations, Sanctions and Penalties

In addition to the above terms, CONTRACTOR acknowledges and agrees that it is a violation of the SBEDA Ordinance and a material breach of this Agreement to:

1. Fraudulently obtain, retain, or attempt to obtain, or aid another in fraudulently obtaining, retaining, or attempting to obtain or retain Certification status as an SBE, MBE, WBE, M/WBE, HUBZone firm, Emerging M/WBE, or ESBE for purposes of benefitting from the SBEDA Ordinance;
2. Willfully falsify, conceal or cover up by a trick, scheme or device, a material fact or make any false, fictitious or fraudulent statements or representations, or make use of any false writing or document, knowing the same to contain any false, fictitious or fraudulent statement or entry pursuant to the terms of the SBEDA Ordinance;
3. Willfully obstruct, impede or attempt to obstruct or impede any authorized official or employee who is investigating the qualifications of a business entity which has requested Certification as an S/M/WBE or HUBZone firm;
4. Fraudulently obtain, attempt to obtain or aid another person fraudulently obtaining or attempting to obtain public monies to which the person is not entitled under the terms of the SBEDA Ordinance; and
5. Make false statements to any entity that any other entity is, or is not, certified as an S/M/WBE for purposes of the SBEDA Ordinance.

Any person who violates the provisions of this section shall be subject to the provisions of Section III. E. 13 of the SBEDA Ordinance and any other penalties, sanctions and remedies available under law including but not limited to:

1. Suspension of contract;
2. Withholding of funds;

3. Rescission of contract based upon a material breach of contract pertaining to S/M/WBE Program compliance;
4. Refusal to accept a response or proposal; and
5. Disqualification of CONTRACTOR or other business firm from eligibility for providing goods or services to the City for a period not to exceed two years (upon City Council approval).

RFCSP EXHIBIT 5

NON-DISCRIMINATION

Non-Discrimination. As a party to this contract, {Contractor or Vendor} understands and agrees to comply with the Non-Discrimination Policy of the City of San Antonio contained in Chapter 2, Article X of the City Code and further, shall not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender identity, veteran status, age or disability, unless exempted by state or federal law, or as otherwise established herein.

RFCSP EXHIBIT 6

APPENDIX A – SAMPLE BUDGET REPORT

ATTACHED AS A SEPARATE DOCUMENT

RFCSP EXHIBIT 7

APPENDIX B – SAMPLE PERFORMANCE MEASURES REPORT

ATTACHED AS A SEPARATE DOCUMENT

RFCSP EXHIBIT 8

APPENDIX C – SAMPLE BOND PROGRAM REPORTS

ATTACHED AS A SEPARATE DOCUMENT

018 RFCSP ATTACHMENTS

RFCSP ATTACHMENT A, PART ONE

RESPONDENT QUESTIONNAIRE

1. Respondent Information: Provide the following information regarding the Respondent.

(NOTE: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

Respondent Name: _____

(NOTE: Give exact legal name as it will appear on the contract, if awarded.)

Principal Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Website address: _____

Year established: _____

Provide the number of years in business under present name: _____

Social Security Number or Federal Employer Identification Number: _____

Texas Comptroller's Taxpayer Number, if applicable: _____

(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

DUNS NUMBER: _____

Business Structure: Check the box that indicates the business structure of the Respondent.

Individual or Sole Proprietorship If checked, list Assumed Name, if any: _____

Partnership

Corporation If checked, check one: For-Profit Nonprofit

Also, check one: Domestic Foreign

Other If checked, list business structure: _____

Printed Name of Contract Signatory: _____

Job Title: _____

(NOTE: This RFCSP solicits proposals to provide services under a contract which has been identified as "High Profile". Therefore, Respondent must provide the name of person that will sign the contract for the Respondent, if awarded.)

Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:

Provide address of office from which this project would be managed:

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Annual Revenue: \$ _____

Total Number of Employees: _____

Total Number of Current Clients/Customers: _____

Briefly describe other lines of business that the company is directly or indirectly affiliated with:

List Related Companies:

2. **Contact Information:** List the one person who the City may contact concerning your proposal or setting dates for meetings.

Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Email: _____

3. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

Yes ___ No ___

4. Is Respondent authorized and/or licensed to do business in Texas?

Yes ___ No ___ If "Yes", list authorizations/licenses.

5. Where is the Respondent's corporate headquarters located? _____

6. **Local/County Operation:** Does the Respondent have an office located in San Antonio, Texas?

Yes ___ No ___ If "Yes", respond to a and b below:

- a. How long has the Respondent conducted business from its San Antonio office?

Years _____ Months _____

- b. State the number of full-time employees at the San Antonio office.

If "No", indicate if Respondent has an office located within Bexar County, Texas:

Yes ___ No ___ If "Yes", respond to c and d below:

- c. How long has the Respondent conducted business from its Bexar County office?

Years _____ Months _____

- d. State the number of full-time employees at the Bexar County office. _____

7. Debarment/Suspension Information: Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

Yes ___ No ___ If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

8. Surety Information: Has the Respondent ever had a bond or surety canceled or forfeited?

Yes ___ No ___ If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

9. Bankruptcy Information: Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?

Yes ___ No ___ If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

10. Disciplinary Action: Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations? If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

11. Previous Contracts:

a. Has the Respondent ever failed to complete any contract awarded?

Yes ___ No ___ If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

Yes ___ No ___ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

Yes ___ No ___ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

REFERENCES

Provide three (3) references, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Date and Type of Service(s) Provided: _____

Contact Email Address: _____

Reference No. 2:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Date and Type of Service(s) Provided: _____

Contact Email Address: _____

Reference No. 3:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Date and Type of Service(s) Provided: _____

Contact Email Address: _____

RFCSP ATTACHMENT A, PART TWO

EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Describe Respondent's experience relevant to the Scope of Services requested by this RFCSP. List and describe three relevant projects of similar size and scope performed over the past four years. Identify associated results or impacts of the project/work performed.
2. Indicate the number of years Respondent has been in the business of providing a financial or performance related transparency application or software. Indicate if this is the Respondent's primary line of business. If not, state the Respondent's primary line of business.
3. List all financial or performance related transparency projects that the Respondent has completed in the last five years.
4. List all financial or performance related transparency projects that Respondent has in progress as of the proposal due date. For each project listed, give the target date of completion, and the contact name, phone number, and email address for the project manager.
5. Describe Respondent's specific experience with public entities clients, especially large municipalities or authorities. If Respondent has provided services for the City in the past, identify the name of the project and the department for which Respondent provided those services.
6. If Respondent is proposing as a team or joint venture or has included sub-contractors, describe the rationale for selecting the team and the extent to which the team, joint ventures and/or sub-contractors have worked together in the past.
7. Provide an organizational chart showing how the Respondent proposes to staff the project. For each position reflected on the organizational chart:
 - b) identify the number and professional qualifications (to include licenses, certifications, associations)
 - c) identify relevant experience on projects of similar size and scope
 - d) state the primary work assignment and the percentage of time to be devoted to the project.
8. Additional Information. Identify any other relevant information about the Respondent's qualifications.

RFCSP ATTACHMENT A, PART THREE

PROPOSAL PLAN AND SOLUTION

The Respondent shall provide services to accomplish a complete and finished access to the software. Respondent must provide a detailed, narrative response to the service requirements outlined below. Please include any relevant system requirements which would be necessitated for successful implementation. Each response should include the heading and numbering schema shown below for the section that is being addressed. Failure to follow this format may result in vital information not being considered when reviewing the proposal.

At minimum, the services shall include, but are not limited to the services listed below.

1. IMPLEMENTATION SERVICES

a) Project Planning – Defining in a written Project Plan, the tasks, milestones, schedule, deliverables, communication, risk management and resource management of the implementation project.

b) Requirements Definition – Documenting the roles, processes, and software functions to be accomplished by the system, using requirements provided by the Department, and a structured documentation methodology.

c) Services Access – Confirming access from workstations for development and testing purposes, noting any required plug-ins or other needed modules.

d) Infrastructure Plan - A plan that describes any needed additions and/or changes to the City's infrastructure in order to support the portion of the application hosted at the City or for access from the City staff.

e) Security Plan - A plan that describes the security related changes the hosting environment or applications in order to meet the City's needs.

f) Software Configuration - Creating a Configuration Plan that describes how the software will be configured to meet City needs as documented. Modifying screens, menus, reports, and adding user-defined fields to adapt to the City's needs, including any custom programming.

g) Data Conversion - Conversion of up to five years of existing financial data for use within the proposed solution as needed.

h) Testing - The City will be responsible for conducting tests to ensure that the base software, any modifications, interfaces, and hardware meet the City's business needs and it functions properly in the City's environment.

i. The City and the Respondent will work to resolve any issues in configuration, data conversion, or performance. The Respondent will obtain written verification from the City's Contract Administrator of this task.

ii. The Respondent will immediately provide resources for product fixes resulting from errors identified during the software testing process and provide additional training and/or support where necessary.

iii. Respondent's proposal shall address all sections of Acceptance Testing to be specified by the City of San Antonio.

i) Performance Tuning - SaaS environment will be assessed and modified to achieve best performance and optimum settings. Respondent shall specify measures and targets to track user experience in relation to system responsiveness. Respondent shall provide regular updates of these measures and commit to address any degradation in user experience.

j) Startup - Providing assistance with project setup to resolve initial issues.

k) Training - Create a comprehensive Training Plan to include, but not limited to, conducting training on-site or remotely for up to 10 staff members at varying levels of use.

2. DATA SERVICES

Respondent must clearly state and, if necessary, be prepared to demonstrate how they will meet the requirements below:

The proposed solution will enable users to:

- a) Analyze data in graphical format
- b) Analyze data in a numerical format
- c) View multiple graphical formats such as pie, line, bar, or similar charts
- d) Search for transactions by one or more of the provided data elements
- e) Filter data by one or more of the provided data elements
- f) Export data from the platform into a common format (csv, xls, etc)
- g) Create bookmarks or share links to searches or filtered results

3. SUPPORT SERVICES

The Respondent's proposal must provide information that can be used by the City to evaluate the Respondent's support services. Following successful, startup, and training, the Respondent is expected to provide support services to preserve the investment by the City of San Antonio and to assist in resolving issues. Minimum required support services are as follows:

- a) Software Maintenance -
 - i. With the City's approval, updates or upgrades of the software service can be incorporated for bug fixes, new features or other software enhancements included in future versions.
 - ii. A description of the roles, responsibilities, problem escalations path, scheduled downtimes, contact names, emails, and phone numbers in support of the Respondent's hosted system.
- b) Telephone and/or Remote Support - Software troubleshooting and usage advice provided via telephone and / or tools that allow remote support.
- c) On-Site Support - Software troubleshooting, reconfiguration, retraining or other specialized assistance provided on-site.
- d) Warranty - The City desires a one-year warranty to follow final acceptance. The Offerer will provide free upgrade maintenance and support services during the one-year warranty period.

ALL WARRANTIES SHALL START FROM THE CITY OF SAN ANTONIO IN SERVICE DATE.

All warranty items/issues/concerns shall be resolved at no charge to the City of San Antonio. This shall include, but not be limited to, parts, labor, freight, travel, etc. All warranty items/issues/concerns shall be resolved within a time frame determined by the Contract Administrator. The Contractor shall warranty all parts and services provided by a subcontractor just as if supplied directly by the Contractor.

4. PROJECT SCHEDULE

It is the City's desire to implement the solution in a timely manner as soon as the contract is awarded. Respondent shall submit a proposed schedule.

RFCSP ATTACHMENT B
CONTRACTS DISCLOSURE FORM

Contracts Disclosure Form may be downloaded at <https://www.sanantonio.gov/eforms/atty/ContractsDisclosureForm.pdf>

Instructions for completing the Contracts Disclosure form are listed below:

1. Download form and complete all fields. Note: All fields must be completed prior to submitting the form.
2. Click on the "Print" button and place the copy in proposal response as indicated in the Proposal Checklist.

RFCSP ATTACHMENT C
LITIGATION DISCLOSURE FORM

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes No

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

Yes No

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes No

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.

RFCSP ATTACHMENT D

SBEDA UTILIZATION PLAN

ATTACHED AS A SEPARATE DOCUMENT

RFCSP ATTACHMENT E

PRICING SCHEDULE

ATTACHED AS A SEPARATE DOCUMENT

RFCSP ATTACHMENT F

SIGNATURE PAGE

Respondent, and co-respondent, if any, must complete City's Certified Vendor Registration (CVR) Form prior to the due date for submission of proposals. The CVR Form may be accessed at: <http://www.sanantonio.gov/purchasing/> or the direct link at: <http://www.sanantonio.gov/purchasing/saeps.aspx>

By submitting a proposal, whether electronically or by paper, Respondent represents that:

If Respondent is a corporation, Respondent will be required to provide a certified copy of the resolution evidencing authority to enter into the contract, if other than an officer will be signing the contract.

IF AWARDED A CONTRACT IN RESPONSE TO THIS RFCSP, RESPONDENT CERTIFIES THAT IT IS ABLE AND WILLING TO COMPLY WITH THE VENUE, THE INSURANCE AND INDEMNIFICATION REQUIREMENTS SET OUT IN RFCSP EXHIBITS 1 & 2. A FAILURE TO COMPLY WITH THE VENUE, JURISDICTION AND ARBITRATION, INTELLECTUAL PROPERTY, UNDISCLOSED FEATURES, OWNERSHIP AND LICENSES, CERTIFICATIONS, ACCEPTANCE CRITERIA, INSURANCE AND INDEMNIFICATION REQUIREMENTS OF THIS RFCSP WILL RESULT IN REJECTION OF THE PROPOSAL. RESPONDENT UNDERSTANDS AND AGREES THAT THE TERMS CONTAINED IN THIS RFCSP ARE PART OF THE FINAL CONTRACT AND PREVAIL OVER ANY CONFLICTING TERMS IN ANY DOCUMENT FURNISHED BY RESPONDENT, EVEN IF NOT EXPRESSLY PROVIDED IN THE BODY OF THE CONTRACT.

If awarded a contract in response to this RFCSP, Respondent will be able and willing to comply with all representations made by Respondent in Respondent's proposal and during Proposal process.

Respondent has fully and truthfully submitted a Litigation Disclosure form with the understanding that failure to disclose the required information may result in disqualification of proposal from consideration.

Respondent agrees to fully and truthfully submit the Respondent Questionnaire form and understands that failure to fully disclose requested information may result in disqualification of proposal from consideration or termination of contract, once awarded.

To comply with the City's Ethics Code, particularly Section 2-61 that prohibits a person or entity seeking a City contract - or any other person acting on behalf of such a person or entity - from contacting City officials or their staff prior to the time such contract is posted as a City Council agenda item.

(S)he is authorized to submit this proposal on behalf of the entity.

Acknowledgement of Prohibition regarding Campaign and Officeholder Contributions

If submitting your proposal by paper, complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

Email Address: _____

(NOTE: If proposal is submitted by Co-Respondents, an authorized signature from a representative of each Co-Respondent is required. Add additional signature blocks as required.)

Co-Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

Email Address: _____

If submitting your proposal electronically, through City's portal, Co-Respondent must also log in using Co-Respondent's log-on ID and password, and submit a letter indicating that Co-Respondent is a party to Respondent's proposal and agrees to these representations and those made in Respondent's proposal. While Co-Respondent does not have to submit a copy of Respondent's proposal, Co-Respondent should answer any questions or provide any information directed specifically to Co-Respondent.

Co-Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

Email Address: _____

RFCSP ATTACHMENT G

VETERAN-OWNED SMALL BUSINESS PROGRAM (VOSBP) TRACKING FORM

Veteran-Owned Small Business Preference Program (VOSBPP) Ordinance Pursuant to Ordinance No. 2013-12-05-0864, effective for solicitations issued after January 15, 2014, all solicitations issued by the City are subject to tracking of Veteran Owned Small Business (VOSB) participation.

For more information on the program, refer to the Veteran-Owned Small Business Program Tracking Form attached to this solicitation.

Respondent must complete and return the attached Veteran-Owned Small Business Program Tracking Form.

ATTACHED AS A SEPARATE DOCUMENT

RFCSP ATTACHMENT H

PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

Document	Initial to Indicate Document is Attached to Proposal
Table of Contents	
Respondent Questionnaire RFCSP Attachment A, Part One	
Experience, Background and Qualifications RFCSP Attachment A, Part Two	
Proposed Plan and Solution RFCSP Attachment A, Part Three	
Contracts Disclosure Form RFCSP Attachment B	
Litigation Disclosure Form RFCSP Attachment C	
*SBEDA Utilization Form RFCSP Attachment D and Associated Certificates, if applicable	
Pricing Schedule RFCSP Attachment E	
*Signature Page RFCSP Attachment F	
*Veteran-Owned Small Business Program Tracking Form RFCSP Attachment G	
Proposal Checklist RFCSP Attachment H	
Proof of Insurability (See RFCSP Exhibit 1) Insurance Provider's Letter Copy of Current Certificate of Insurance	
*Certificate of Interested Parties Form (Form 1295) RFCSP Attachment I	
One (1) Original, seven (7) hard copies and one (1) CD of entire proposal in PDF format.	

*Documents marked with an asterisk on this checklist require a signature. Be sure they are signed prior to submittal of proposal.

RFCSP ATTACHMENT I

CERTIFICATE OF INTERESTED PARTIES (FORM 1295)

The Texas Government Code §2252.908, and the rules issued by the Texas Ethics Commission found in Title 1, Sections 46.1, 46.3 and 46.5 of the Texas Administrative Code, require a business entity to submit a completed Form 1295 to the City before the City may enter into a contract with that business entity.

Form 1295 must be completed online. In Box 3 of the form, provide the solicitation number shown on the cover page of this solicitation (e.g. IFB 6100001234, RFO 6100001234 or RFCSP 6100001234). The form is available from the Texas Ethics Commission by accessing the following web address:

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

Print your completed Form 1295 showing the Certification Number and Date Filed in the Certification of Filing box at the upper right corner. Sign Form 1295 in front of a notary and submit it with your response to this solicitation.

The following definitions found in the statute and Texas Ethics Commission rules may be helpful in completing Form 1295.

“Business entity” includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency.

“Controlling interest” means: (1) an ownership interest or participating interest in a business entity by virtue of units, percentage, shares, stock, or otherwise that exceeds 10 percent; (2) membership on the board of directors or other governing body of a business entity of which the board or other governing body is composed of not more than 10 members; or (3) service as an officer of a business entity that has four or fewer officers, or service as one of the four officers most highly compensated by a business entity that has more than four officers.

“Interested party” means: (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) a person who actively participates in facilitating a contract or negotiating the terms of a contract with a governmental entity or state agency, including a broker, intermediary, adviser, or attorney for the business entity.

“Intermediary”, for purposes of this rule, means a person who actively participates in the facilitation of the contract or negotiating the contract, including a broker, adviser, attorney, or representative of or agent for the business entity who:

- (1) receives compensation from the business entity for the person’s participation;
- (2) communicates directly with the governmental entity or state agency on behalf of the business entity regarding the contract; and
- (3) is not an employee of the business entity.



CITY OF SAN ANTONIO SUBCONTRACTOR/SUPPLIER UTILIZATION PLAN

SOLICITATION NAME: **Financial/Performance Transparency Application**

RESPONDENT NAME:

SOLICITATION API: **None**

API REQUIREMENTS: **None**

Enter Respondent's (Prime) proposed contract participation level. Leave blank for revenue generating contracts.

	PARTICIPATION DOLLAR AMOUNT	% LEVEL OF PARTICIPATION	CERTIFICATION TYPE AND NUMBER	TYPE OF WORK TO BE PERFORMED (BY NIGP CODE)
Prime:	\$	%		
SAePS Vendor #:			SCTRCA #:	

List ALL subcontractors/suppliers that will be utilized for the entire contract period, excluding possible extensions, renewals and/or alternates. Use additional pages if necessary.

Sub:	\$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	\$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	\$	%		
SAePS Vendor #:			SCTRCA #:	
Sub:	\$	%		
SAePS Vendor #:			SCTRCA #:	

**** Prime respondent and all subcontractors/suppliers must be registered in the City of San Antonio Electronic Procurement System (SAePS). To learn more about how to register, please call (210) 207-0118 or visit <http://www.sanantonio.gov/purchasing/saeps.aspx>.**

Sub:	\$	%	
SAePS Vendor #:			SCTRCA #:
Sub:	\$	%	
SAePS Vendor #:			SCTRCA #:
Sub:	\$	%	
SAePS Vendor #:			SCTRCA #:
Sub:	\$	%	
SAePS Vendor #:			SCTRCA #:
Sub:	\$	%	
SAePS Vendor #:			SCTRCA #:
A.Total Prime Participation:	\$	%	A. Total base bid amount to be kept by prime.
B.Total Sub Participation:	\$	%	B. Total amount prime will pay to certified and non-certified subcontractors/suppliers
C.Total Certified Sub Participation:	\$	%	C. Total amount prime will pay to certified subcontractors/suppliers per the eligibility requirements stated above
D.Total Prime & Sub Participation*:	\$	%	D. Total prime and subcontractor(s)/supplier(s) participation must equal your base bid amount (A+B)

If a business is not certified, please call the Small Business Program Office at (210) 207-3900 for information and details on how subcontractors and suppliers may obtain certification.

I HEREBY AFFIRM THAT I POSSESS DOCUMENTATION FROM ALL PROPOSED SUBCONTRACTORS/SUPPLIERS CONFIRMING THEIR INTENT TO PERFORM THE SCOPE OF WORK FOR THE PRICE INDICATED ABOVE. I FURTHER AFFIRM THAT THE ABOVE INFORMATION IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF. I UNDERSTAND AND AGREE THAT, IF AWARDED THE CONTRACT, THIS DOCUMENT SHALL BE ATTACHED THERETO AND BECOME A BINDING PART OF THE CONTRACT.

Print Name: _____ **Sign:** _____ **Title:** _____

Date: _____

FOR CITY USE

Action Taken: Approved _____ Denied _____

**ASSISTANT DIRECTOR
ECONOMIC DEVELOPMENT DEPARTMENT**

City of San Antonio
Veteran-Owned Small Business Program Tracking Form

Authority. San Antonio City Code Chapter 2, Article XI describes the City's veteran-owned small business preference program.

Tracking. This solicitation is not eligible for a preference based on status as a veteran-owned small business (VOSB). Nevertheless, in order to determine whether the program can be expanded at a later date, the City tracks VOSB participation at both prime contract and subcontract levels.

Certification. The City relies on inclusion in the database of veteran-owned small businesses (VOSB) maintained by the U.S. Small Business Administration to verify VOSB status; however, veteran status may also be confirmed by certification by another public or private entity that uses similar certification procedures.

Definitions.

The program uses the federal definitions of veteran and veteran-owned small business found in 38 CFR Part 74.

- The term “veteran” means a person who served on active duty with the U.S. Army, Air Force, Navy, Marine Corps, Coast Guard, for any length of time and at any place and who was discharged or released under conditions other than dishonorable. Reservists or members of the National Guard called to federal active duty or disabled from a disease or injury incurred or aggravated in line of duty or while in training status.
- A veteran-owned small business is a business that is not less than 51 percent owned by one or more veterans, or in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; the management and daily business operations of which are controlled by one or more veterans and qualifies as “small” for Federal business size stand purposes.

The program uses the below definition of joint venture.

- Joint Venture means a collaboration of for-profit business entities, in response to a solicitation, which is manifested by a written agreement, between two or more independently owned and controlled business firms to form a third business entity solely for purposes of undertaking distinct roles and responsibilities in the completion of a given contract. Under this business arrangement, each joint venture partner shares in the management of the joint venture and also shares in the profits or losses of the joint venture enterprise commensurately with its contribution to the venture.

The program does not distinguish between a veteran and a service-disabled veteran-owned business and is not limited geographically.

COMPLETE THE FOLLOWING FORM AND SUBMIT WITH YOUR BID/PROPOSAL.

INSTRUCTIONS

- IF SUBMITTING AS A PRIME CONTRACTOR ONLY, COMPLETE **SECTION 1** OF THIS FORM.
- IF SUBMITTING AS A PRIME CONTRACTOR UTILIZING A SUBCONTRACTOR, COMPLETE **SECTIONS 1 AND 2** OF THIS FORM.

City of San Antonio
Veteran-Owned Small Business Program Tracking Form

SOLICITATION NAME/NUMBER: _____

Name of Respondent:		
Physical Address:		
City, State, Zip Code:		
Phone Number:		
Email Address:		
Is Respondent certified as a VOSB with the U.S. Small Business Administration? (circle one)	Yes	No
If yes, provide the SBA Certification #		
If not certified by the SBA, is Respondent certified as a VOSB by another public or private entity that uses similar certification procedures? (circle one)	Yes	No
If yes, provide the name of the entity who has certified Respondent as a VOSB. Include any identifying certification numbers.		
Participation Percentage:		
Participation Dollar Amount:		

Is Respondent subcontracting with a business that is certified as a VOSB? (circle one)	Yes	No
Name of SUBCONTRACTOR Veteran-Owned Small Business:		
Physical Address:		
City, State, Zip Code:		
Phone Number:		
Email Address:		
Is SUBCONTRACTOR certified as a VOSB with the U.S. Small Business Administration? (circle one)	Yes	No
If yes, provide the SBA Certification #		
If not certified by the SBA, is SUBCONTRACTOR certified as a VOSB by another public or private entity that uses similar certification procedures? (circle one)	Yes	No
If yes, provide the name of the entity who has certified SUBCONTRACTOR as a VOSB. Include any identifying certification numbers.		
Participation Percentage:		
Participation Dollar Amount		

City of San Antonio
Veteran-Owned Small Business Program Tracking Form

ACKNOWLEDGEMENT

THE STATE OF TEXAS

I certify that my responses and the information provided on this Veteran-Owned Small Business Preference Program Identification Form are true and correct to the best of my personal knowledge and belief and that I have made no willful misrepresentations on this form, nor have I withheld any relevant information in my statements and answers to questions. I am aware that any information given by me on this Veteran-Owned Small Business Preference Program Identification Form may be investigated and I hereby give my full permission for any such investigation, including the inspection of business records and site visits by City or its authorized representative. I fully acknowledge that any misrepresentations or omissions in my responses and information may cause my offer to be rejected or contract to be terminated. I further acknowledge that providing false information is grounds for debarment.

BIDDER/RESPONDENT'S FULL NAME:

(Print Name) Authorized Representative of Bidder/Respondent

(Signature) Authorized Representative of Bidder/Respondent

Title

Date

This Veteran-Owned Small Business Program Tracking Form must be submitted with the Bidder/Respondent's bid/proposal.

CITY OF SAN ANTONIO

6+6

FISCAL YEAR 2015
SIX PLUS SIX
BUDGET AND FINANCE REPORT

Prepared by
Office of Management & Budget and Finance Department
May 13, 2015



FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

REVENUES AND EXPENSES

- 2ND QUARTER ACTUALS UNAUDITED (OCTOBER 1, 2014 TO MARCH 31, 2015)
- SIX MONTH PROJECTION (APRIL 2015 TO SEPTEMBER 2015)

TABLE OF CONTENTS

Title	Page
General Fund Revenues	1
General Fund Expenditures	5
Enterprise / Restricted Funds Summary (Revenues & Expenses)	7

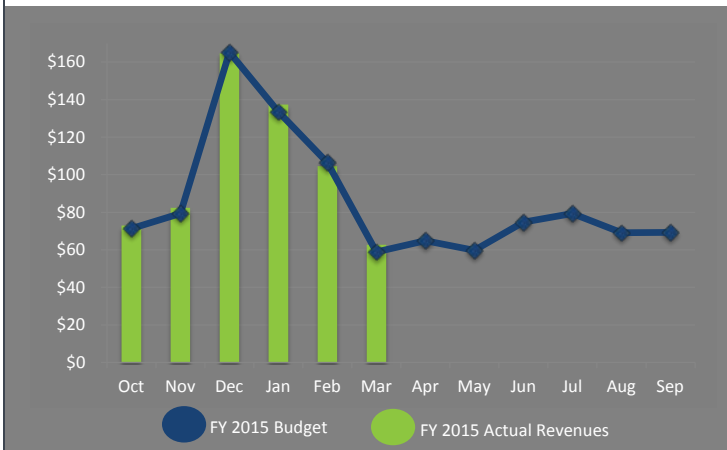
6+6

FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

GENERAL FUND REVENUES

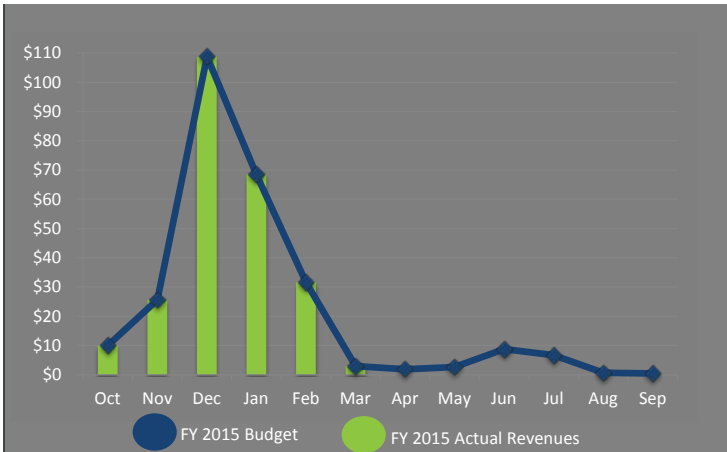
City of San Antonio

ALL SOURCES (\$ in Millions)



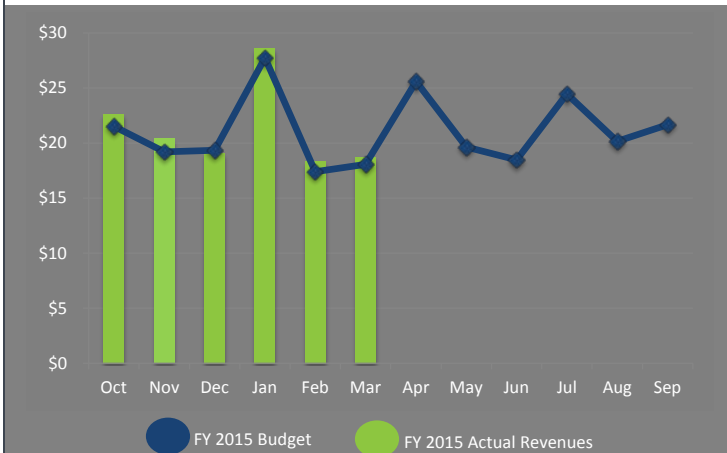
	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 71.26	\$ 72.96	\$ 1.70
Nov	79.38	82.33	2.95
Dec	165.31	164.74	(0.57)
Jan	133.55	137.35	3.81
Feb	106.37	104.54	(1.83)
Mar	58.88	62.70	3.82
Apr	64.93		
May	59.77		
Jun	74.80		
Jul	79.30		
Aug	69.15		
Sep	69.29		
Total	\$ 1,032.00	\$ 624.62	\$ 9.87

CURRENT PROPERTY TAX (\$ in Millions)



	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 10.01	\$ 10.01	\$ -
Nov	25.60	25.60	-
Dec	108.78	108.78	-
Jan	68.50	68.50	-
Feb	31.61	31.61	-
Mar	2.92	2.92	-
Apr	1.92		
May	2.59		
Jun	8.76		
Jul	6.71		
Aug	0.68		
Sep	0.41		
Total	\$ 268.48	\$ 247.41	\$ -

CITY SALES TAX (\$ in Millions)



	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 21.54	\$ 22.66	\$ 1.12
Nov	19.21	20.41	1.20
Dec	19.36	19.12	(0.24)
Jan	27.76	28.62	0.86
Feb	17.40	18.40	1.00
Mar	18.08	18.76	0.69
Apr	25.59		
May	19.64		
Jun	18.48		
Jul	24.47		
Aug	20.17		
Sep	21.68		
Total	\$ 253.37	\$ 127.97	\$ 4.62

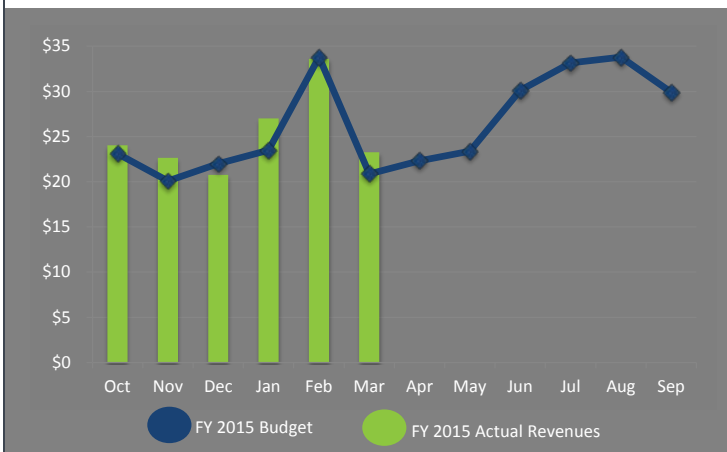
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FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

GENERAL FUND REVENUES

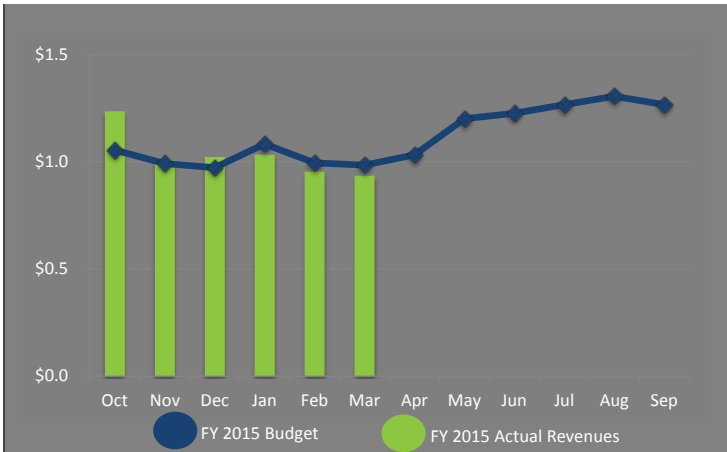
City of San Antonio

CPS ENERGY (\$ in Millions)



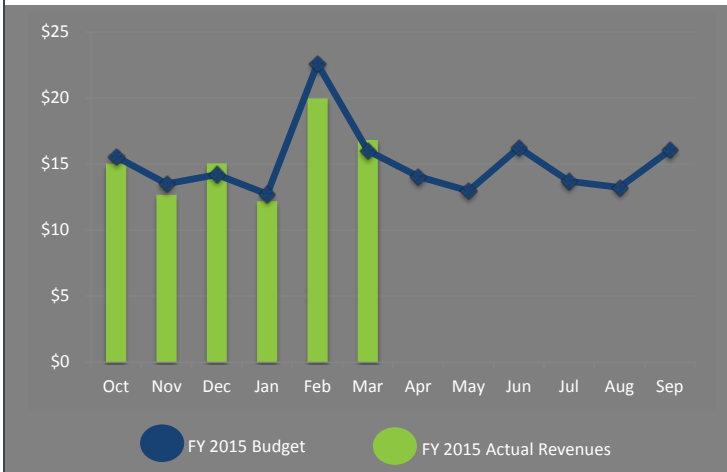
	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 23.11	\$ 24.03	\$ 0.92
Nov	20.08	22.65	2.57
Dec	22.00	20.77	(1.23)
Jan	23.48	27.00	3.52
Feb	33.77	33.60	(0.17)
Mar	20.88	23.26	2.38
Apr	22.34		
May	23.38		
Jun	30.10		
Jul	33.17		
Aug	33.77		
Sep	29.89		
Total	\$ 315.96	\$ 151.31	\$ 7.98

SAN ANTONIO WATER SYSTEM (\$ in Millions)



	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 1.05	\$ 1.24	\$ 0.18
Nov	0.99	1.01	0.01
Dec	0.97	1.02	0.05
Jan	1.08	1.03	(0.05)
Feb	0.99	0.95	(0.04)
Mar	0.98	0.93	(0.05)
Apr	1.03		
May	1.20		
Jun	1.23		
Jul	1.27		
Aug	1.31		
Sep	1.27		
Total	\$ 13.37	\$ 6.18	\$ 0.10

OTHER REVENUES (\$ in Millions)



	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 15.55	\$ 15.03	\$ (0.52)
Nov	13.51	12.67	(0.83)
Dec	14.21	15.06	0.85
Jan	12.72	12.20	(0.52)
Feb	22.59	19.97	(2.61)
Mar	16.01	16.82	0.81
Apr	14.05		
May	12.97		
Jun	16.24		
Jul	13.69		
Aug	13.23		
Sep	16.05		
Total	\$ 180.81	\$ 91.74	\$ (2.84)



FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

GENERAL FUND REVENUES

City of San Antonio

	FY 2015 Revised Budget ¹	FY 2015 6-Month Budget	FY 2015 6-Month Actuals ²	6-Month Variance Favorable (Unfavorable)	FY 2015 Estimate	12 Month Variance Favorable (Unfavorable)
AVAILABLE FUNDS						
Beginning Bal. (Excluding Financial Reserves)	\$ 63,240,982				\$ 75,976,701	12,735,719
REVENUES						
Current Property Tax	\$ 268,477,764	\$ 247,414,264	\$ 247,414,264	\$ 0	\$ 268,477,764	\$ 0
1 City Sales Tax	253,371,067	123,349,599	127,973,183	4,623,584	262,819,536	9,448,469
2 CPS Energy	315,962,248	143,322,248	151,307,099	7,984,851	329,347,000	13,384,752
Business & Franchise Tax	31,078,597	15,608,762	15,831,368	222,606	31,298,830	220,233
3 Liquor by the Drink Tax	6,612,460	3,400,000	3,406,437	6,437	7,600,000	987,540
Delinquent Property Tax	2,712,353	1,465,378	1,474,245	8,867	2,712,353	0
Penalty & Interest on Delinquent Property Taxes	2,130,000	1,001,113	1,009,243	8,130	2,130,000	0
Licenses & Permits	7,986,740	3,492,447	3,495,625	3,178	7,889,598	(97,142)
San Antonio Water System	13,373,971	6,080,247	6,183,339	103,092	13,533,781	159,810
Other Agencies	8,186,509	4,450,092	4,456,217	6,125	8,204,177	17,668
Charges for Current Services						
4 General Government	4,501,560	1,906,913	1,821,556	(85,358)	3,781,324	(720,236)
5 Public Safety	44,620,824	27,205,646	23,319,634	(3,886,012)	40,716,112	(3,904,712)
Highways & Streets	572,276	282,380	554,428	272,048	769,873	197,597
Health	2,846,047	1,414,919	1,406,256	(8,664)	2,805,884	(40,163)
Recreation & Culture	11,033,857	4,778,870	5,051,471	272,601	11,193,094	159,237
6 Fines	13,449,057	7,340,797	6,699,958	(640,839)	12,374,767	(1,074,290)
Miscellaneous Revenue						
Sale of Property	4,007,152	1,991,912	2,057,716	65,804	3,987,980	(19,172)
Use of Money & Property	2,043,375	1,097,370	1,101,396	4,025	2,013,792	(29,583)
Interest Earnings	549,407	284,157	236,673	(47,484)	508,232	(41,175)
7 Recovery of Expenditures	1,714,381	402,317	1,166,067	763,750	2,527,991	813,610
Miscellaneous	382,997	275,051	331,603	56,552	382,997	0
Interfund Charges & Transfers	1,650,000	945,608	952,804	7,196	1,850,000	200,000
TOTAL REVENUE	\$ 997,262,642	\$ 597,510,090	\$ 607,250,582	\$ 9,740,492	\$ 1,016,925,085	\$ 19,662,443
Transfers from Other Funds	34,735,760	17,240,850	17,370,297	129,447	34,979,837	244,077
TOTAL REVENUE AND TRANSFERS	\$ 1,031,998,402	\$ 614,750,940	\$ 624,620,878	\$ 9,869,938	\$ 1,051,904,922	\$ 19,906,520
TOTAL AVAILABLE FUNDS	\$ 1,095,239,384	\$ 614,750,940	\$ 624,620,878	\$ 9,869,938	\$ 1,127,881,623	\$ 32,642,239

NOTES

1. Adopted Budget consists of Original Budget for the fiscal year adjusted for ordinances approved by City Council throughout the fiscal year.
2. Actual figures are unaudited.

Variance Explanation

1. **City Sales Tax.** Sales Tax receipts for the second quarter are 3.7% above the second quarter plan, reflecting a continued consumer confidence in the San Antonio area. By year end, Sales Tax is estimated to be ahead of budget by 3.7% and over FY 2014 sales tax collection by 6%.
2. **CPS Energy.** CPS revenues are projected to be ahead of budget by \$13M due to increased off-system and electric sales in the first quarter and a colder winter than forecasted in the second quarter.
3. **Liquor by the Drink Tax.** Revenues from the Liquor by the Drink Tax are anticipated to be above budget by 14.9% by year end. The increase in revenues is due to two changes in State legislation. One change allows the City to retain a 2% administration fee for revenues and another increased the tax charged for sale of mixed drinks.
4. **General Government.** Revenues for General Government are anticipated to be below budget primarily due fewer warrants fees assessed.
5. **Public Safety.** Public Safety revenues are projected to be below budget for the year end due to a decrease in the ambulance supplemental payment of \$3.4M and a decrease of \$458K in EMS transports fees.
6. **Fines.** Fines are anticipated to be below budget \$1.1M due to 28,000 fewer traffic & parking violations being issued in the first two quarters of the year.
7. **Recovery of Expenditures.** Revenues are projected to be above budget due to an increase in revenues from the State for processing sexual assault kits in the amount of \$211K, an increase of \$120K in the payment from Bexar County for the shared use of the Emergency Operations center, and an additional \$188K from a 10% increase in the number of demolitions projected to be completed by end of year.



FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

GENERAL FUND EXPENDITURES

City of San Antonio

	FY 2015 Adopted Budget ¹	FY 2015 6-Month Budget	FY 2015 6-Month Actuals ²	6-Month Variance Favorable (Unfavorable)	FY 2015 Estimate	12 Month Variance Favorable (Unfavorable)
APPROPRIATIONS						
Animal Care Services	\$ 11,654,953	\$ 5,688,312	\$ 5,628,604	\$ 59,708	\$ 11,654,953	\$ 0
Center City Development & Operations	7,982,723	3,725,663	3,709,858	15,805	7,982,723	(0)
City Attorney	7,422,364	3,573,520	3,568,377	5,143	7,422,364	(0)
City Auditor	2,854,706	1,379,838	1,302,475	77,363	2,854,706	0
City Clerk	3,346,141	1,628,902	1,556,360	72,542	3,346,141	(0)
City Manager	3,228,132	1,722,276	1,709,223	13,053	3,228,132	0
1 Code Enforcement Services	11,886,325	5,928,368	6,006,737	(78,369)	12,254,754	(368,429)
Communications & Public Affairs	5,041,778	2,502,423	2,413,897	88,526	5,041,778	0
Eastpoint Office	1,661,335	845,838	844,844	994	1,661,335	0
Economic Development	3,358,134	1,657,352	1,618,507	38,845	3,285,515	72,619
Finance	10,444,081	5,248,039	5,125,299	122,740	10,330,827	113,254
2 Fire	280,064,723	137,289,139	137,494,731	(205,592)	280,485,507	(420,784)
Health	11,769,408	5,317,046	5,233,810	83,236	11,769,408	0
Historic Preservation	1,589,871	706,532	681,332	25,200	1,589,871	(0)
Human Resources	5,045,306	2,506,127	2,350,023	156,103	4,874,802	170,504
Human Services	18,978,390	8,013,738	7,897,644	116,094	18,813,956	164,434
Intergovernment Relations	1,554,381	814,862	814,245	617	1,554,381	0
Library	34,949,204	16,682,258	16,654,185	28,073	34,892,625	56,579
Management & Budget	3,272,316	1,679,653	1,668,018	11,635	3,272,316	0
Mayor and Council	6,298,686	2,250,326	2,240,810	9,516	6,298,686	0
Municipal Court	14,059,776	6,954,507	6,951,690	2,817	14,059,776	0
3 Municipal Elections	1,894,293	337,466	333,928	3,538	2,524,494	(630,201)
4 Parks and Recreation	44,650,789	18,443,716	18,363,434	80,282	44,390,195	260,594
Planning	2,999,628	1,209,779	1,182,183	27,596	2,999,628	(0)
5 Police	406,613,768	204,813,428	204,112,985	700,443	404,663,420	1,950,348
Parks Police	12,957,090	6,262,259	6,192,005	70,254	12,837,654	119,436
6 Transportation & Capital Improvements	57,611,829	21,648,839	20,314,771	1,334,068	55,902,595	1,709,234
Outside Agencies	18,946,415	6,253,642	6,253,642	(0)	18,946,415	0
7 Non-Departmental	42,864,415	16,228,891	15,937,424	291,467	41,822,302	1,042,113
One-Time Projects	5,395,906	2,530,923	2,498,059	32,864	5,395,906	0
Transfers	8,006,345	3,692,889	3,692,889	0	8,006,345	(0)
TOTAL APPROPRIATIONS	\$ 1,048,403,211	\$ 497,536,551	\$ 494,351,989	\$ 3,184,562	\$ 1,044,163,512	\$ 4,239,699
TOTAL AVAILABLE FUNDS	\$ 1,095,239,384	\$ 614,750,940	\$ 624,620,878	\$ 9,869,938	\$ 1,127,881,623	\$ 32,642,239
GROSS ENDING BALANCE	\$ 46,836,173	\$ 117,214,390	\$ 130,268,890	\$ 13,054,500	\$ 83,718,112	\$ 36,881,939
LESS BUDGETED RESERVES						
Financial Reserves (Incremental Amount for 10%)	14,190,339				14,190,339	0
Reserve for 2-Yr. Balanced Budget Plan	32,645,834				69,527,773	36,881,939
Ending Balance	\$ 0	\$	\$	\$	\$ -	\$ (0)
BUDGETED RESERVES SUMMARY						
Total Annual Budgeted Financial Reserves	\$ 103,190,501				\$ 103,190,501	

NOTES

1. Adopted Budget consists of Original Budget for the fiscal year adjusted for ordinances approved by City Council throughout the fiscal year.
2. Actual figures are unaudited.

Variance Explanation

1. **Code Enforcement Services.** Code Enforcement Services expenditures are over budget for the second quarter and the year end projection due to an increase in demolitions and abatement activities. The Department anticipates conducting 869, or 128%, more dangerous premises abatements and 462, or 25%, more vacant lot abatements.
2. **Fire.** The Fire Department is projecting to be above budget \$420K primarily due to costs associated with overtime needed to maintain minimum staffing requirements.
3. **Municipal Elections.** Municipal Elections is projecting to be above budget \$630K due to a city wide run off in June 2015 that was not planned.
4. **Parks and Recreation.** The Parks and Recreation Department expenditures estimate reflects savings in personnel thru vacancies to maximize utilization of other operational line items.
5. **Police.** Expenditures in the Police Department are projected to be below budget \$1.9M due to lower than budgeted fuel prices.
6. **Transportation & Capital Improvements (TCI).** The TCI Department anticipates less spending of \$1.7M due to lower than budgeted fuel prices of \$400K and prior year Street Maintenance Program savings of \$1.3M.
7. **Non-Departmental.** Non-Departmental expenditures are projected to be below budget due to savings in utilities for street lights of \$700K and lower fuel prices resulting in \$500K of savings.

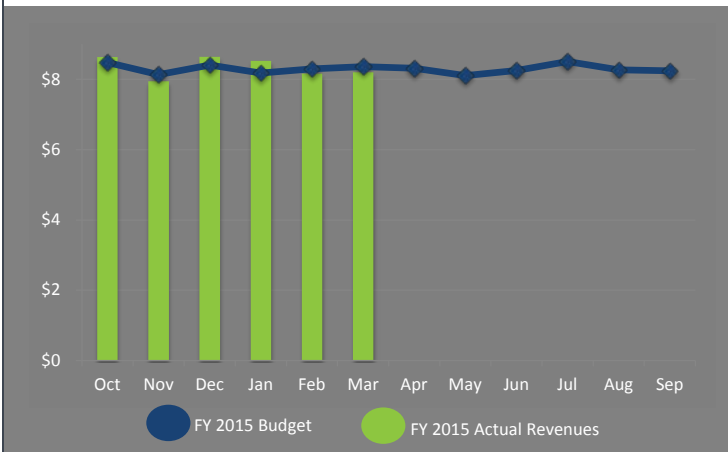
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FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

ENTERPRISE AND RESTRICTED FUNDS

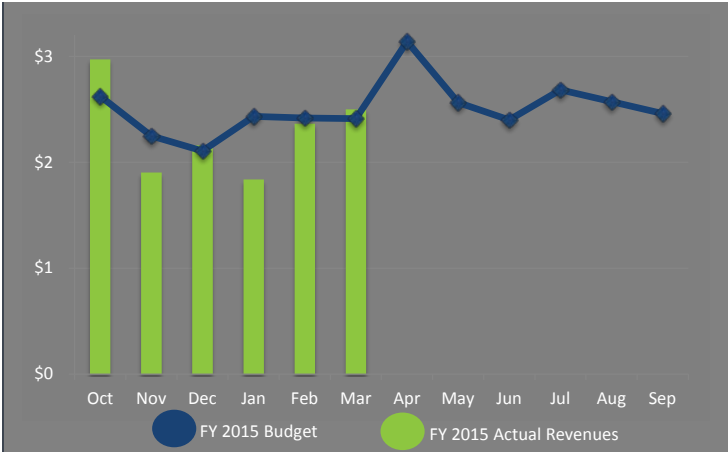
City of San Antonio

SOLID WASTE MANAGEMENT REVENUES (\$ in Millions)



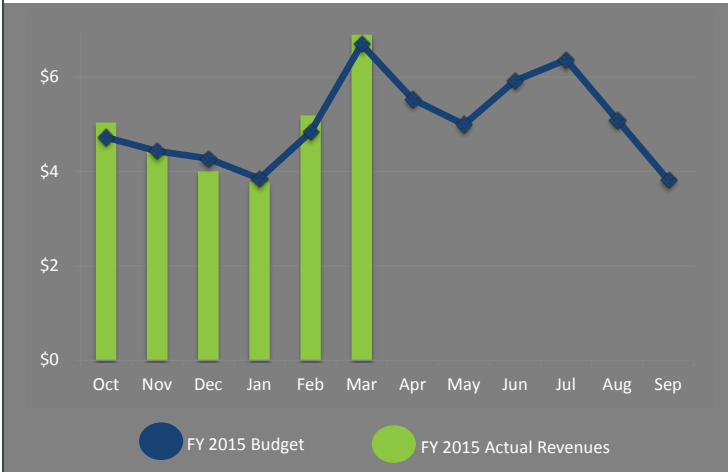
	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 8.48	\$ 8.63	\$ 0.16
Nov	8.13	7.95	(0.19)
Dec	8.41	8.64	0.23
Jan	8.18	8.53	0.35
Feb	8.30	8.16	(0.14)
Mar	8.36	8.20	(0.16)
Apr	8.32		
May	8.11		
Jun	8.25		
Jul	8.51		
Aug	8.27		
Sep	8.24		
Total	\$ 99.57	\$ 50.10	\$ 0.24

DEVELOPMENT SERVICES REVENUES (\$ in Millions)



	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 2.62	\$ 2.97	\$ 0.35
Nov	2.25	1.90	(0.35)
Dec	2.11	2.16	0.05
Jan	2.43	1.84	(0.60)
Feb	2.42	2.36	(0.05)
Mar	2.41	2.50	0.09
Apr	3.14		
May	2.56		
Jun	2.40		
Jul	2.68		
Aug	2.57		
Sep	2.46		
Total	\$ 30.05	\$ 13.73	\$ (0.51)

HOTEL OCCUPANCY TAX REVENUES (\$ in Millions)



	FY 2015 Adopted Budget	6 Month Actuals	Variance Favorable (Unfavorable)
Oct	\$ 4.72	\$ 5.04	\$ 0.31
Nov	4.43	4.43	-
Dec	4.27	4.00	(0.27)
Jan	3.84	3.77	(0.07)
Feb	4.84	5.19	0.35
Mar	6.70	6.90	0.20
Apr	5.53		
May	5.00		
Jun	5.92		
Jul	6.37		
Aug	5.09		
Sep	3.81		
Total	\$ 60.53	\$ 29.33	\$ 0.52



FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

ENTERPRISE AND RESTRICTED FUNDS

City of San Antonio

	FY 2015 Adopted Budget ¹	FY 2015 6-Month Budget	FY 2015 6-Month Actuals ²	6-Month Variance Favorable (Unfavorable)	FY 2015 Estimate	12 Month Variance Favorable (Unfavorable)
Enterprise Funds						
Airport Fund						
Revenues	\$ 88,044,055	\$ 45,195,949	\$ 47,572,337	\$ 2,376,388	\$ 88,044,055	\$ 0
1 Expenses	87,763,074	35,579,918	34,096,333	1,483,585	86,266,947	1,496,127
Development Services Fund						
2 Revenues	30,053,250	14,239,028	13,731,140	(507,889)	29,255,072	(798,178)
Expenses	32,778,361	13,022,000	12,949,791	72,209	32,592,516	185,845
Parking Fund						
Revenues	10,076,810	4,690,991	4,700,588	9,597	10,083,054	6,244
3 Expenses	8,986,595	4,938,183	4,679,399	258,784	8,769,827	216,768
Solid Waste Management Fund						
4 Revenues	99,567,052	49,861,551	50,103,634	242,083	100,051,740	484,688
5 Expenses	100,923,161	48,891,809	44,425,674	4,466,135	95,820,341	5,102,820
Market Square Fund						
Revenues	2,409,132	1,100,946	1,131,237	30,291	2,547,663	138,531
Expenses	2,934,248	1,208,924	1,183,650	25,274	2,762,884	171,364
Restricted Funds						
Advanced Transportation District						
Revenues	14,711,643	7,061,776	7,603,936	542,160	15,485,484	773,841
Expenses	7,712,667	3,785,518	3,456,363	329,155	7,534,760	177,907
Capital Projects	11,455,000	2,903,519	2,895,507	8,012	11,455,000	0
Confiscated Property						
Revenues	1,366,188	1,063,088	1,138,978	75,890	1,512,376	146,188
Expenses	2,441,284	871,504	790,573	80,931	2,441,284	0
Capital Improvements Management Services Fund						
Revenues	18,011,011	7,404,780	7,422,390	17,610	18,045,248	34,237
Expenses	18,011,011	8,807,120	8,789,214	17,906	17,915,262	95,749
Facility Services						
Revenues	15,002,537	7,501,266	7,549,609	48,343	15,057,511	54,974
6 Expenses	15,321,063	6,714,430	6,420,525	293,905	14,771,017	550,046
Fleet Services						
7 Revenues	45,230,983	21,226,090	17,434,837	(3,791,253)	39,034,589	(6,196,394)
8 Expenses	44,546,239	21,376,064	17,070,041	4,306,023	38,763,376	5,782,863
Information Technology Services						
Revenues	52,777,960	26,254,903	26,413,088	158,185	53,001,620	223,660
Expenses	54,122,054	28,558,373	28,432,271	126,102	53,900,859	221,195
Purchasing & General Services						
Revenues	5,201,688	2,567,084	2,704,724	137,640	5,484,166	282,478
Expenses	5,754,421	2,809,105	2,652,163	156,942	5,663,309	91,112

NOTES

1. Adopted Budget consists of Original Budget for the fiscal year adjusted for ordinances approved by City Council throughout the fiscal year.

2. Actual figures are unaudited.

Variance Explanation

1. **Airport Expenses.** The Airport Expenses are projected to end the year \$1.5M below budget due to vacant positions (\$342K), the deferment of a Wi-Fi upgrade to FY 2016 (\$560K), and less contractual services spending (\$500K).
2. **Development Services Revenues.** Development Services revenues are projected to end the fiscal year \$800K below budget due to the commercial valuation being down 14% from FY 2014.
3. **Parking Fund Expenses.** The fund is projected to end the fiscal year \$216K better than budget due to the savings from 20 vacant positions.
4. **Solid Waste Management Revenues.** Solid Waste revenues are projected to end the fiscal year \$500K better than the budget due to favorable recycling commodity pricing. Commodity pricing was anticipated to be \$1 per ton however it is projected at \$10 per ton.
5. **Solid Waste Management Expenses.** The Solid Waste expenses are projected to end the fiscal year \$5.1M better than the budget from lower than budgeted fuel prices and savings on vehicle maintenance and repairs due to having a newer fleet.
6. **Facility Services Expenses.** At year end, Facilities Services expenses are projected to be below budget \$550K due to continued utility savings.
7. **Fleet Services Revenues.** Fleet Services revenues are to be below budget by \$6.2M primarily due to the continued lower than budgeted fuel prices for the remainder of the fiscal year. Unleaded was budgeted at \$2.98 per gallon but is projected at \$2.02 per gallon and diesel was budgeted at \$3.25 per gallon and is projected at \$2.41 per gallon.
8. **Fleet Services Expenses.** Fleet Services expenses will end the year \$5.7M under budget due the lower than budgeted fuel prices expected for the remainder of the year.



FY 2015 SIX PLUS SIX BUDGET AND FINANCE REPORT

ENTERPRISE AND RESTRICTED FUNDS

City of San Antonio

	FY 2015 Adopted Budget ¹	FY 2015 6-Month Budget	FY 2015 6-Month Actuals ²	6-Month Variance Favorable (Unfavorable)	FY 2015 Estimate	12 Month Variance Favorable (Unfavorable)	
Restricted Funds							
Hotel Occupancy Tax & Hotel Occupancy Tax Supported Funds							
Revenues							
1	Hotel Occupancy Tax	\$ 60,529,453	\$ 28,809,771	\$ 29,330,141	\$ 520,370	\$ 61,349,803	\$ 820,350
2	Convention Center	12,279,359	6,405,112	7,009,157	604,045	12,782,833	503,474
	Alamodome	10,187,748	5,735,834	5,743,006	7,172	10,189,196	1,448
	Other Revenues	1,116,309	274,305	297,272	22,967	1,236,228	119,919
Expenditures							
	Community & Visitors Facilities	38,258,908	18,376,836	18,286,956	89,880	38,258,797	111
	Convention & Visitors Bureau	20,112,509	9,984,712	9,980,095	4,617	20,110,688	1,821
	Culture & Creative Development	9,233,649	4,658,632	4,634,146	24,486	9,188,244	45,405
	History & Preservation	8,679,105	4,339,553	4,339,553	0	8,679,105	0
	Other Expenses	3,014,871	1,507,436	1,507,436	0	3,014,871	0
Right of Way Management Fund							
3	Revenues	2,573,926	1,334,924	1,221,527	(113,397)	2,464,118	(109,808)
	Expenses	1,790,429	929,715	831,498	98,217	1,790,346	83
Storm Water Operations Fund							
	Revenues	39,603,197	19,724,987	20,004,523	279,536	39,863,677	260,480
4	Expenses	40,731,080	18,776,055	18,209,805	566,250	39,734,500	996,580
Storm Water Regional Facilities Fund							
	Revenues	4,944,570	2,320,045	2,285,081	(34,964)	4,890,942	(53,628)
	Expenses	1,524,517	739,376	684,631	54,745	1,499,264	25,253
	Capital Projects	3,800,000	32,808	0	32,808	3,800,000	0
Parks Environmental Fund							
	Revenues	6,718,812	3,327,406	3,342,605	15,199	6,765,036	46,224
	Expenses	6,749,430	3,216,680	3,212,071	4,609	6,721,854	27,576
Self-Insurance Funds							
Employee Benefits Fund							
5	Revenues	138,536,595	69,090,092	69,916,042	825,950	140,044,622	1,508,027
6	Expenses	138,761,557	69,449,615	69,204,514	245,101	140,525,614	(1,764,057)
Liability Fund							
	Revenues	10,749,230	5,374,620	5,423,151	48,531	10,827,664	78,434
7	Expenses	9,873,666	4,132,095	3,984,160	147,935	10,370,665	(496,999)
Workers' Compensation Fund							
8	Revenues	17,390,293	8,695,146	9,229,268	534,122	18,263,137	872,844
	Expenses	14,902,504	7,245,624	6,255,405	990,219	14,812,014	90,490

NOTES

1. Adopted Budget consists of Original Budget for the fiscal year adjusted for ordinances approved by City Council throughout the fiscal year.
2. Actual figures are unaudited.

Variance Explanation

1. **Hotel Occupancy Tax Revenues.** Hotel Occupancy Tax revenues are projected to be above budget \$820K due to increased growth in the Average Daily Rate which is up 5.5% from FY 2014 and an increase in Room Demand which is up 2.5% from FY 2014.
2. **Convention Center Revenues.** Revenues for the Convention Center are anticipated to be higher \$503K at year end due to higher than planned facility rentals, catering and concessions from unanticipated events in FY 2015, such as PAX South, the Texas Music Educator Association and Pepsi Co.
3. **Right of Way Revenues.** Revenues are projected to end the year \$109K below budget. This decrease in revenues is due to 791 or 15% fewer permit application fees assessed. Additionally, there is also a decrease in the number of inspection days for new projects. Inspections were budgeted at 60 days per project however projects are being completed within 50 days.
4. **Storm Water Expenses.** Storm Water Operations expenses are expected to be \$996K below budget at year end due to 24 vacant positions, lower than budgeted fuel prices and the contractual savings from internalizing the right of way mowing contract.
5. **Employee Benefits Revenues.** At year end, Employee Benefits Revenues are projected to be \$1.5M better than budgeted due to additional civilian assessments collected from grant and Pre-K for SA positions planned. The budget planned for 608 positions and the civilian assessment is being collected on 790 positions between the two.
6. **Employee Benefits Expenses.** Through the first six months of FY 2015, Police and Fire uniform healthcare claims are 14% higher than the same period in FY 2014, while civilian claims are 3% lower than last year. By the end of the fiscal year, it is projected that the Employee Benefits expenses will be \$1.7M over the adopted budget.
7. **Liability Fund Expenses.** The Liability Fund is projected to be \$500K above budget. The Year End Actuarial report is projecting higher claims costs in the remaining six months of FY 2015 than originally planned.
8. **Workers' Compensation Revenues.** Workers' Compensation revenues are projected to be above budget \$872K above budget due to assessments for Pre-K for SA, WIC Grant, and CSBG Grant.

24/7

SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS

FISCAL YEAR 2015
3RD QUARTER REPORT



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



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SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



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1. FIRE RESPONSE TIME (NON MEDICAL CALLS) ✓

Target: 7:40

About this measure:
Response time measures the time elapsed from when a call to 9-1-1 is received by the Fire Department dispatch center to when the first emergency unit arrives on scene to initiate action to control the incident.

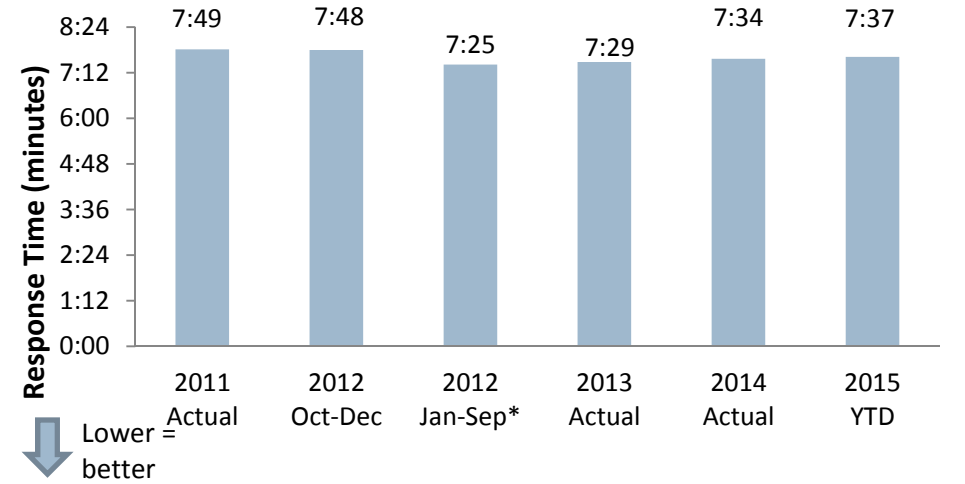
Why it is important:
Reducing response time means that firefighters are reaching the scene faster to minimize injury and loss to people, property and the environment.

What is being done:
Computer Aided Dispatch (CAD) with Automatic Vehicle Locator (AVL) dispatches the closest available unit. The SAFD continues to analyze ways to reduce overall response times through its Strategic Planning Initiative.

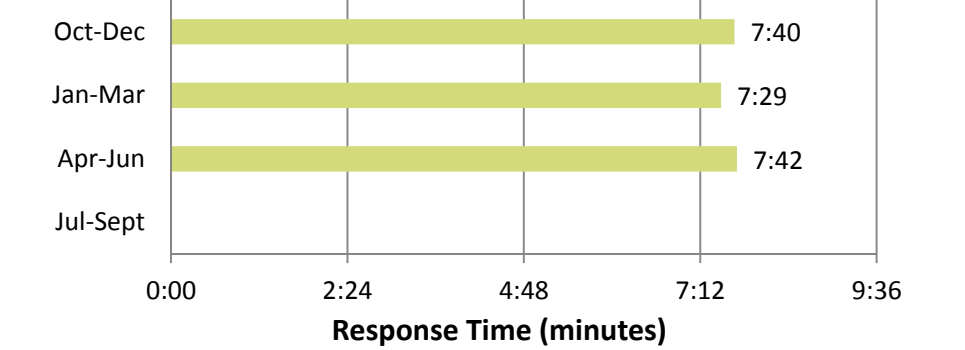
Responsible Department: Fire



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



* The Department made a change in the calculation of response time in January 2012. The chart reflects this change.

2. FIRE RESPONSE TIME (MEDICAL CALLS)

Target: 8:05

About this measure:

Response time measures the time elapsed from when a call to 9-1-1 is received by the Fire Department dispatch center to when the first emergency unit arrives on scene to initiate action to control the incident. This could be an EMS unit staffed with Paramedics, or other Fire Department units manned by trained Emergency Medical Technicians. Many Fire Department Engines and Ladder Trucks have EMTs trained to the Paramedic level. These units respond to medical calls with a Paramedic on board approximately 50% of the time.

Why it is important:

Reducing response time means that Emergency Medical Technicians and Paramedics are reaching the patient faster in an emergency.

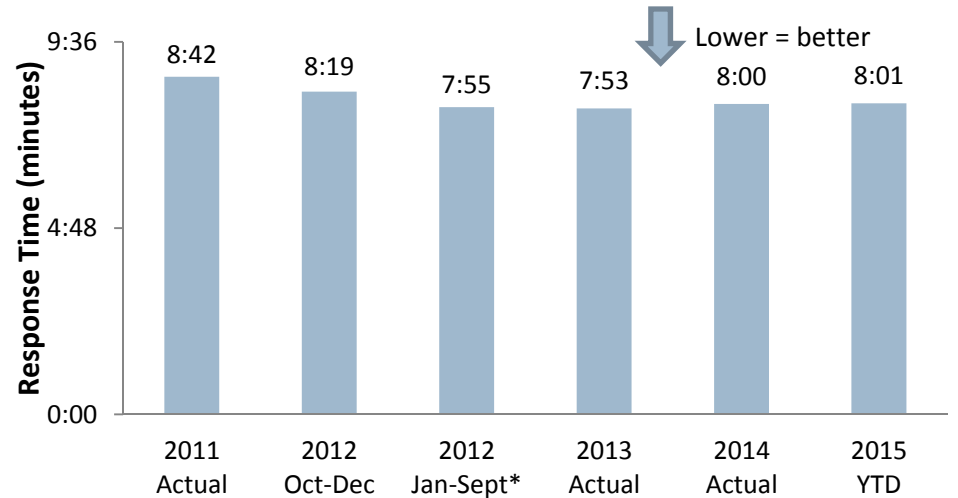
What is being done:

In addition to our normal EMS resources, the Fire Department staffs up to an additional eight Peak Medic Units to provide EMS service during periods of expected high call volume. Computer Aided Dispatch (CAD) with Automatic Vehicle Locator (AVL) dispatches the closest available unit. The Fire Department continues to analyze ways to reduce overall response times through its Strategic Planning Initiative.

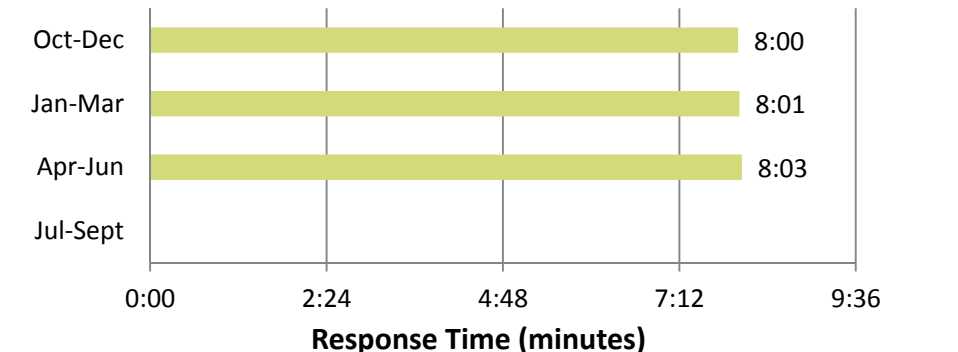
Responsible Department: Fire



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



* The Department made a change in the calculation of response time in January 2012. The chart reflects this change.



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 1: PUBLIC SAFETY



3. STRUCTURE FIRES PER 1,000 RESIDENTS



About this measure:

This measure indicates the number of actual structure fires that were responded to by the Fire Department per 1,000 residents.

Why it is important:

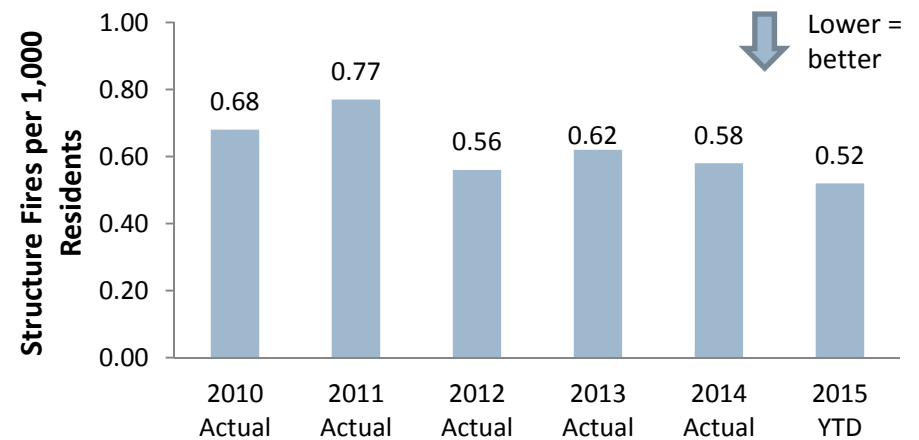
This measure provides a relative indicator of structure fires within a community. The measure reflects the impact that the fire code and the community safety education programs have on the community.

What is being done:

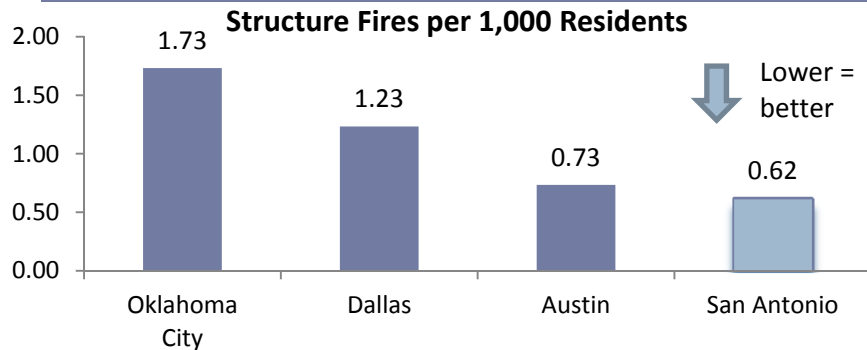
The Fire Prevention Division minimizes potential fire and environmental damage through inspections, investigations, and the development and enforcement of the fire code. The Community Safety and Education Group develops programs where all Fire Department personnel can participate to educate the public through safety fairs, visiting schools in our LIFE school program, holding commercial fire drills and pre-planning, and performing home safety checks.

Responsible Department: Fire

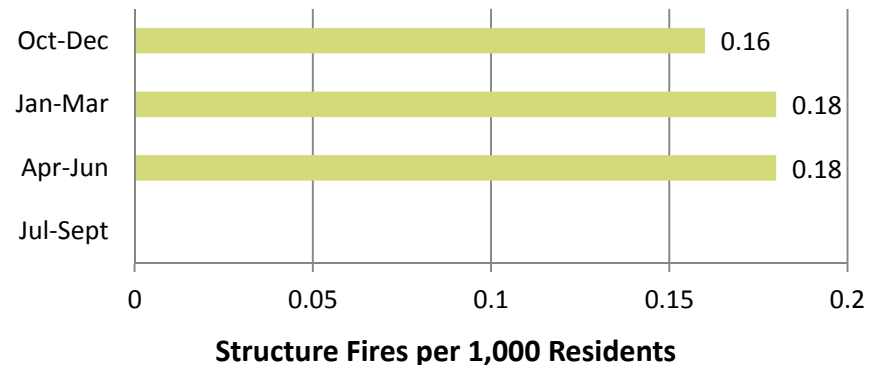
HISTORICAL PERFORMANCE (BY FISCAL YEAR)



COMPARATIVE ANALYSIS (ICMA 2013 DATA)



PROJECTED CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 1: PUBLIC SAFETY



4. MEDICAL INCIDENTS PER 1,000 RESIDENTS

About this measure:

This measure indicates the number of medical incidents per 1,000 residents that were responded to by the Fire Department.

Why it is important:

This measure provides a relative indicator of medical incidents within a community. The measure reflects the progress in efforts towards health and wellness throughout the City. It is also an indication of the workload for the Department in terms of medical calls.

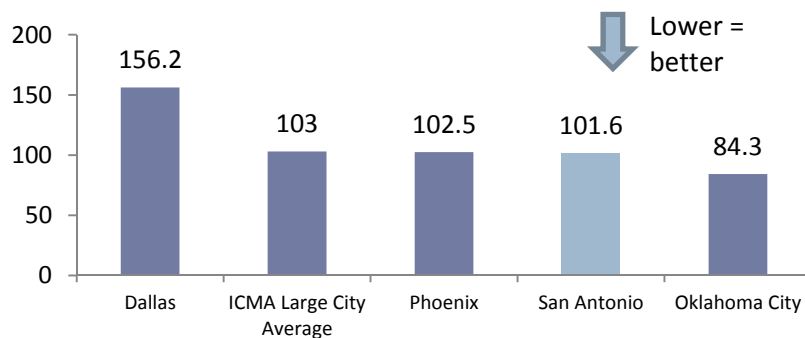
What is being done:

The SAFD Emergency Medical Services Division has initiated a Mobile Integrated Health pilot program with the goal of reducing the number of repeat customers to the EMS system through education, wellness checks, and partnerships with hospitals and healthcare providers.

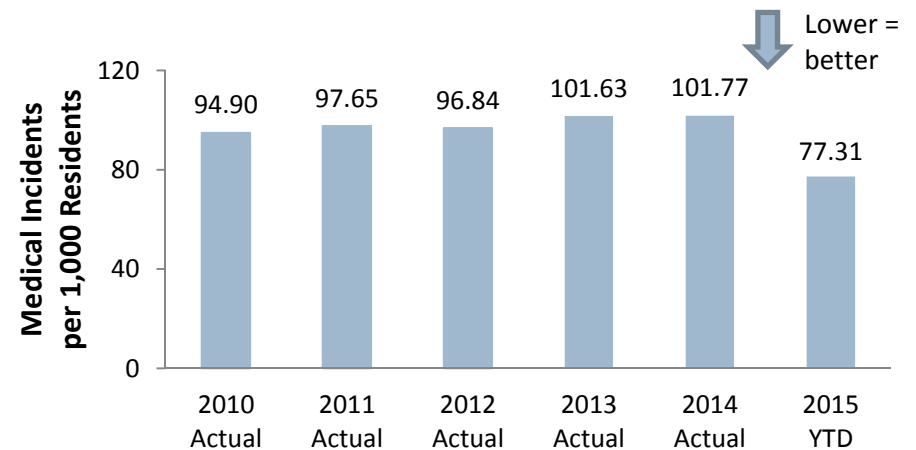
Responsible Department: Fire

COMPARATIVE ANALYSIS (ICMA 2013 DATA)

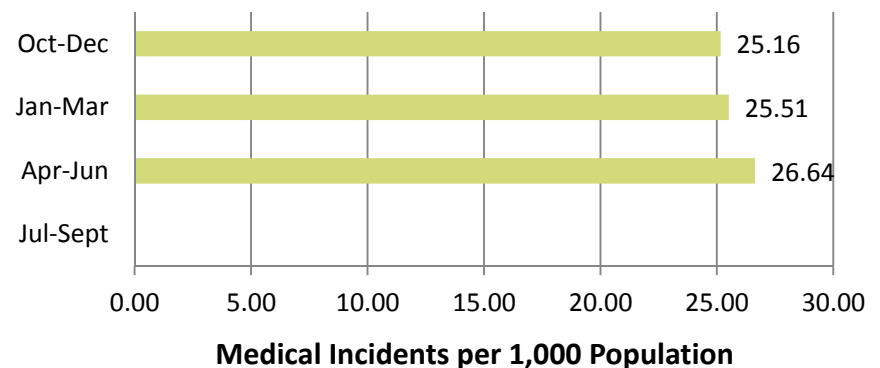
All EMS Responses per 1,000 Residents



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



PROJECTED CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 1: PUBLIC SAFETY



5. POLICE EMERGENCY RESPONSE TIME FOR PRIORITY CALLS ✓

Target: 7:15

About this measure:

This measure calculates the time from receipt of a priority emergency call to the arrival of an officer on scene. Emergency calls include: robbery in progress, Police Officer in trouble, rape in progress, and shooting in progress.

Why it is important:

The San Antonio Police Department (SAPD) covers approximately 453 sq. miles. This measure reflects the department's ability to leverage internal resources to respond to priority calls efficiently, while also ensuring officer safety.

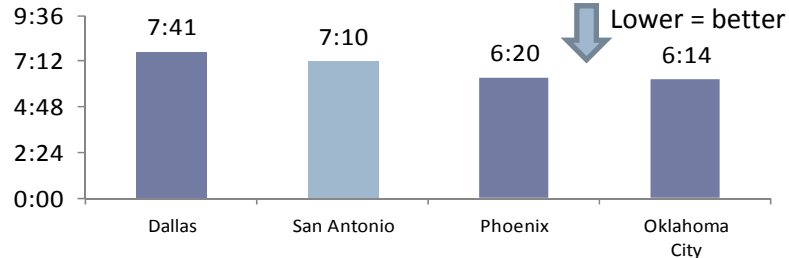
What is being done:

In FY 15 the benefits from the Patrol Resource Allocation Model implemented in FY 14 continue to result in lower response times. The realignment of resources continues to provide equity of workload, improved response times, and enhanced officer safety.

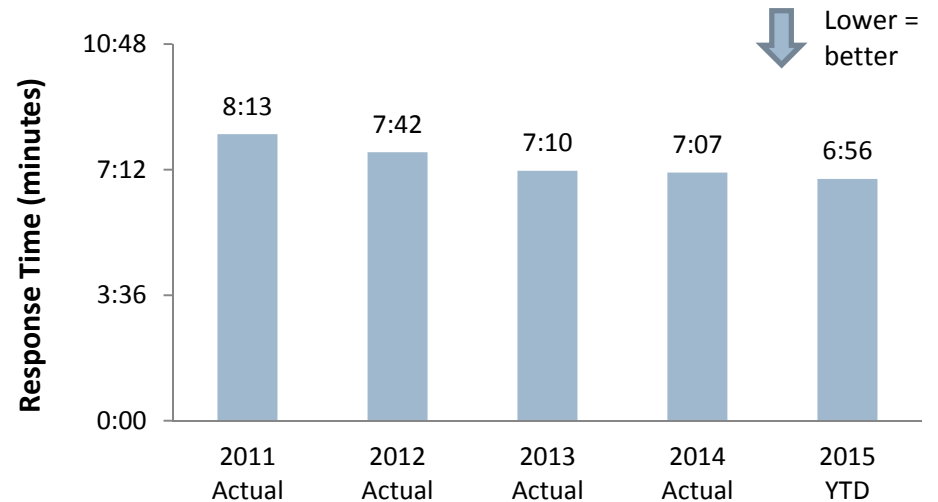
Responsible Department: Police

COMPARATIVE ANALYSIS (ICMA 2013 DATA)

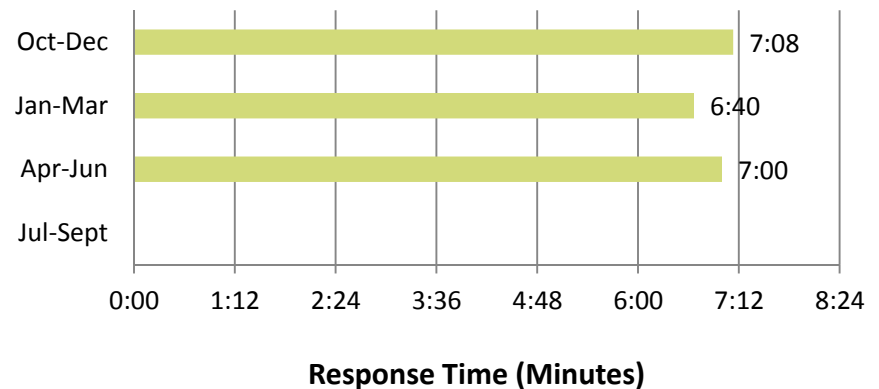
Top Priority Average Time from Receipt to Arrival on Scene



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 1: PUBLIC SAFETY

6. VIOLENT CRIME RATE PER 100,000 RESIDENTS



About this measure:

The FBI's Uniform Crime Reporting (UCR) program's violent crime category is composed of four offenses: murder and non-negligent manslaughter, forcible rape, robbery, and aggravated assault. It is reported as a rate per 100,000 population.

Why it is important:

While other cities are listed for informational purposes, violent crime rate measurement is a tool for internal year to year comparison and self assessment. ***As per the FBI, due to differences in reporting methodology, UCR comparisons to other cities may "lead to simplistic and/or incomplete analyses that often create misleading perceptions."***

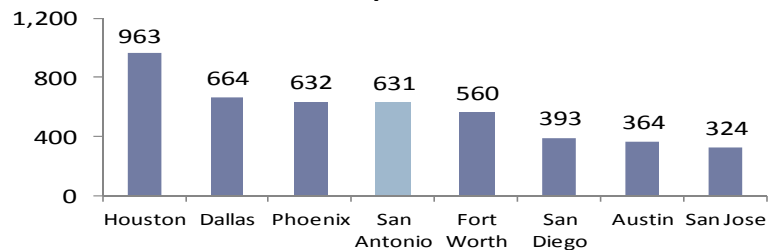
What is being done:

In FY15 the "Cure Violence" program implemented by the Major Crimes Section will be fully implemented. Focusing on select areas of violent crime in San Antonio, this program will complement the efforts of patrol and investigations to reduce violence and the fear of violence in troubled neighborhoods.

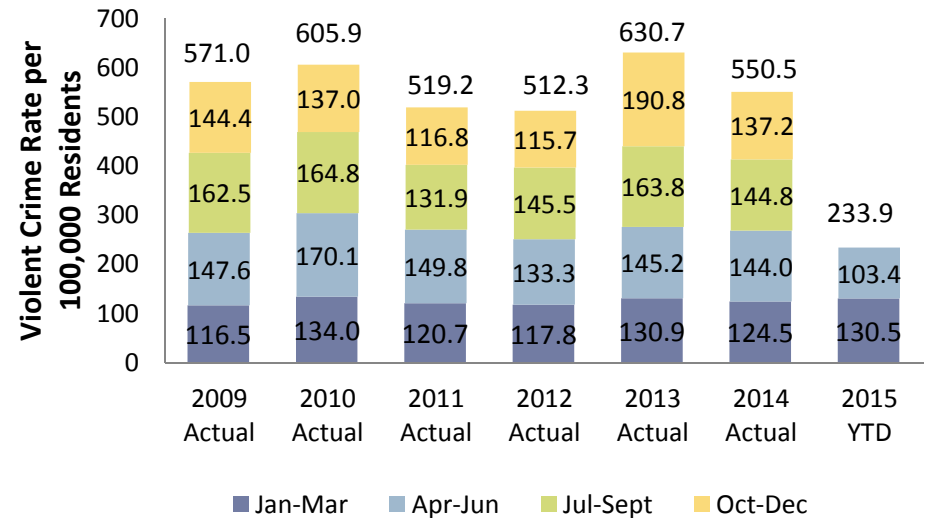
Responsible Department: Police

COMPARATIVE ANALYSIS (FBI 2013 DATA)

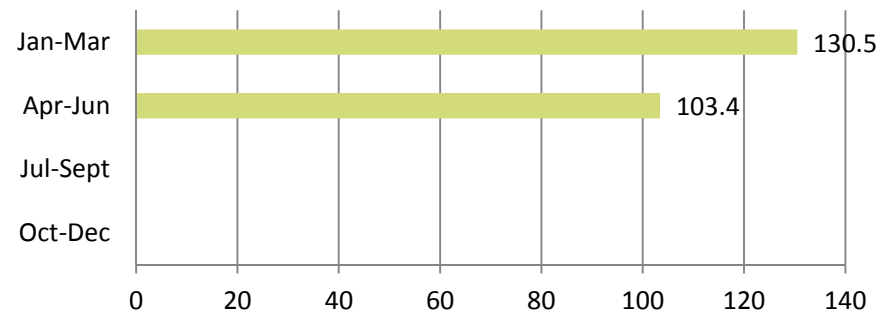
Violent Crime Rate per 100,000 Residents



HISTORICAL PERFORMANCE (BY CALENDAR YEAR)



CURRENT YEAR PERFORMANCE (BY CALENDAR YEAR)



Violent Crime Rate per 100,000 Residents

*Due to reporting delays, 2nd quarter includes only partial data.



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 1: PUBLIC SAFETY

7. DRIVING WHILE INTOXICATED (DWI) ARRESTS & ALCOHOL-RELATED TRAFFIC ACCIDENTS ✔

Target: 5,765 arrests/1,510 accidents

About this measure:

This measure reflects the total number of people arrested for driving while intoxicated compared to the number of alcohol-related traffic accidents.

Why it is important:

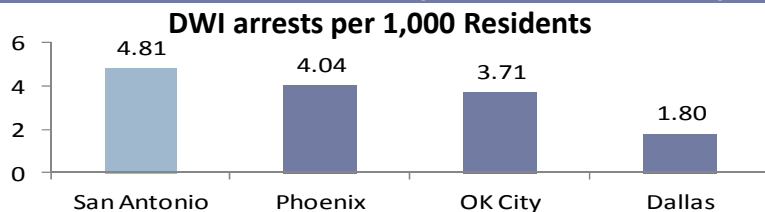
High numbers of DWI arrests demonstrate the San Antonio Police Department's commitment to safety in our community and emphasize the proactive approach to addressing the issue of drunk driving in the City.

What is being done:

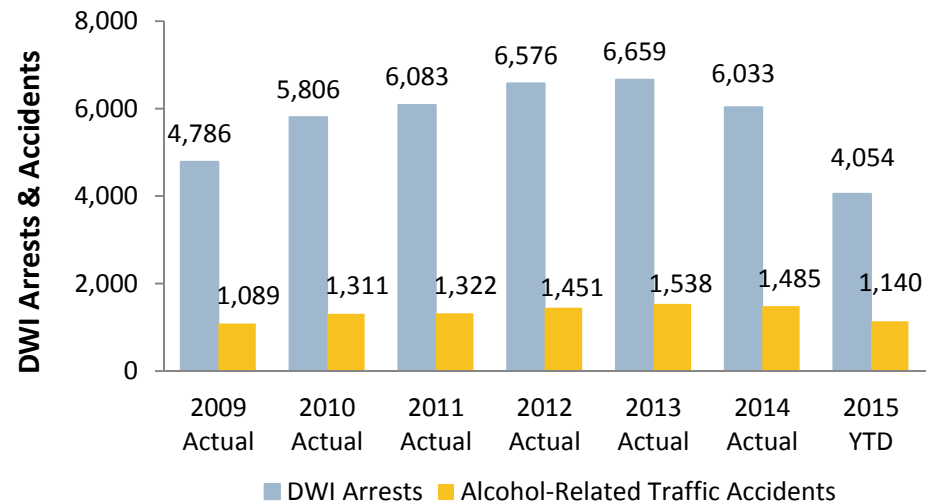
In FY15, the Department will maximize the use of the DWI Unit as well as grant funded DWI STEP officers to deploy resources at peak times during the week and on specific holidays using a data driven approach. San Antonio Fear Free Environment officers will continue to promote the message of not drinking and driving with community outreach, and social media will be used to spread the message and encourage followers to stay sober and plan ahead.

Responsible Department: Police

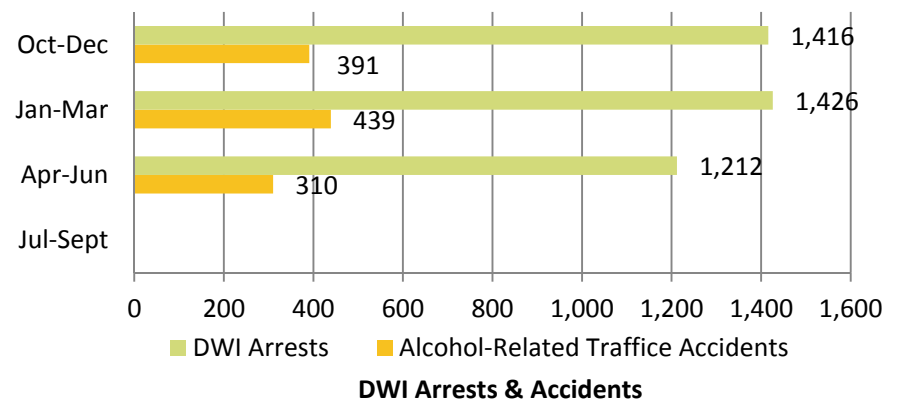
COMPARATIVE ANALYSIS (ICMA 2013 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*Due to reporting delays, data from June is preliminary & subject to revision



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 1: PUBLIC SAFETY



8. TOTAL CALLS FOR POLICE SERVICE

About this measure:

This measure tracks all calls for service from the San Antonio Police Department (SAPD). In 2014, the Police Department responded to over 1.2 million calls for service. Calls for service have steadily increased yearly, in part due to overall population increase of the City.

Why it is important:

The majority of police services begin with a call for service which includes reported crimes, traffic accidents, and other requests.

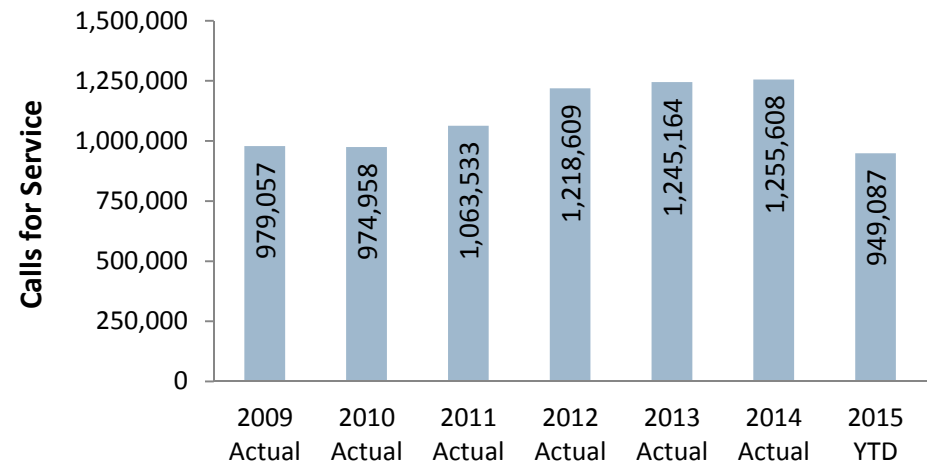
What is being done:

In FY 15, continued enhancements to the Computer Aided Dispatch system will improve communication and assist dispatch staff with determining the most appropriate response to incidents. Implementation of the Patrol Resource Allocation Model has also provided for enhanced response to calls.

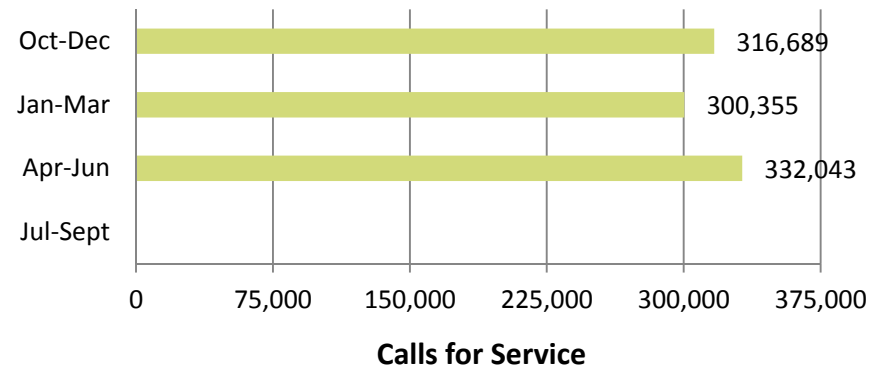
Responsible Department: Police



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 4: INFRASTRUCTURE



9. PERCENTAGE OF 2012 BOND PROJECTS IN CONSTRUCTION OR COMPLETED

Target: 75%

About this measure:

In May 2012, residents approved the \$596 million 2012-2017 General Obligation Bond Program consisting of 140 projects. This measure shows progress towards fulfilling the Transportation and Capital Improvement Department's commitment to have all 2012 Bond program projects in construction or substantially completed by 2018.

Why it is important:

Completing the 2012 Bond Program in a timely manner fulfills the commitment made to voters and provides much needed street, drainage, park, library and other facility improvements.

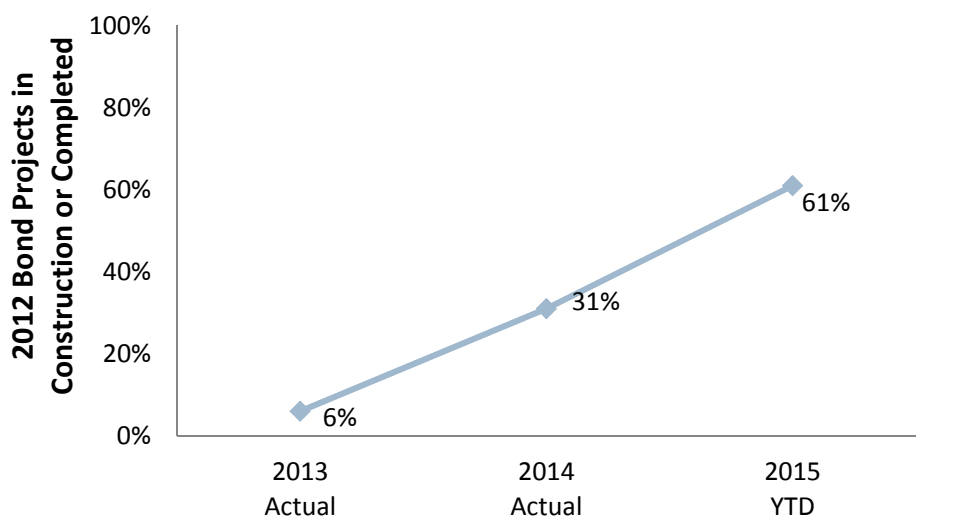
What is being done:

Each project is assigned to a project management team and is carefully tracked through the design, right of way acquisition, environmental review, utility coordination, procurement and construction. Regular meetings are held with the Citizen Bond Oversight Commission to track the schedule, budget and client satisfaction on projects.

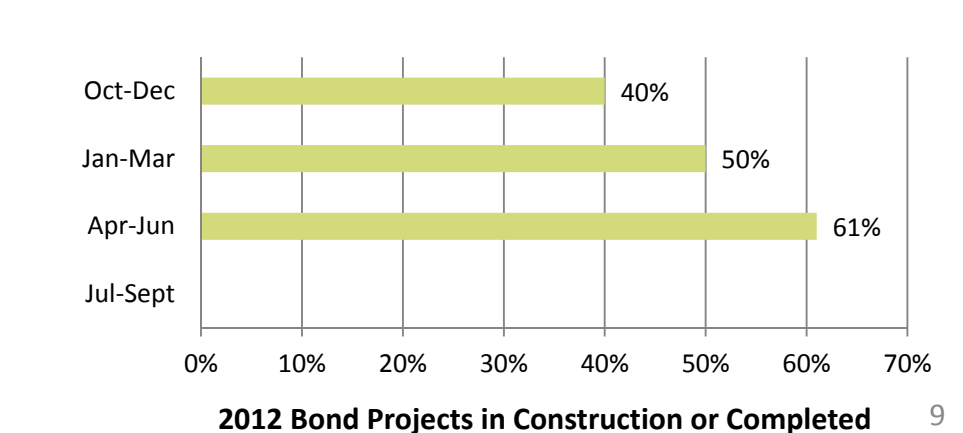
Responsible Department: Transportation and Capital Improvements




HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 4: INFRASTRUCTURE



10. PERCENTAGE OF 2012 BOND PROJECTS ON-TIME

Target: 90%

About this measure:

This metric measures how closely the current project is to the original timelines for each step in the project. The schedules include all phases of the project including real estate acquisition, environmental review, design, contract execution, utility work coordination and construction.

Why it is important:

This measure ensures transparency on the current City Bond Program, which is the largest to date. The City made a commitment to voters to keep the Bond Program on-time. This measure shows the City is fulfilling that commitment. It also allows potential problems and solutions to be identified early in projects.

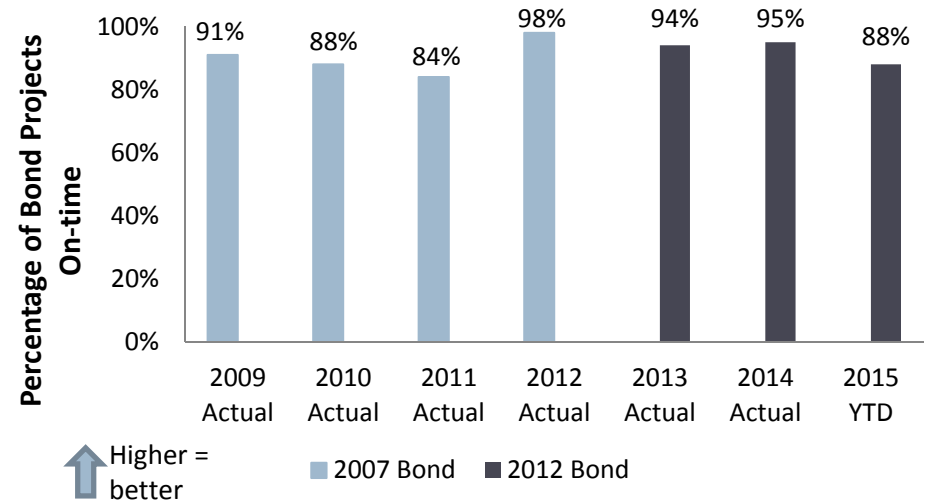
What is being done:

Meetings are held on a monthly basis to review all projects and identify delays and potential solutions. In addition, quarterly meetings are held with all the utilities to ensure progress. Recent project delays are due to flooding and/or construction having to be advertised a second time due to bids coming in higher than expected.

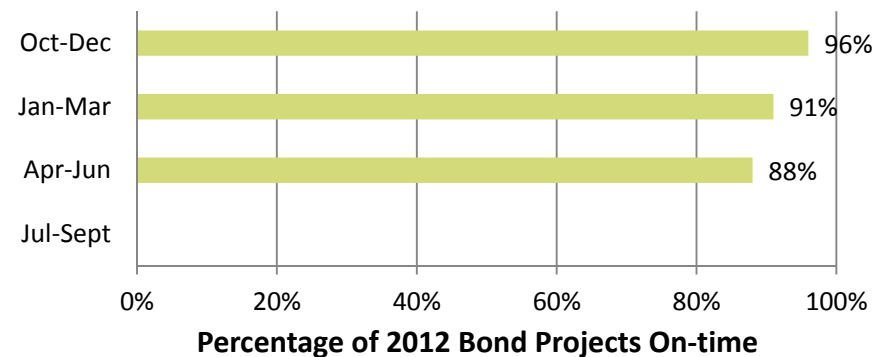
Responsible Department: Transportation and Capital Improvements (TCI)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



11. ACRES APPROVED BY COUNCIL AND PROTECTED UNDER EDWARDS AQUIFER PROTECTION PROGRAM

Target: 10,000 acres

About this measure:

This measure shows how much property the City has protected through acquisition or with a conservation easement that is established within the Edwards Aquifer recharge and contributing zones as part of the voter approved Edwards Aquifer Protection initiative. To date there have been three elections related to the Edwards Aquifer Program.

This measure tracks all of the programs:

- May 2000: Acquired 6,553 acres
- May 2005: Acquired 90,150 acres
- November 2010: Acquired 37,258 acres

Why it is important:

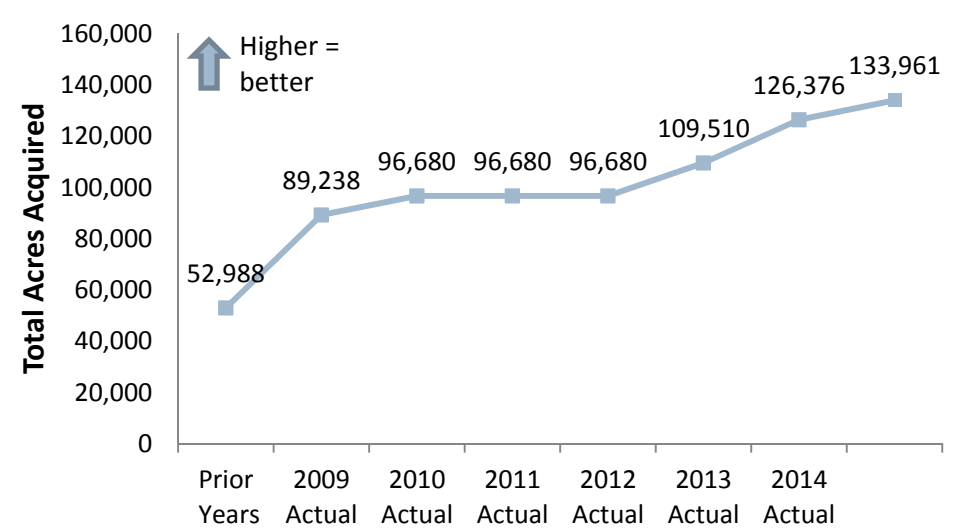
The best way to protect the aquifer is to protect sensitive and irreplaceable land located over its recharge and contributing zones. The Edwards Aquifer provides San Antonio with a pure source of water vital to the livelihood of a growing population and an expanding economy.

What is being done:

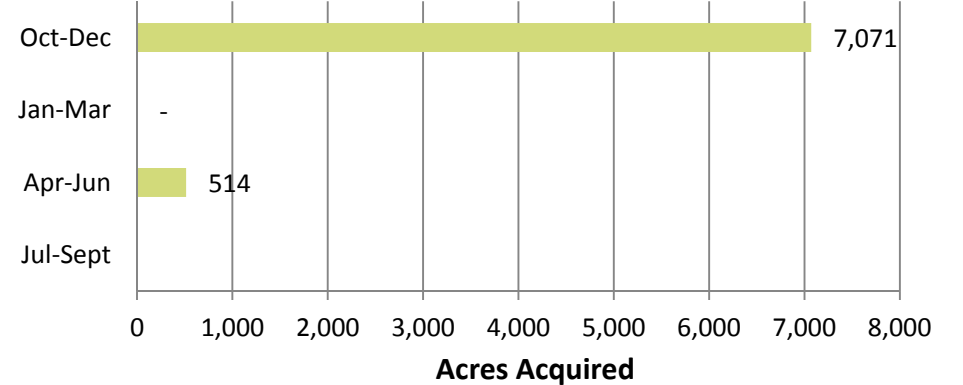
Through a 1/8-of-a-cent sales tax, extended in the November 2010 election, the City is collecting \$90 million to acquire and preserve land or land interests in the aquifer's recharge and contributing zones inside Bexar County and two neighboring counties. More properties are scheduled to be presented for Council approval in 4th quarter.

Responsible Department: Office of EastPoint & Real Estate

HISTORICAL PERFORMANCE (BY FISCAL YEAR)*



CURRENT YEAR PERFORMANCE



*Measure shows cumulative acres

12. MILES OF STREETS MOVING FROM BAD TO EXCELLENT CONDITION

Target: 86.5 miles of streets will be improved

About this measure:

When street pavements are re-surfaced, the pavement condition index score (PCI), a standard measurement of street quality, increases and its categorization changes from bad to excellent. The PCI score ranges from 0 (bad) to 100 (excellent). The initial FY2015 target of 101.7 miles of streets has been adjusted due to budget amendments.

Why it is important:

This measure focuses on street rehabilitation and demonstrates the City's efforts in improving the street network. It is the City's goal to increase the percentage of streets having a "good" or better rating while providing desirable standards of safety, appearance, and convenience to residents.

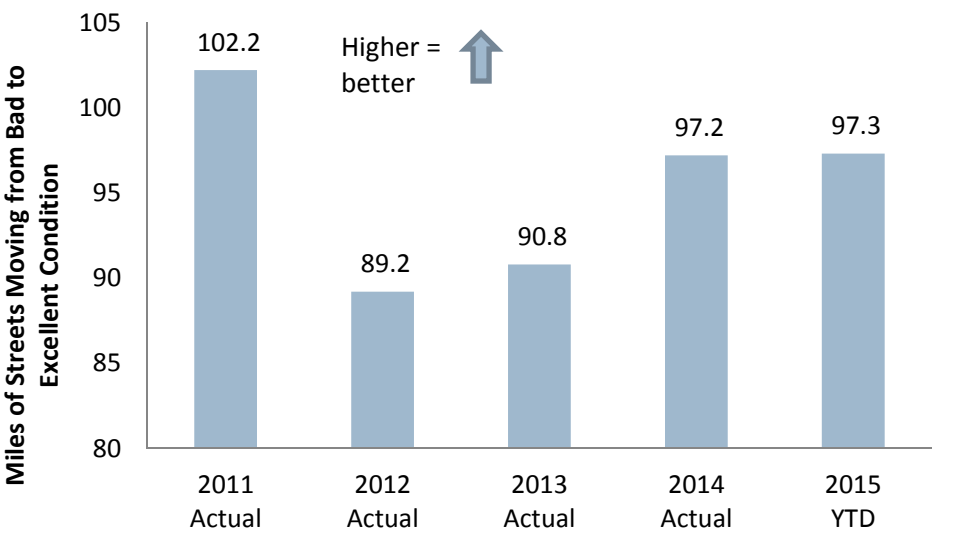
What is being done:

Every year, TCI develops a five-year maintenance plan for the street network through the Infrastructure Management Program and other City funding mechanisms. Projects identified for a rehabilitation application will be improved from bad to excellent.

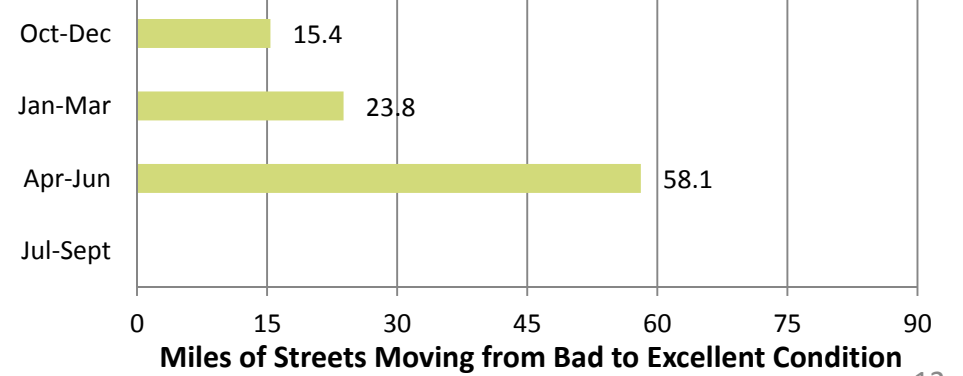
Responsible Department: Transportation & Capital Improvements




HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 4: INFRASTRUCTURE



13. PERCENTAGE OF POTHOLES FILLED WITHIN 48 HOURS

Target: 95%

About this measure:

This measure reports the percentage of potholes filled within 2 business days of receiving notification.

Why it is important:

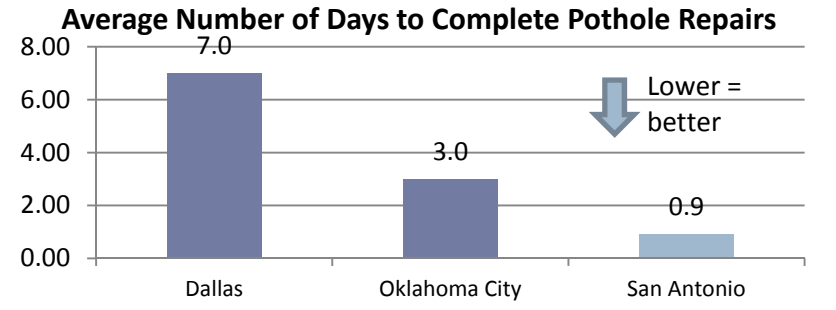
Not only do potholes contribute to the deterioration of the roadway, but they are a nuisance to drivers and a major concern of the community as evidenced in the 2010, 2012 and 2014 Community Surveys. The reduction of potholes on streets through a quick response is a major priority for the Transportation & Capital Improvements Department.

What is being done:

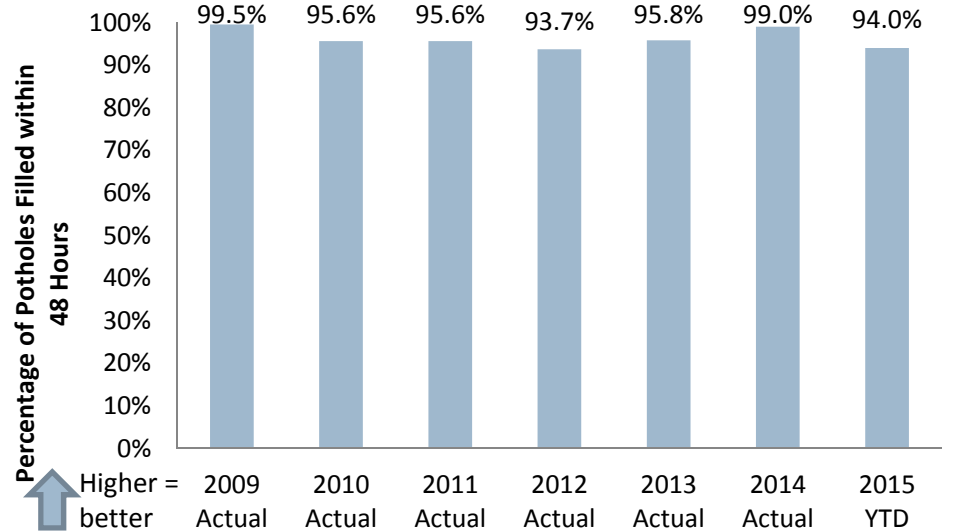
Through a combination of the Street Maintenance Program and pothole patching activities, the City aims to significantly reduce the incidence of potholes on City roadways. Additionally, the Department continues to implement a robust pavement preservation program to lengthen the lifespan of streets.

Responsible Department: Transportation & Capital Improvements

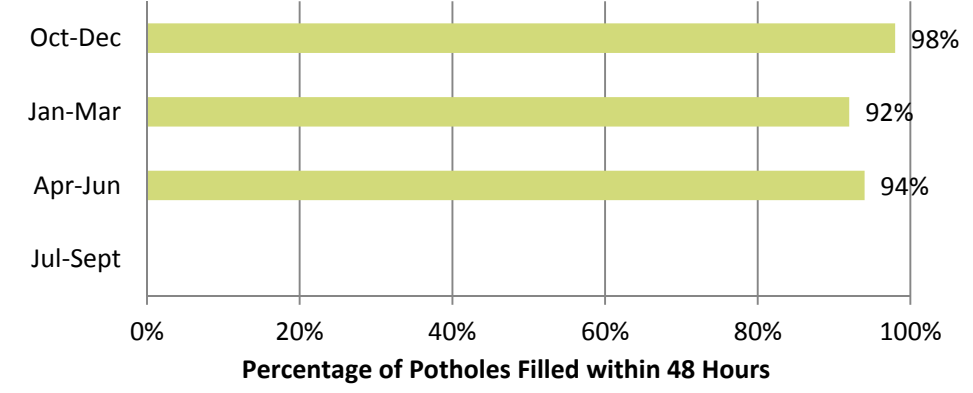
COMPARATIVE ANALYSIS (ICMA 2013 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



14. FLEET AVAILABILITY

Target: 90% Fleet Availability for Police & Central Shop

About this measure:

This measures the performance of fleet maintenance activities for the Police and Central Shop that provide maintenance and repair services to Police vehicles, as well as a majority of light duty and administrative vehicles for the City.

Why it is important:

This measure reports the amount of time vehicles and equipment are available to City departments who use the equipment to provide core services to the citizens of San Antonio.

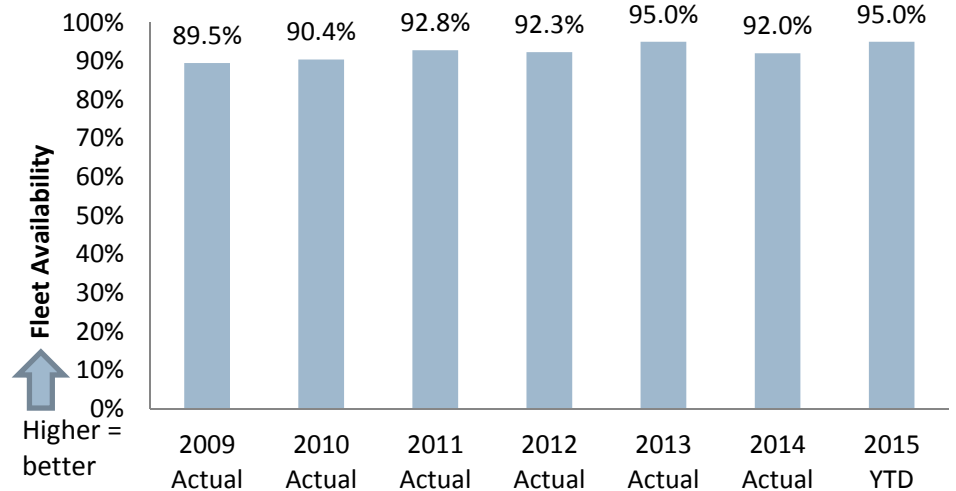
What is being done:

Preventive Maintenance for vehicles and equipment are monitored to ensure vehicles and equipment are operating in good condition. Timeliness of repairs is monitored to minimize the amount of time equipment is not available to departments.

Responsible Department: Building & Equipment Services

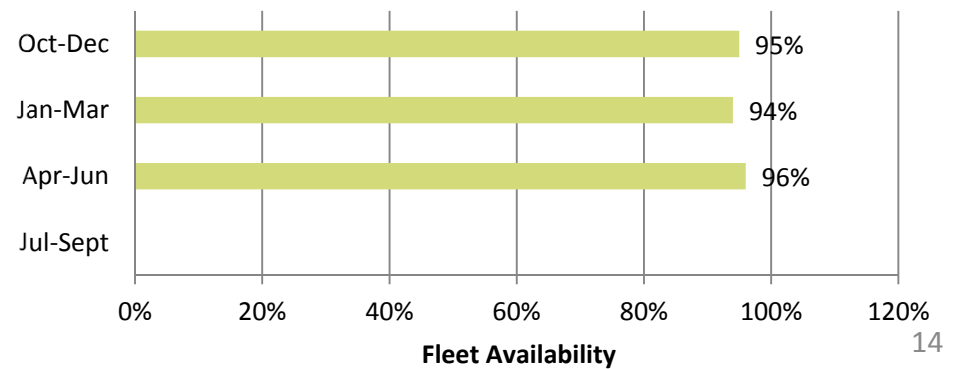


HISTORICAL PERFORMANCE (BY FISCAL YEAR)



Numbers for 2015 reflect availability for police vehicles, light duty and administrative vehicles assigned to Police and Central Shop only. Prior year data reflects performance prior to separation of fleet service centers.

CURRENT YEAR PERFORMANCE (BY QUARTER)



15. LIVE RELEASE RATE

Target: 80%

About this measure:

This measure shows the percentage of live outcomes (animals that are either adopted by a citizen, rescued by a non-profit group, Trapped Neutered and Returned (TNR), or returned to their owner) compared to the total shelter intake.

Why it is important:

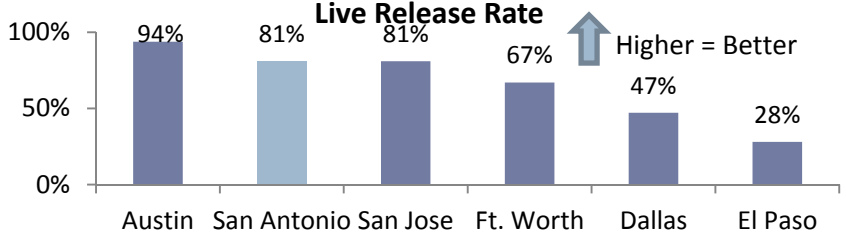
The way a community treats its most vulnerable populations is a reflection of the values of the community. San Antonio made a commitment to increase its live release rate to 80% in 2015.

What is being done:

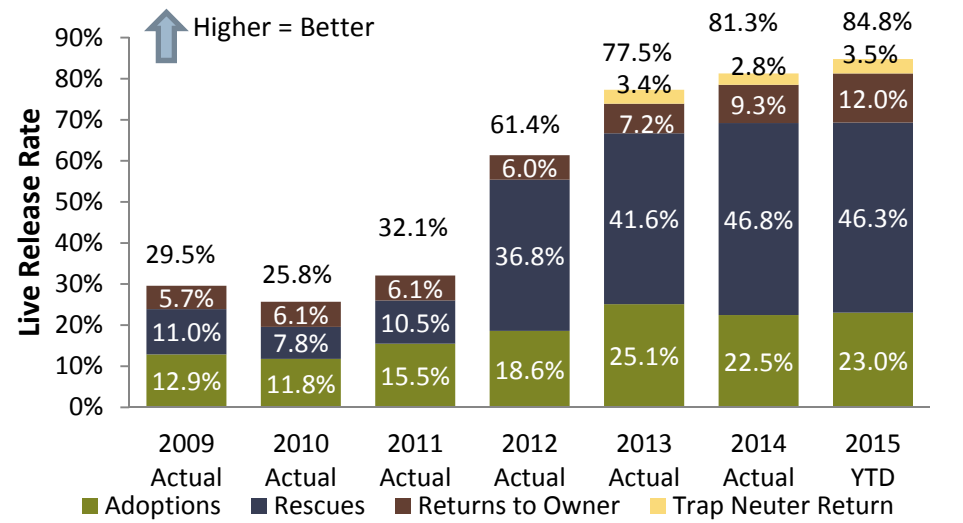
In FY 2015, Animal Care Services will continue highly successful partnerships with non-profit organizations who committed to rescuing over 14,000 animals this year, complimenting the 3,000 additional live outcomes through the Paul Jolly Center for Pet Adoptions at Brackenridge Park as well as work performed at the City shelter to facilitate adoptions. Furthermore, the ACS stray kennels on the campus of the Animal Defense League opened in December 2014 will increase live outcomes by an additional 3,100 animals.

Responsible Department: Animal Care Services

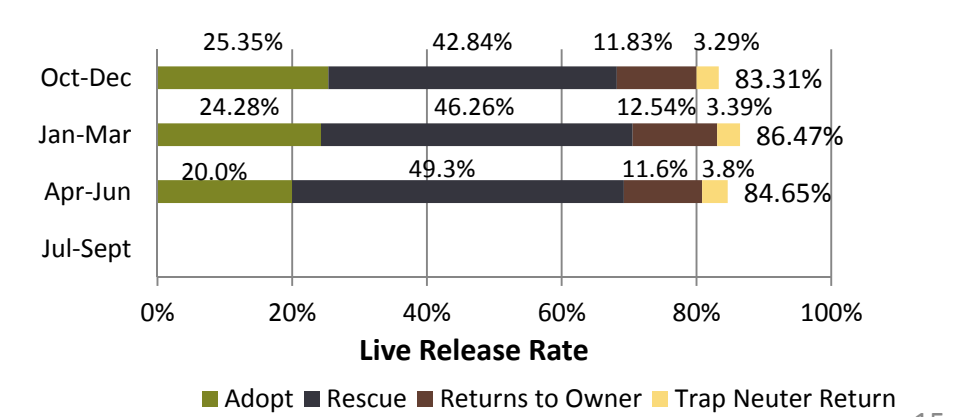
COMPARATIVE ANALYSIS (FY 2014)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



16. ANIMAL SHELTER INTAKE ✓

Target: 29,000

About this measure:
 Animal shelter intake is the number of animals that enter the City's care each year. Animals enter the shelter either as strays picked up by Animal Care Services (ACS) Officers, brought in by the public, or are surrendered by their owner.

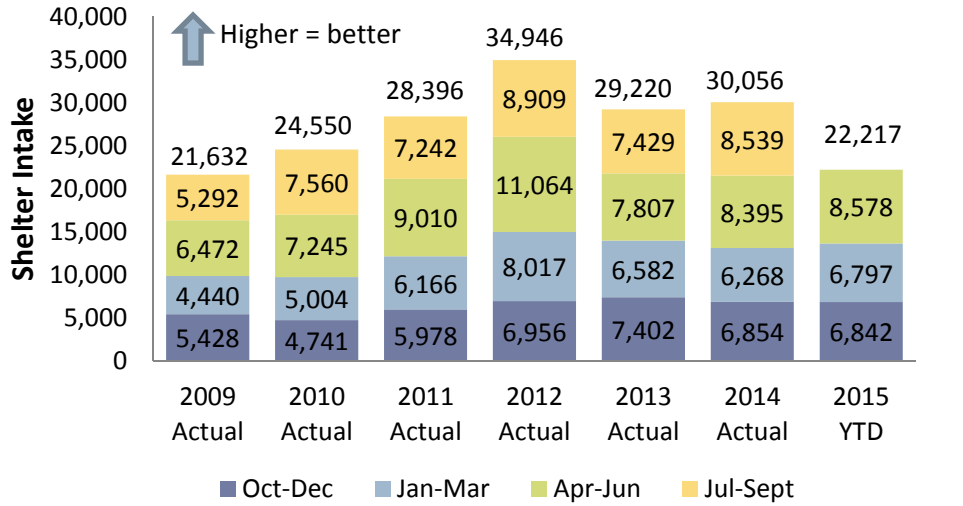
Why it is important:
 ACS receives 80,000 to 90,000 calls for service each year. In order to improve public health and safety, the City must be able to respond to these calls and have capacity to impound animals when necessary.

What is being done:
 ACS continues to develop innovative solutions to increase kennel capacity including allowing approved rescue organizations to house stray animals upon intake, implementing a City-wide Trap Neuter Return program for cats, and reducing the stray hold period for a pet with an identified live outcome. In December 2014, the City has also partnered with the Animal Defense League to increase capacity by over 3,100 animals through the construction and operation of ACS Stray Kennels on the campus of the Animal Defense League.

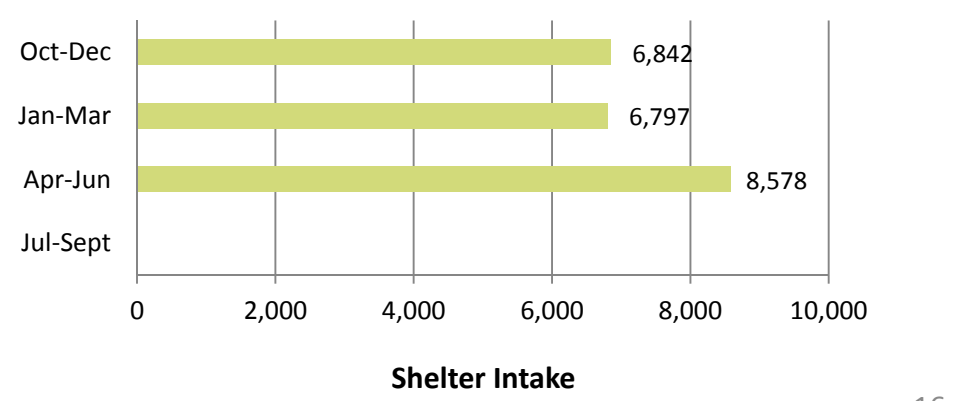
Responsible Department: Animal Care Services



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



17. SPAY & NEUTER SURGERIES PERFORMED ✓

Target: 25,800 Surgeries

About this measure:

This measure shows the number of spay and neuter surgeries performed as a direct result of City funding or grant funding awarded to the City. These surgeries may take place at either the Animal Care Services (ACS) clinic prior to animals being released to adopters, rescue partners and foster, or at one of the City's partner agencies to provide free or low-cost surgeries in targeted areas.

Why it is important:

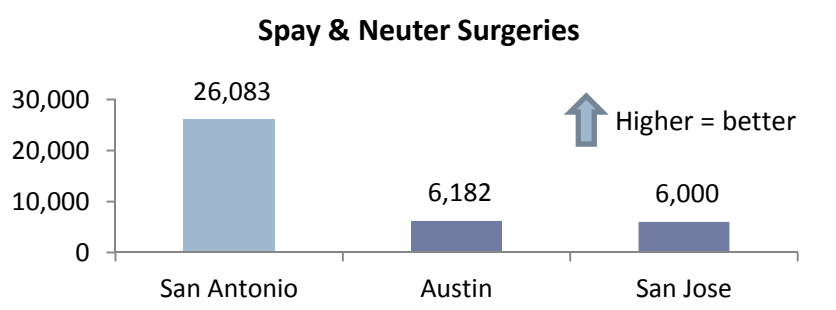
ACS receives between 80,000 to 90,000 calls for service each year and controlling the stray animal population is one of the strategic priorities of ACS. Many of these strays are owned animals allowed to roam free of constraint, or have been abandoned by owners.

What is being done:

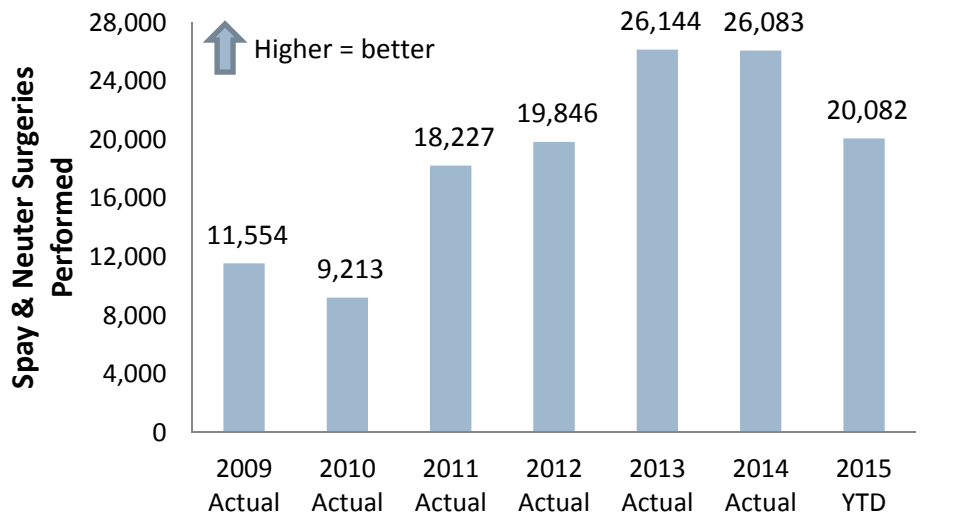
In FY 2015, City Council allocated \$515,000 for community spay/neuter surgeries. These surgeries will be targeted to areas with the greatest volume of call-for-service requests and animal impoundments.

Responsible Department: Animal Care Services

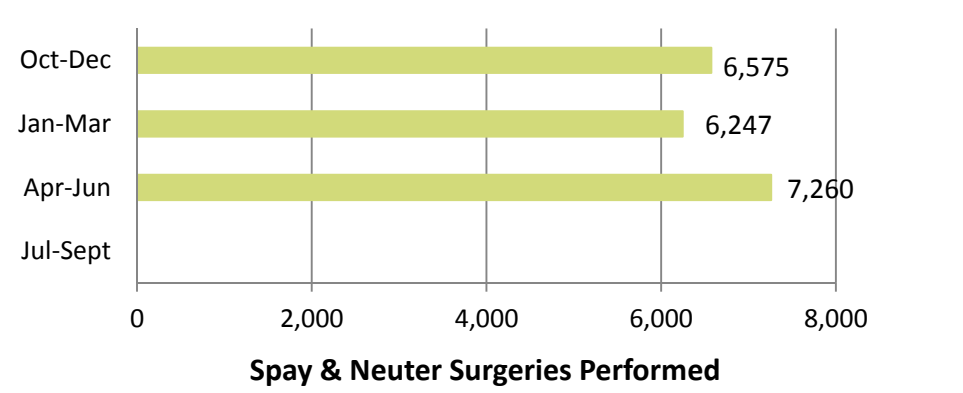
COMPARATIVE ANALYSIS (FY 2014)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*FY2015 Q3 data from partner agencies pending; updated information to be provided in future reports 17

18. AVERAGE RESPONSE IN DAYS FROM INITIAL CODE ENFORCEMENT COMPLAINT TO FIRST INSPECTION

Target: Tier 1 in 2 business days; Tier 2 in 6 business days

About this measure:

This measure tracks the average number of business days it takes to respond to Tier 1 and 2 code enforcement complaints. Violations marked with "*" have been escalated to Tier 2 status for FY 2015.

Why it is important:

Responding to cases quickly is an important indication of the level of customer service that is provided to impacted residents.

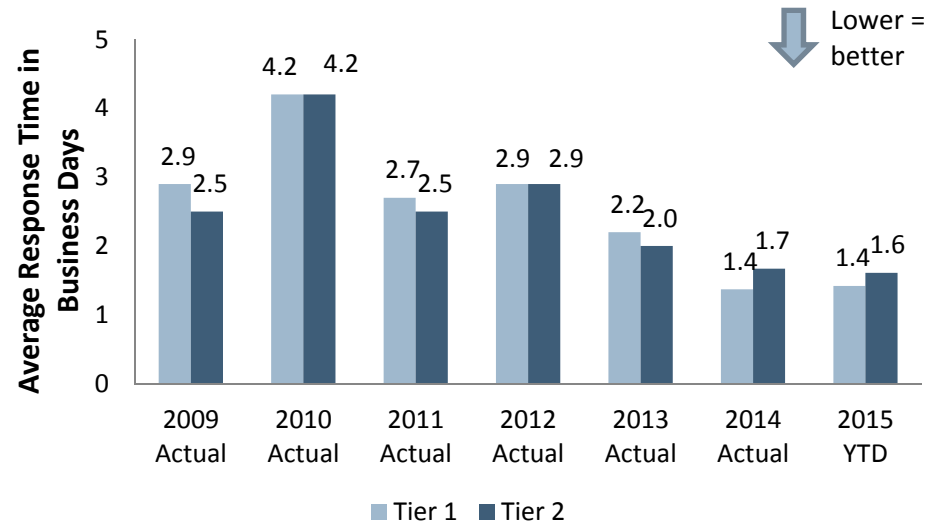
What is being done:

FY 2015 is the third year of the Code Improvement Plan implementation. In FY2013, additional resources expanded Field Units from 7 to 10 Officers. Additional measures have been introduced through a Performance Management Plan. In FY 2015, three violations have been escalated to Tier 2 to promote quicker compliance.

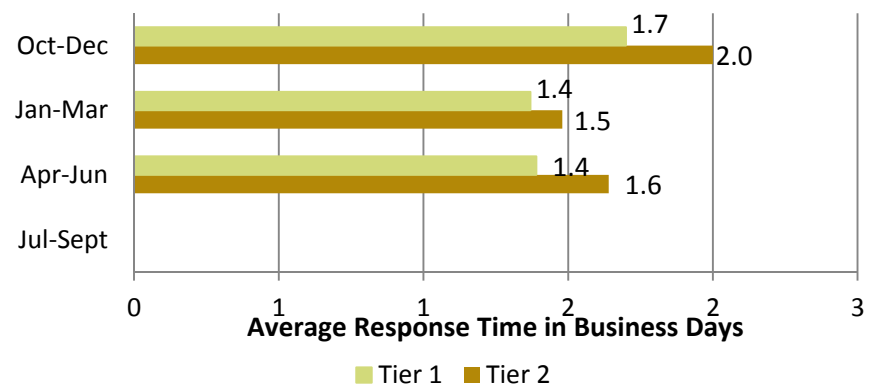
Responsible Department: Development Services/Code Enforcement

Tier 1 Violations Key Health/Safety Issues	Tier 2 Violations Property Uses & Building Maintenance	
<ul style="list-style-type: none"> • Visual obstructions • Unsecure structures • Overgrown yards/lots • Illegal dumping • Emergency demolitions • Broken sewer lines 	<ul style="list-style-type: none"> • Building maintenance • Certificate of Occupancy • Work without permit • Zoning (improper use of property) 	<ul style="list-style-type: none"> • Substandard structures • Graffiti • Junked vehicles • Garage sales* • Oversized vehicles* • Front/side yard parking*

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



19. Code Enforcement Compliance Rates – Tier 1 & 2 ✓

Target: 90% compliance of Tier 1 & 2 violations within 45 calendar days

About this measure:

This measure tracks the percentage of Tier 1 & 2 violations in compliance within 45 days. Compliance is achieved when the violation has been resolved by the owner or the City has abated the nuisance. In FY 2015, three additional violation types escalated from Tier 3 to Tier 2: Oversized vehicles, Front/Side Parking and Garage Sale Permits.

Why it is important:

Prioritizing violations for health, safety & quality of life results in quicker compliance, safer communities & greater resident satisfaction.

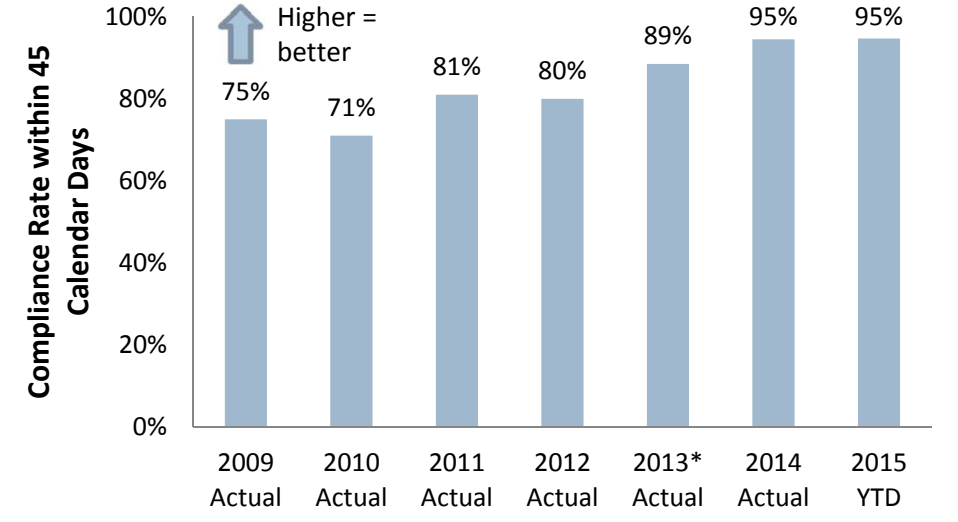
What is being done:

By escalating three violation types to Tier 2, Officers will be charged with addressing these complaints on a quicker turnaround. It is anticipated that addressing these items more quickly will increase the satisfaction of residents who identified these issues and the quality of life across communities.

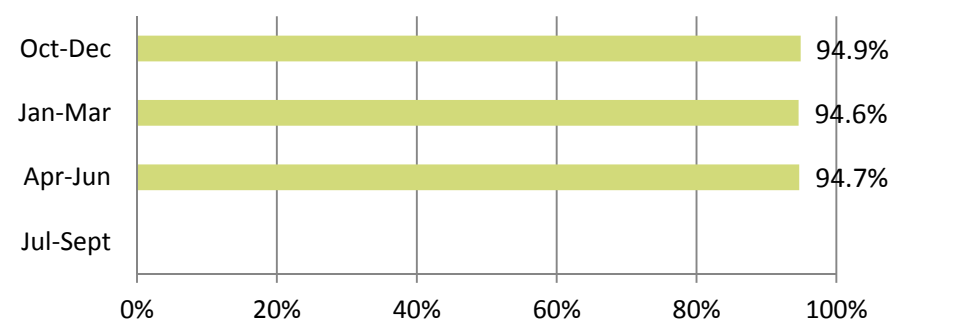
Responsible Department: Development Services/Code Enforcement



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



Compliance Rate within 45 Calendar Days
 * The 2013 measure was calculated using April-September numbers as a new code enforcement initiative was implemented in March.

20. DAYS FOR INITIAL REVIEW OF NEW RESIDENTIAL PLANS

Target: 3 Business Days

About this measure:

This measure tracks the average number of days it takes for initial review of a residential plan by Development Services including review of all new single-family development, single-family additions/renovations and townhome development projects.

Why it is important:

Prompt turnaround time to perform initial review of plans is an important indication of the level of customer service.

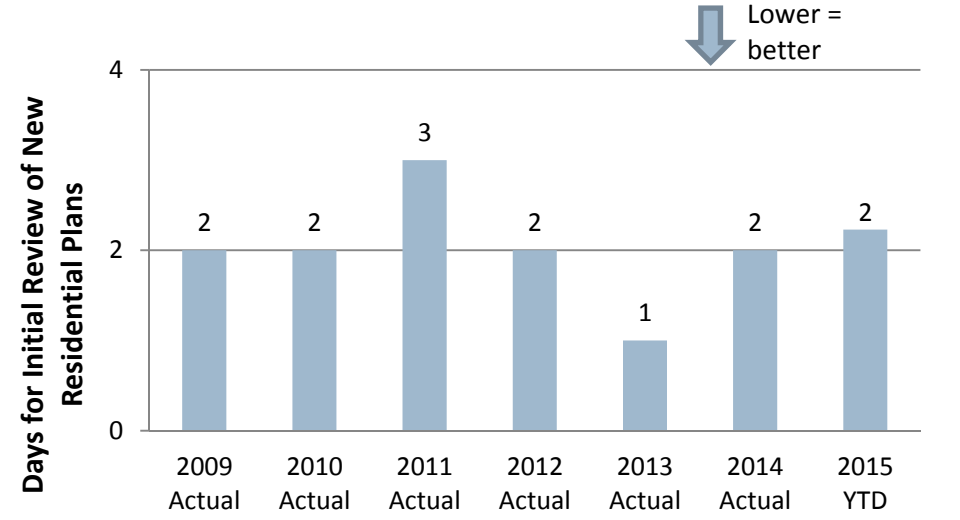
What is being done:

Development Services implemented electronic plan review, allowing plans to be submitted on-line through a secure web portal and reviewed electronically and concurrently.

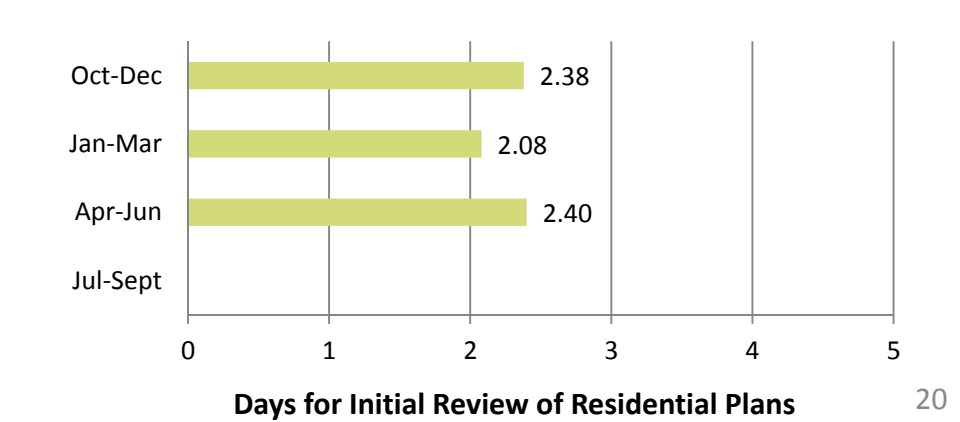
Responsible Department: Development Services



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



21. PERCENTAGE OF BUILDING-RELATED INSPECTIONS PERFORMED AS SCHEDULED

Target: 95%

About this measure:

This measure tracks the percentage of building code inspections performed by the scheduled date. These inspections include, electrical, mechanical, and plumbing for residential and commercial buildings.

Why it is important:

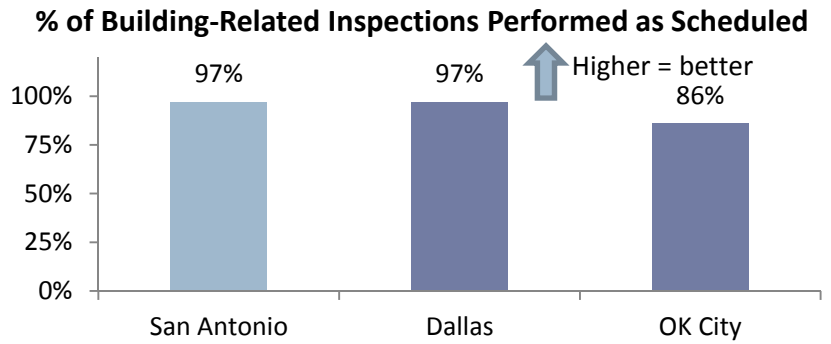
Customers schedule inspections based on construction schedules. Performing inspections as scheduled is important to ensure customers do not encounter delays.

What is being done:

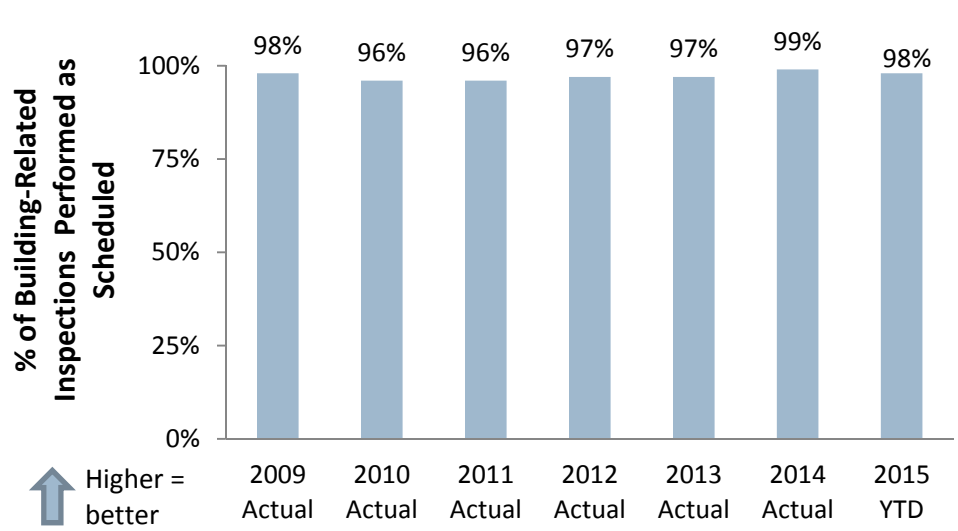
The department is making inspector routes more efficient to give our customers a more accurate time of arrival, helping the department achieve increased customer service levels.

Responsible Department: Development Services

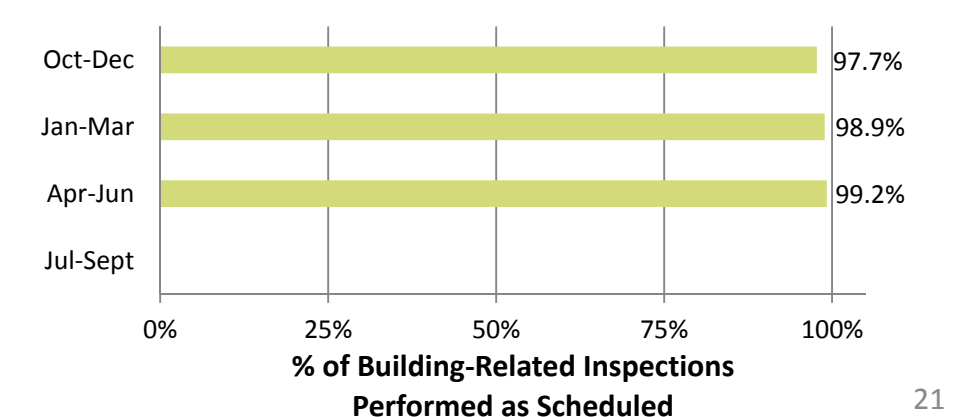
COMPARATIVE ANALYSIS (FY 2013 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



22. CHILDHOOD IMMUNIZATION COVERAGE RATES

Target: 92%

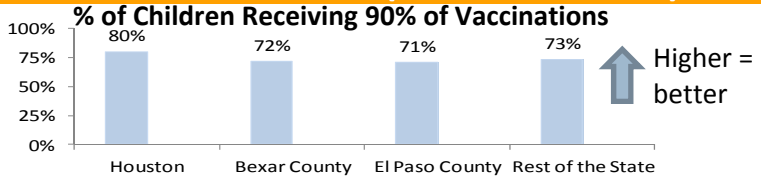
About this measure:
 The measure reflects the percentage of medical sites participating in the Vaccines For Children (VFC) program. Sites participating in the VFC program provide vaccinations regardless of the ability to pay.

Why it is important:
 The VFC Program is intended to increase the number of children receiving newly recommended vaccines, thus strengthening immunity levels. This program has contributed to high immunization rates & reduced delays in immunizations. Subsequently, the risk of serious illness or death from vaccine-preventable diseases has decreased.

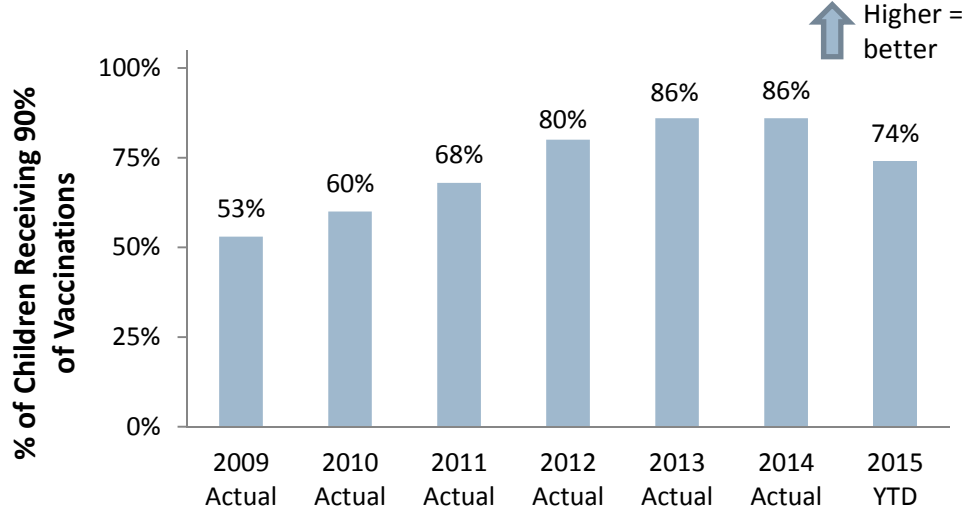
What is being done:
 Site visits are conducted at VFC Program provider offices to ensure vaccines are stored and administered appropriately to provide protection against 17 vaccine-preventable diseases. Feedback on immunization rates is provided to offices, as well as implementation strategies to increase immunization coverage rates for their clients. Vaccine supply deficiency resulted in lower vaccination rates than forecasted in 1st Quarter of Fiscal Year 2015. Relatively few sites were due for assessment in 2nd & 3rd Quarters, thus skewing the result.

Responsible Department: Health

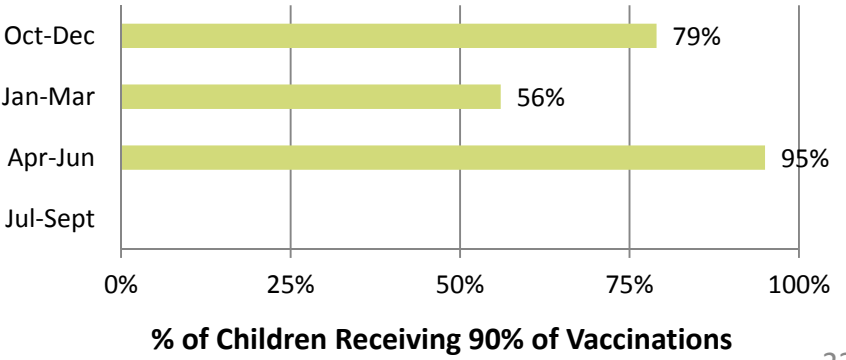
COMPARATIVE ANALYSIS (2013 NIS* DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



* National Immunization Survey

23. NUMBER OF PARTICIPANTS IN PRESERVATION OUTREACH PROGRAMS

Target: 4,500 Participants

About this measure:

This is a measure of the total number of participants in Preservation Outreach Programs conducted by the Office of Historic Preservation (OHP) for FY 2015.

Why it is important:

OHP holds a range of events and educational initiatives to promote the value of historic preservation to San Antonio. The OHP also offers hands-on training for skills needed to maintain historic properties.

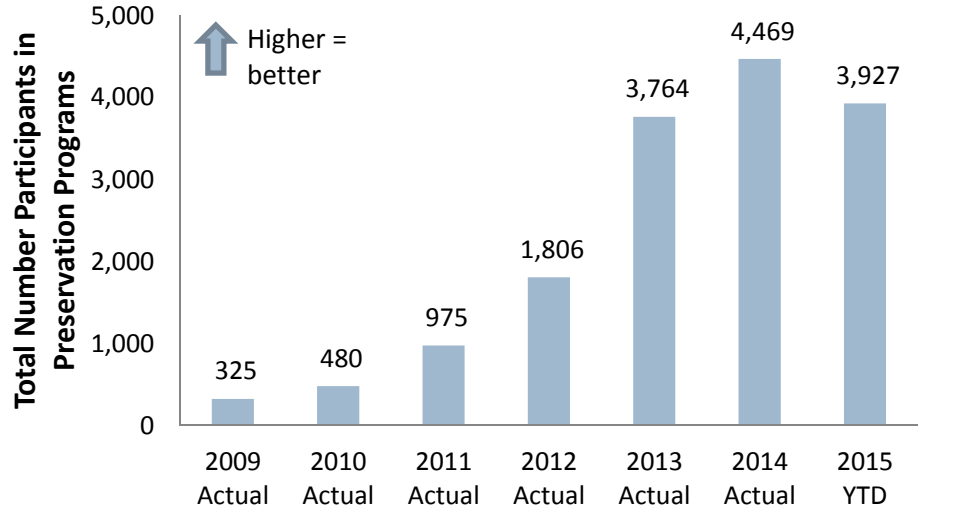
What is being done:

The OHP continually looks for collaboration opportunities with other city departments and local groups such as the Power of Preservation Foundation in order to expand total reach. Staff also promotes events through the use of social media and a monthly e-newsletter.

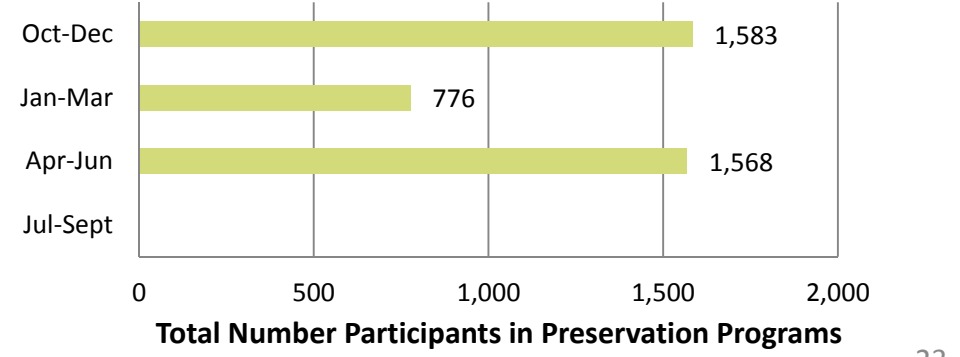
Responsible Department: Office of Historic Preservation



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 2: NEIGHBORHOODS



24. CAFÉ COLLEGE PARTICIPANTS & FAFSA COMPLETION

Target: 30,000 participants and 3,400 students assisted in completing a Free Application for Federal Student Aid (FAFSA)

About this measure:

The Department of Human Services contracts with the San Antonio Education Partnership (SAEP) to operate and manage cafécollege, a one-stop facility that increases college awareness and assists in college enrollment. This measure reflects the number of participants who visit cafécollege and complete a FAFSA form.

Why it is important:

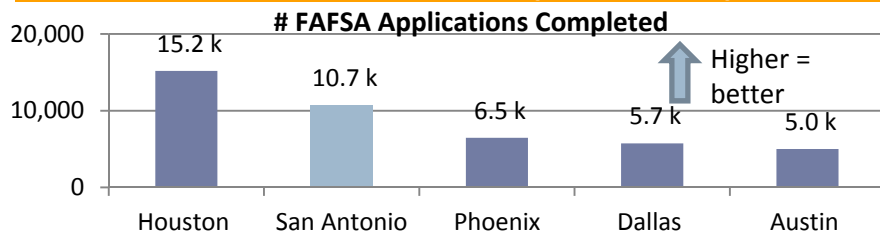
cafécollege opened in September 2010 with a goal of increasing the number of San Antonio residents enrolling in college. Although not all cafécollege participants are seeking help with financial aid applications, FAFSA completion is an indication of intention to attend college.

What is being done:

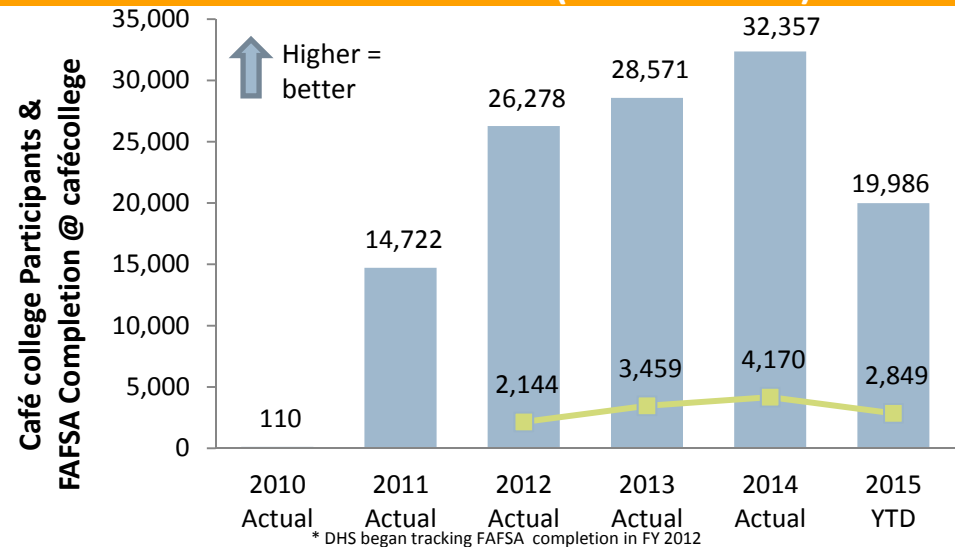
cafécollege collaborates with area schools to create specific programming tailored to the needs of students. Student Aid San Antonio events are held to increase the number of students completing FAFSA forms. FAFSA completion rates are cyclical in nature, with an increase towards the end of the fiscal year.

Responsible Department: Human Services

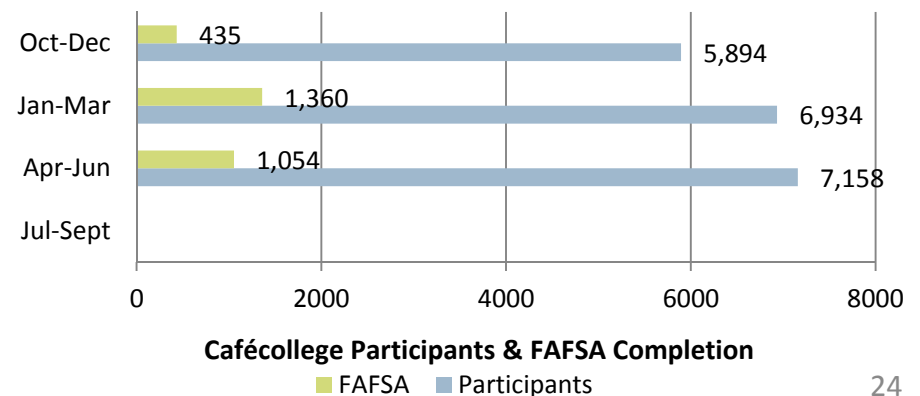
COMPARATIVE ANALYSIS (2014 DATA)*



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*Comparative data includes total number of FAFSA applications completed, not only those completed at facilities such as cafécollege

25. PROSPECTS COURTYARD & HAVEN FOR HOPE GRADUATES

Target: 800 Prospects CY, 375 Haven for Hope graduates ✓

About this measure:

These measures reflect the number of individuals who are transitioning from Prospects Courtyard, an outdoor safe – sleeping environment, to the Haven for Hope Campus and from the Haven for Hope campus into Permanent Housing.

Why it is important:

The Haven for Hope Campus provides a range of services to individuals, male and females, experiencing homelessness in San Antonio and Bexar County. Transformation is achieved through the provision, coordination, and delivery of an efficient system of care. These measures reflect individuals who are beginning a pathway to self-sufficiency.

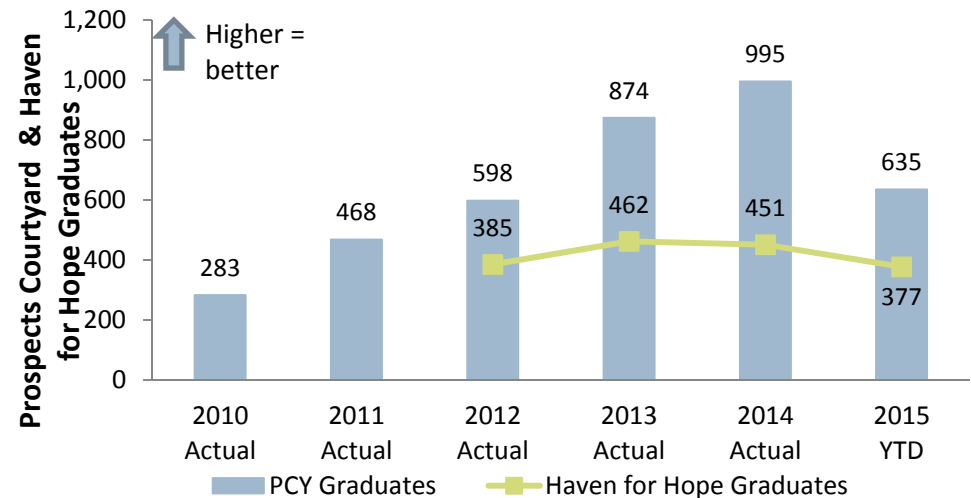
What is being done:

In Fiscal Year 2015, the City is investing \$6.8 million in Haven for Hope and campus partners to fund operations and security, safe outdoor sleeping and mental health, restoration, community based counseling, residential, food, and other support services.

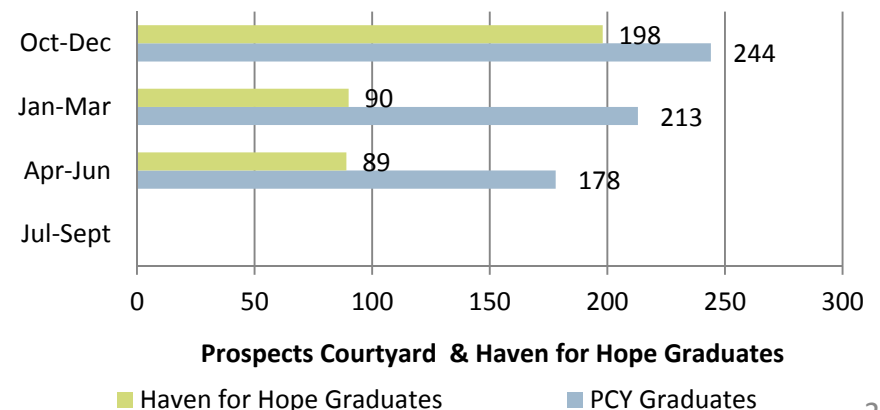
Responsible Department: Human Services



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



* DHS began tracking Haven for Hope Campus graduates in FY 2012

26. NUMBER OF SENIOR CENTER PARTICIPANTS ✓

Target: 19,500 participants

About this measure:

The Department of Human Services (DHS) provides nutrition, health, social, and other support services to encourage seniors to lead active and engaged lives in the community. Services are provided at various locations throughout the City, Monday-Friday. The measure reflects the number of participants, aged 60 and older, who attend Senior Centers.

Why it is important:

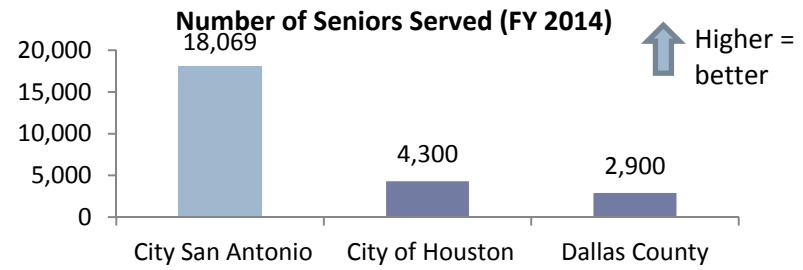
The Program provides an opportunity to inform seniors of available resources and services which focus on improving quality of life for seniors. The centers offer activities which lead to increased socialization, mobility, fitness, and learning opportunities.

What is being done:

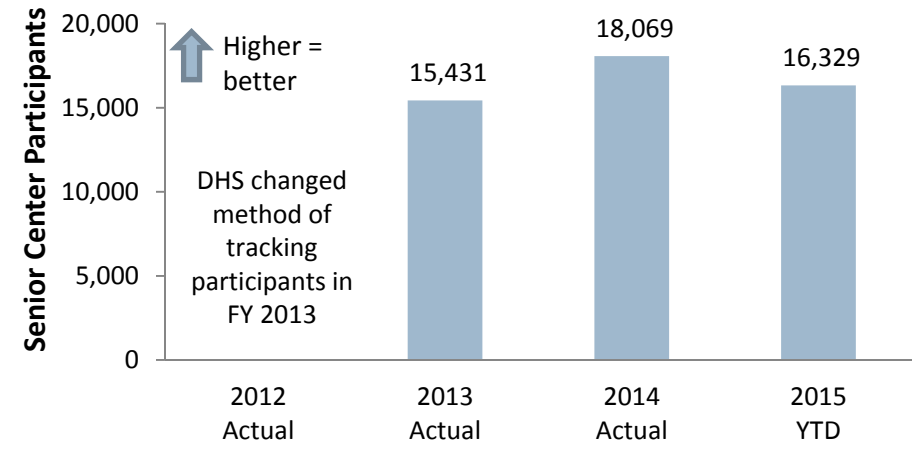
To meet the demands of the growing senior population and increase the number of meals served, DHS is expanding the Senior Nutrition Program in Council District 2, 6 and 7 in FY 2015. Sites have been strategically located to provide services within a 5-mile radius for all City residents.

Responsible Department: Human Services

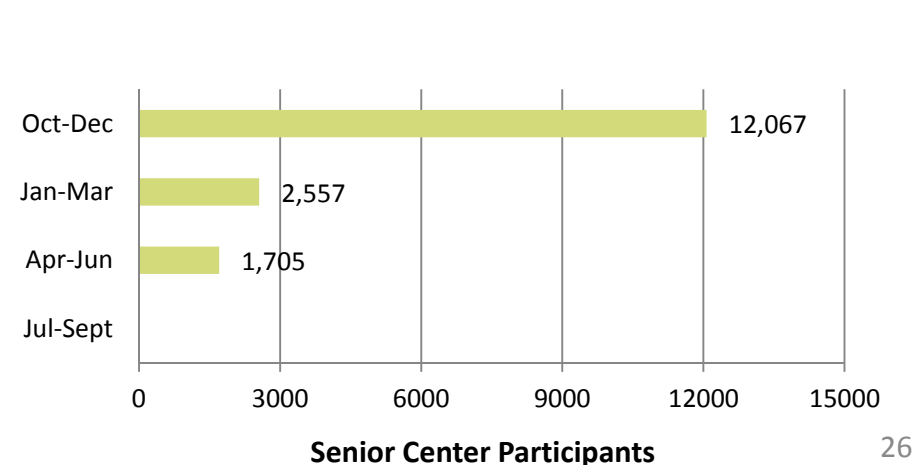
COMPARATIVE ANALYSIS (2014 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*D5 Normoyle & D10 Centers construction delayed; scheduled to open September & October, 2015, respectively.

27. PERCENTAGE OF SENIORS SATISFIED WITH SERVICES

Target: 92%

About this measure:

The Department of Human Services (DHS) provides nutrition, health, social, and other support services to encourage seniors to lead active and engaged lives in the community. Services are provided at various locations throughout the City, Monday-Friday. The measure reflects the percent of seniors who have indicated that they are satisfied with services offered at the City of San Antonio's 63 Senior Center locations.

Why it is important:

The Program provides an opportunity to inform seniors of available resources and services which focus on improving quality of life for seniors. The centers offer activities which lead to increased socialization, mobility, fitness, and learning opportunities. Through participant input, DHS is able to gauge the successfulness and quality of program services. This input is used to modify programming and services on an annual basis, as needed.

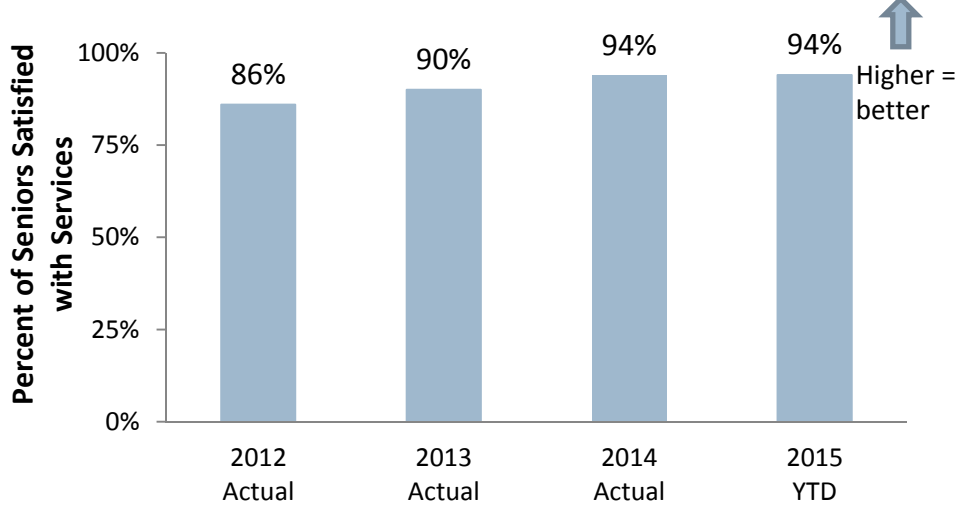
What is being done:

To meet the demands of the growing senior population, DHS is expanding the Senior Nutrition Program in Council District 2, 6 and 7 in FY 2015. Sites have been strategically located to provide services within a 5-mile radius for all City residents.

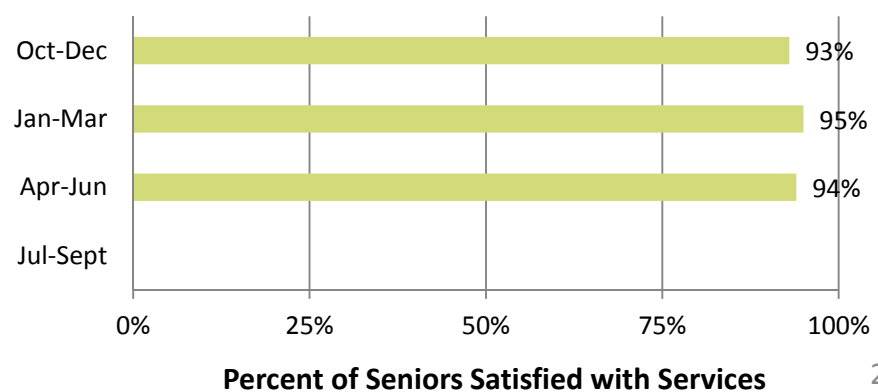
Responsible Department: Human Services



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 2: NEIGHBORHOODS




28. ANNUAL VISITS TO LIBRARY

Target: 5,390,000 Visits

About this measure:

This measure shows the number of visits to all library locations to access all available services in person.

Why it is important:

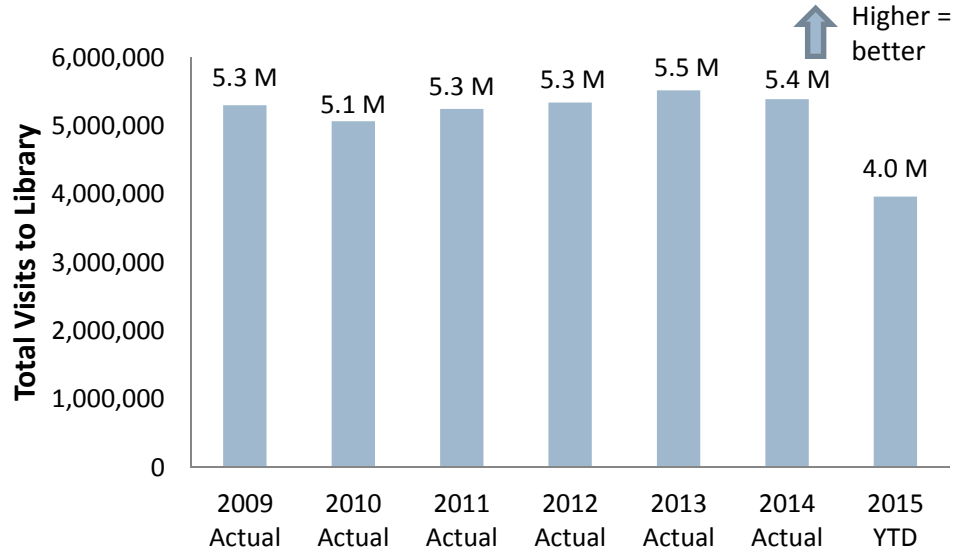
The City's Libraries provide access to books, computers and programs to promote literacy and other educational opportunities throughout the community.

What is being done:

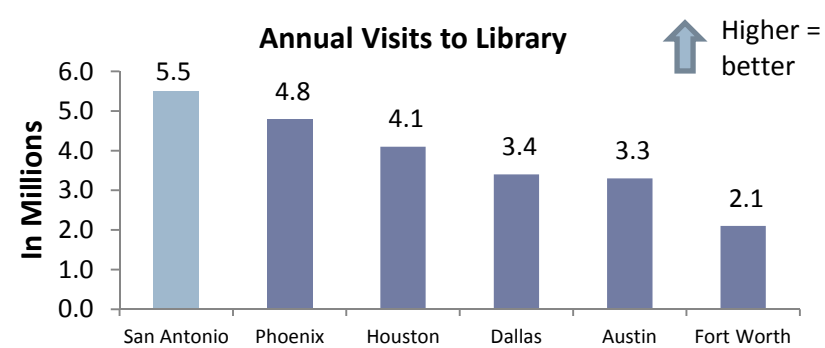
The Encino Branch Library opened in April. The Library Department's Strategic Plan includes a marketing and branding campaign to increase public awareness. In addition, library services are being tailored by location to community needs to provide a greater incentive for visits.

Responsible Department: Library

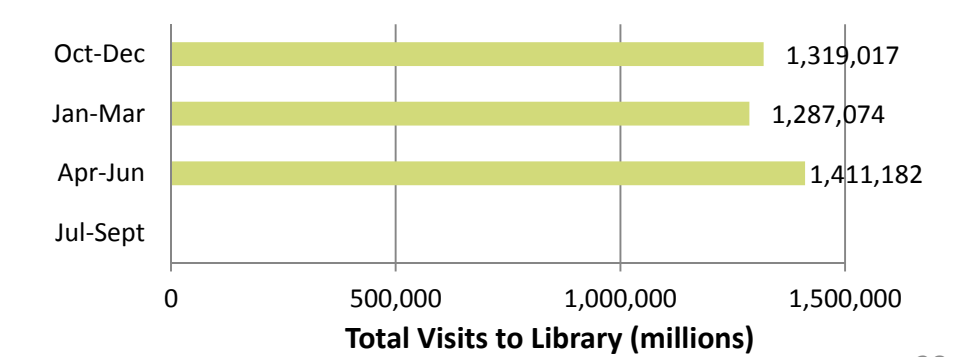
HISTORICAL PERFORMANCE (BY FISCAL YEAR)



COMPARATIVE ANALYSIS (FY 2013 PLDS)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 2: NEIGHBORHOODS




29. ANNUAL LIBRARY CIRCULATION

Target: 7,313,500 Items

About this measure:

This measure indicates the number of items checked out by customers of the San Antonio Public Library. These resources include books, e-books, magazines, CDs and DVDs.

Why it is important:

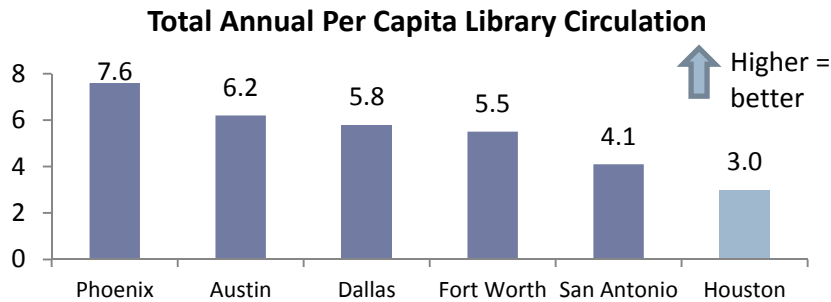
The Circulation performance measure shows customer usage of the Library's collection.

What is being done:

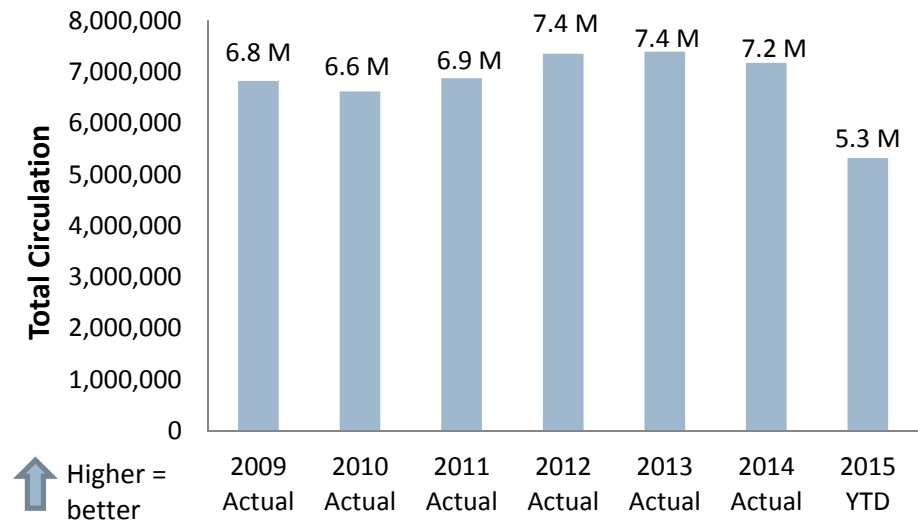
The Library has ramped up its marketing efforts to increase public awareness. The Library conducts an analysis to identify demand for the most popular items which assists in buying and distribution efforts. The Library continues to analyze and adjust its service strategies to the information needs of patrons.

Responsible Department: Library

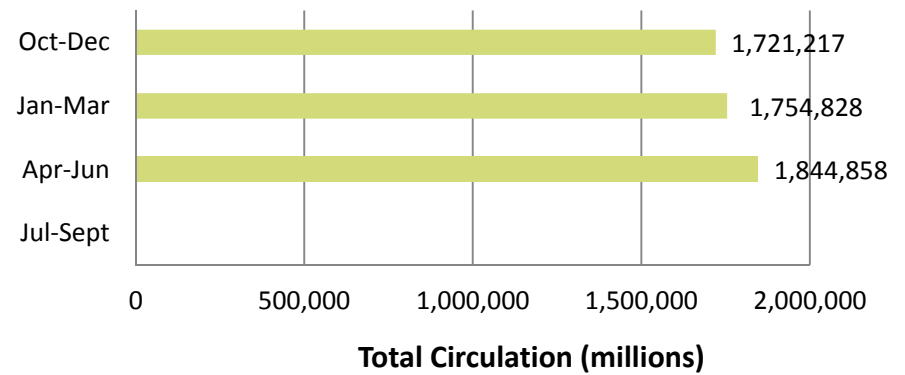
COMPARATIVE ANALYSIS (FY 2013 PLDS)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 2: NEIGHBORHOODS




30. HOURS OF COMPUTER & WI-FI USAGE

Target: 2,202,000

About this measure:

This measure reports the number of hours that individuals are utilizing the Library's computers & Wi-Fi at all locations.

Why it is important:

For many customers, library computers are their only access to broadband internet and to various basic software programs.

What is being done:

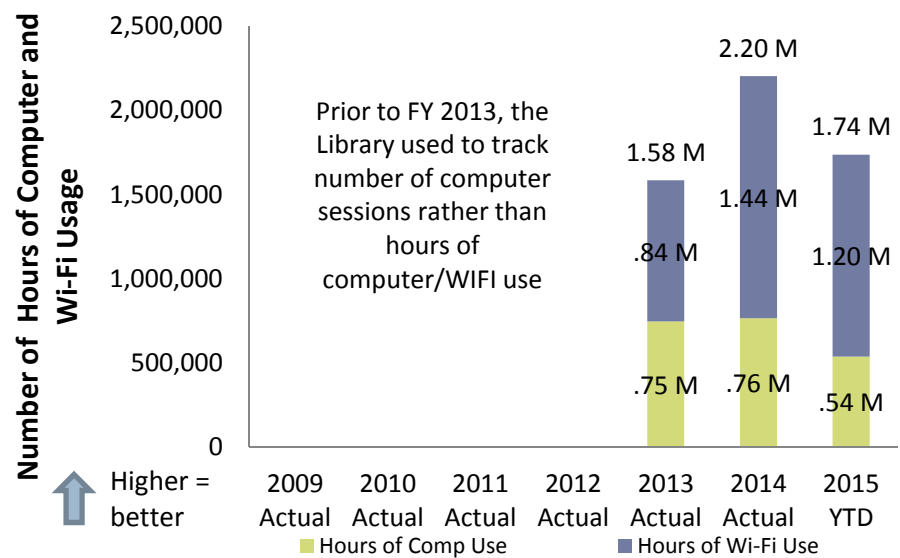
Beginning in 2013, library management noted new trends in public technology usage across the library locations. Library customers continued to rely on library provided public computers, but also were increasing their use of personal devices on the library's free Wi-Fi. In addition, library customers were using library public computers for longer periods of time on average. Beginning in FY 2015, the library is using a new technology performance measure based on hours of library public computer and Wi-Fi use to measure customer usage more accurately and to get better information on how well library technology is serving the community. As this change is an innovative shift in Library services and measurement of those services, comparative data is not yet available in other cities.

Responsible Department: Library

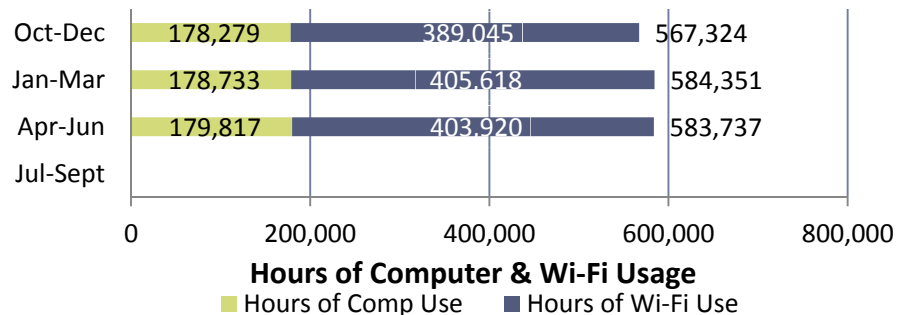


* Children using Wi-Fi at Central Library

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE



SERVICE AREA 2: NEIGHBORHOODS




31. RECREATION FACILITY ATTENDANCE

Target: 554,263

About this measure:
The measure reflects the total number of visits by adults and youth at City community center facilities.

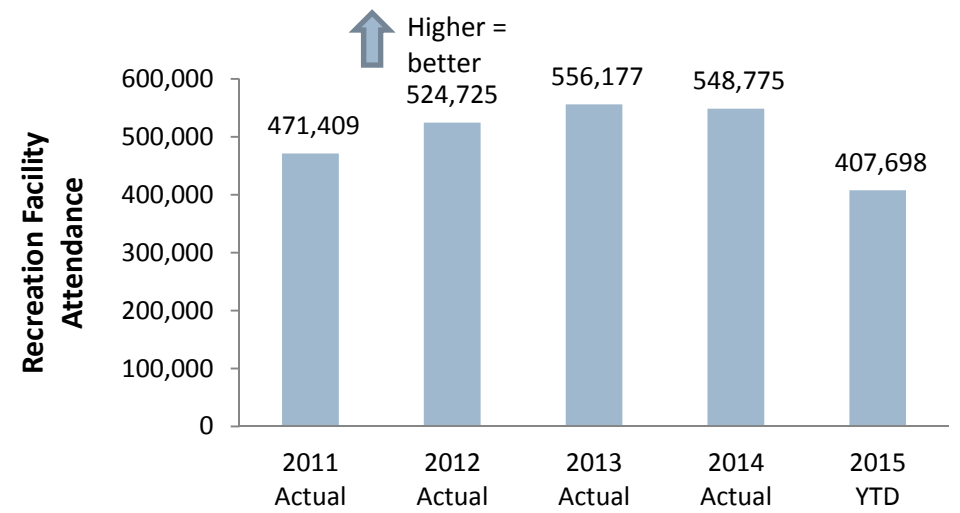
Why it is important:
The measure is important to recognize how many residents are utilizing community center facilities. The facility attendance is a measure that staff can use when making recommendations for improvements to facility programs and operations.

What is being done:
The Department currently uses a variety of methods to promote various programs and events at facilities. The Department uses attendance data to determine the community response to programs and events as well as to analyze facility needs.

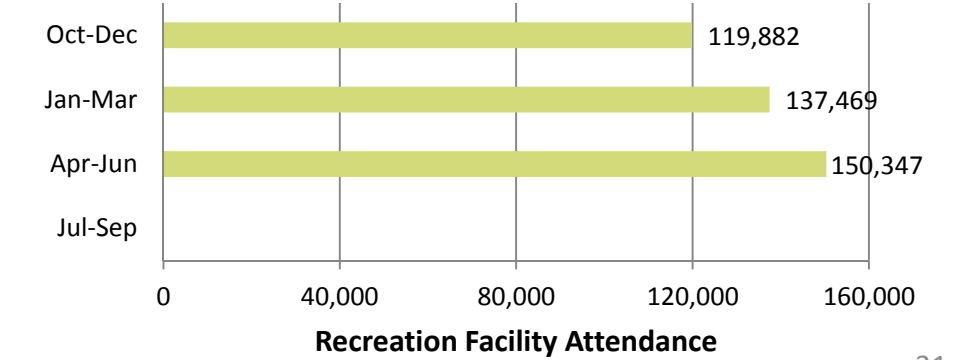
Responsible Department: Parks & Recreation



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



32. MUNICIPALITY FACILITY RETROFIT PROJECTS COMPLETED & AVOIDED UTILITY COSTS ✓

Target: 20 Projects and \$125,000 Avoided Annually

About this measure:

These measures show the number of utility conservation projects completed in municipal facilities and the associated utility costs that will be avoided each year as a result of the new projects.

Why it is important:

The Office of Sustainability implements municipal facility retrofits to reduce the City's environmental impact, save taxpayer funds, conserve natural resources, and improve sustainability of City facilities. Staff select projects which generate cost savings greater than the cost of the project.

What is being done:

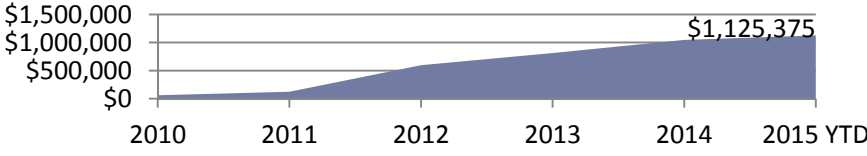
The City has 5 primary municipal facility projects underway for FY2015:

1. Equipment optimization ("retro-commissioning") at 9 locations
2. Sustainable design for the Convention Center expansion project
3. Heating, cooling, and ventilation improvements at 12 locations
4. Lighting equipment improvements at 18 locations
5. Solar window film at 4 locations

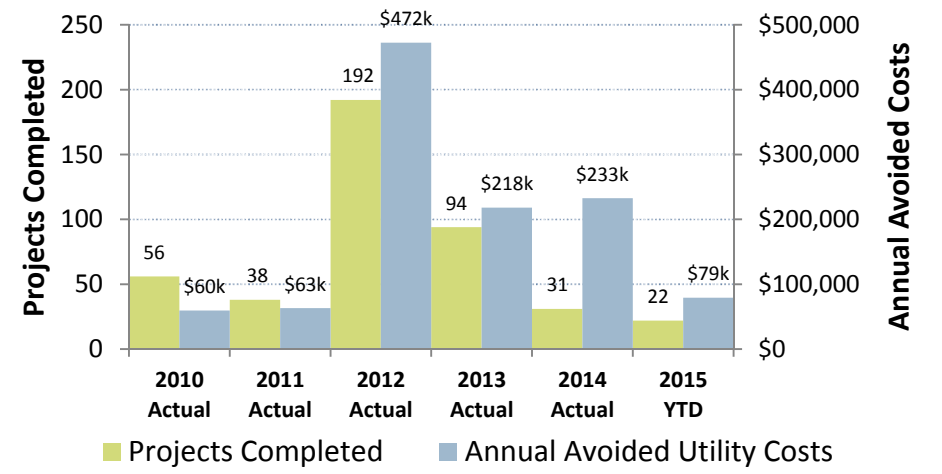
Additional analysis is being conducted on an ongoing basis to identify cost effective projects to implement in the future.

Responsible Department: Office of Sustainability

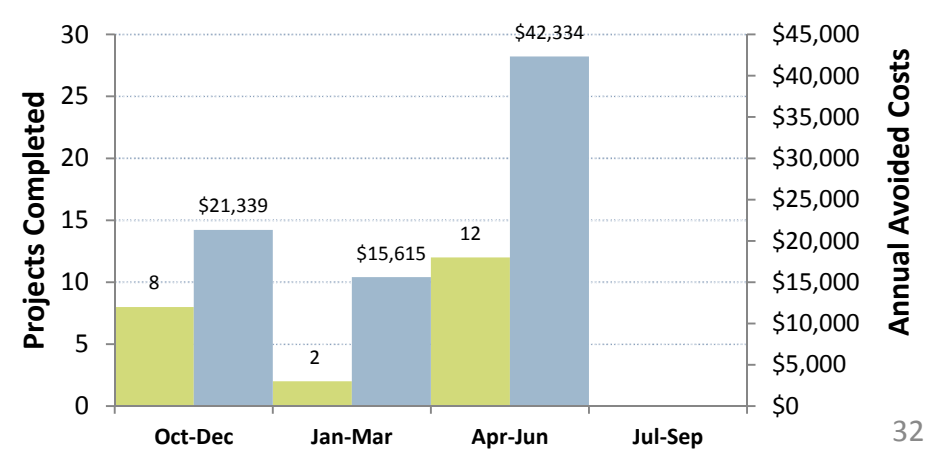
CUMULATIVE ANNUAL AVOIDED COST



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 5: SUSTAINABILITY



33. NUMBER OF RECYCLING CONTAINERS INSTALLED TO ACHIEVE 1:1 RATIO WITH TRASH RECEPTACLES

Target: 1,688

About this measure:

This measure reflects the Department's progress in providing the public more opportunities to recycle. In FY 2010, the City implemented a pilot program to initiate recycling efforts in City parks by installing recycling receptacles. The program has been expanded to achieve a 1:1 ratio between recycling containers and trash receptacles in parks.

Why it is important:

The Parks & Recreation recycling program supports the City's goal of creating a pathway to zero waste.

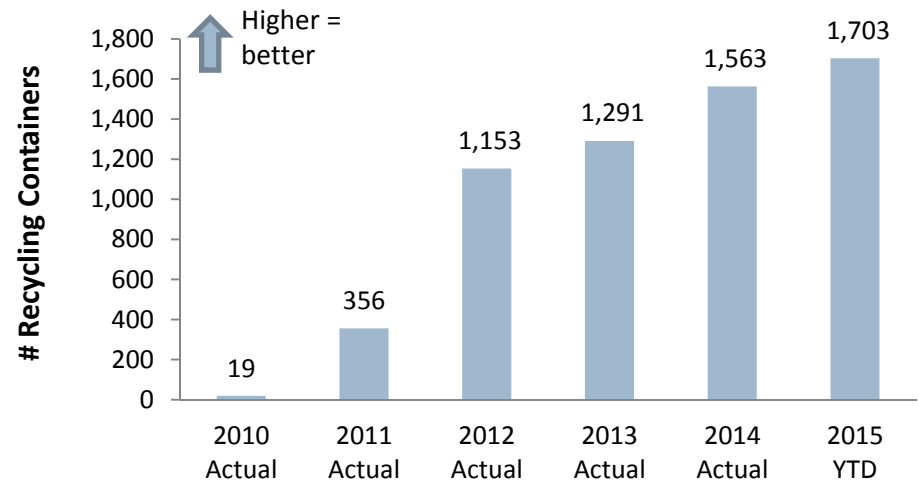
What is being done:

This measure will reflect an increase in recycling availability to the public.

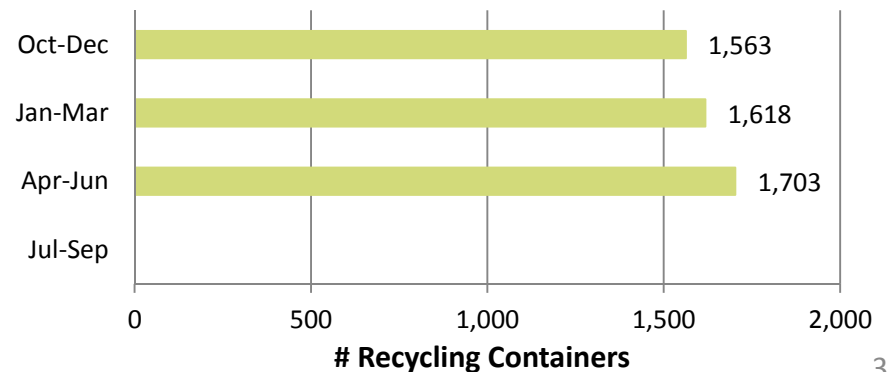
Responsible Department: Parks & Recreation



HISTORICAL PERFORMANCE (BY FISCAL YEAR)*



CURRENT YEAR PERFORMANCE (BY QUARTER)



*Measure shows cumulative recycling containers

34. RECYCLING RATE

Target: 31% in FY 2015, 60% by 2025

About this measure:

This measures the percent of solid waste, collected from approximately 346,000 customers, that is recycled. The City's single-family recycling programs include weekly curbside recycling collection, semi-annual curbside brush collection, drop-off brush material sites and subscription-based curbside organics collection.

Why it is important:

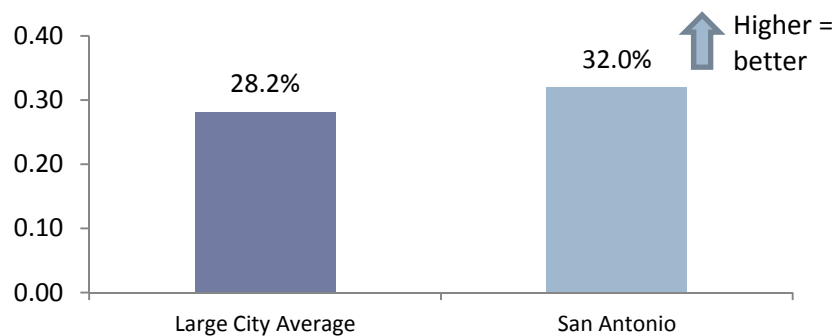
Recycling promotes environmental stewardship and long-term sustainability. It is a cost-effective alternative to burying waste in landfills.

What is being done:

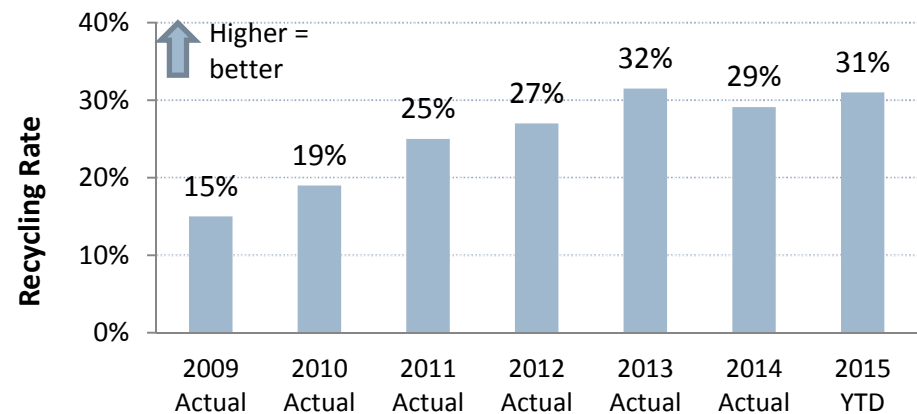
The City suspended expansion of the organics-subscription program at the start of FY 2015 to prepare for a new pricing structure. In October 2015, the city will begin an 18-month rollout of the new pricing structure.

Responsible Department: Solid Waste Management

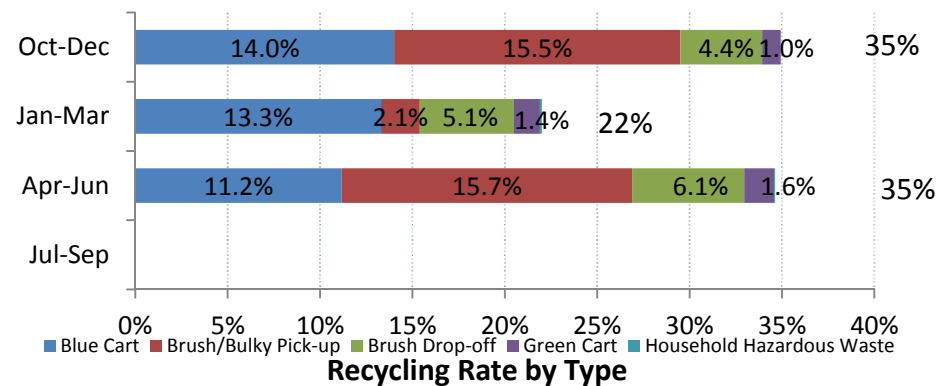
COMPARATIVE ANALYSIS (ICMA 2013 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)¹



¹ Brush recycling is seasonal and causes a variation in the overall recycling rate throughout the year.



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 5: SUSTAINABILITY



35. REFUSE AND RECYCLING COLLECTION MISSES PER 10,000 COLLECTION POINTS

Target: 9.00 Missed Collections per 10,000 Collection Points

About this measure:

This measure tracks the percentage of missed collections for all single-family homes serviced by City crews. This includes garbage, recycling and organic recycling collections.

Why it is important:

Ensuring all refuse is collected provides for cleaner neighborhoods. If a collection is missed, customers can call 3-1-1 to report the missed collection and the department will respond accordingly.

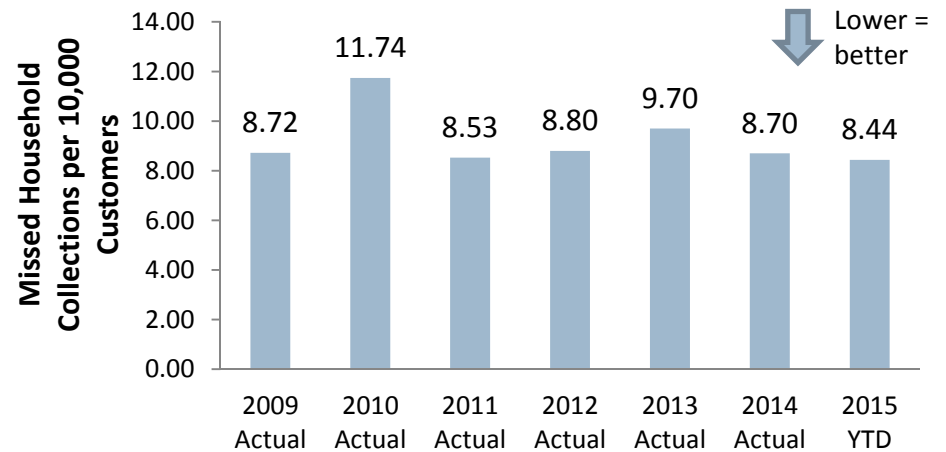
What is being done:

The department provides weekly garbage, recycling, and organics collection services to 346,000 single-family households. To ensure that material is collected on time, route supervisors coach drivers to service routes efficiently and dispatch replacement vehicles during equipment breakdowns.

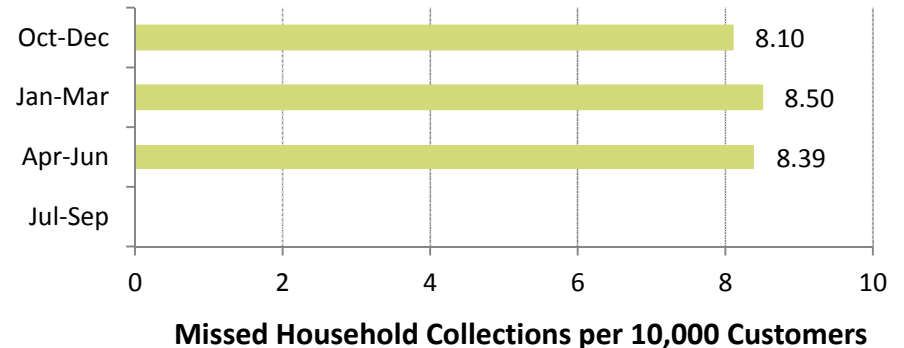
Responsible Department: Solid Waste Management



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 3: ECONOMIC DEVELOPMENT



36. Downtown area housing units facilitated through incentives (SA2020 Boundary)*



Target: 850 housing units

About this measure:

This measure shows the number of incentivized housing units approved by City Council. The SA2020 goal is to provide an additional 5,000 housing units by 2020.

Why it is important:

All great downtowns are anchored by residential life that provides authenticity and animation. Additional residential life will enhance the visitor-serving industry and lay the foundation for increased employment and retail opportunities.

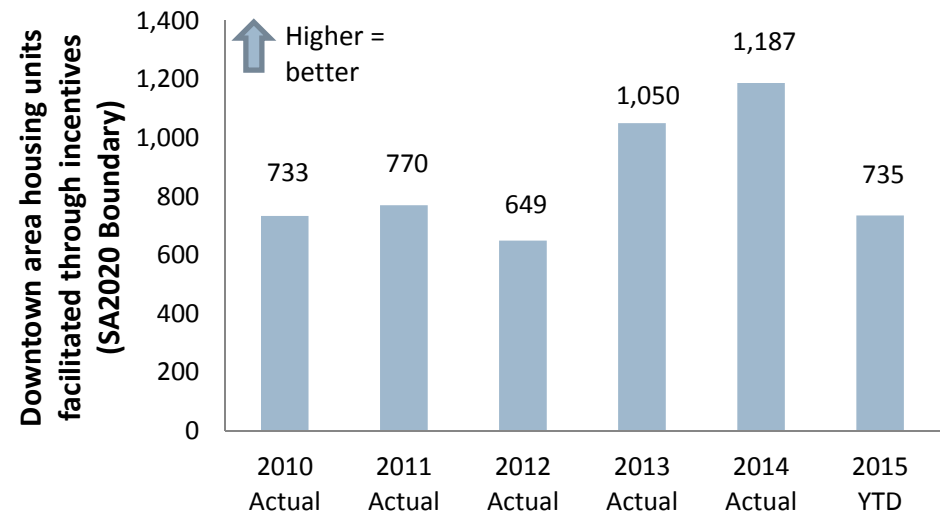
What is being done:

The FY 2015 budget allocated \$2 million in incentives for downtown redevelopment. This funding will provide incentives resulting from the Center City Housing Incentive Policy as well as fund the Brownfields program, Office of Urban Renewal San Antonio, and provide funding for incentives for the West Side Development Corporation (WDC) and San Antonio Growth for the Eastside (SAGE).

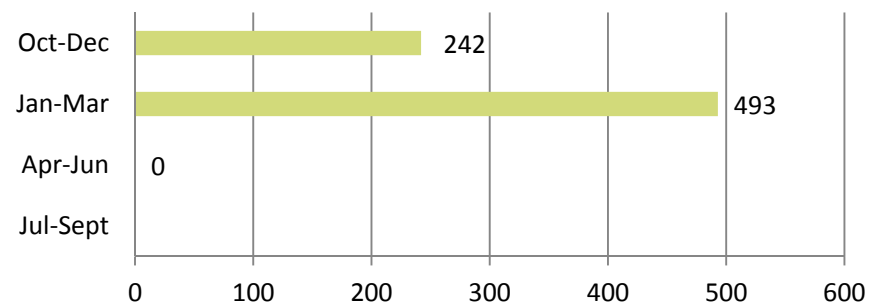
Responsible Department: Center City Development & Operations

*Measure title changed from "Housing Units within the Inner City Reinvestment/Infill Policy Area" to "Downtown area housing units facilitated through incentives (SA2020 Boundary)" as of Q3 2014.

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



Downtown Area Housing Units Facilitated Through Incentives (SA2020 Boundary)



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 3: ECONOMIC DEVELOPMENT



37. JOBS CREATED/RETAINED THROUGH ECONOMIC DEVELOPMENT ACTIVITIES

Target: 3,600 jobs

About this measure:

This is a measure of all jobs created and retained through economic development incentives provided by the Economic Development Department in partnership with the Economic Development Foundation (EDF).

Why it is important:

This measure illustrates San Antonio's economic competitiveness in securing more and better job opportunities for its citizens. An increase in jobs within San Antonio strengthens the City's economy.

What is being done

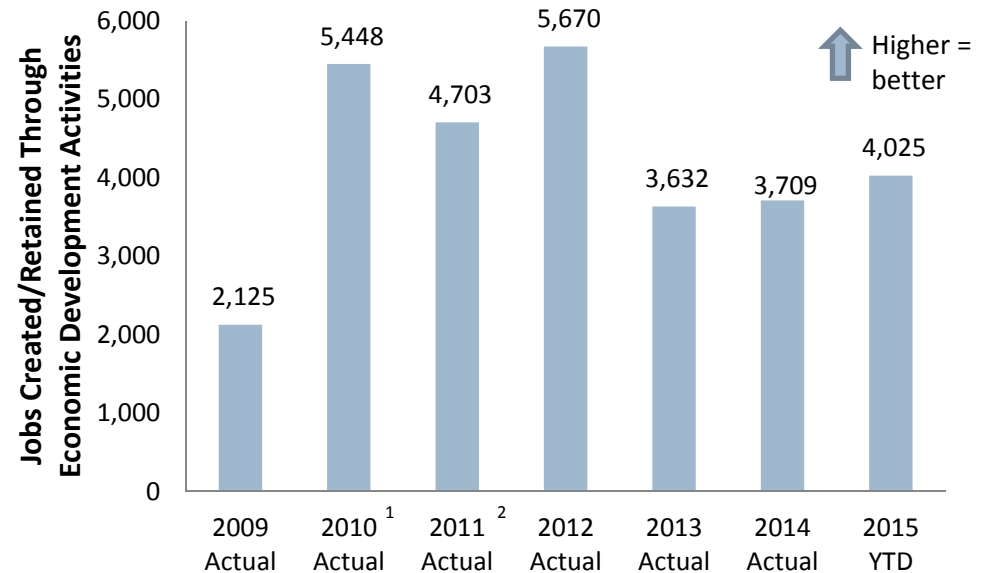
The Economic Development Department utilizes a number of state and local tools and programs to attract and retain jobs. In addition, the department manages a contract with the EDF for marketing and business retention expansion (BRE)/attraction services. The City Council allocated \$1.75 million in FY 2015 for economic development grants to assist in the retention, recruitment and attraction of businesses to San Antonio.

Responsible Department: Economic Development

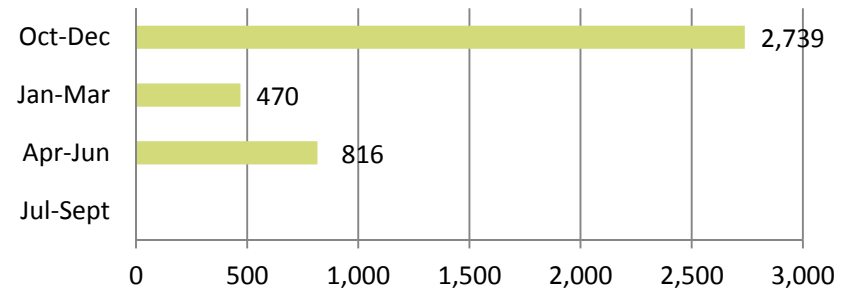
¹FY 2010 includes jobs from Nationwide, Kohl's and Toyota

²The City entered into a contract with the EDF in FY 2011 to provide coordinated economic development services in an effort to increase the number of jobs created and retained in San Antonio.

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE



Jobs Created/Retained Through Economic Development Activities



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 3: ECONOMIC DEVELOPMENT



38. TOTAL CORPORATE INVESTMENT

Target: \$250 million in New Investment

About this measure:

This measure shows the amount of planned company investment in projects announced through the City's incentivized programs. Such projects are a result of both local expansion and the recruitment of new businesses to San Antonio.

Why it is important:

The measure indicates the scale of new capital investment in the community which provides for job creation and business growth.

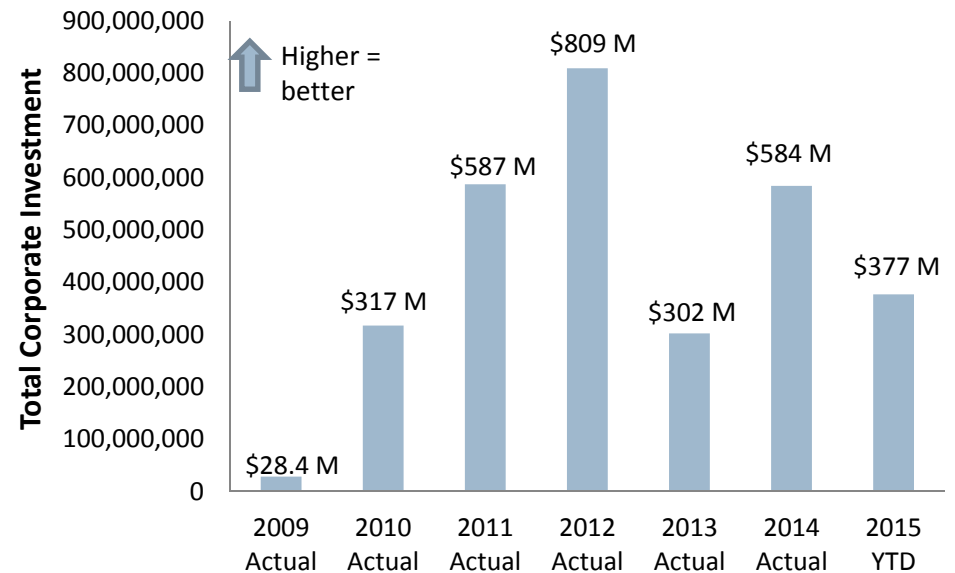
What is being done:

The Economic Development Department manages the City's contract with the Economic Development Foundation for global marketing and business retention/attraction. The City Council allocated \$1.75 million in FY 2015 for economic development grants to assist in the retention, recruitment and attraction of businesses to San Antonio.

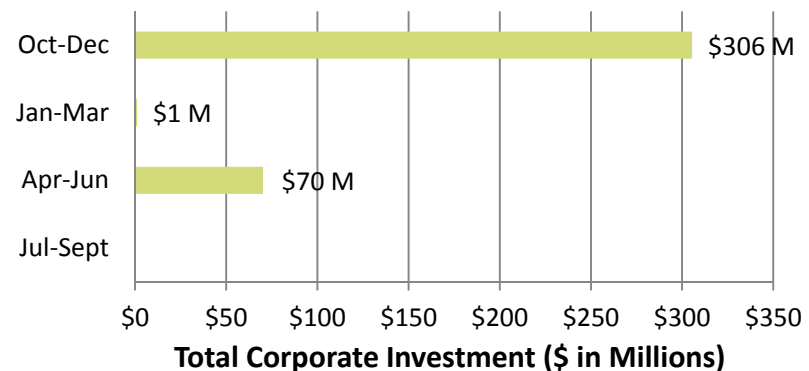
Responsible Department: Economic Development

¹The increases in FY 2010 and FY 2011 were due to Toyota (\$100M), the Chevron Data Center (\$335M) and UTHSCSA South Texas Research Facility (\$150M) respectively. The increase in FY 2012 was due to Halliburton (\$300M) and Maruchan (\$318M). The increase in FY 2014 is due to the Microsoft Data Center Expansion Project (\$250M).

HISTORICAL PERFORMANCE (BY FISCAL YEAR)¹



CURRENT YEAR PERFORMANCE



39. AIRPORT OVERALL CUSTOMER SATISFACTION 

Target: 4.0 (Very Good) out of 5.0 (Excellent)

About this measure:

The Airport Service Quality (ASQ) Survey is the world's leading airport customer satisfaction benchmark program with over 190 airports surveying their passengers monthly. Each quarter, this measure illustrates the overall satisfaction of passengers of the Airport. All airports use the same questionnaire and follow the same methodology.

Why it is important:

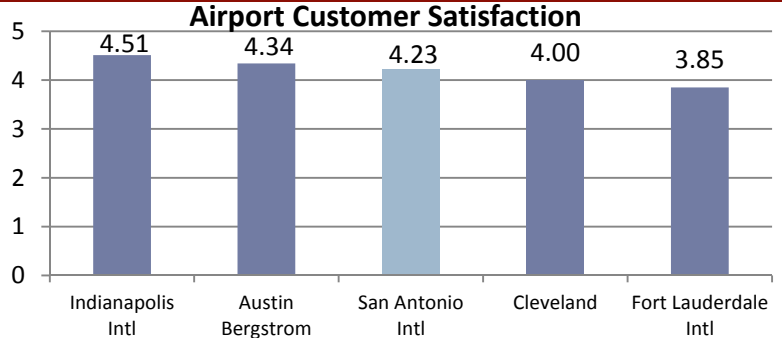
Findings from the ASQ assist the airport in identifying areas for improvement as well as areas where the Airport excels.

What is being done:

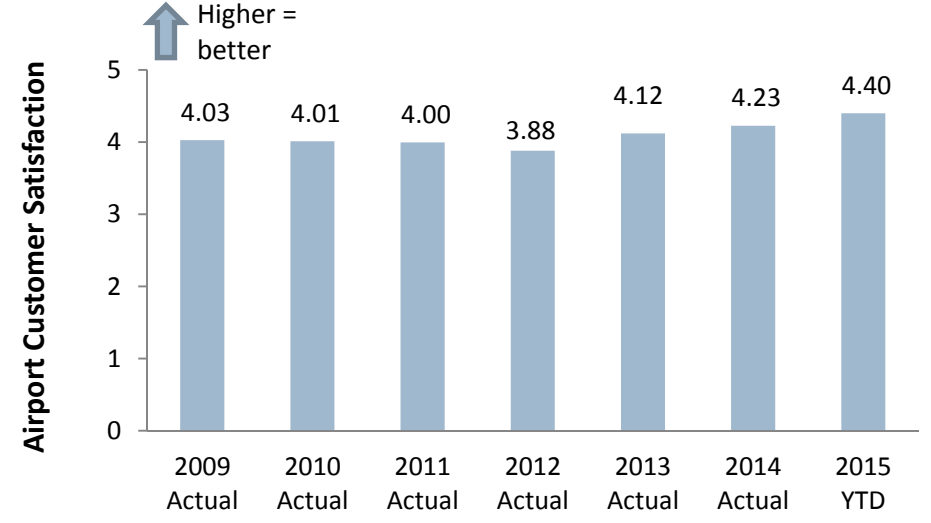
The Aviation Department is focused on improving the customer experience for our passengers. In FY 2015, the Airport, in conjunction with the Library, unveiled kiosks with access to digital content and an avatar providing tips to assist passengers through the security checkpoint area.

Responsible Department: Aviation

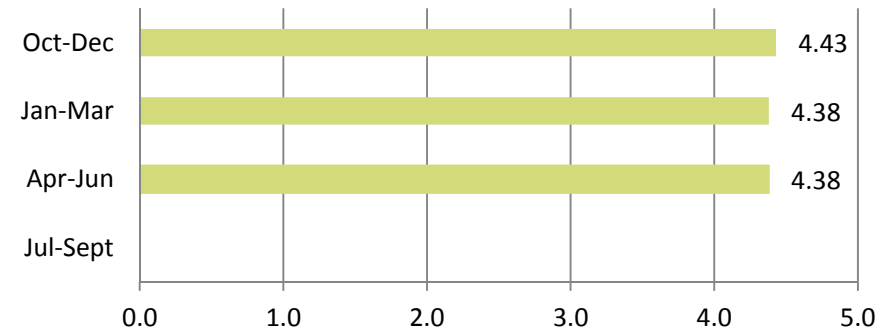
COMPARATIVE ANALYSIS (FY 2014 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



Airport Customer Satisfaction
*3rd Quarter results estimated pending final survey results

40. INTERNATIONAL AIRPORT OPERATING COST PER PASSENGER

Target: \$11.60

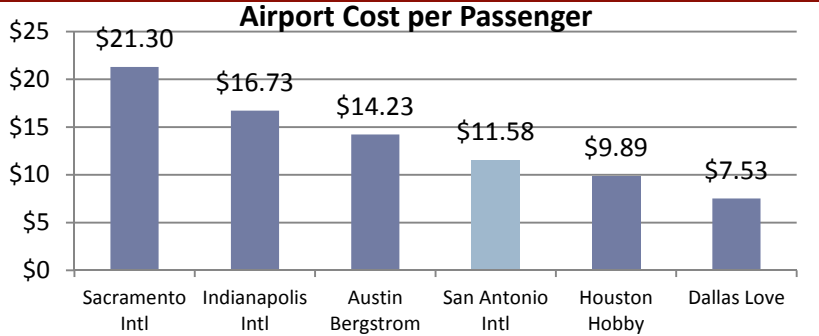
About this measure:
The measure tracks the average operating cost per passenger boarding a flight at San Antonio International Airport. This includes personnel costs, facility operations, fire, and law enforcement costs.

Why it is important:
Cost per passenger is a benchmark measure that is commonly used to compare airports. It is an indication of how efficiently the Airport is operating.

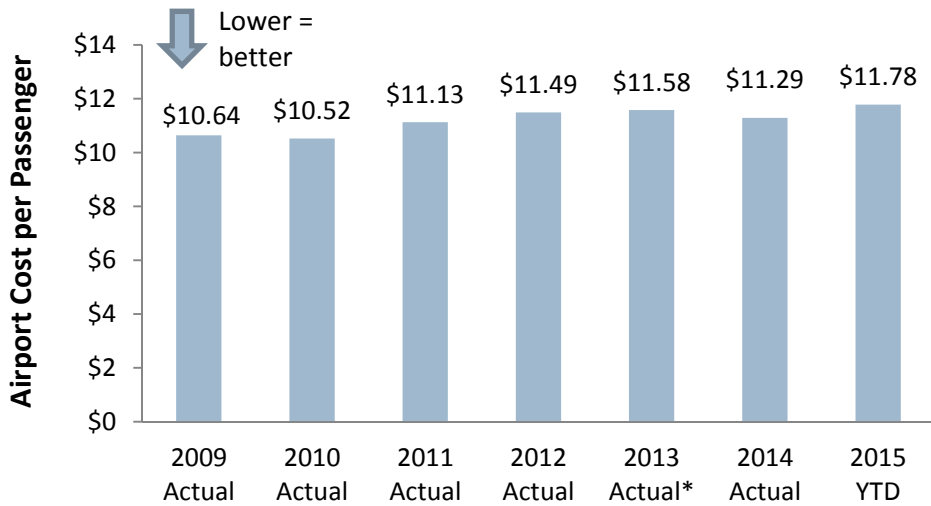
What is being done:
The Airport continues to look for non-airline revenue opportunities year-round. The Airport is scheduled to award a concession agreement for a gas station/convenience store in Fiscal Year 2015. Cost per passenger in 2nd Quarter FY2015 is higher than normal due to a decrease in passenger volume and extraordinary expenses.

Responsible Department: Aviation

COMPARATIVE ANALYSIS (FY 2013 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*3rd Quarter results estimated pending final results



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS



41. CONVENTION CENTER EXHIBIT HALL OCCUPANCY LEVELS

Target: 70%

About this measure:

This measure is the percentage of available days occupied at each of the four exhibit halls of the Henry B. Gonzalez Convention Center. The industry standard among convention centers considers 70% to be an excellent occupancy rate.

Why it is important:

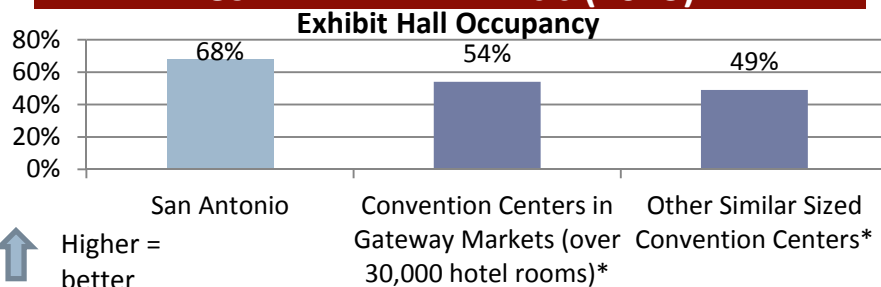
Tracking convention center exhibit hall occupancy helps determine a level of maximum use of the facility, allows the city to compare activity to competitive destinations, and determines the success of CVB sales strategies in booking conventions with tradeshow. Maximizing occupancy results in positive economic impact for the local economy.

What is being done:

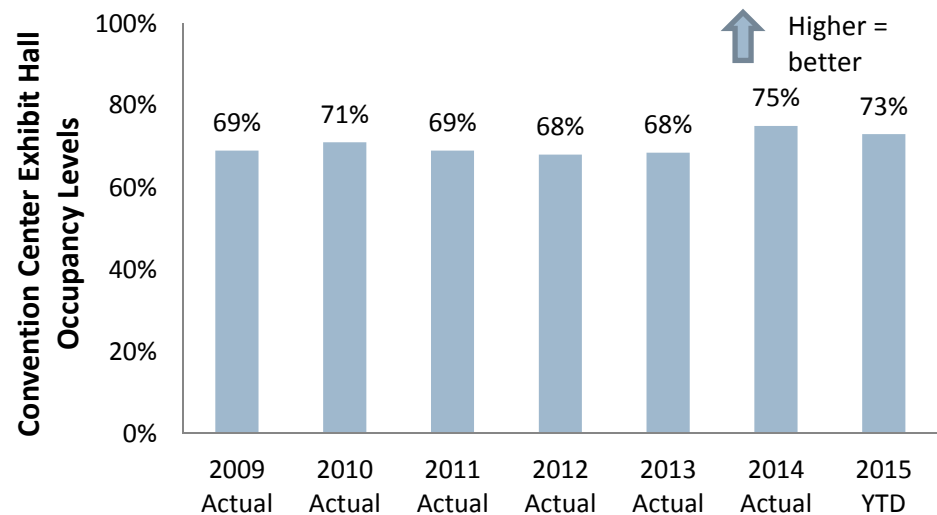
Convention Center booking staff works with the Convention and Visitors Bureau to maximize exhibit hall efficiency and occupancy.

Responsible Department: Convention & Sports Facilities

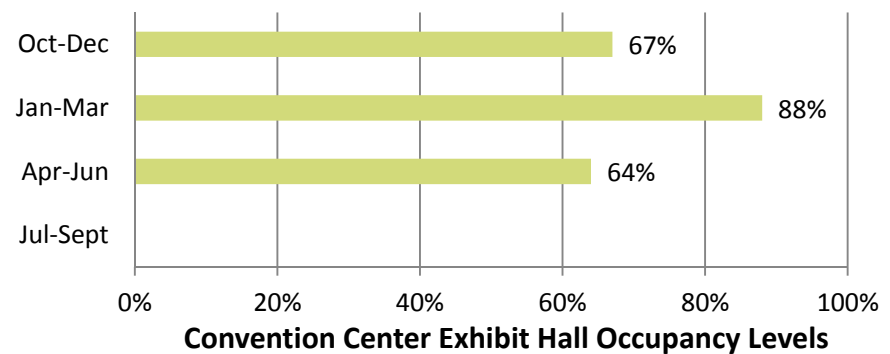
COMPARATIVE ANALYSIS (2013)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



*Source: PricewaterhouseCoopers (PwC) Convention Centers Report



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS



42. EVENT DAYS AT THE ALAMODOME

Target: 140 days

About this measure:

This measure represents the total number of days per year when an event is actually occurring at the Alamodome. This does not include the move in/move out days for events. Each attended event counts as one event day.

Why it is important:

Event days at the Alamodome determine the amount of utility that the facility provides the community by offering a variety of entertainment options. The relationship between event days and revenue generation is important in that the goal is to achieve an overall low net cost of operations. The more events held in the facility, the more that revenue is generated to offset fixed costs.

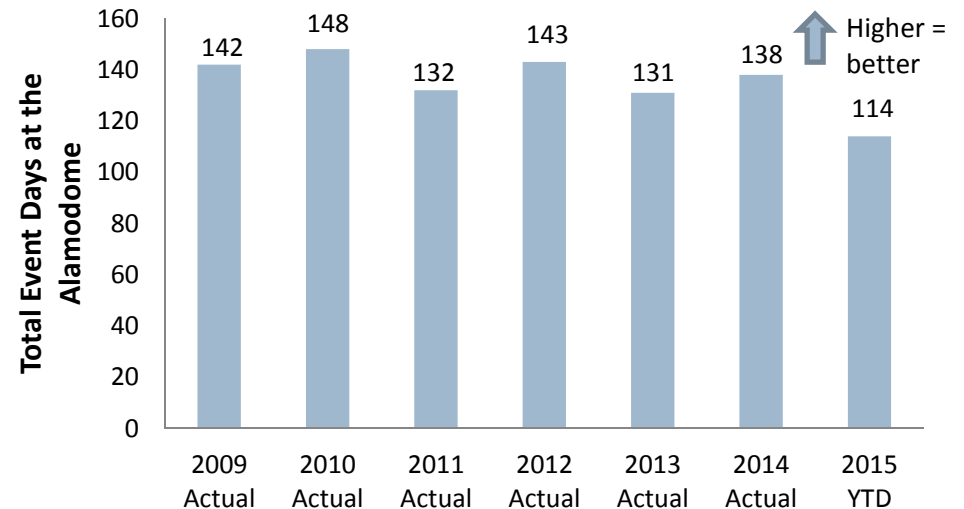
What is being done:

Staff employs a targeted business plan that focuses on maximizing the number of event days at the Alamodome.

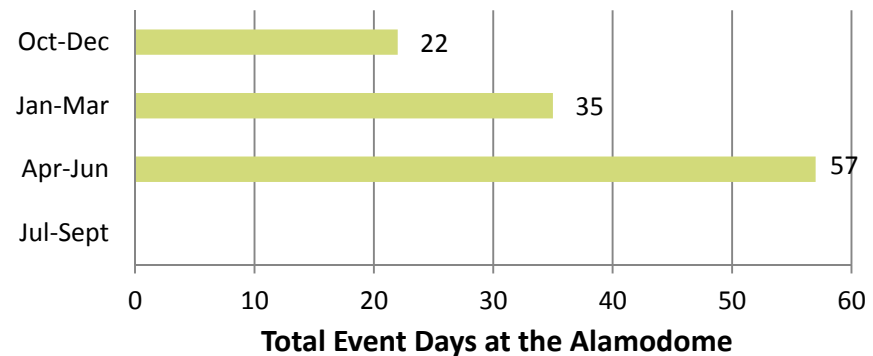
Responsible Department: Convention & Sports Facilities



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS



43. AVERAGE REVENUE PER ATTENDEE AT THE ALAMODOME ✓

Target: \$7.65

About this measure:

This measure represents the amount of revenue generated per attendee at the Alamodome on a yearly basis.

Why it is important:

This measure shows the financial success of the Alamodome events. Increasing revenues helps reduce the net cost of operating the Alamodome.

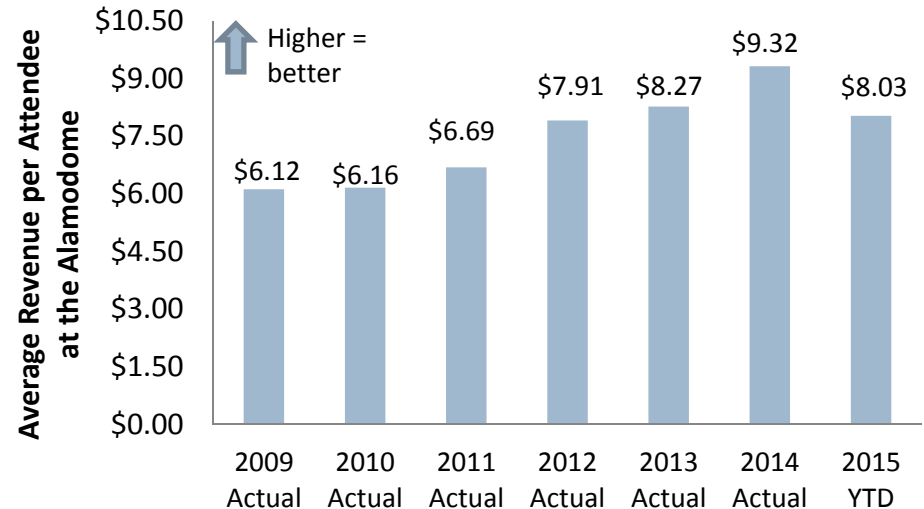
What is being done:

Staff is pursuing a diversified mix of attractive family entertainment and sporting events to increase revenue per attendee. In Fiscal Year 2015, the Alamodome will host feature events such as the UIL Boys & Girls Basketball State Championship games, Big League Weekend: LA Dodgers vs. TX Rangers, Disney on Ice: Frozen, and Marvel Universe Live.

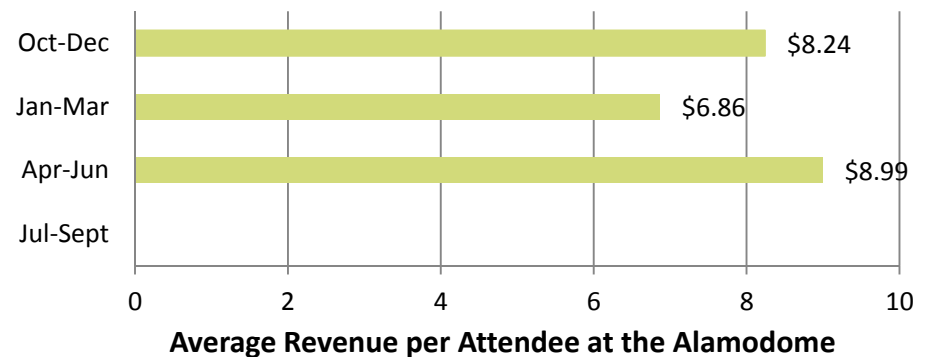
Responsible Department: Convention & Sports Facilities



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS



44. REVENUE PER NET SQUARE FOOT OF CONVENTION FACILITY RENTABLE SPACE ✓

Target: \$18.59

About this measure:

This measure represents the amount of revenue earned on a per square foot basis of the rentable areas within the Convention Center and Lila Cockrell Theatre. It is the total revenue divided by the total rentable square footage of both facilities.

Why it is important:

This measure indicates how well the department is able to convert facility rental opportunities into higher revenues that reduce the net cost of facility operations.

What is being done:

Attractive proposals which satisfy the needs and expectations of new and existing clients are being created in order to increase revenue.

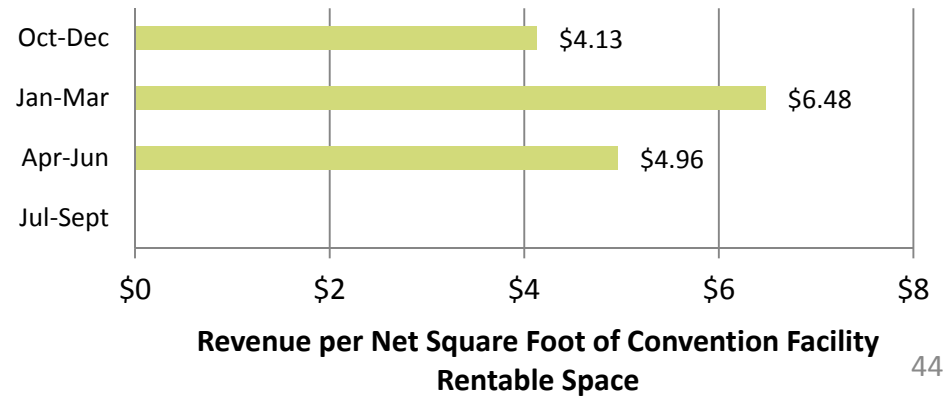
Responsible Department: Convention & Sports Facilities



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



45. CONVENTION ROOM NIGHTS BOOKED ✔

Target: 860,000

About this measure:

Room night bookings are considered the Convention & Visitors Bureau industry standard to measure group sales performance. It represents the sum of overall sales efforts that target group and convention business. This measure includes the total room nights booked for meetings taking place at the Convention Center & hotel meeting space. Group room nights tend to book more sporadically rather than an even distribution over twelve months. Therefore, some variance is expected, with the rate of bookings increasing towards the end of the fiscal year.

Why it is important:

Revenue from hotel guest rooms is used to collect funds for the City's Hotel Occupancy Tax. This tax is the primary funding source for the Convention & Visitors Bureau, along with the Henry B. Gonzalez Convention Center. The money from the tax is also set aside to support the local arts community.

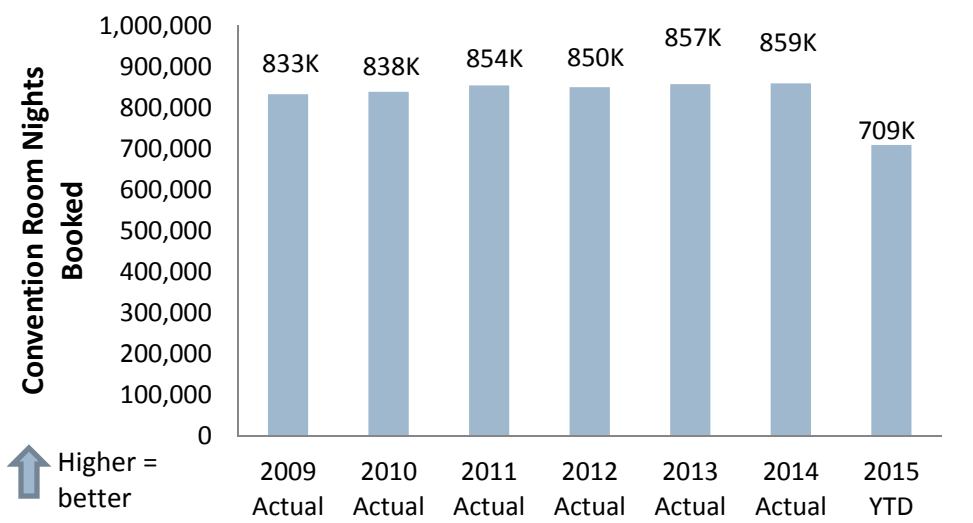
What is being done:

The Convention & Visitors Bureau is engaged in an active direct sales program to solicit key accounts. Staff has significantly increased visibility with customers through group events.

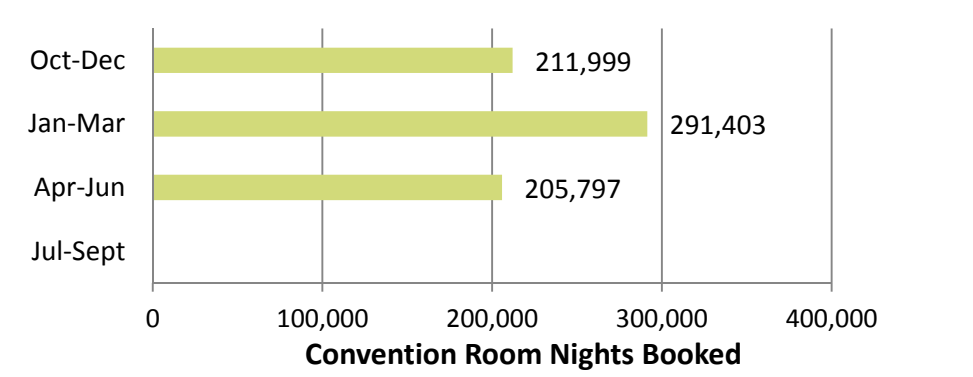
Responsible Department: Convention & Visitors Bureau



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS



46. ANNUAL ONLINE ENGAGEMENT

Target: 5,800,000

About this measure:

The San Antonio Convention & Visitors Bureau (SACVB) measures the annual interaction with visitors through all online customer engagement properties including visitsanantonio.com website visits and Facebook interaction (likes, shares, comments, etc.).

Why it is important:

The Convention & Visitors Bureau is a main source of information on the City and events. It is critical to measure the level of interest in San Antonio that can lead ultimately to travelers choosing San Antonio for their destination. This measurement indicates the effectiveness of SACVB marketing strategy by showing that consumers are considering travel to San Antonio and taking direct action to learn more.

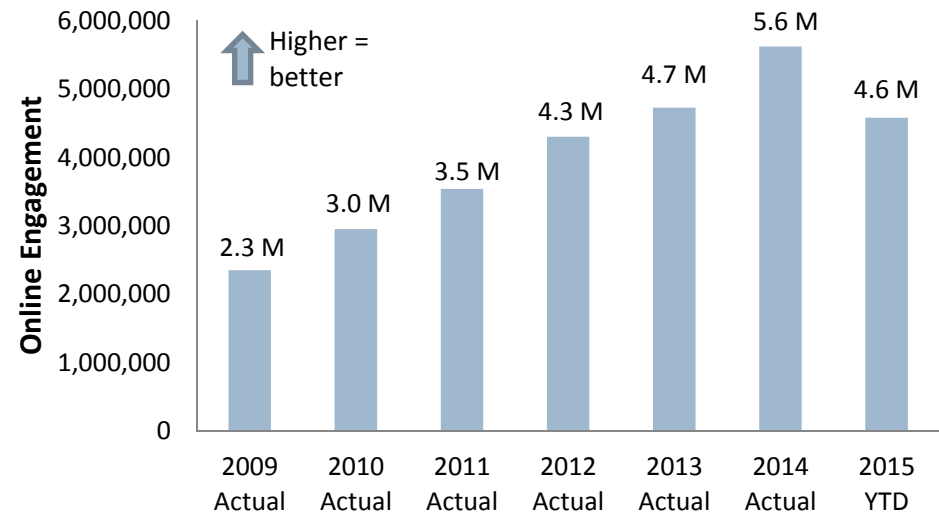
What is being done:

Online engagement interactions are not projected in equal 12-month increments as they are influenced by seasonality and timing of various campaigns. The Convention & Visitors Bureau continues to improve its website which will evolve to become an even more dynamic communication center.

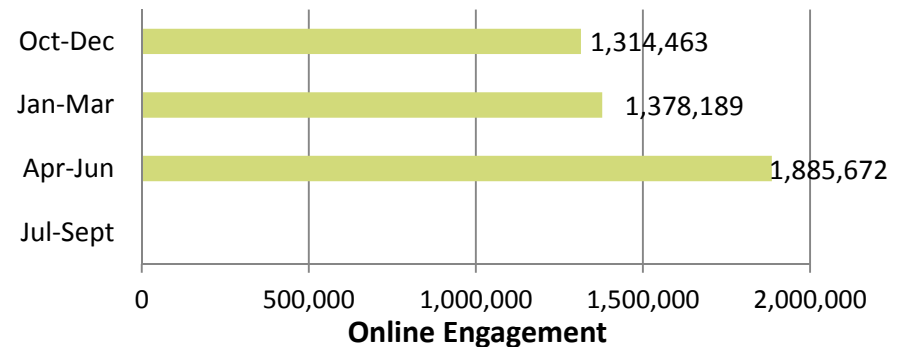
Responsible Department: Convention & Visitors Bureau



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS

47. ATTENDANCE AT CULTURAL EVENTS ✓

Target: 2,500,000

About this measure:

This measure represents the number of individuals in attendance at cultural events within the San Antonio community that are promoted by the Department of Culture & Creative Development.

Why it is important:

Having many different events adds vibrancy to the downtown area. It draws people downtown at different hours and supports retail and commercial establishments.

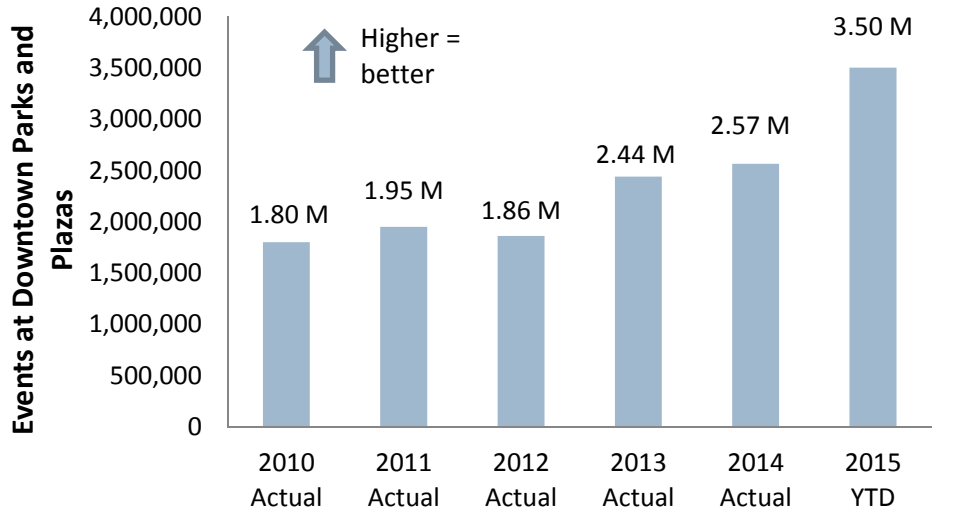
What is being done:

Staff advertises cultural events through different media venues including television, radio, written publications and online. Attendance generally increases with Fiesta and other summer events in the third and fourth quarters.

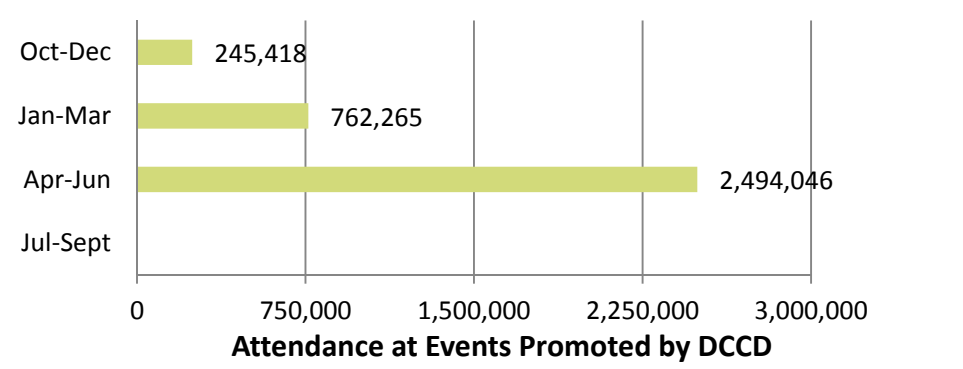
Responsible Department: Culture & Creative Development



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



48. NON-CITY DOLLARS LEVERAGED FOR ARTS BY FUNDED AGENCIES ✔

Target: \$34.5 million

About this measure:

This measure gauges how effective the local arts and cultural non-profit community have been in leveraging the dollars invested by the City.

Why it is important:

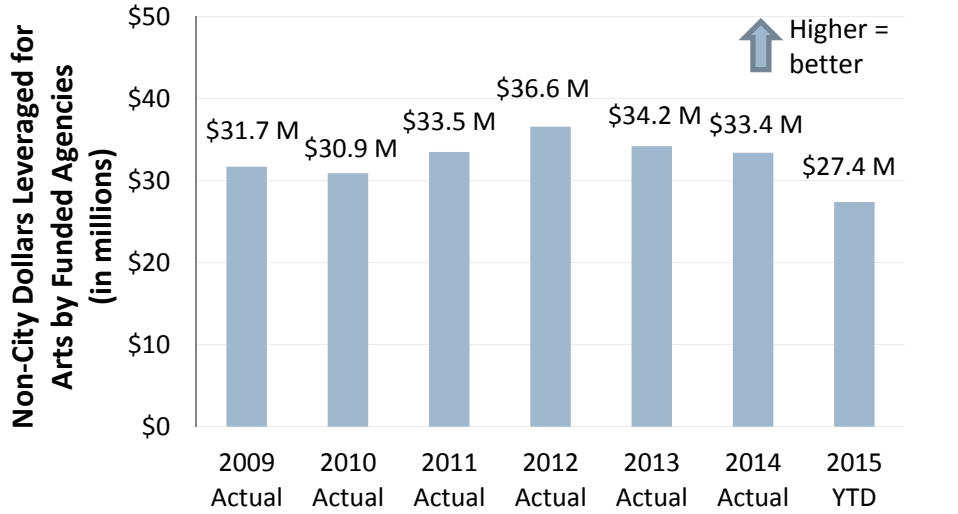
The City's investment in the arts are an important incentive for our arts and cultural partners. It anchors the message that "The Arts are important to San Antonio" and in return it helps organizations stimulate support from private and other public foundations as well as individual giving. The City's investment also helps augment and support the costs affiliated with running the operations of organizations and the programs they offer to our residents and visitors.

What is being done:

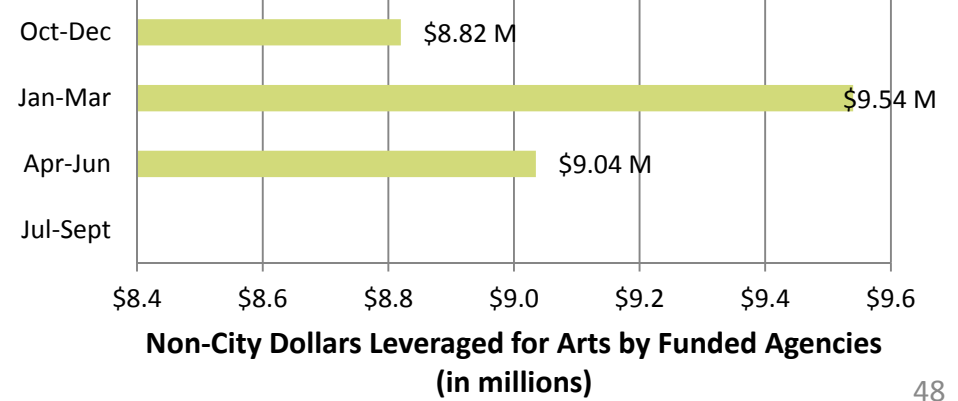
The Department of Culture & Creative Development (DCCD) monitoring team is responsible for overseeing the financial and programmatic performance of each funded organization and to evaluate the City's investment. DCCD also publishes a Creative Economic Impact Study to monitor economic growth and to help stimulate greater interest in private sector investment. DCCD provides technical and economic development training to agencies and artists.

Responsible Department: Culture & Creative Development

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 7: CONVENTION, VISITOR & ARTS



49. EVENTS AT DOWNTOWN PARKS AND PLAZAS ✓

Target: 700 events

About this measure:

This measure shows the events held at Travis Park, Milam Park, HemisFair Park, Marriage Island and Alamo Plaza. This includes weddings, City-sponsored events, corporate events and private functions. Events such as Lumanaria and NIOSA are also included in this measure.

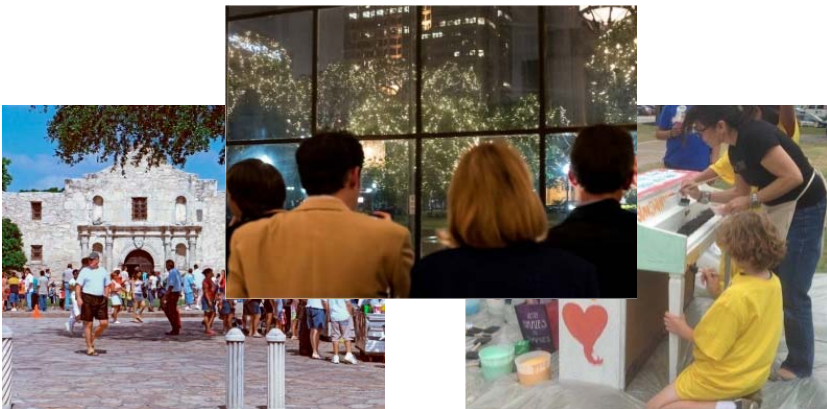
Why it is important:

Having many different events adds vibrancy to the downtown area. It draws people downtown at different hours and supports retail and commercial establishments.

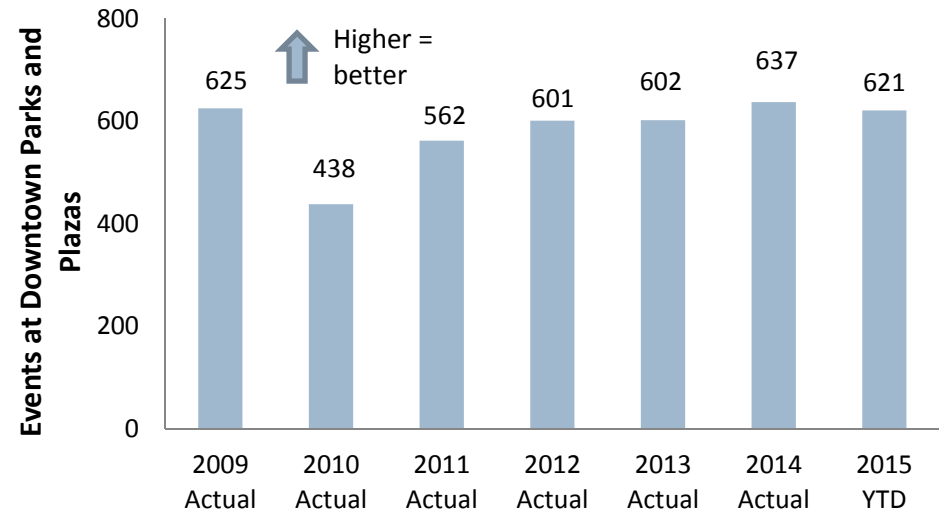
What is being done:

Staff advertises downtown parks and plazas through different media venues including, television, radio, written publications and online.

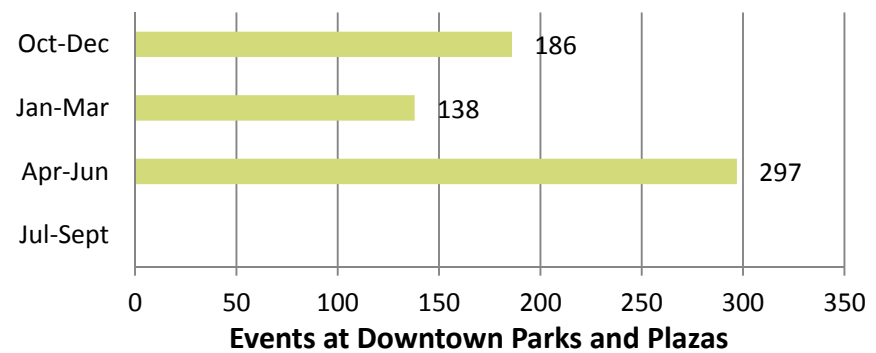
Responsible Department: Center City Development & Operations



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



50. SQUARE FEET OF SIDEWALKS PRESSURE WASHED ✔

Target: 15,600,000 square feet

About this measure:

This measure shows the square footage of sidewalks in the downtown area that are pressure washed throughout the year.

Why it is important:

The appearance of downtown is important to creating an inviting locale for visitors. Having clean sidewalks improves that appearance.

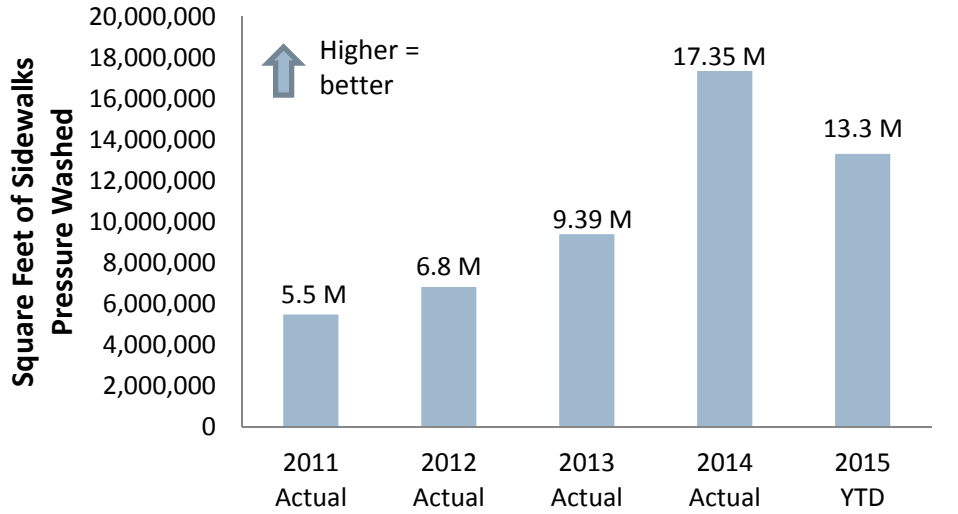
What is being done:

Existing pressure washers have been upgraded with hot water reclaim pressure washers. Downtown Operations staff coordinates with Centro San Antonio staff to ensure the sidewalks are cleaned regularly. A new contract was executed in the fourth quarter of Fiscal Year 2013, which accounts for the increased amount of sidewalks pressure washed.

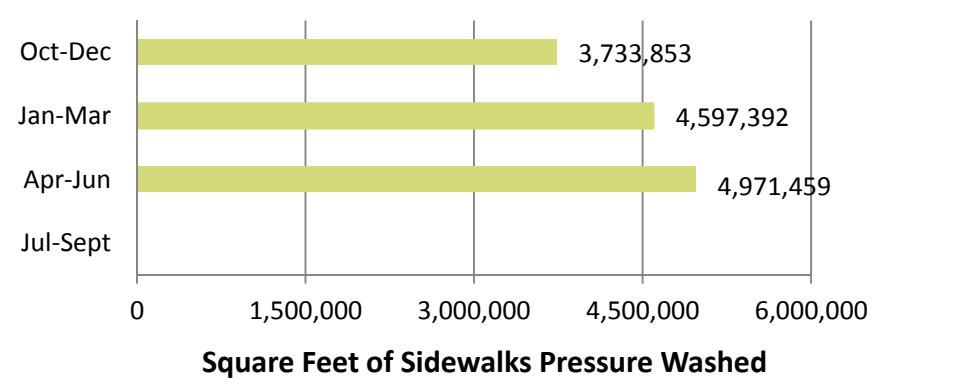
Responsible Department: Center City Development & Operations



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



51. RIVERBOAT CRUISE PASSENGERS

About this measure:

The City contracts with Rio San Antonio to operate the Riverboat tours on the Riverwalk. This measure notes the number of passengers taking a Riverboat tour.

Why it is important:

While the measure is not directly controlled by the City it provides a good indicator of the number of visitors to the Riverwalk and the overall health of the economy.

What is being done:

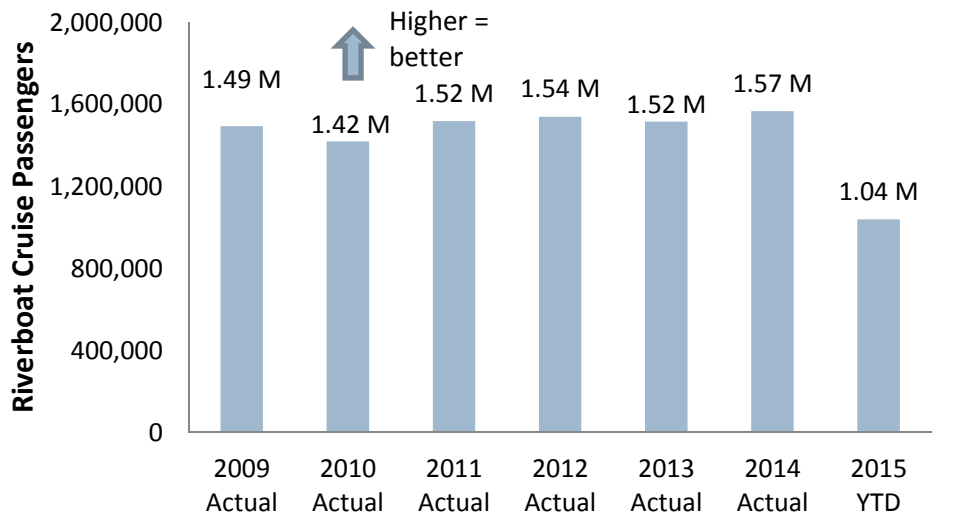
The City's Convention and Visitors Bureau staff advertises San Antonio Riverwalk through various media publications in order to increase tourism.

Responsible Department: Center City Development & Operations

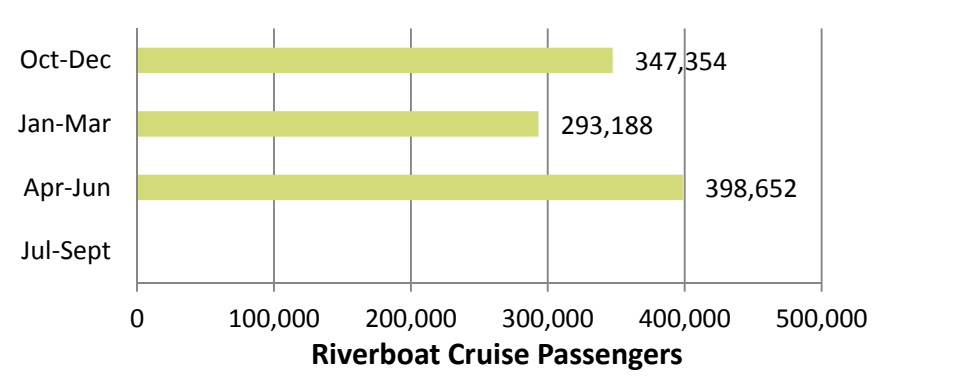


*Riverboat cruise passenger ticket sales vary on a seasonal basis. Lower sales occur in the fall and winter months, while a higher number of passengers is expected during spring and summer months.

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



52. GENERAL FUND EXPENDITURES AS PERCENTAGE OF ESTIMATE ✔

Target: Between 0% and -1% Variance

About this measure:

In September the City adopts the Annual Budget for the next fiscal year, running from October 1 – September 30. This measure calculates how close the City is to spending the amount budgeted. It is tracked on a quarterly basis in comparison to an estimate for that quarter. A negative variance means the expenditures are under budget.

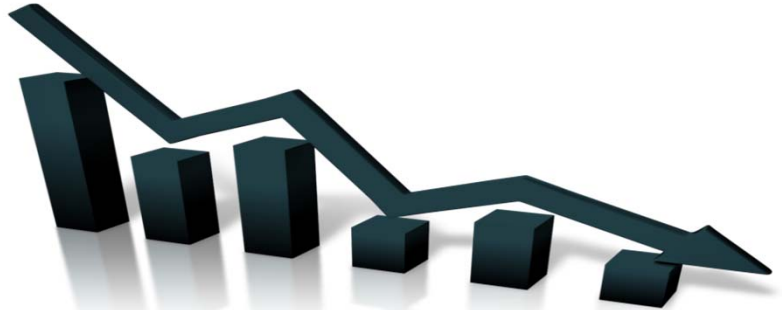
Why it is important:

Accurate estimates are key to maintaining a balanced budget and for forecasting next year's budget.

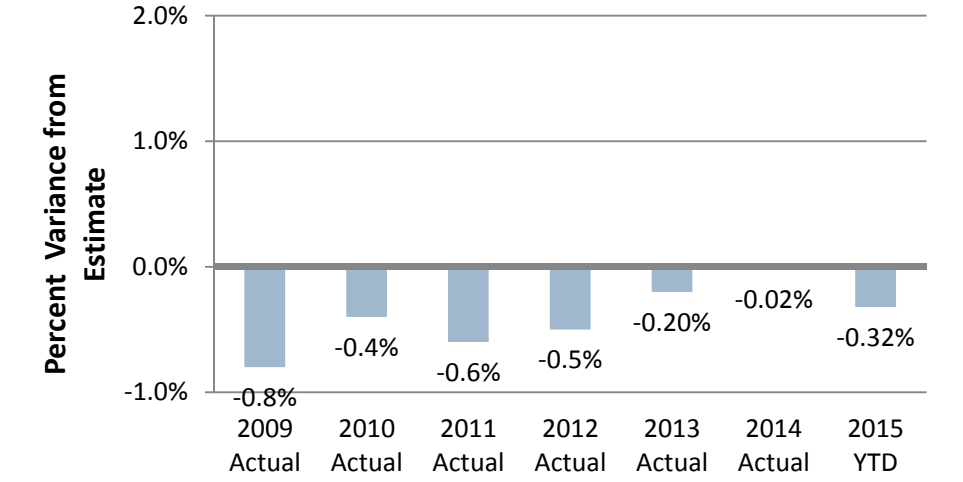
What is being done:

Monthly Reports of expenditures are provided to the City Manager and Quarterly Reports are presented to the City Council (3+9 Financial Report, 6+6 Financial Report, 9+3 Financial Report, and Year End Financial Report).

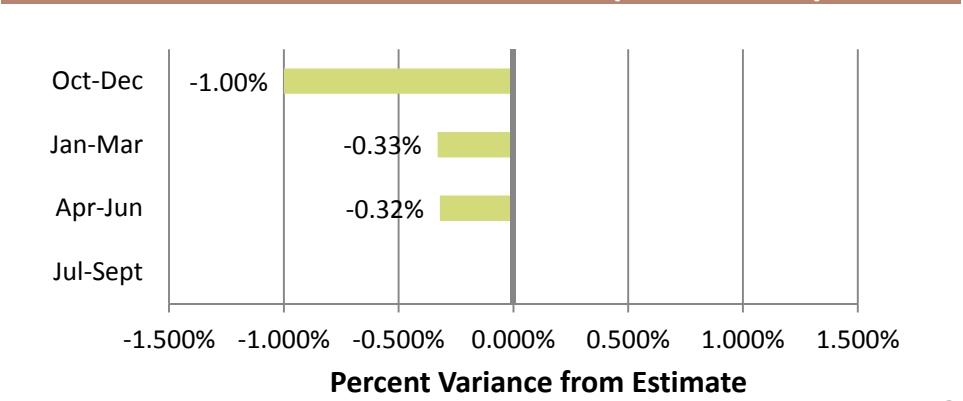
Responsible Departments: Budget, Finance



HISTORICAL PERFORMANCE (BY CALENDAR YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



53. GENERAL FUND REVENUES AS PERCENTAGE OF ESTIMATE ✓

Target: Less than 1% of Variance

About this measure:
 The Budget Office and the Finance Department monitor revenues on a monthly basis to ensure revenues are on track with the adopted budget.

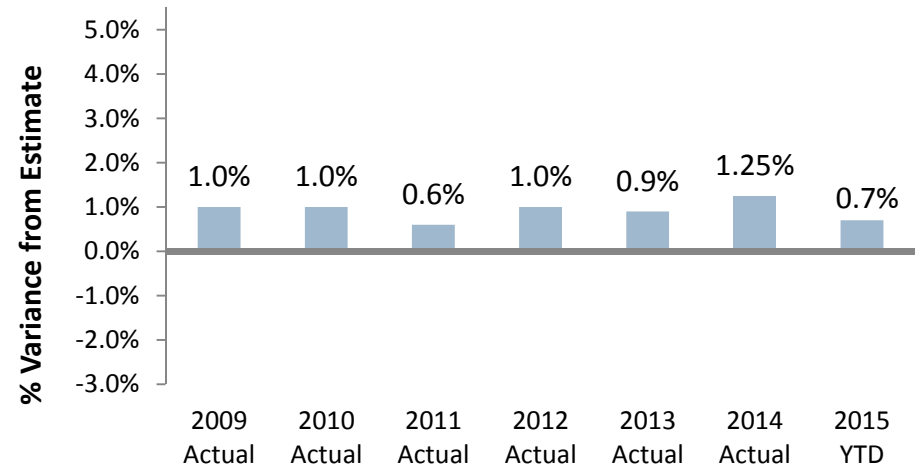
Why it is important:
 Monitoring department revenues is crucial to ensure a balanced current year budget. If revenues are not received at the budgeted amounts, the City will take corrective action to ensure a balanced budget by year end.

What is being done:
 Monthly Reports of revenues are provided to the City Manager and Quarterly Reports are presented to the City Council.

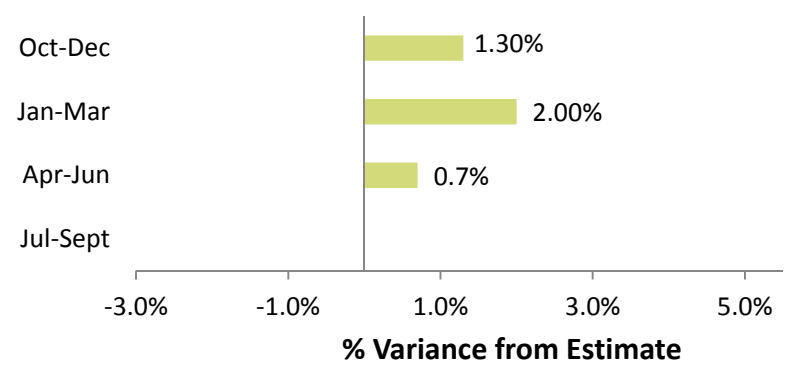
Responsible Department(s): Budget, Finance



HISTORICAL PERFORMANCE (BY CALENDAR YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 6: OPEN GOVERNMENT




54. ACHIEVE PAYMENT TO VENDORS WITHIN TERMS

Target: 80%

About this measure:

Measures the percentage of payments to vendors in a timely manner.

Why it is important:

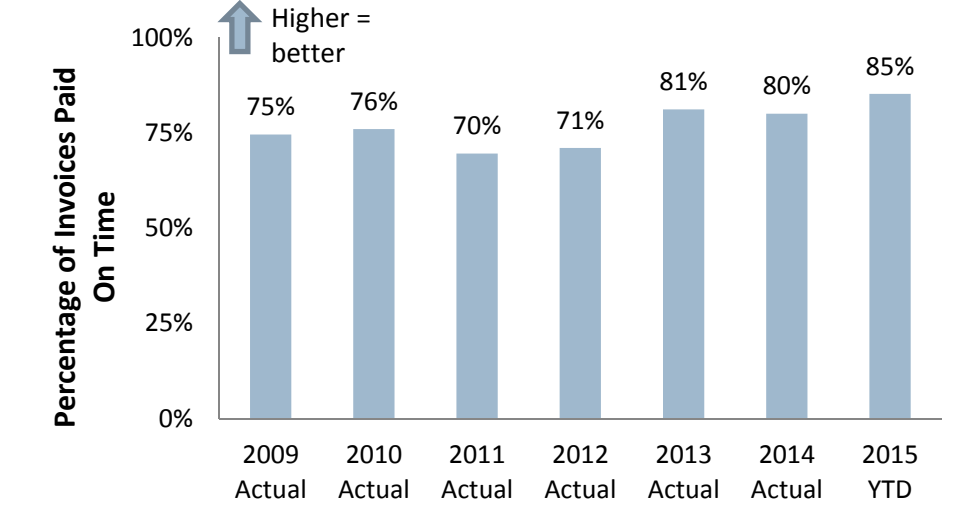
Prompt payment of goods and services builds good relationships with the City's suppliers. Paying early or on time may allow the City to take advantage of discounts offered by vendors.

What is being done:

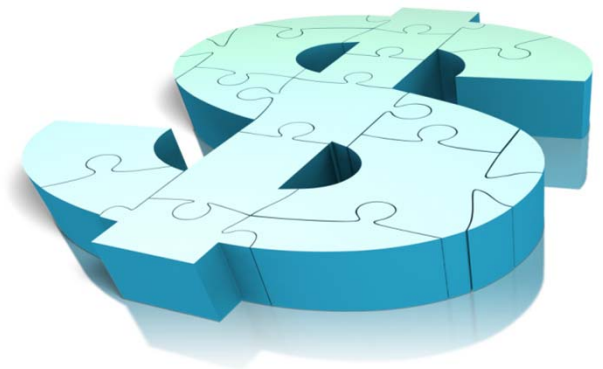
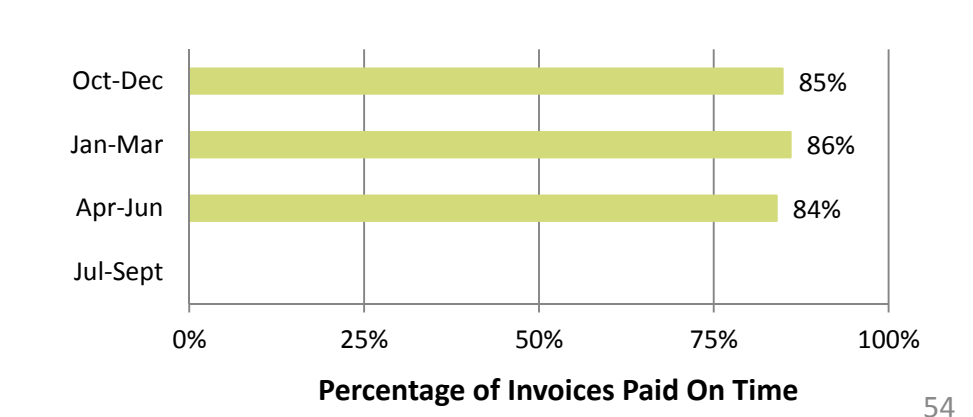
Technology upgrades implemented in 2010 have improved the payment process. Reports are periodically provided to identify payments needing immediate attention.

Responsible Department: Finance

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 6: OPEN GOVERNMENT




55. AVERAGE NUMBER OF DAYS TO COLLECT PAYMENT

Target: Under 30 Days

About this measure:

This measure shows the average number of days to collect payment from billed customers, excluding sales tracked outside of SAP. Beginning in 2013, the average monthly accounts receivable has been used to calculate this measure more accurately than simply using quarter-end data.

Why it is important:

A low average number of days is an indication of prompt and timely collections, while a high average number of days indicates slower collections. The timely collection of fees is essential to allow the City to have sufficient cash flow to meet its financial obligations.

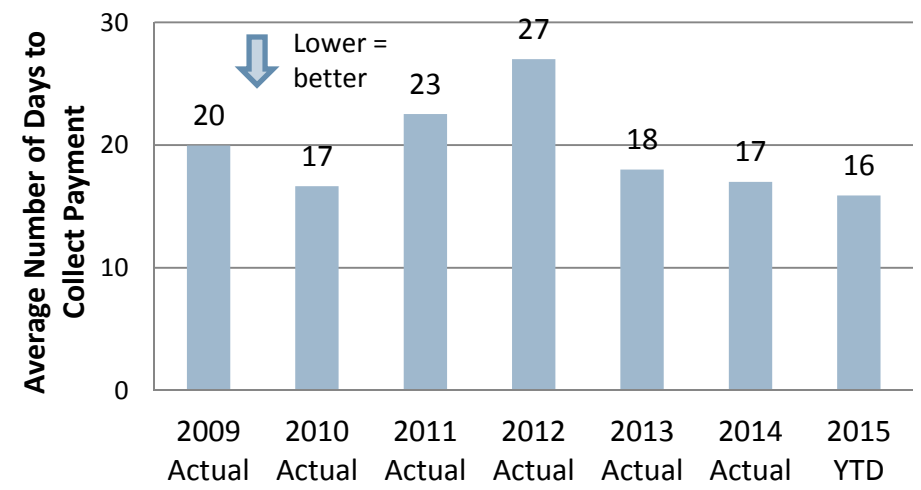
What is being done:

Finance staff tracks amounts owed to the City and provides operating departments with reporting to improve their collection efforts and identify those needing immediate attention.

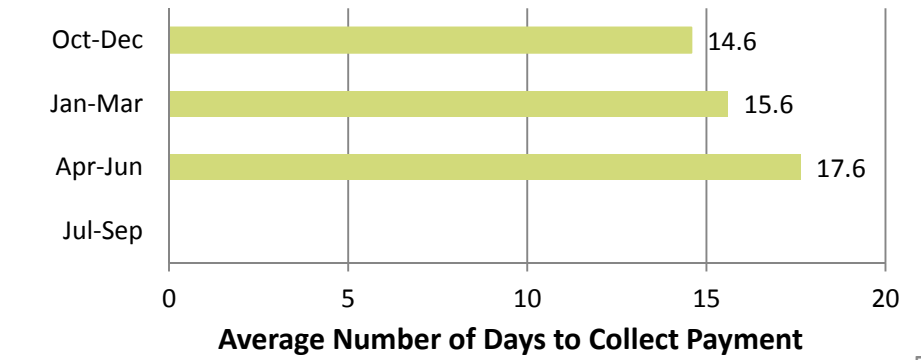
Responsible Department: Finance



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 6: OPEN GOVERNMENT




56. TOTAL NUMBER NEWS RELEASES/MEDIA INQUIRIES

Target: 878 News Releases / 2,000 Media Inquiries

About this measure:

This measure indicates the total number of News Releases disseminated and total number of media inquiries received. News Releases are used to provide proactive information to media outlets for release to the public. Media Inquiries are requests for information received from media outlets regarding City services and initiatives.

Why it is important:

Communications and Public Affairs is responsible for corporate communications and provides information to the community through the news media and internal communications channels which inform residents about City services including annual Budget, Boards and Commissions opportunities, and programs offered by the City.

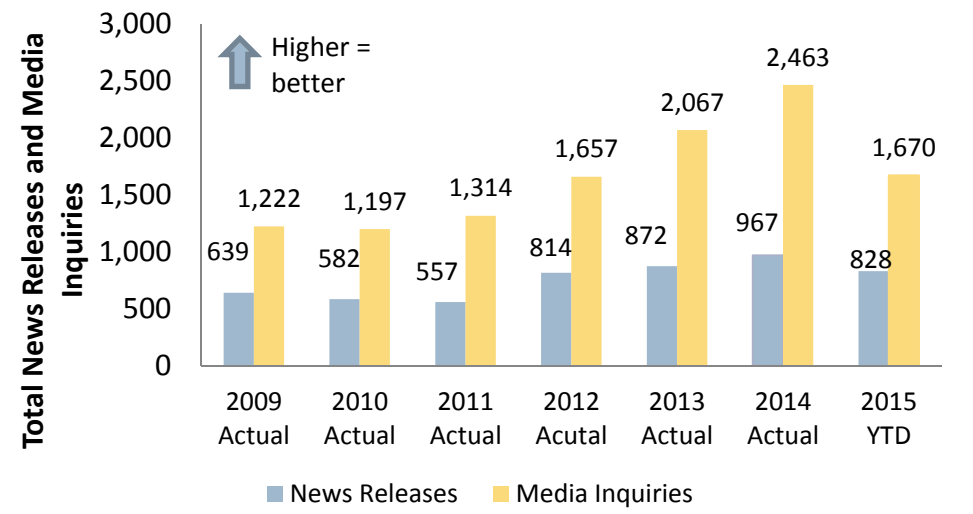
What is being done:

The Communication and Public Affairs Department assists news media on a daily basis with news interviews, news conferences, utilization of social media, conducting Media Open Houses, initiating calls to the media regarding City-related news and information, as well as reaching out to national news media to expand the City's national coverage.

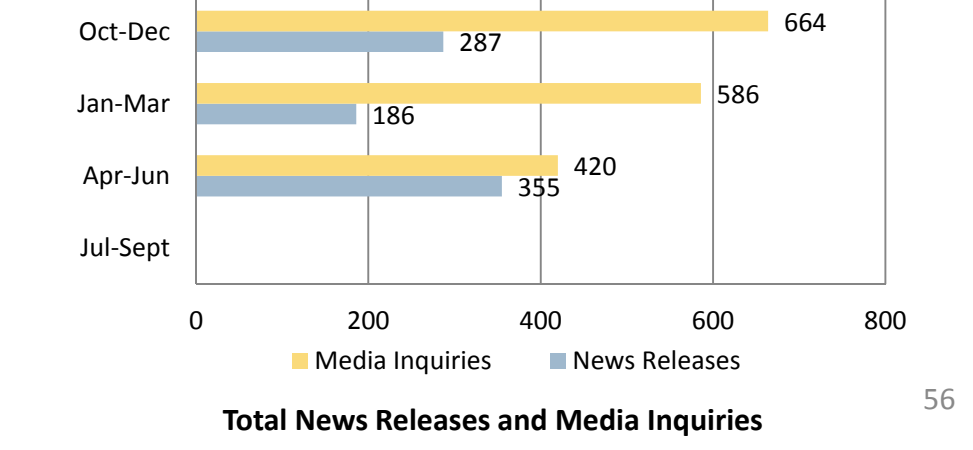
Responsible Department: Communications & Public Affairs



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 6: OPEN GOVERNMENT



57. VOLUNTARY TURNOVER RATE

Target: 6%

About this measure:

The voluntary turnover rate measures the percentage of full-time, civilian employees who leave the City organization by their own choice. This rate does not include retirements or involuntary separations such as employment terminations.

Why it is important:

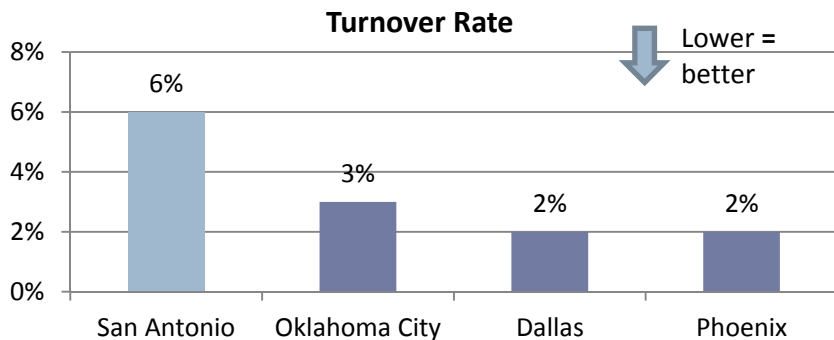
This is a useful measure that shows the organization's progress in becoming an employer of choice. Low voluntary turnover typically reflects a workforce in which employees are satisfied with their current jobs and are not leaving for other employment.

What is being done:

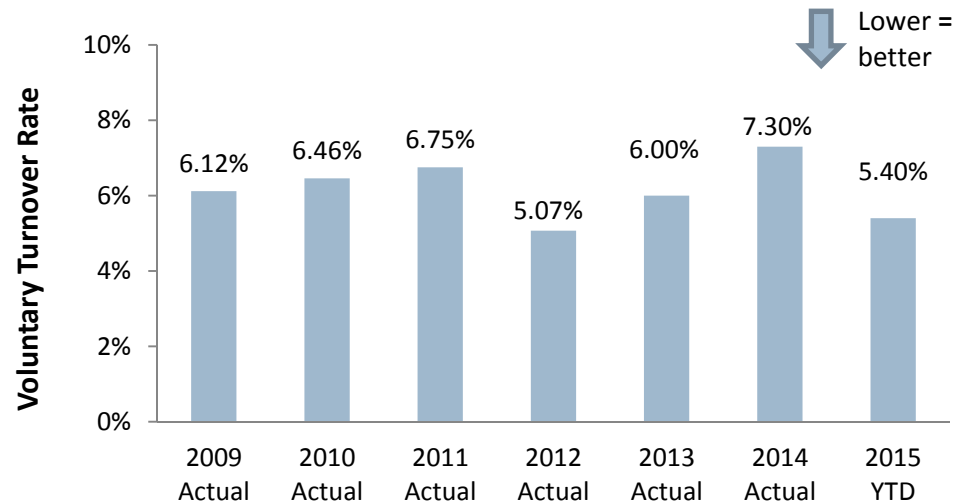
The City strives to increase employee satisfaction throughout the organization by working to provide employees with competitive salaries and a strong benefits package, along with an Employee Wellness Program that rewards healthy behavior.

Responsible Department: Human Resources

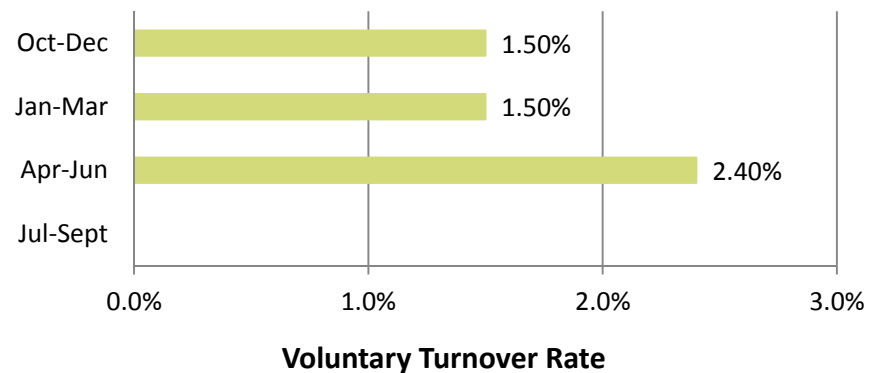
COMPARATIVE ANALYSIS (ICMA 2013 DATA)



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)





SAN ANTONIO 24/7

PROVIDING SERVICES / MEASURING RESULTS



SERVICE AREA 6: OPEN GOVERNMENT



58. VIRGIN PULSE HEALTHMILES WELLNESS PROGRAM PARTICIPATION

Target: 4,266 Participants

About this measure:

In order to emphasize the importance of maintaining a healthy lifestyle, the Wellness Program provides employees financial rewards for participating in eligible healthy behaviors. In 2013, the City implemented the Virgin HealthMiles pedometer-based program. In Fiscal Year 2014, the City continued this initiative now called VirginPulse HealthMiles.

Why it is important:

Employees who maintain healthy habits and behaviors can lead to overall better health. Increasing enrollment in the program assists in maintaining a healthier workforce which results in reduced healthcare costs for both the employees and the City.

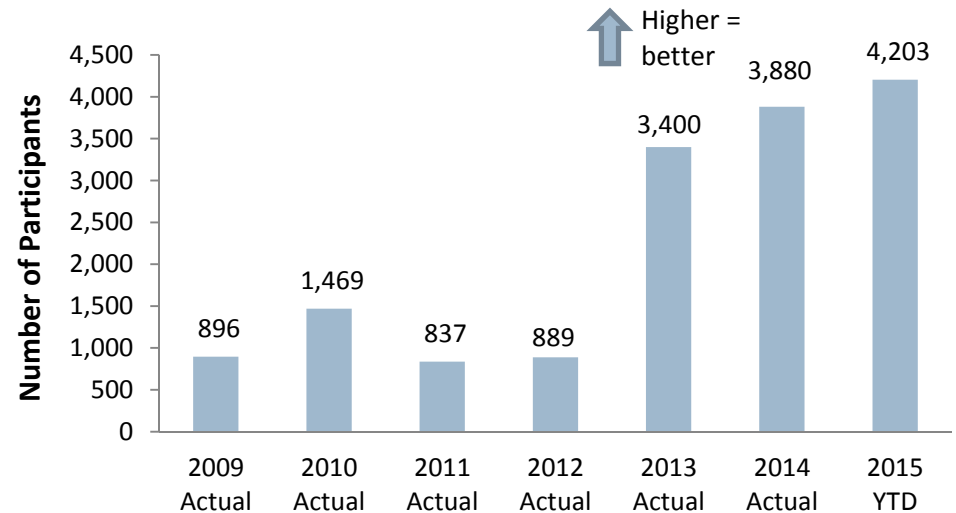
What is being done:

The City's Wellness Program began in Fiscal Year 2006. Employees are provided the opportunity to participate in VirginPulse HealthMiles, wellness fairs, a smoking cessation program, Weight Watchers at Work, and other activities that increase health and wellness.

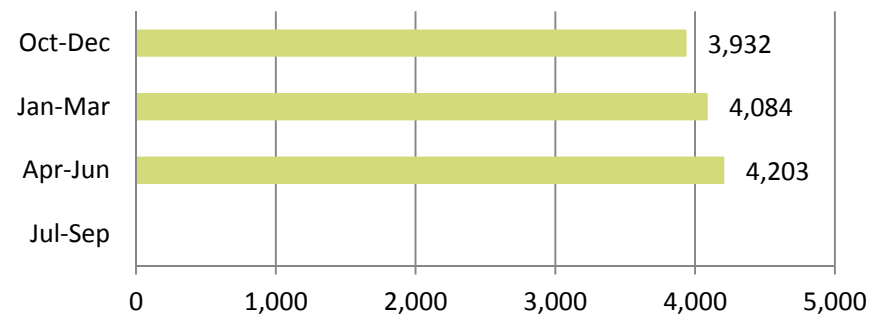
Responsible Department: Human Resources



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



Number of Participants

SERVICE AREA 6: OPEN GOVERNMENT




59. NUMBER OF BUSINESS DAYS TO FILL A POSITION

Target: 46 Business Days

About this measure:

This metric will measure the average number of business days to fill a civilian positions for all traditional recruitments (non-specialized). This process begins when the department initiates the request to fill the position and concludes when the new employee begins work.

Why it is important:

Ensuring that positions are filled in a timely manner is critical for all departments' operational needs.

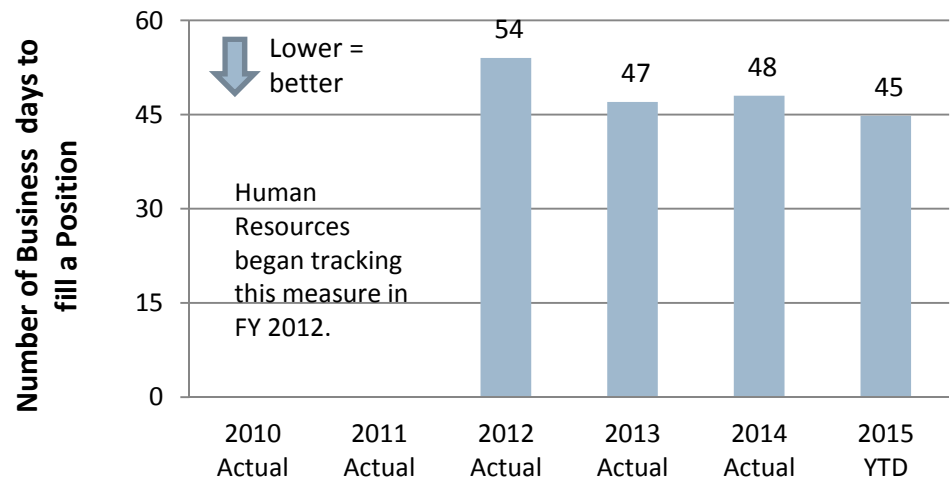
What is being done:

The Human Resources Department has significantly reduced the number of days to fill standard recruitments over the last few years, reducing the average from two to four months down to 48 days in 2014. In addition to internal process improvements, the department recently implemented an E-recruitment tool (NEOGOV) to aid in the recruitment process. This online system automates the hiring and selection process and allows hiring departments to more effectively screen candidates with tailored questions, thereby reducing review time. In Fiscal Year 2015 the department will focus on enhanced coordination with departments to further streamline the hiring process, while also improving the quality and diversity of candidate pools.

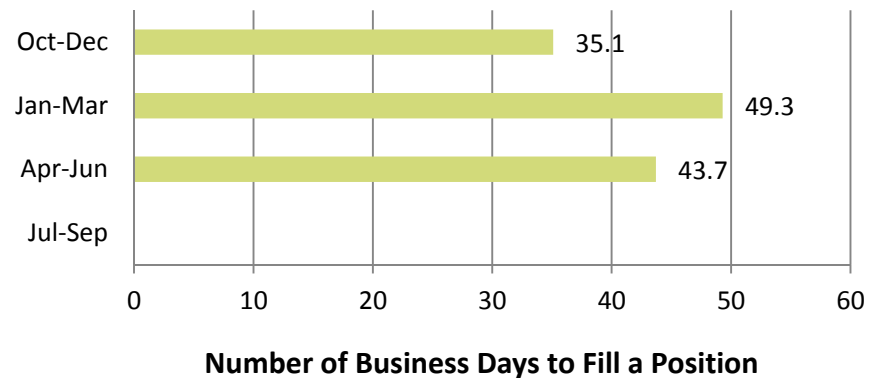
Responsible Department: Human Resources



HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



SERVICE AREA 6: OPEN GOVERNMENT




60. TOTAL CALLS ANSWERED BY 311

Target: 832,500 Calls Answered

About this measure:

This measure tracks the total number of calls that are answered by the San Antonio 311 Call Center.

Why it is important:

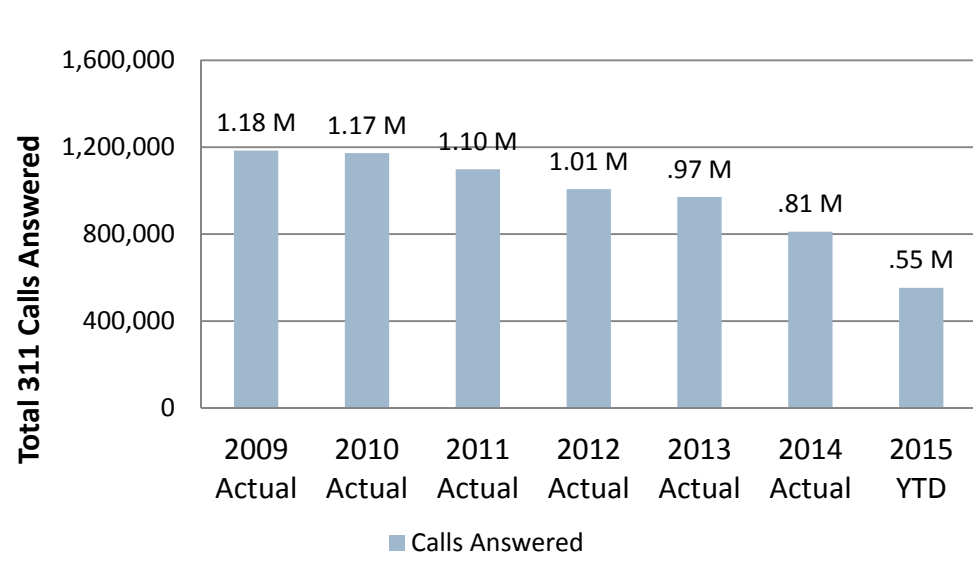
311 is the primary access phone number designated for residents inquiring about city services or events. 311 Customer Service Representatives are available to answer questions and register resident issues regarding a wide range of concerns including stray animals, potholes, garbage collection, overgrown yards, parks, etc.

What is being done:

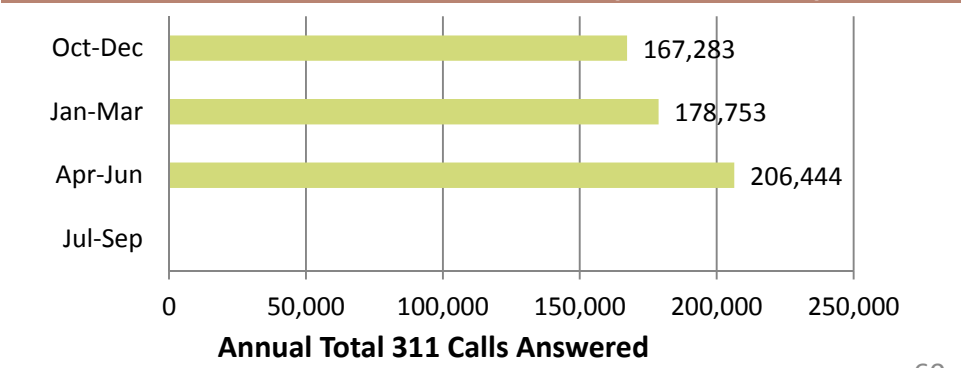
In 2011, the department implemented an improved customer relationship management system, increasing the quality of information provided during an initial call & reducing the number of follow up calls, which explains the lower number of calls answered in recent years. In an effort to provide prompt and efficient service, the department continually analyses call volume and peak times to maintain adequate staffing levels. The City has also created additional opportunities to submit service request online at www.sanantonio.gov/311 as well as the FREE 311 Mobile App available through iPhone and Android markets. These additional channels are integrated with the 311 Call Center which provides information for all City departments including Animal Care Services, Development Services/Code Enforcement, Parks and Recreation, Solid Waste Management, and Transportation and Capital Improvements.

Responsible Department: Communications & Public Affairs

HISTORICAL PERFORMANCE (BY FISCAL YEAR)



CURRENT YEAR PERFORMANCE (BY QUARTER)



APPENDIX C – BOND PROGRAM SPENDING

Please visit the website below to view the Bond Projects Status Dashboard.

<http://www.sanantonio.gov/TCI/Projects/BondStatusProjectsDashboard.aspx>

Below are additional examples of Bond Program data.

Bandera Rd & Eckhert Road Intersection

District(s): 07
Project Manager: David Pulido
Capital Project Officer: PETE RODRIGUEZ (210) 207-8154

Total Approved Budget

Source	Amount
2012 GO STREET IMPROVEMENT BOND	\$600,000
Total Fund	\$600,000

Cost Information

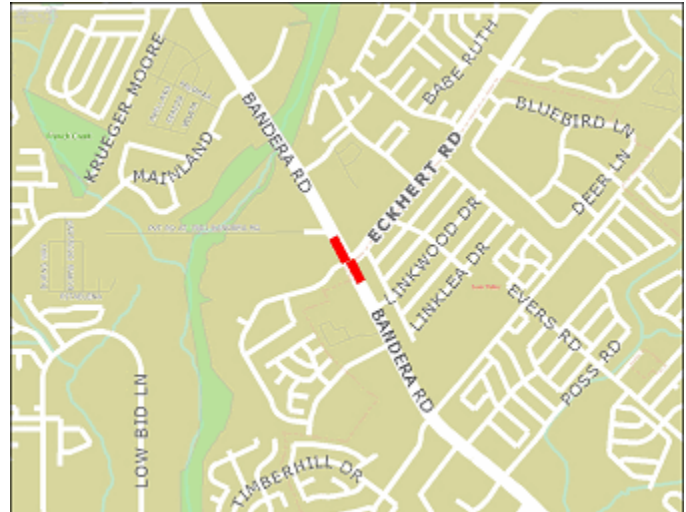
Category	Appropriations *	Expenses To-date
Design	\$80,101	\$71,688
Environmental	\$27,465	\$7,143
Construction	\$492,433	\$413,184
Total	\$600,000	\$492,016

* Ordinances will be reflected in the appropriations column 10 days after council approval.

Project Status: COMPLETE
Consultant: Kleinfelder Central, Inc.
Contractor: San Antonio Constructors, Ltd.
Estimated Project Advertisement: 04/2014
Estimated Construction Start: 07/2014
Estimated Construction Completion: 01/2015

Project Scope:

Bandera Rd & Eckhert Road Intersection Reconstruct intersection with median modifications to improve left turn movements and extend existing turn lanes as needed.



Bandera Rd & Tezel Rd Intersection

District(s): 07, 08
Project Manager: David Pulido
Capital Project Officer: PETE RODRIGUEZ (210) 207-8154

Total Approved Budget

Source	Amount
2012 GO STREET IMPROVEMENT BOND	\$400,000
Total Fund	\$400,000

Cost Information

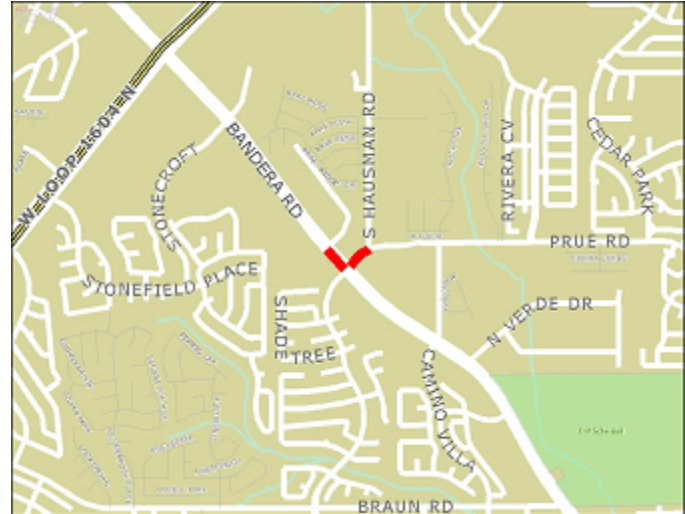
Category	Appropriations *	Expenses To-date
Design	\$139,220	\$135,695
Environmental	\$16,991	\$9,396
Construction	\$243,787	\$199,818
Total	\$400,000	\$344,911

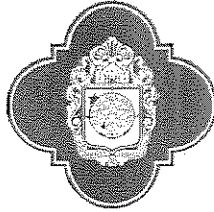
* Ordinances will be reflected in the appropriations column 10 days after council approval.

Project Status: COMPLETE
Consultant: Kleinfelder Central, Inc.
Contractor: San Antonio Constructors, LTD.
Estimated Project Advertisement: 04/2014
Estimated Construction Start: 07/2014
Estimated Construction Completion: 01/2015

Project Scope:

Bandera Rd & Tezel Rd Intersection Reconstruct intersection with dual left turn lanes and traffic lane modifications as needed.





City of San Antonio

SUBJECT: Request for Competitive Sealed Proposal (RFCSP) for **Financial/Performance Transparency Application (RFCSP 6100006937, 016-034)**, Scheduled to Open: **January 15, 2016**; Date of Issue: **December 11, 2015**

FROM: Paul J. Calapa, Procurement Administrator

DATE: December 21, 2015

THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR PROPOSALS

A. THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED BID IS HEREBY AMENDED AS FOLLOWS:

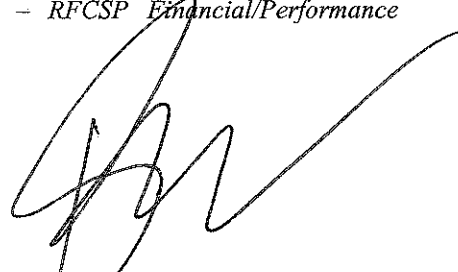
1. **ADD:** Sign-in Sheet for the Pre-submittal Conference dated, Monday, December 21, 2015.
2. RFCSP SECTION 010 RESTRICTIONS ON COMMUNICATION, **CHANGE:** *Deadline to submit questions extended to Monday, January 4, 2016 @ 2:00 P.M.*
3. RFCSP SECTION 009 SUBMISSION OF PROPOSALS, **CHANGE:** *Mailing and Physical address to read as follows:*

Mailing Address:

*Office of the City Clerk
Attn: Office of Management & Budget – RFCSP Financial/Performance
Transparency Application
PO BOX 839966
San Antonio, TX 78283-3966*

Physical Address:

*Office of the City Clerk
Attn: Office of Management & Budget – RFCSP Financial/Performance
Transparency Application
100 Military Plaza
San Antonio, TX 78205*



Paul J. Calapa
Procurement Administrator
Finance Department – Procurement Division

PC/rg

City of San Antonio - Office of Management & Budget
 RFCSA - Financial / Performance Transparency Application
 Pre-Submittal Conference

Monday, December 21, 2015

Name (Print Legibly)	Company	Email Address	Phone
Chris Rodriguez	Socraft		
Dawn Swann	COSA Finance		
Tyler Bahr	COSA omB		
Mayer Kest	COSA ITSD		
Rebecca A. Garza	COSA Finance	rebecca.garza@sanantonio.gov	206-2745
Dane Skerkoske	conference call		
Ooe Singleton	conference call		

City of San Antonio - Office of Management & Budget

RFCS - Financial / Performance Transparency Application

Pre-Submittal Conference

Monday, December 21, 2015

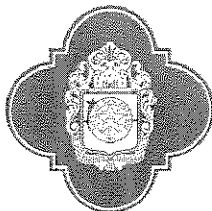
Name (Print Legibly)

Company

Email Address

Phone

<u>Name (Print Legibly)</u>	<u>Company</u>	<u>Email Address</u>	<u>Phone</u>
Brad Snider	conference call		
Stuart Gano	conference call		



City of San Antonio

SUBJECT: Request for Competitive Sealed Proposal (RFCSP) for **Financial/Performance Transparency Application (RFCSP 6100006937, 016-034)**, Scheduled to Open: **January 15, 2016**; Date of Issue: **December 11, 2015**

FROM: Paul J. Calapa, Procurement Administrator

DATE: January 4, 2016

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSAL

THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSAL (RFCSP) IS HEREBY AMENDED AS FOLLOWS:

- 1. THE RFCSP OPENING WILL REMAIN FRIDAY, JANUARY 15, 2016, 2:00 P.M. CENTRAL TIME.**
- 2. RFCSP SECTION 009 SUBMISSION OF PROPOSALS, CHANGE:** Physical address to read as follows:

Physical Address:

City Hall

Attn: Office of Management & Budget – RFCSP Financial/Performance Transparency Application

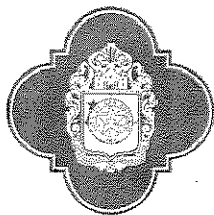
100 Military Plaza

San Antonio, Texas 78205

A large, stylized handwritten signature in black ink, appearing to be 'Paul J. Calapa'.

Paul J. Calapa
Procurement Administrator
Finance Department – Procurement
Division

PC/rg



City of San Antonio

SUBJECT: Request for Competitive Sealed Proposal (RFCSP) for **Financial/Performance Transparency Application (RFCSP 6100006937, 016-034)**, Scheduled to Open: **January 15, 2016**; Date of Issue: **December 11, 2015**

FROM: Paul J. Calapa, Procurement Administrator

DATE: January 5, 2016

THIS NOTICE SHALL SERVE AS ADDENDUM NO. III - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSAL

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 010, RESTRICTIONS ON COMMUNICATIONS:

Question 1: Reference: Minimum Contractor Qualifications (Page 3 of 46) "Respondent shall have a fully developed product implemented for municipalities/government entities." Can recent individual experience supporting government programs count for past experience?

Response: Yes.

Question 2: Reference: Project Scope (Page 3 of 46) Paragraph 1 "Short Term Goals." Does the City have a hosting service in mind; or, is the expectation to have the contractor host the "web based tools?"

Response: Off-premise and included as part of the respondent's services proposal. Controls shall be maintained to support SSAE16 attestation.

Question 3: Reference: Project Scope (Page 3 of 46) Paragraph 3a "Publication of some or all of 5 datasets, one of each type identified in section 4 below." Section 004 is labeled "Intellectual Property," is the reference supposed to be towards the "Types of Data" section at the top of Page 4 of 46?

Response: Yes.

Question 4: Reference: Project Scope (Page 3 of 46) Paragraph 3e "Ongoing service/support of the software." What is the expected level of support after the completion of the "web based tools?"

Response: 99.95% availability. As part of the proposal, respondent shall propose response time for resolution of issues (by type) reported by City.

Question 5: Reference: Types of Data (Page 4 of 46), where is the data currently being stored? Can the data be migrated to another environment provided/maintained by the contractor?

Response: Varies by dataset. All data will be made available to the respondent.

Question 6: Is the City interested in leveraging or purchasing off the TX DIR contract? Is it the City's preference to contract directly or use the DIR contract if they are interested in that option?

Response: At this time, the City is seeking proposals in response to the competitive solicitation issued.

Question 7: Confirm Project Objective - We understand the primary objective of this solicitation to be increased accessibility and transparency into the current and historical budget data and performance measures. Based upon our initial read of the proposal documents, we did not see any requirements indicating the City, at this time seeks any changes to the current budgeting system and/or processes. Is our understanding correct? If not, please clarify.

Response: No, the City is not seeking any changes to the current budgeting system and/or processes.

Question 8: City SaaS Definition/Clarification – Per the RFCSP, the City seeks a SaaS based solution. Based upon the definition provided, we understand that to mean only the software and/or enabling technology to be offered on a SaaS basis from the respondent – Not a fully hosted solution (HW and SW Infrastructure, network support, data required, etc.) Is that interpretation correct? If not, please clarify.

Response: The City considers SaaS to be a software distribution model in which applications are hosted by a vendor or service provider and made available to the City over a network, in this case the Internet. The City does not plan to deploy any infrastructure or infrastructure services for this initiative.

Question 9: CRM Service Requests Definition– Please provide examples and/or a clarification of the City's definition of a CRM Service Request.

Response: The City defines CRM as Customer/Constituent Relationship Management. Constituents contact the City's 311 customer service line to request non-emergency services from the City. Examples include graffiti abatement, street repair, and animal nuisance. All of these requests types share common elements, most notably location and time to resolve.

Question 10: Data Conversion – Page 37 of the RFCSP describes that up to 5 years of existing financial data may need to be converted for the proposed solution. Are all 5 years of that data from a single (same vendors') financial (ERP) system? Has there been a major change to the City's General Ledger Chart of accounts during that time frame? Purpose of the question is to get a feel for the ETL/data aggregation effort required.

Response: The Budget Office will provide a single flat file with historical financial data. There have been some changes to departments during that time frame, and those changes will be reflected on the file.

Question 11: Current City Systems Overview– Please provide some details on the source and/or ancillary systems for the Financial /Performance Transparency Application. Specifically, vendor, version, approximate years in use, and any anticipated changes the duration of the proposed project for the following:

- a. Financial Applications General Ledger
- b. CRM System
- c. Mapping (Geo Location) Application
- d. Business Intelligence (BI) System
- e. Budgeting System
- f. Primary DB System in use
- g. Primary ETL System in use
- h. Any other anticipated source data application/system not mentioned above

Response:

- 11a. SAP ECC 6
- 11b. Lagan Enterprise 14R2
- 11c. ESRI Arc Server 10.3.x
- 11d. SAP BW 7.1 and Business Objects 3.x
- 11e. SAP SEM/BPS 6.x, SAP PBF/PEP
- 11f. SQL Server 2008/2012, Oracle 11.x/12.x
- 11g. N/A
- 11h. N/A

Question 12: City Staff Participation – To what extent does the City anticipate internal staff to be involved with the Transparency Application’s development, testing and maintenance? Specifically, how many City staffers, and what percentage of their time, do you anticipate dedicating to the project in each of the following categories both initially (development/testing phases) and post implementation:

- System Administrators
- System Developers
- Subject Matter Experts
- Testers
- Data Base Administrators
- Data Staging Personnel

Response: The City plans to allocate City staff in all disciplines as necessary to support this initiative. Respondents should indicate what City staff allocations will be necessary as part of their proposed plan.

Question 13: Project Budget – Has funding for this project been fully approved by the City? Has a budget been established? If so, please provide details.

Response: Funding is available for the project.

Question 14: Reference “Minimum Contractor Qualifications,” Page 3 of 46: “Respondent shall have a fully developed product implemented for municipalities/government entities. Respondent will be required to provide proof that the current product has previously been successfully implemented to the satisfaction of its customers, and that current staff has been trained to work on and troubleshoot the proposed software installations.” References are to be provided; but, is the City expecting proof to be provided by other means? If so, can the City provide a list of ways to provide proof if access is limited to DOD personnel?

Response: The Respondent will provide references and the City should be able to access the fully developed product online.

Question 15: Do you currently have a solution that does similar work or is this a new endeavor?

Response: This will be a new endeavor for the City.

Question 16: Who will be the the primary users of the platform?

Response: Residents.

Question 17: Who will be the secondary users of the platform?

Response: City Council.

Question 18: Will there tertiary users of the platform?

Response: Internal City Departments.

Question 19: Do you currently do this type of analysis? If so, how?

Response: The City currently uses an annual budget process, Quarterly Financial Reports, Monthly Financial Reports, a 5-Year Forecast, and quarterly performance reports.

Question 20: What is your interest in GIS data?

Response: The City maintains and uses a large amount location-based data.

Question 21: What accounting systems do your cities use?

Response: SAP.

Question 22: What databases do the cities use?

Response: The City's technology standards include MS SQL Server 2008, 2012 and Oracle 11, 12.

Question 23: Is there a City resource familiar with running basic SQL queries?

Response: Yes.

Question 24: Would the City be able to install an adapter behind its firewall?

Response: Yes, after an appropriate threat assessment is completed.

Question 25: Would the City be able to export their data to an FTP site on a scheduled basis?

Response: Yes.

Question 26: What types of dashboards are you looking for?

Response: The data should be online, in an interactive and easy-to-use interface.

Question 27: Do you have any samples of the performance management data you can share? Additionally, in what format would the performance management data be?

Response: See the 24/7 Performance Measures Report provided in Appendix B.

Question 28: In what format do you want the Performance Management Data presented?

Response: The data should be online, in an interactive and easy-to-use interface.

Question 29: The current Performance report provided in Appendix B implies a quarterly schedule. For the new system, how often do you intend to publish it? How often is the underlying data updated?

Response: The data is currently published on a quarterly schedule. For the new system, the data would be updated at least monthly.

Question 30: Does the City have an Open Data Initiative beyond financial and performance data? If so, is the underlying open data used to compute the Performance Measures?

Response: The City does not have a formal Open Data initiative or policy at this time.

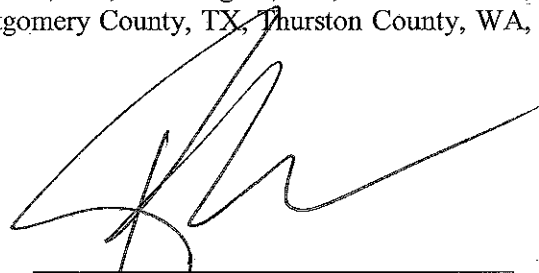
Question 31: Can the City share the current CRM solution it uses? Is it home-grown or provided by another vendor?

Response: The City's CRM platform is Lagan Enterprise version 14R2.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 006, PRE-SUBMITTAL CONFERENCE

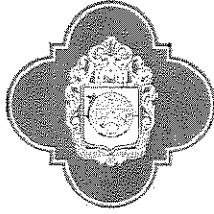
Question 32: What other cities were used to conduct the system comparisons?

Response: State of New York, Los Angeles, CA, Chicago, IL, Philadelphia, PA, Dallas, TX, Austin, TX, Indianapolis, IN, Fort Worth, TX, Detroit, MI, Seattle, WA, Kansas City, MO, Pittsburgh, PA, Anoka County, MN, Minneapolis, MN, Miami, FL, Long Beach, CA, Kane County, IL, Baltimore, MD, Boston, MA, Long Beach, CA, Washington, DC, State of Ohio, Dekalb County, GA, Montgomery County, PA, Montgomery County, TX, Thurston County, WA, Clark County, WA, Marin County, CA.



Paul J. Calapa
Procurement Administrator
Finance Department – Procurement
Division

PC/rg



City of San Antonio

SUBJECT: Request for Competitive Sealed Proposal (RFCSP) for **Financial/Performance Transparency Application (RFCSP 6100006937, 016-034)**, Scheduled to Open: **January 15, 2016**; Date of Issue: **December 11, 2015**

FROM: Paul J. Calapa, Procurement Administrator

DATE: January 7, 2016

THIS NOTICE SHALL SERVE AS ADDENDUM NO. IV - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSAL

THE ABOVE MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSAL IS HEREBY AMENDED AS FOLLOWS:

- 1. ADD: RFCSP SECTION 007 PROPOSAL REQUIREMENTS – Certificate of Interested Parties Form information to read as follows:**

CERTIFICATE OF INTERESTED PARTIES FORM. Respondent shall review information regarding Certificate of Interested Parties Form (Form 1295) provided in RFCSP Attachment I and submit Form 1295 as directed.

Form 1295 must be completed online. In Box 3 of the form, provide the solicitation number shown on the cover page of this solicitation (RFCSP 6100006937). The form is available from the Texas Ethics Commission by accessing the following web address:

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

Print your completed Form 1295 showing the Certification Number and Date Filed in the Certification of Filing box at the upper right corner. Sign Form 1295 in front of a notary and submit it with your response to this solicitation.

- 2. ADD: RFCSP SECTION 002 TABLE OF CONTENTS and RFCSP ATTACHMENT H PROPOSAL CHECKLIST to include:**

RFCSP ATTACHMENT I – Certificate of Interested Parties Form (Form 1295)

3. **ADD: RFCSP ATTACHMENT I – Certificate of Interested Parties Form (Form 1295)**



Paul J. Calapa
Procurement Administrator
Finance Department – Procurement
Division

PC/rg