



SAN ANTONIO POLICE DEPARTMENT
REQUEST FOR COMPETITIVE SEALED PROPOSAL
(“RFCSP”)
for
Public Safety Notification System
(RFCSP 19-073, 6100011529)

Release Date: 6/26/2019
Proposals Due: 9/16/2019

This solicitation has been identified as High-Profile.

PROHIBITED CAMPAIGN CONTRIBUTIONS

Notice Regarding Prohibition on Campaign or Officeholder Contributions for Individuals and Entities Seeking High-Profile Contracts. Under Section 2-309 of the Municipal Campaign Finance Code, the following are prohibited from making a campaign or officeholder contribution to any member of City Council, candidate for City Council or political action committee that contributes to City Council elections on the *10th business day after a contract solicitation has been released through the 30th calendar day following the approval by City Council (“blackout” period):

- 1 legal signatory of a high-profile contract;
- 2 any individual seeking a high-profile contract;
- 3 any owner or officer of an entity seeking a high-profile contract;
- 4 the spouse of any of the above individuals;
- 5 any attorney, lobbyist, or consultant retained to assist in seeking the contract.

Subcontractors are also subject to the prohibition against contributions. A high-profile contract cannot be awarded to the individual or entity if a prohibited contribution has been made by any of these individuals during the “blackout” period.

For this solicitation, the first-day contributions are prohibited is **Thursday July 11, 2019.
The first day contributions may be made is the 31st day after the contract is awarded at City Council “A” Session.*

RESTRICTIONS ON COMMUNICATIONS

In accordance with §2-61 of the City Code, Respondents are prohibited from communicating with 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFCSP or proposal from the time the RFCSP has been released until the contract is posted for consideration as an agenda item during a meeting designated as an A session; and 2) City employees from the time the RFCSP has been released until the contract is awarded.

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.

For additional information, see the section of this RFCSP entitled “Restrictions on Communication”.

002 TABLE OF CONTENTS

| | Page Number |
|---|-------------|
| 002 Table of Contents | 2 |
| 003 Background | 3 |
| 004 Scope of Service | 5 |
| 005 Schedule of Events | 16 |
| 006 Pre-Submittal Conference | 17 |
| 007 Proposal Requirements | 18 |
| 008 Submission of Proposal | 22 |
| 009 Award of Contract and Reservation of Rights | 27 |
| 010 Bonds | 28 |
| 011 Software Escrow Requirements | 29 |
| 012 Acceptance Criteria | 30 |
| 013 Supplemental Terms & Conditions | 31 |
| 014 General Terms & Conditions | 35 |
| 015 Standard Definitions | 43 |
| Section 016 | |
| RFCSP Exhibits | |
| RFCSP Exhibit 1 | 45 |
| Small Business Economic Development Advocacy (SBEDA) Program | |
| RFCSP Exhibit 2 | 46 |
| Acceptable Use of Information Technology | |
| RFCSP Exhibit 3 | 47 |
| Access Control | |
| RFCSP Exhibit 4 | 48 |
| COSA Data Security | |
| RFCSP Exhibit 5 | 49 |
| COSA Technology Standards 2019 | |
| RFCSP Exhibit 6 | 50 |
| Non-City Employee Provisioning Guide | |
| RFCSP Exhibit 7 | 51 |
| Reimbursement Reports | |
| RFCSP Exhibit 8 | 52 |
| COSA Testing Policy | |
| RFCSP Exhibit 9 | 53 |
| COSA Testing Strategy | |
| Section 017 | |
| RFCSP Attachments | |
| Respondent's Proposal must contain the following documents. These forms can be found as attachments to this RFCSP or web links, as indicated. | |
| Attachment A, Part 1 | 54 |
| General Information Form | |
| Attachment A, Part 2 | 59 |
| Experience, Background, Qualifications | |
| Attachment A, Part 3 | 61 |
| Proposed Plan | |
| Attachment B | 66 |
| Price Schedule | |
| Attachment C | 67 |
| Contracts Disclosure Form | |
| Attachment D | 68 |
| Litigation Disclosure Form | |
| Attachment E | 69 |
| Requirements Traceability Matrix | |
| Attachment F | 70 |
| Veteran-Owned Small Business Preference Program Tracking Form | |
| Attachment G | 71 |
| Subcontractor/Supplier Utilization Plan | |
| Attachment H | 72 |
| Certificate of Interested Parties Form 1295 | |
| Attachment I | 73 |
| Signature Page | |
| Attachment J | 75 |
| Proposal Checklist | |

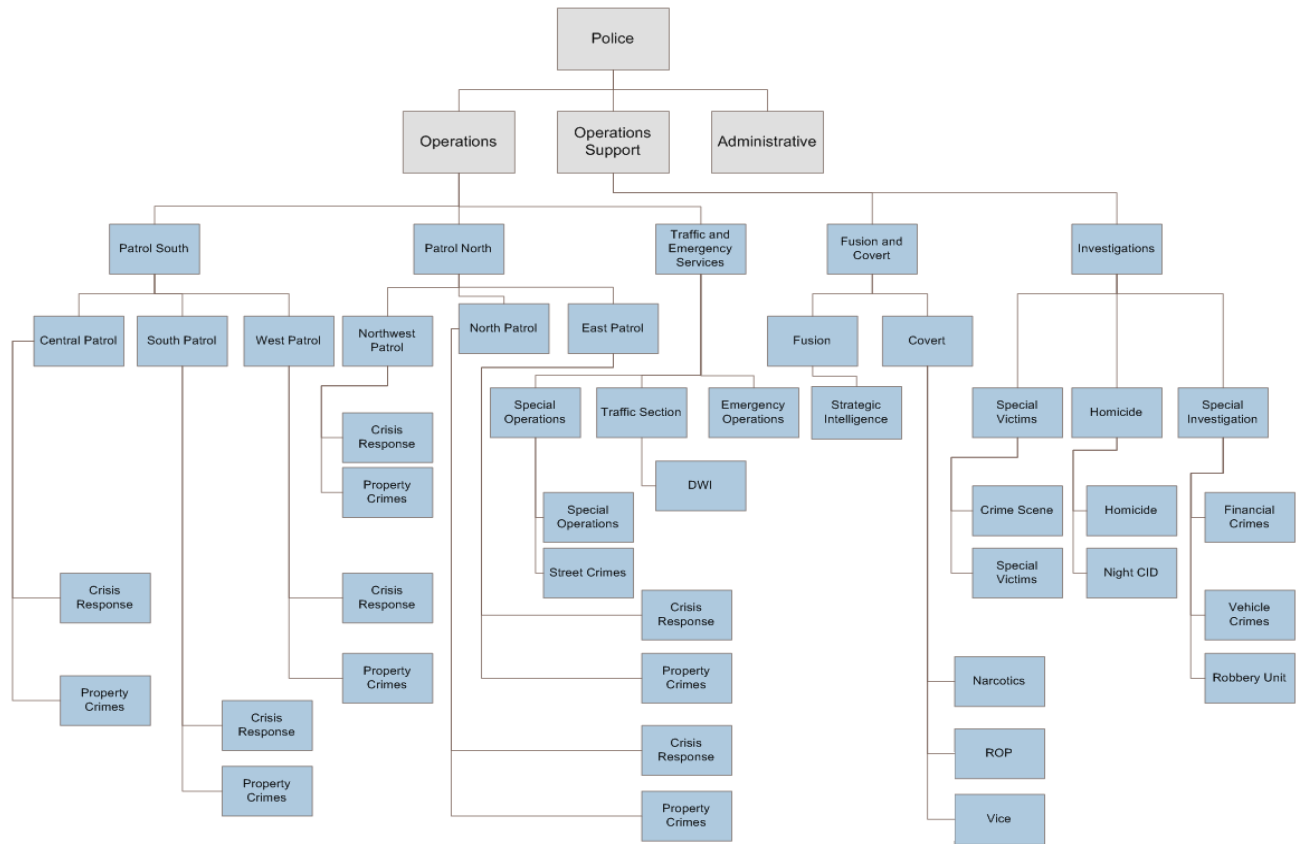
003 BACKGROUND

OBJECTIVE

This Request for Competitive Sealed Proposals ("RFCSP") is issued by the City of San Antonio ("City") for the San Antonio Police Department ("SAPD"). The purpose of this request is to select a respondent that has a proven record of successfully delivering a configurable automated system which will allow citizens to receive email and/or text notifications from SAPD with updates to their calls for service and disposition of their cases. The respondent must be qualified to deliver a system, which integrates with the Computer Aided Dispatch (CAD) System, as well as the current and future Records Management System (RMS), in order to trigger updates to be sent to the citizens. The new public safety notification system will automate the process by which citizens receive updates to their calls for service or updates to their cases.

An automated notification system that contains a notification and a survey module is necessary for SAPD in order to create transparency and increase citizens' engagement. This will promote meaningful interaction between SAPD and the citizens of San Antonio. The new system should provide citizens estimated time arrivals (ETA) for when officers are dispatched or delayed. The system should also provide the ability to opt in to receive text or email notifications when the status of their police report or case has been updated. The proposed system will also have the capability to provide surveys regarding customer service to citizens who opt in to the survey module. All three components (ETA, notification and survey tools) will need to be customizable to include designated divisions, such as Property Crimes and Vehicle Crimes. The new system will reduce the number of calls requesting the officers' arrival time, report statuses, and case statuses as well as provide increased citizen involvement in their own incidents.

The City of San Antonio is the seventh-largest city in the United States with a population of 1,492,510. The San Antonio Police Department is the primary law enforcement agency serving the City of San Antonio, Texas and some surrounding areas that covers 465.4 square miles. SAPD is one of the largest municipal police departments in Texas. SAPD Operations consists of a downtown main headquarters, six substations around the city, a ground transportation unit, investigations division, fusion and covert division, traffic and emergency services division, arson, park police and airport police. Total calls for service handled in Fiscal Year 2018 were approximately 1,510,272, of which 62,779 were investigated cases and 262,192 were entered into the RMS. The authorized officer strength for SAPD consists of 2,447 officers that include officers, detectives, sergeants, lieutenants, captains, a deputy chief and assistant chiefs.



004 SCOPE OF SERVICES

The successful respondent will provide an automated notification system for the San Antonio Police Department. The City will evaluate proposals capable of satisfying the technical, functional, and business requirements as described in this request. The proposed solution must account for all software, professional services, change management, testing and training required to implement and support the solution.

Requirements Traceability Matrix (RTM)

The detailed requirements are provided for vendor responses on the **SAPD Public Safety Notification System-RTM**. It is important for responding vendors to indicate in the requirements traceability matrix whether or not the requirement being requested can be met by the out of the box system solution or if the requirement requires customization. A response is necessary for all requirements, whether mandatory or desired.

Integrations

The proposed solution must produce timely and standardized email and / or text notifications based on integrations with the current Computer Aided Dispatch (CAD) System as well as the current and future Records Management System (RMS).

SAPD requires an automated notification system which will send an initial message to the citizen of an estimated time of arrival (ETA) for an officer who has been dispatched to respond to an incident. The automated notification system will also have the ability to send an updated message, alerting the citizen of any delay to the ETA. SAPD also requires the system provide case status updates, via email and / or text notifications, to citizens based on updates entered in RMS. This will allow updates to be sent through an automated process, thus relaying the updates to citizens from SAPD much faster without relying on either a citizen to reach out to the assigned detective or the detective to reach out to the citizen, as time allows.

Required Public Safety Notification Interfaces

The proposed solution must interface with CentralSquare (formerly Tri-Tech) CAD, Hexagon Inpursuit RMS and the new RMS Solution that SAPD will be implementing. SAPD currently has interfaces to external agencies including TCIC/NCIC. Officers access this information using Central Square Inform Mobile from either their laptop computers or from their desktop computers. The Calls for Services from CAD are recorded in the current Hexagon InPursuit RMS and associated with incident reports.

It is only required that the notification system integrate with CAD and RMS. The list below is strictly for informational purposes. It is expected the automated notification system will not interfere with any of the currently used web services, including but not limited to the ones listed below.

| SAPD-Information and Criminal Search Systems | |
|--|--|
| Hexagon Records Management System | Police Records Management System |
| Bexar County Criminal Justice System | Warrants and criminal records checks |
| Central Square-Tech Computer Aided Dispatch System (CAD) | Police call for service and dispatch |
| Column Case Management System (CCMS) | Investigative case management system |
| Geographical Information System GIS- ESRI | Used for address validation by officers |
| FileOnQ | SAPD Property and Evidence system |
| Crime Analysis Entry System (CAES) | Centralized database for crime analysis data |
| Central Square Inform Mobile on the desktop | Third Party Link used by officers to access TCIC |

| | |
|--|---|
| | and NCIC criminal conviction history from the desktop |
| Central Square Inform Mobile Light | Third Party Link used by officers to access TCIC and NCIC criminal conviction history from the mobile |
| Texas Department of Criminal Justice | Monthly download of state data searched by detectives |
| Tyler Incode- Municipal Court | Detective search for warrant and ticket information by vehicle or person |
| TxDOT CRASH Entry System | State accident reporting system |
| VeriPic | System used to access Bexar County arrest photos by officers/detectives |
| Sex Offender Database (SOD) | Detectives search for a hit for person, vehicle or site |
| COBAN | In Car Video |
| SARIC | San Antonio Regional Intelligence Center gang curfew and other information |
| Parole | Detectives search Texas Department of Criminal Justice for parole information |
| Brazos e-Citation system | Ticket system |
| Officer Safety Link (OSL) | Searches for people and returns information on dangerous ones |
| Gang | Texas Department of Public Safety system |
| Probation | Officers search for person and site information in the Bexar County Adult Probation system |
| Warrant | Bexar County and Municipal Court systems |
| Tow Exchange | Officers search for vehicle information |
| Exchange Server | Communication system |
| Active Directory | Authentication same as COSA Domain |
| SAP HR | Imports Personnel Records |
| ARIES | Store oversized property and search vehicles at impound |
| Convicted Offender Registration | State System |
| The National Traffic Safety Administration (NHTSA) | Store oversized property |
| LexisNexis DORS | Online Citizen portal to submit reports |
| Jail Phone system | Manages call log of all inmates at county jail |
| Axon Body Camera | Police Camera Footage |
| FAMS Alarm Management | Alarm Management |
| PIPS / BOSS / 3M | License Plate Readers (LPR) |
| Genetec | Building Camera Monitoring |
| Bexar County Protective Order | Documents for protective order |
| RAIDSONLINE | Public facing crime mapping |

System Security

The City follows the NIST Cybersecurity Framework. The respondent should describe the proposed system security approach. The successful respondent will be required to implement all applicable security controls to support System Security Plan for this project and meet CJIS Security Policy compliance.

Vendor is required to comply with the City of San Antonio Network Non-City Employee Provisioning Guide to access the City's network and systems that may be required in execution of the contract.

City of San Antonio Administrative Directives:

- 7.3a Data Security
<https://www.sanantonio.gov/Portals/0/Files/EmployeeInformation/ADs/AD7-3A.pdf>
- 7.4a Acceptable Use of Technology
<https://www.sanantonio.gov/Portals/0/Files/EmployeeInformation/ADs/AD7-4A.pdf>
- 7.8d Access Control apply

COSA Technology Standards

The City of San Antonio Information Technology Services Department (ITSD) Technology Standards are included as Exhibit 5 – COSA Technology Standards 2019. The successful respondent will propose a solution that is compliant to those standards.

Statement of Work (SOW)

The City requires a standard project management process. A copy of the City's SOW standards will be provided upon award of the contract to the vendor to serve as a guideline for creating the SOW with the project team and upper management.

Project Management-Testing and Quality Assurance

The City of San Antonio requires comprehensive testing rigor at appropriate milestones during system delivery. This includes unit testing, integration testing, system testing and user acceptance testing. The vendor must include their testing strategy that will be followed for the proposed system.

The successful respondent will be required to follow a rigorous SDLC for system deployment which will include planning, design, development, implementation, system testing, user acceptance testing and deployment. Required deliverables will include functional requirements specification, system design specification, and system and user acceptance test plans and test scripts. System testing completion and certification is required in order to enter user acceptance testing. A training plan, change management plan and data migration is also required.

Accessibility

The City of San Antonio uses the Web Content Accessibility Guidelines (WCAG 2.0 AA) developed through the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) which provides web accessibility guidelines, technical specifications, and educational resources to help make the web accessible.

Documentation and Knowledge Transfer

The City requires knowledge transfer sessions during the implementation phase to provide assigned City system administrators the ability to support the system upon completion of the selected vendor engagement. All documentation will be provided to the City, as required deliverables.

Training

The City of San Antonio prefers that the vendor develop and provide custom training specific to end users (officers, system administrators, supervisors, detectives, managers and technical support). The training should cover the use of the systems and how the systems support SAPD business processes. The City requests a response for best practices training and approach for the scope of this project request.

Warranty Period

A warranty period shall be included in the project plan that provides post go live assistance to the City as part of the vendor engagement and should be addressed as part of this request.

Service Level Agreement (SLA)

The respondent must provide an SLA narrative that outlines the overall approach and process for issue resolution as part of this request. Day two support should be well defined for ITSD and SAPD as part of the SLA documentation.

CURRENT STATE

Current State Business Systems:

The current method by which the San Antonio Police Department (SAPD) notifies citizens of updates to their cases is by either calling the citizens or providing an update when citizens walk into a substation. Currently, a citizen makes the initial call to request SAPD to their location of an incident. The call is received by a call taker at 911 or at a non-emergency number. The call taker determines what emergency department needs to be contacted. When it is decided that SAPD is needed, they will contact the Dispatcher and inform the citizen that an officer is being dispatched. The Dispatcher will send out an available and nearby unit to the incident location. If there is a delay by the officer, there is currently not a form by which to notify the citizen of the delay. Depending on the urgency of the offense, the citizen may call to find out the estimated time of arrival of the police officer. Once an officer responds to the incident, if they determine a police report is necessary, they will create a police report in the Field Base Reporting (FBR) system. If it is deemed that a police report is not necessary, CAD will still produce a Call for Service number, but a report will not be created in FBR. Prior to leaving the incident, the officer will hand the citizen a form which will include the type of offense, case number and assigned officer, along with contact information for the respective follow up unit (i.e. property crimes, vehicle crimes). The Field Base Reporting system will send the report information to the Record Management System (RMS) after a supervisor and Records Section review. When a new discovery is made to the case, the information is updated to the RMS system. The current disposition codes which are entered, based on the update are as follows:

1. Open
2. Pending Further Information
3. Cleared by Arrest
4. Administrative Close
5. Other
6. Unfounded

The assigned detective will then follow up with the citizen regarding the update. Until a detective contacts the citizen, the citizen can request an update to their case by either calling the corresponding follow up unit, assigned detective or by walking into a police station to make the request in person. Neither of these methods, currently, promotes a quick response time, increases communication nor provides transparency.

Another goal of SAPD is to obtain feedback from the community via text or email surveys. Currently, there is not a systematic method to obtain quantitative feedback or reporting to discover areas for improvement. The survey module that is being requested through the automated notification system will allow attainability of this goal.

CURRENT STATE BUSINESS SYSTEMS

Type of Offense: _____ Case Number: _____ Officer: _____

Every incident that occurs to a member of our community is important to the San Antonio Police Department. Our goal is to provide the highest degree of customer service in a caring and compassionate manner. Unfortunately, not every case is assigned for further investigation and generally only assigned when additional investigative information is available for follow up investigators. In the event you have further information to provide, need additional information, or wish to speak to a detective about pursuing criminal charges on your case, please contact the indicated follow-up unit below:

Property Crimes Units

- | | | |
|---|---|---|
| <input type="checkbox"/> Central 210.207.7990 | <input type="checkbox"/> West 210.207.8299 | <input type="checkbox"/> South 210.207.7184 |
| <input type="checkbox"/> East 210.207.8854 | <input type="checkbox"/> North 210.207.7601 | <input type="checkbox"/> Prue 210.207.8326 |

Forgery
210.207.7451
White Collar Crimes
210.207.4481
Auto Theft
210.207.7345
Homicide
210.207.7635

Robbery
210.207.0300
Special Victims
210.207.2313
Traffic Investigations
210.207.7385
Youth Services/Missing Persons
210.207.7660

For a copy of your report: <http://www.sanantonio.gov/SAPD/Police-Reports-Open-Records>

San Antonio Police Department
Guiding Principles
Integrity – Respect – Compassion – Fairness

For additional information: <https://www.sanantonio.gov/sapd>

SAPD Form CIC-01 Eng

Tipo de ofensa: _____ Numero de caso: _____ Oficial: _____

Cada incidente que le ocurre a un miembro de nuestra comunidad es importante para el Departamento de Policía de San Antonio. Nuestra meta es proporcionar el más alto nivel de servicio a la comunidad en una manera profesional. Desafortunadamente, no todos los casos son asignados para una investigación extensa. Generalmente los casos que se investigan son porque tenemos más información que es disponible para los detectives. En el evento que usted tenga información adicional para proporcionar, necesita información adicional, o desea hablar con un detective sobre seguir cargos delictivos en su caso, por favor póngase en contacto con la unidad de investigación indicada abajo:

Unidades de delitos contra la Propiedad:

- | | | |
|---|---|--|
| <input type="checkbox"/> Central - 210.207.7990 | <input type="checkbox"/> Oeste - 210.207.8299 | <input type="checkbox"/> Sur - 210.207.7184 |
| <input type="checkbox"/> Este - 210.207.8854 | <input type="checkbox"/> Norte - 210.207.7601 | <input type="checkbox"/> Noroeste - 210.207.8326 |

Falsificación
210-207-7451
Delitos de cuello blanco
210-207-4481
Robo de automóvil
210-207-7345
Homicidio
210-207-76325

Robo
210-207-0300
Víctimas especiales
210-207-2313
Investigaciones de tráfico
210-207-7385
Servicios para la juventud/Personas Pérdidas
210-207-7660

Para una copia de su reporte: <http://www.sanantonio.gov/SAPD/Police-Reports-Open-Records>

Departamento de Policía de San Antonio
Principios rectores
Integridad – Respeto – Compasión – Equidad
Para obtener información adicional: <https://www.sanantonio.gov/sapd>

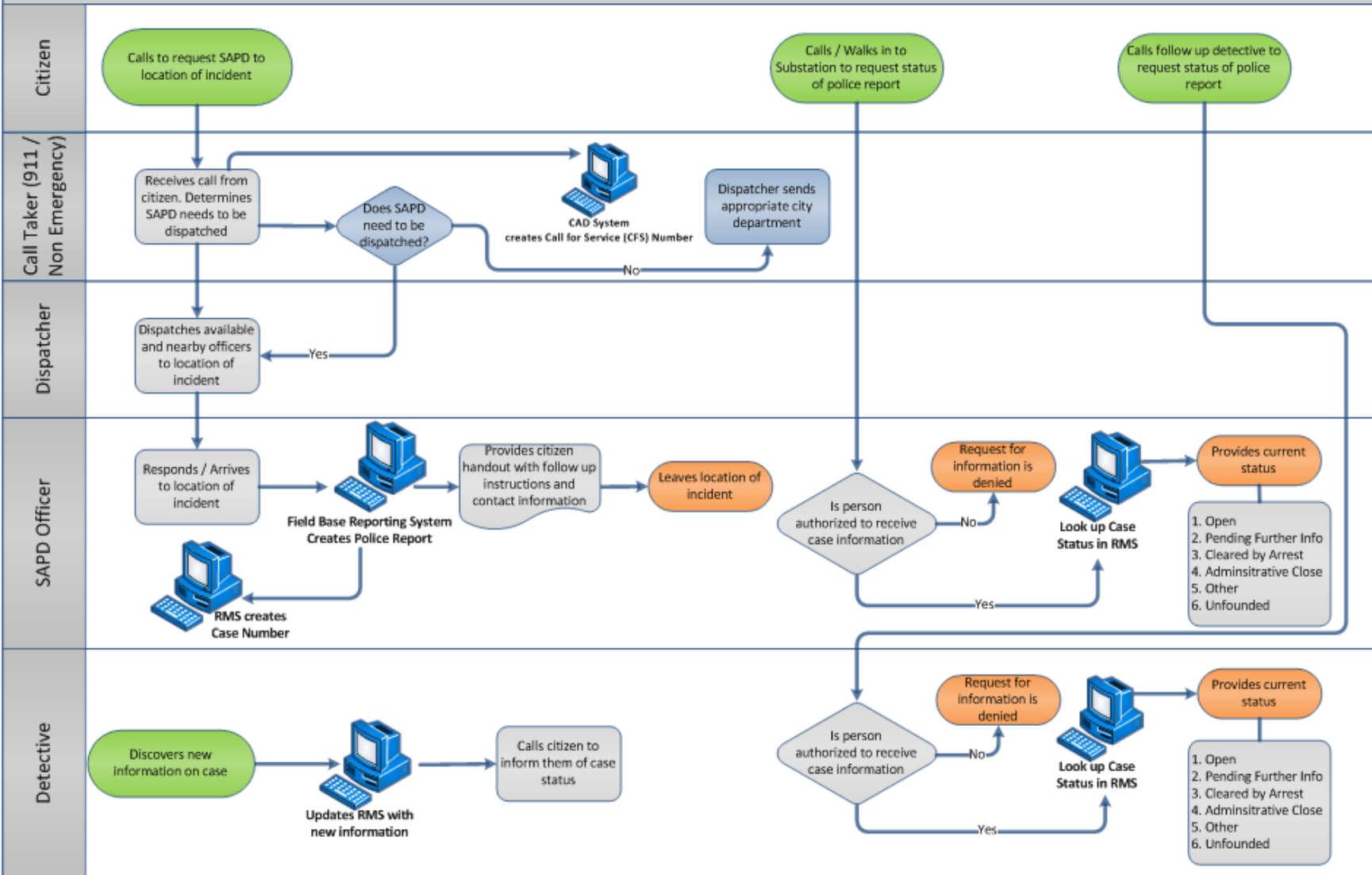
SAPD Form CIC-02 Spa



Public Safety Notification System As-Is Workflow

Author: Kathy Esquivel
Version: 1.1
Date: 6-11-2019

Phase: Initiate



FUTURE STATE

Future State Business Systems: The desired state is to move towards an automated notification system, with the ability to notify citizens of delays in dispatch, status changes in their case and to provide specific surveys to those who choose to opt in.

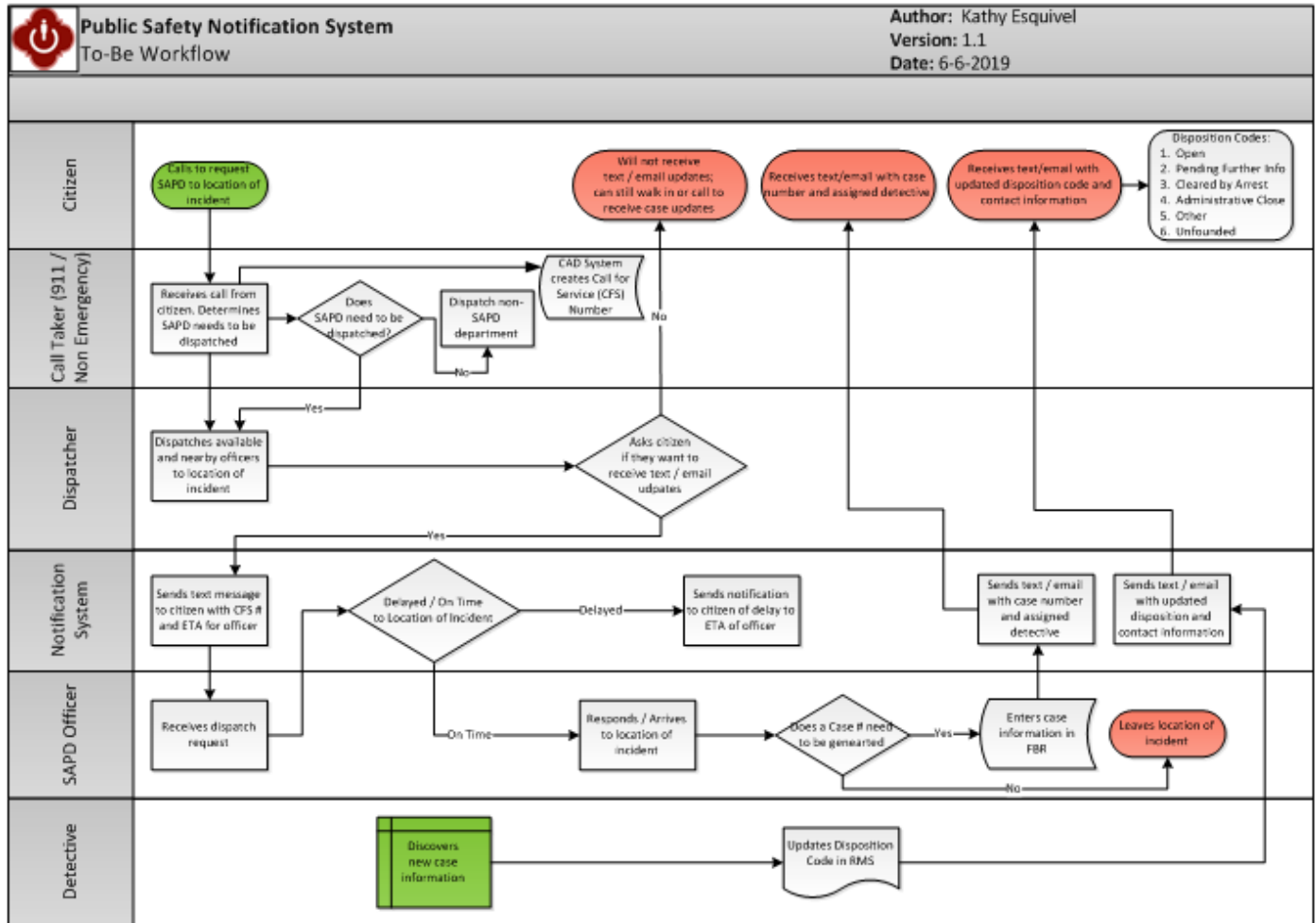
The notification system will allow citizens to register to opt in to the service. The service the citizens opt in to use will provide them with updates regarding their police report. Due to the sensitivity of some SAPD divisions, SAP divisions which address crimes against persons will be out of scope. It is anticipated this system will be used for police reports for the property crimes, robbery unit and vehicle crimes divisions, initially. SAPD will need the ability to add or remove divisions, as deemed necessary, once the system is in place. When a citizen makes a call requesting a police officer, if they agree to receive updates, they will receive an estimated time of arrival via text message from the dispatcher. If there is a delay in the officer arriving to the incident location, the system will have the ability to send an updated message, alerting the citizen of the new estimated time of arrival (ETA). Once the officer arrives at the incident location and deems it necessary to create a police report, a report will be created in the Field Base Reporting (FBR) system. CAD will produce an SAPD case number. The case information will transfer to the Report Management System (RMS), from which updates to the case are made, as further information is discovered. The police officer will then hand the citizen a form, which is currently used, that lists out the type of offense, case number and officer contact information. In addition to the form, the officer will also communicate to the citizen, if appropriate for the offense, they will be receiving text and / or email alerts as updates are made to the case, along with contact information of the assigned detective or follow up unit. Updates made in RMS will consist of the following 5 types of disposition codes:

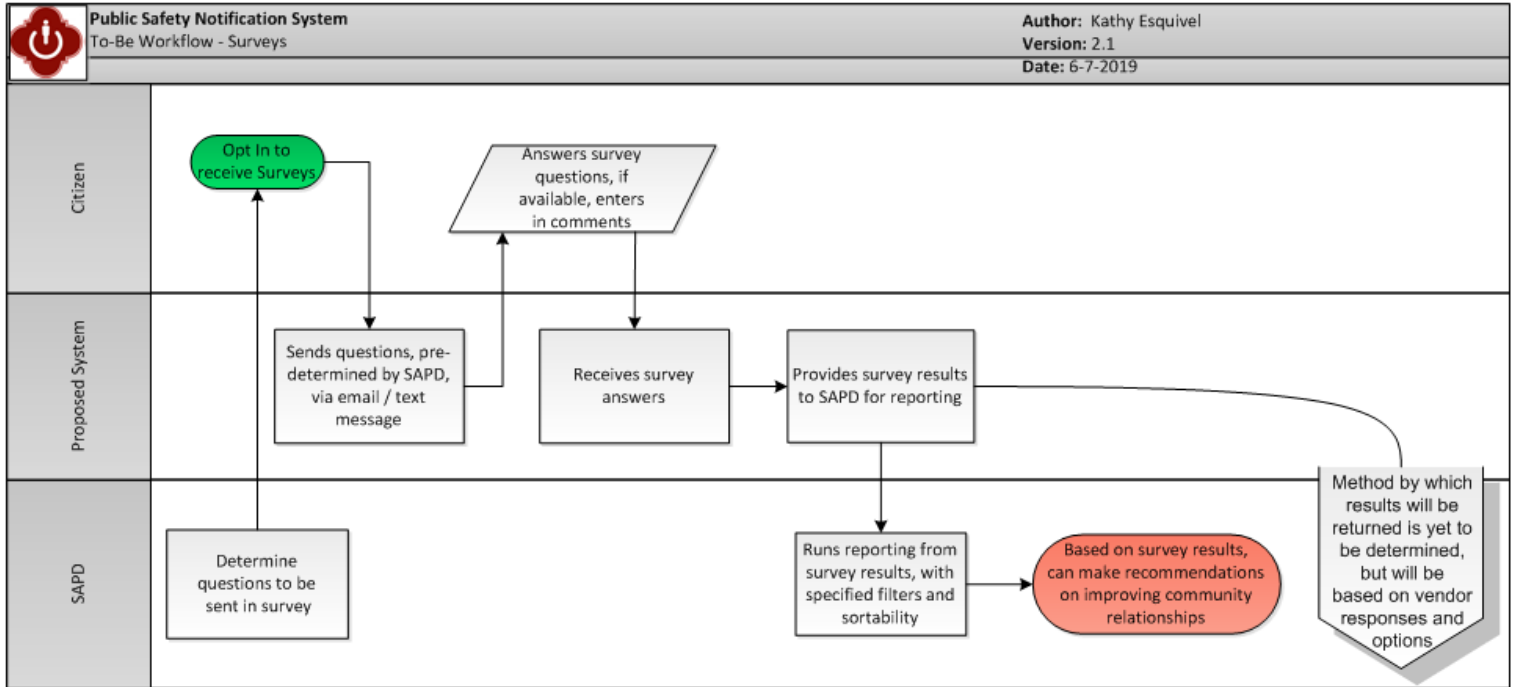
1. Open
2. Pending Further Information
3. Cleared by Arrest
4. Administrative Close
5. Other
6. Unfounded

When updates are made in RMS to the case, the notification system will receive a trigger to send an email and/or text message to the specified contact. The message will consist of the SAPD case number, the offense, the status update, as well as the contact information for the assigned unit and detective. The use of the automated notification tool will enhance the communication and provide transparency between the SAPD and their citizens. The system will not replace the current method of either citizens contacting the SAPD or the SAPD contacting citizens when new information is discovered.

SAPD will also want the notification system to provide the ability to send out surveys to specified areas, with specific questions. SAPD will create survey questions specific for each district and ask short, concise questions regarding customer service. The questions will be regarding the customer service received from the Call Taker, Dispatcher, responding Officer, follow-up Detective, Chief of Police and Overall Police Department. SAPD will be able to query the survey results by Service Area, Sections, Districts, Officers and Units. The information collected from the surveys will be provided to SAPD in a manner conducive to reporting and in a format which is easy to understand. This will allow SAPD to understand how each specific community relates and interacts with SAPD. This will also allow for meaningful feedback, which SAPD can use to improve community relationships.

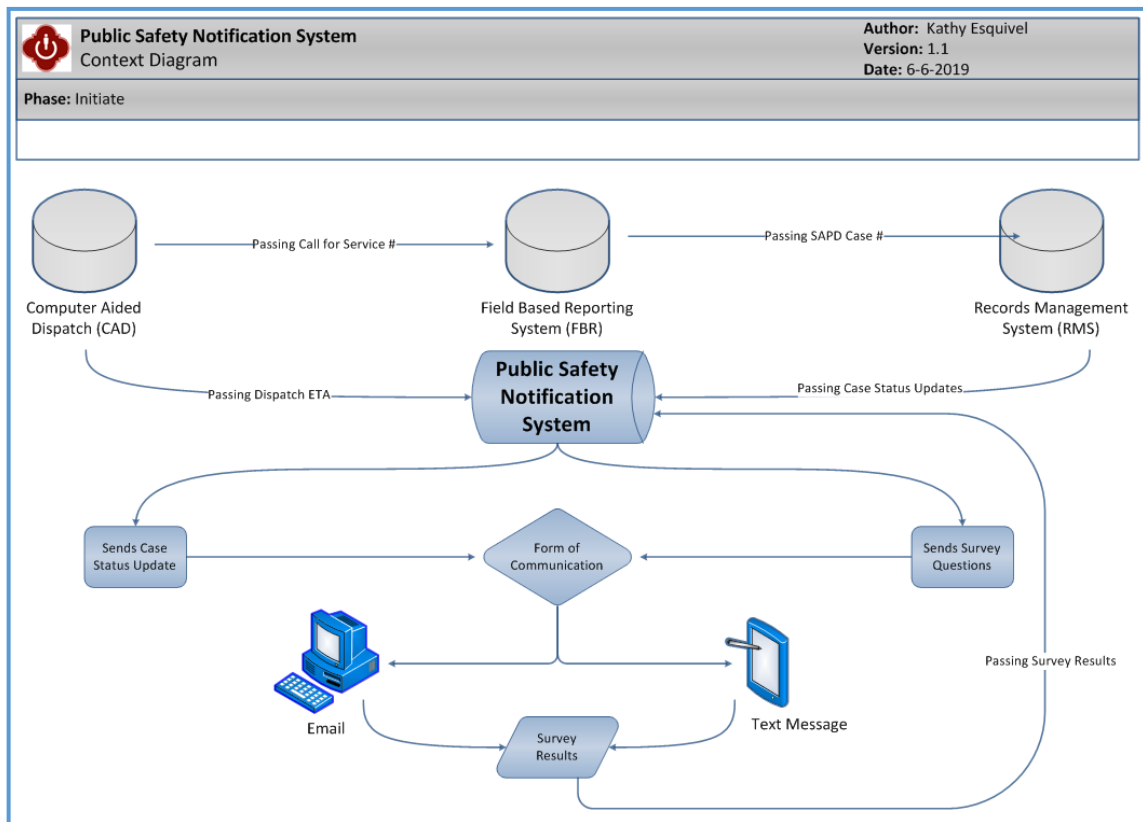
FUTURE STATE BUSINESS SYSTEMS





FUTURE STATE - CONTEXT DIAGRAM

Context Diagram: CAD will create a Call for Service Number and an SAPD Case Number, both of which will be entered in FBR and fed into RMS. CAD will pass dispatch ETA information to the Public Safety Notification System. As cases are updated in RMS, the updates will trigger the Public Notification System to send an update to citizens who have opted to receive updates. The Public Safety Notification System will send updates based on the chosen form of communication, email or text message. The Public Safety Notification System will also send survey questions, via the preferred form of communication. Once the survey questions are answered, the results will be fed back to the Public Safety Notification System, from which SAPD and ITSD will be able to run queries and generate reports.



Testing Verbiage Version 1.0

Respondent shall describe their testing strategy by stating various types of testing that will be performed to test and validate the functionality of the implemented solution against the requirements, including their defect tracking process, in the proposal response.

The respondent is responsible for the test planning, test case development, test environment setup, test data, test automation (if required), test execution and support, defect management, test metrics, and test closure. At a minimum, the respondent is responsible for unit testing, integration testing and end to end system testing. The respondent will support user acceptance testing and any other applicable tests such as data conversion, performance and regression. All tests and testing criteria are subject to City of San Antonio's Business Department and Information Technology Services Department (ITSD) approval.

City of San Antonio (COSA) creates and conducts User Acceptance Testing (UAT) in coordination with vendors' technical support staff and end users. The vendor should provide any test scripts used for UAT, for COSA and ITSD to review and customize. Respondents should state in their response if a different UAT approach should be considered based on the product solution being proposed. System testing completion and certification is a prerequisite for entering user acceptance testing.

The following are the minimum required deliverables for the implemented solution:

- ☐ System test plan
 - o System test scripts/cases
 - o System test summary report and completion certification
- ☐ User acceptance test plan
 - o User acceptance test scripts/cases
 - o User acceptance test summary report and completion certification
- ☐ Defect and resolution logs

| Deliverable | Description/Content – Deliverable Expectation |
|-------------|--|
| Test Plan | <p>Should contain the following content with appropriate level of detail :</p> <ul style="list-style-type: none">• Test Plan Name• Purpose/Objective• Scope/Test Items• Risks and Assumptions• Features to be tested• Features excluded from testing• Testing Approach• Roles and Responsibilities• Resource Requirements• Test Pass and Fail Criteria• Entry and Exit Criteria• Resumption/Suspension Criteria• Defect Priority and Severity Definitions• Test Results and Deliverables• Test Environment and Data• Training, Staffing and Tools• Testing Schedule• Planning for Risks and Contingency Plans• Approvals |

| | |
|---|--|
| | <p>System Test Plan – Will cover the scope for System testing</p> <p>UAT Test plan – Will cover the scope for UAT Testing.</p> |
| <p>Test Scripts/Cases (System Test Scripts UAT Test Scripts)</p> | <p>Should contain the following content with appropriate level of detail:</p> <ul style="list-style-type: none"> • Test Case ID or Name • Test Case Summary • Test Case Prerequisites • Test procedure/step by step procedure to execute the test • Test Data • Expected Result • Actual Result • Test Status • Created by/author of the test case • Date of creation/test case creation date • Executed by/person who executed the test • Test environment • Traceability of requirements to test cases • Remarks |
| <p>Test report and completion certification</p> | <p>Should contain the following content with appropriate level of detail:</p> <ul style="list-style-type: none"> • Brief description of the testing process employed • Summarize testing activities • Test functions performed and test coverage • Test cases summary results • Test defects and resolution summary results • Summarize the overall test results <p>System test completion certificate: The readiness certification will be the Respondent's statement that a system end to end testing is complete and has passed all internal testing and is now ready for User Acceptance Testing. A walkthrough or demo of the core business processes in COSA test environment.</p> <p>User acceptance completion certificate: This readiness certification will be the Respondent's statement that the system has passed testing and validation of the functionality of the implemented solution against the requirements and all User Acceptance Testing is completed successfully.</p> |
| <p>Defect and Resolution Log</p> | <p>Defect and Resolution Log at a minimum should contain the following content with appropriate level of details:</p> <ul style="list-style-type: none"> • Recording • Analyzing • Tracking • Resolution • Closing of the defects |

005 SCHEDULE OF EVENTS

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

| | |
|--------------------------|--|
| RFCSP Release | Wednesday, 6/26/2019 |
| Pre-Submittal Conference | Monday, 7/8/2019 at 10:00 AM. Central Time |
| Final Questions Accepted | Friday, 7/26/2019 at 2:00 PM. Central Time |
| Proposal Due | Monday, 9/16/2019 at 2:00 PM. Central Time |

006 PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference will be held at Riverview Towers, 111 Soledad Street, 11th Floor, Hill Country Conference Room, San Antonio, TX 78205 at **10:00 A.M, Central Time, on July 8, 2019.** 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 Riverview Towers, 111 Soledad Street, 11th Floor, Hill Country Conference Room, San Antonio, TX 78205 is wheelchair accessible. 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.

Conference Bridge: 855-850-2672

Access Code: 999 666 175

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. 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 ten (10) hardcopies **WITH ONLY TABS and documents for the General Information Form; Experience, Background and Qualifications; Proposed Plan, etc. (NO PRICING TO BE INCLUDED)** of the proposal and **one (1) compact disk (CD) and/or flash drive (USB)** containing an Adobe PDF version of the entire proposal in a sealed package clearly marked with the project name, "Public Safety Notification System", RFCSP 19-073, RFCSP 6100011529, 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.

TABLE OF CONTENTS

EXECUTIVE SUMMARY. The summary shall include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service and unique problems perceived by Respondent and their solutions.

GENERAL INFORMATION FORM. 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.

PRICE SCHEDULE. Use the Pricing Schedule that is found in this RFCSP as Attachment B.

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

<http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports>

Instructions for completing the 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 D. 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.

REQUIREMENTS TRACEABILITY MATRIX. Complete and submit the Requirements Traceability Matrix as Attachment E.

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.

FINANCIAL INFORMATION. Submit a recent copy of a Dun and Bradstreet financial report, or other credit report, on Respondent and its partners, affiliates and subcontractors, if any.

*VETERAN-OWNED SMALL BUSINESS PREFERENCE PROGRAM (VOSBPP). Pursuant to Ordinance No. 2013-12-05-0864, 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. Complete, sign and submit the Veteran-Owned Small Business Program Tracking Form found in this RFCSP as Attachment F.

*SUBCONTRACTOR/SUPPLIER UTILIZATION PLAN. Complete, sign and submit the Subcontractor/Supplier Utilization Plan Form found in this RFCSP as Attachment G.

*CERTIFICATE OF INTERESTED PARTIES (Form 1295).

Texas Government Code §2252.908, and the rules issued by the Texas Ethics Commission found in Title 1, Chapter 46 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. It 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. Submit your signed Form 1295 with your response to this solicitation. Where requested to provide the name of the public entity with whom you are contracting, insert "City of San Antonio". Where requested to provide the contract number, provide the solicitation number shown on the cover page of this solicitation (e.g. IFB 6100001234, RFO 6100001234 or RFCSP 6100001234).

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. (NOTE: The City of San Antonio should never be listed as the "Business entity.")

"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. Subsection (3) of this section does not apply to an officer of a publicly held business entity or its wholly owned subsidiaries.

"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) an intermediary.

"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 or of an entity with a controlling interest in the business entity.

Publicly traded business entities, including their wholly owned subsidiaries, are exempt from this requirement and are not required to submit Form 1295.

*SIGNATURE PAGE. Respondent must complete, sign and submit the Signature Page found in this RFCSP as Attachment I. 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.

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

ADDENDA. Sign and submit addenda, if any.

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.

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:

Experience, Background, Qualifications (40 points)

Proposed Solution (35 points)

Pricing (15 points)

SBE Prime Contract Program – 5 pts.

Certified SBE firms (see *Small Business Enterprise* definition) headquartered or having a Significant Business Presence within the San Antonio Metropolitan Statistical Area responding to this solicitation as Prime CONTRACTORS proposing at least 51% SBE participation (Prime and/or Subcontractor) will receive ten 5 evaluation criteria points, **and**

M/WBE Prime Contract Program – 5 pts.

Certified M/WBE firms (see *Minority/Women Business Enterprise* definition) headquartered or having a Significant Business Presence within the San Antonio Metropolitan Statistical Area responding to this solicitation as Prime CONTRACTORS proposing at least 51% M/WBE participation (Prime and/or Subcontractor) will receive ten 5 evaluation criteria points.

No evaluation criteria points will be awarded to non-SBE or non-M/WBE Prime CONTRACTORS through subcontracting to certified SBE or M/WBE firms.

008 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 (1) original **COMPLETE** proposal signed in ink;
- ten (10) hardcopies **WITH ONLY TABS and documents for the General Information Form; Experience, Background and Qualifications; Proposed Plan; etc. (NO PRICING TO BE INCLUDED IN THE COPIES)**; and
- one (1) complete copy of the proposal on compact disk (CD) and/or flash drive (USB) containing an Adobe PDF version of the entire proposal,

enclosed in a sealed package, clearly marked with Respondent's name and address, "Public Safety Notification System RFCSP 19-073, 6100011529" and the due date for submission of proposals on the front of the package, addressed to the City Clerk at the address provided below.

Proposals must be received in the City Clerk's Office no later than **2:00 P.M., Central Time, on September 16, 2019** 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:

Office of the City Clerk

Attn: RFCSP 19-073, 6100011529, Public Safety Notification System

P.O. Box 839966

San Antonio, Texas 78283-3966

Physical Address:

Office of the City Clerk

c/o: Municipal Archives and Records Facility

Attn: RFCSP 19-073, 6100011529, Public Safety Notification System

719 South Santa Rosa

San Antonio, Texas 78204-3114

Submission of Electronic Proposals. Submit one (1) **COMPLETE** 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.

Electronic Proposal Equals Original. If Vendor is submitting an electronic proposal, City and Vendor each agree that this transaction may be conducted by electronic means, as authorized by Chapter 322, Texas Business & Commerce Code, known as the Electronic Transactions Act.

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 aids, 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 the RFCSP General Information may not exceed ten (10) pages in length. Websites, or URLs shall not be submitted in lieu of the printed proposal or electronic submission through City's portal. **ORIGINAL and/or ELECTRONIC** proposals must include **ALL** 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.

City is not responsible for lost or misdirected proposals or modifications.

Forms Requiring Signatures.

Signature Page. Respondents must sign the Signature Page on hard copy proposals and return the RFCSP document to City. For electronic proposals, Respondent's electronic submission constitutes a binding signature for all purposes.

All Other Documents. All other forms in this solicitation which require a signature must have a signature affixed thereto by manually signing the document. If submitting, electronically, sign the document prior to scanning it and uploading it with your submission.

Respondents are cautioned that they are responsible for the security of their log- on ID and password, since unauthorized use could result in Respondents being held liable for the submission.

Certified Vendor Registration Form. If Respondent has not completed City's Certified Vendor Registration (CVR) Form, Respondent is required to do so prior to the due date for submission of proposals. The CVR form may be accessed at: <http://www.sanantonio.gov/purchasing/>. Respondents must identify the correct name of the entity that will be providing the goods and/or services under the contract. No nicknames, abbreviations (unless part of the legal title), shortened, or short hand names will be accepted in place of the full, true, and correct legal name of the entity.

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). 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 2.

If Respondent is found to have incorrectly or incompletely stated the name of the entity that will provide goods and/or services, the proposal may be rejected.

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)

Indemnification
Non-discrimination
Interlocal Participation
Insurance Requirements

Exhibits:

City of San Antonio Technical Standards

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.

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 expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking and meals; provided, however, the amount of reimbursement by City shall not exceed the amounts authorized by the current GSA Travel Regulations per diem. <http://www.gsa.gov/portal/category/100120>

Travel time may not be included as part of the amounts payable by Customer for any services rendered under the Contract. Air transportation shall be booked at the lowest available fare available at the time. Anticipated travel expenses must be pre-approved in writing by City.

The City has provided forms as examples to be used for reporting expenses for reimbursement in Exhibit 7. The City requires that receipts for expenses not covered by the per diem be attached to the reimbursement request forms for proper verification and processing. Forms Attached as Exhibit 7 are: 1) Personal Vehicle Mileage Record, and 2) Travel & Miscellaneous Expense Report. Customer may use their own forms for reporting travel expenses that provide the same information requested in the forms found in Exhibit 7.

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 acknowledges 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 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.

Restrictions on Communication.

Respondents are prohibited from communicating with: 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFCSP or proposals from the time the RFCSP has been released until the contract is posted for consideration as a City Council agenda item during a meeting designated as an A session; 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., Central Time, on July 26, 2019. Questions received after the stated deadline will not be answered. Questions submitted and City's responses will be posted with this solicitation. All questions shall be sent by e-mail or through the portal.

Respondents may provide responses to questions asked of them by the Staff Contact Person after proposals are received and opened. The Staff Contact Person may request clarification to assist in evaluating Respondent's response. The information provided is not intended to change the proposal response in any fashion. Such additional information must be provided within two business days from City's request. Respondents may also respond to requests by the Staff Contact Person for best and final offers, which do allow respondents to change their proposals. Requests for best and final offers will be clearly designated as such. During interviews, if any, verbal questions and explanations will be permitted. The City reserves the right to exclude any persons from interviews as it deems in its best interests.

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 required SBEDA forms. The point of contact may be reached by telephone at (210) 207-3922 or by e-mail at SBEDAdocs@sanantonio.gov. This exception to the restriction on communication does not apply, and there is no contact permitted to the Small Business Office regarding this solicitation, after the solicitation closing date.

Respondents may contact the Vendor Support staff at (210) 207-0118 or by email at vendors@sanantonio.gov for assistance with vendor registration and submitting electronic bids.

Upon completion of the evaluation process, Respondents shall receive a notification letter indicating the recommended firm, anticipated City Council agenda date, and a review of the solicitation process.

Staff Contact Person:

Kristen McAvoy, Procurement Specialist III
City of San Antonio, Finance Department, Purchasing Division
Kristen.mcavoy@sanantonio.gov

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.

Prohibited Financial Interest.

The Charter of the City of San Antonio and the City of San Antonio Code of Ethics prohibit a City officer or employee, as those terms are defined in §2-52 of the Code of Ethics, from having a direct or indirect financial interest in any contract with City. 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:

- A City officer or employee; his or her spouse, sibling, parent, child, or other family member within the first degree of consanguinity or affinity;
- An entity in which the officer or employee, or his or her parent, child or spouse directly or indirectly owns (i) 10% or more of the voting stock or shares of the entity, or (ii) 10% or more of the fair market value of the entity; or
- An entity in which any individual or entity listed above is (i) a subcontractor on a City contract, (ii) a partner or (iii) a parent or subsidiary entity.

By submitting a proposal, Respondent warrants and certifies, and a contract awarded pursuant to this RFCSP is made in reliance thereon, that none of the above listed individuals or entities is a party to this contract.

State of Texas Conflict of Interest Questionnaire (Form CIQ). 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 Form CIQ with the City Clerk if those persons meet the requirements under §176.006(a) of the statute.

By law this questionnaire must be filed with the City Clerk not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Texas Local Government Code.

Form CIQ is available from the Texas Ethics Commission by accessing the following web address:

https://www.ethics.state.tx.us/filinginfo/conflict_forms.htm

In addition, please complete the **City's Addendum to Form CIQ (Form CIQ-A)** and submit it with Form CIQ to the Office of the City Clerk. The Form CIQ-A can be found at:

<http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports>

When completed, the CIQ Form and the CIQ-A Form should be submitted together, either by mail or hand delivery, to the Office of the City Clerk. If mailing, mail to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966.

If delivering by hand, deliver to: Office of the City Clerk, C/O Municipal Records Facility, 719 S. Santa Rosa, San Antonio, TX 78204-3114.

Do not include these forms with your proposal. The Purchasing Division will not deliver the forms to the City Clerk for you.

009 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.

010 BONDS

This section left blank intentionally.

011 SOFTWARE ESCROW REQUIREMENT

This section left blank intentionally.

012 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, 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.

013 SUPPLEMENTAL TERMS & CONDITIONS

Original Contract Term. This contract shall begin upon the effective date of the ordinance awarding the contract, or date specified in the award letter whichever is later. This contract shall terminate on October 31, 2022.

Renewals. At City's option, this contract may be renewed under the same terms and conditions for two (2) additional, one (1) year periods. Renewals shall be in writing and signed by the Director, without additional City Council approval, subject to and contingent upon appropriation of funding therefore.

Temporary Short Term Extensions. City shall have the right to extend this contract under the same terms and conditions beyond the original term or any renewal thereof, on a month to month basis, not to exceed three months. Said month to month extensions shall be in writing, signed by Director, and shall not require City Council approval, subject to and contingent upon appropriation of funding therefore.

Temporary Contract Pending Award of Contract by City Council.

Occasionally, the City has a need for goods or services prior to the date set for the San Antonio City Council to consider a contract for award. If such a situation arises with regard to this solicitation, and if City intends to recommend Vendor's bid to the City Council for award of a contract, City may require Vendor to provide goods or services prior to the date set for City Council to consider the bid for award of a contract. City shall provide Vendor advance written notice if such occasion arises.

In such event, City's written notice shall constitute acceptance of Vendor's bid and shall result in a temporary contract to provide goods and/or services until City Council considers and awards the contract contemplated in this solicitation. The total expenditure under the temporary contract shall not exceed \$50,000. The temporary contract shall begin on the date set forth in City's written notice and shall terminate when the total expenditure reaches \$50,000, or upon subsequent written notice from City, whichever shall occur sooner. Should City Council authorize award of a contract to Vendor pursuant to this solicitation, said award shall automatically terminate the temporary contract upon the effective date of the newly awarded contract.

During the term of the temporary contract, all goods or services shall be provided in accordance with the terms and conditions contained in this solicitation, with the exception of the Original Contract Term, which is modified as indicated above for the temporary contract.

Acceptance of Vendor's bid for the purposes of award of a temporary contract does not constitute award of the full contract with the Original Contract Term. Such a contract may only be awarded by the San Antonio City Council by passage of an ordinance. Neither does award of a temporary contract obligate City to recommend Vendor's bid for award to the City Council, or guarantee that the City Council will award the contract to Vendor.

Insurance.

Prior to the commencement of any work under this Agreement, Respondent shall furnish copies of all required endorsements and an original completed Certificate(s) of Insurance to the City of San Antonio Finance Department - Procurement Office, which shall be clearly labeled "Public Safety Notification System" 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. City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must have the agent's signature and phone number, and be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to City. City shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by City of San Antonio Finance Department - Procurement Office. No officer or employee, other than City's Risk Manager, shall have authority to waive this requirement.

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 whereupon City may incur increased risk.

A Respondent's financial integrity is of interest to City; therefore, subject to Respondent's right to maintain reasonable deductibles in such amounts as are approved by 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, 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:

| INSURANCE TYPE | LIMITS |
|--|--|
| 1. Workers' Compensation | Statutory |
| 2. Employers' Liability | \$1,000,000/\$1,000,000/\$1,000,000 |
| 3. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury d. Contractual Liability | For Bodily Injury and Property Damage \$1,000,000 per occurrence; \$2,000,000 general aggregate \$2,000,000 Products & Completed Operations, or its equivalent in Umbrella or Excess Liability Coverage. |
| 4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles | Combined Single Limit for Bodily Injury and Property Damage of \$1,000,000 per occurrence. |
| 5. Professional Liability –[Technology Errors and Omissions] (Claims-made basis) To be maintained and in effect for no less than two years subsequent to the completion of the professional service. | \$1,000,000 per claim, to pay on behalf of the insured all sums which the insured shall become legally obligated to pay as damages by reason of any act, malpractice, error, or omission in professional services. |

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: City of San Antonio Police 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.

Incorporation of Attachments.

Each of the attachments listed below is an essential part of this contract, which governs the rights and duties of the parties, incorporated herein by reference, and shall be interpreted in the order of priority as appears below, with this document taking priority over all attachments:

Attachment A, Part One – General Information Form
Attachment A, Part Two – Experience, Background, and Qualifications
Attachment A, Part Three – Proposed Plan and Solution
Attachment B – Price Schedule

Attachment C – Contracts Disclosure Form
Attachment D – Litigation Disclosure Form
Attachment E – Requirements Traceability Matrix
Attachment F – Veteran-Owned Small Business Preference Program
Attachment G – Subcontractor/Supplier Utilization Plan
Attachment H – Certificate of Interested Parties
Attachment I – Signature Page
Attachment J – Proposal Checklist

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.

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 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 proposal.

Respondent must sign and submit the rider, if attached to this RFCSP, with its proposal, indicating whether Respondent wishes to allow other Entities to use its proposal. Respondent shall sign and return any subsequently issued riders within ten calendar days of receipt. Respondent's decision on whether to allow other Entities to use the proposal shall not be a factor in awarding this RFCSP.

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.

014 General Terms & Conditions

Delivery of Goods/Services.

Destination Contract. Vendor shall deliver all goods and materials F.O.B., City of San Antonio's designated facility, inside delivery, freight prepaid, to the address provided in this RFCSP or, if different, in the Purchase Order. Vendor shall bear the risk of loss until delivery. Freight charges will be paid only when expedited delivery is requested and approved in writing by the City. Vendor shall be responsible for furnishing necessary personnel or equipment and/or making necessary arrangements to off load at City of San Antonio facility, unless otherwise noted herein.

Failure to Deliver. When delivery is not met as provided for in the contract, the City may make the purchase on the open market, with any cost in excess of the contract price paid by Vendor, in addition to any other direct, indirect, consequential or incidental damages incurred by the City as a result thereof. In addition, Vendor may be removed from the City's list of eligible bidders.

Purchase Orders. Each time a City department wishes to place an order against this contract, it will issue Vendor a purchase order. Vendor must have the purchase order prior to incurring any costs for which City may be liable.

Testing. After award of contract, City may, at its sole option, test the product delivered to ensure it meets specifications. Initial testing shall be at City's expense. However, if the product does not to meet specifications, Vendor shall reimburse City for the costs of testing. City may withhold the cost of testing from any amounts owed to Vendor under this or any other contract, or invoice Vendor for same. If invoiced, Vendor shall pay City within 30 calendar days' of the invoice.

Warranty. A minimum of 90-days product guarantee or the manufacturer's standard commercial warranty, whichever is greater, shall apply to all products and/or services purchased under this RFCSP, unless otherwise specified in the Specifications/Scope of Services section of this RFCSP. This warranty shall provide for replacement of defective merchandise, parts, and labor, and shall include pick-up of the defective merchandise from City and delivery of the replacement(s) to the same location. The warranty shall be effective from the date of acceptance of the merchandise, or completion of the service, as applicable.

REJECTION OF DISCLAIMERS OF WARRANTIES & LIMITATIONS OF LIABILITY. ANY TERM OR CONDITION IN ANY DOCUMENT FURNISHED BY VENDOR, DISCLAIMING THE IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, OR ATTEMPTING TO LIMIT VENDOR'S LIABILITY SHALL BE OF NO FORCE OR EFFECT, AND SHALL BE STRICKEN FROM THE CONTRACT DOCUMENTS AS IF NEVER CONTAINED THEREIN.

Invoicing and Payment.

Invoice Submissions. City requires all **original**, first time invoices to be submitted directly to the Accounts Payable section of the Finance Department. The preferred method of delivery is electronically to the following e-mail address:

accounts.payable@sanantonio.gov.

Invoices submitted electronically to the e-mail address above must be in separate .pdf format file. Multiple invoices cannot be submitted in a single .pdf file; however, Vendor may submit multiple, separate invoice files in a single e-mail. Any required documentation in support of the invoice should be compiled directly behind the invoice in the same .pdf file. Each electronically submitted file must have a unique identifying name that is not the same as any other file name.

Invoices submitted by electronic submission are only considered "original" when the submission comes directly from the Vendor to Accounts Payable using this e-mail address. Vendor may courtesy copy the ordering City department personnel on the e-mail.

Vendors not able to submit invoices with the required file formatting above may mail original invoices, on white paper only, to: City of San Antonio, Attn: Accounts Payable, P.O. Box 839976, San Antonio, Texas 78283-3976.

Vendors may hand deliver original invoices, on white paper only to: City of San Antonio, Finance Department/Accounts Payable, 111 Soledad, 4th Floor, San Antonio, Texas 78205.

Information Required On Invoice.

All invoices must be in a form and content approved by the City. City may require modification of invoices if necessary in order to satisfy City that all billing is proper and pursuant to the terms of the contract. Invoices are required to show each City Purchase Order Number, Vendor name, Vendor dba name, address, remit address for payment, unique invoice number, and invoice date (of issue by Vendor). Invoices must be legible. Items billed on invoices must be specific as to applicable stock, manufacturer, catalog or part number (if any). All invoices must show unit prices for each item being billed, the quantity of items being billed and the total for each item, as well as the total for all items on the invoice. If prices are based on list prices basis, then the list prices, the percentage discount or percentage surcharge, net unit prices, extensions and net total prices must be shown. Prompt payment discounts offered shall be shown separately on the invoice.

Payment by City.

In accordance with the Texas Prompt Payment Act, City shall have not less than 30 days to pay for goods or services. Time for payment, including payment under discount terms, will be computed from the later of: (1) the date the City receives conforming goods under the contract; (2) the date performance of the service under the contract is completed; or (3) the date the City receives a correct and valid invoice for the goods or services. Payment is deemed to be made on the date of mailing of the check. Payment is made in US dollars only.

This provision shall not apply where there is a bona fide dispute between the City and Vendor about the goods delivered or the service performed that causes the payment to be late, or where the invoice is not mailed to the address provided herein.

The payment amount due on invoices may not be manually altered by City personnel. Once disputed items are reconciled, Vendor must submit a corrected invoice or a credit memorandum for the disputed amount. City will not make partial payments on an invoice where there is a dispute.

NECESSITY OF TIMELY INVOICE / WAIVER OF PAYMENT. NOTWITHSTANDING THE FORGOING, CITY CANNOT PAY FOR ANY GOODS OR SERVICES WITHOUT AN INVOICE. VENDOR MUST INVOICE CITY NO LATER THAN 90 CALENDAR DAYS FROM THE DATE GOODS ARE DELIVERED OR SERVICES RENDERED. FAILURE TO SUBMIT AN INVOICE WITHIN SAID 90 DAYS SHALL NEGATE ANY LIABILITY ON THE PART OF CITY AND CONSTITUTE A **WAIVER** BY VENDOR OF ANY AND ALL RIGHT OR CLAIMS TO COLLECT MONEYS THAT VENDOR MAY RIGHTFULLY BE OTHERWISE ENTITLED TO FOR GOODS OR SERVICES PERFORMED.

The total price for all goods and/or services is shown on the Price Schedule. No additional fees or expenses of Vendor shall be charged by Vendor nor be payable by City. The parties hereby agree that all compensable expenses of Vendor are shown on the Price Schedule. If there is a discrepancy on the Price Schedule between the unit price for an item, and the extended price, the unit price shall govern. Unless otherwise provided in the Supplemental Terms and Conditions section of this document, all prices shown on the Price Schedule shall remain firm for the duration of the contract. Vendor's price stated on the Price Schedule shall be deemed a maximum price. Vendor may provide

a lower price at any time during the contract period for reasons deemed appropriate by Vendor, such as volume discount pricing for large orders.

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 Director.

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

Termination.

Termination-Breach. Should Vendor fail to fulfill in a timely and proper manner, as determined solely by the Director, its material obligations under this contract, or violate any of the material terms of this contract, the City shall have the right to immediately terminate the contract in whole or in part. Notice of termination shall be provided in writing to Vendor, effective upon the date set forth in the notice. City may, in City's sole discretion, provide an opportunity for Vendor to cure the default. If City elects to offer an opportunity to cure, City shall provide notice to Vendor specifying the matters in default and the cure period. If Vendor fails to cure the default within the cure period, City shall have the right, without further notice, to terminate the contract in whole or in part. Such termination shall not relieve Vendor of any liability to the City for damages sustained by virtue of any breach by Vendor.

Termination-Notice. City may terminate this contract, in whole or in part, without cause. City shall be required to give Vendor notice ten days prior to the date of termination of the contract without cause.

Termination-Funding. City retains the right to terminate this contract at the expiration of each of City's budget periods. This contract is conditioned on a best efforts attempt by City to obtain and appropriate funds for payment of any debt due by City herein.

Termination by City may be effected by Director, without further action by the San Antonio City Council.

City shall pay Vendor for conforming goods delivered and services provided prior to the date of termination, offset by any amounts due and owing from Vendor to City.

Independent Contractor. Vendor covenants and agrees that it is an independent contractor and not an officer, agent, servant or employee of City. City shall not be liable for any claims which may be asserted by any third party occurring in connection with the services to be performed by Vendor under this contract and that Vendor has no authority to bind City. The doctrine of respondeat superior shall not apply as between City and Vendor.

INDEMNIFICATION.

VENDOR covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, CITY and the elected officials, employees, officers, directors, volunteers and representatives of 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 VENDOR'S activities under this Agreement, including any acts or omissions of VENDOR, any agent, officer, director, representative, employee, consultant or subcontractor of VENDOR, 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 VENDOR 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. In addition, Vendor agrees to indemnify, defend, and hold the City harmless from any claim involving patent infringement, trademarks, trade secrets, and copyrights on goods supplied.

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. VENDOR shall advise CITY in writing within 24 hours of any claim or demand against CITY or VENDOR known to VENDOR related to or arising out of VENDOR's activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at VENDOR's cost. CITY shall have the right, at its option and at its own expense, to participate in such defense without relieving VENDOR of any of its obligations under this paragraph.

Intellectual Property. 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:

1. 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
2. Alter the programs, hardware, or both the programs and hardware so that the alleged infringement is eliminated; and
3. 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.

Ownership of Documents 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.

Records Retention.

Vendor and its subcontractors, if any, shall properly, accurately and completely maintain all documents, papers, and records, and other evidence pertaining to the services rendered hereunder ("Documents"), and shall make such Documents available to the City at their respective offices, at all reasonable times and as often as City may deem necessary during the contract period, including any

extension or renewal hereof, and the record retention period established herein, for purposes of audit, inspection, examination, and making excerpts or copies of same by City and any of its authorized representatives.

Vendor shall retain any and all Documents produced as a result of services provided hereunder for a period of four years ("Retention Period") from the date of termination of the contract. If, at the end of the Retention Period, there is litigation or other questions arising from, involving or concerning these Documents or the services provided hereunder, Vendor shall retain the records until the resolution of such litigation or other such questions. Vendor acknowledges and agrees that City shall have access to any and all such Documents at any and all times, as deemed necessary by City, during said Retention Period. City may, at its election, require Vendor to return the documents to City at Vendor's expense prior to or at the conclusion of the Retention Period. In such event, Vendor may retain a copy of the documents.

Vendor shall notify City, immediately, in the event Vendor receives any requests for information from a third party, which pertain to the Documents referenced herein. Vendor understands and agrees that City will process and handle all such requests.

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.

Assignment. Except as otherwise stated herein, Vendor may not sell, assign, pledge, transfer or convey any interest in this contract, nor delegate the performance of any duties hereunder, by transfer, by subcontracting or any other means, without the consent of Director. As a condition of such consent, if such consent is granted, Vendor shall remain liable for completion of the services and provision of goods outlined in this contract in the event of default by the successor vendor, assignee, transferee or subcontractor. Any attempt to transfer, pledge or otherwise assign this Contract without said written approval, shall be void ab initio and shall confer no rights upon any third person.

Severability. If any clause or provision of this contract is held invalid, illegal or unenforceable under present or future federal, state or local laws, including but not limited to the City Charter, City Code, or ordinances of the City of San Antonio, Texas, then and in that event it is the intention of the parties hereto that such invalidity, illegality or unenforceability shall not affect any other clause or provision hereof and that the remainder of this contract shall be construed as if such invalid, illegal or unenforceable clause or provision was never contained herein. It is also the intention of the parties hereto that in lieu of each clause or provision of this contract that is invalid, illegal, or unenforceable, there be added as a part of the contract a clause or provision as similar in terms to such invalid, illegal or unenforceable clause or provision as may be possible, legal, valid and enforceable.

Compliance with Law. Vendor shall provide and perform all services required under this Agreement in compliance with all applicable federal, state and local laws, rules and regulations.

Non-waiver of Performance. Unless otherwise specifically provided for in this Agreement, a waiver by either Party of a breach of any of the terms, conditions, covenants or guarantees of this Agreement shall not be construed or held to be a waiver of any succeeding or preceding breach of the same or any other term, condition, covenant or guarantee herein contained. Further, any failure of either Party to insist in any one or more cases upon the strict performance of any of the covenants of this Agreement, or to exercise any option herein contained, shall in no event be construed as a waiver or relinquishment for the future of such covenant or option. In fact, no waiver, change, modification or discharge by either party hereto of any provision of this Agreement shall be deemed to have been made or shall be effective unless expressed in writing and signed by the party to be charged. No act or omission by a Party shall in any manner impair or prejudice any right, power, privilege, or remedy available to that Party hereunder or by law or in equity, such rights, powers, privileges, or remedies to be always specifically preserved hereby.

Non-discrimination.

As a condition of entering into this agreement, Vendor represents and warrants that it will comply with the City's Commercial Nondiscrimination Policy, as described under Section III.C.1 of the SBEDA Ordinance. As part of such compliance, Vendor 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 Vendor retaliate against any person for reporting instances of such discrimination. Vendor 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. Vendor 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 Vendor 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. Vendor shall include this nondiscrimination clause in all subcontracts for the performance of this contract.

As a party to this contract, 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, religion, national origin, sex, sexual orientation, gender identity, veteran status, age or disability, unless exempted by state or federal law, or as otherwise established herein.

Venue, Jurisdiction and Arbitration. Unless this contract provides otherwise, all claims, counterclaims, disputes, and other matter in question between City and Vendor arising out of or relating to this Agreement or its breach will be decided in a court of competent jurisdiction. Venue of any court action brought directly or indirectly by reason of this contract shall be in Bexar County, Texas. This contract is made to be performed in Bexar County, Texas and is governed by the laws of the State of Texas. 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.

Attorney's Fees. The Parties hereto expressly agree that, in the event of litigation, each party hereby waives its right to payment of attorneys' fees.

Prohibition on Contracts with Companies Boycotting Israel.

Texas Government Code §2270.002 provides that a governmental entity may not enter into a contract with a company for goods or services, unless the contract contains a written verification from the company that it:

- (1) Does not boycott Israel; and
- (2) Will not boycott Israel during the term of the contract.

This section only applies to a contract that:

- (1) is between a governmental entity and a company with 10 or more full-time employees; and
- (2) has a value of \$100,000 or more that is to be paid wholly or partly from public funds of the governmental entity.

"Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

"Company" means a for-profit, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or limited liability company, including a wholly owned

subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business associations that exists to make a profit. This term does not include a sole proprietorship.

By submitting an offer to or executing contract documents with the City of San Antonio, Company hereby verifies that it does not boycott Israel, and will not boycott Israel during the term of the contract. City hereby relies on Company's verification. If found to be false, City may terminate the contract for material breach

Contracts with Companies Engaged in Business with Iran, Sudan, or Foreign Terrorist Organization Prohibited. Texas Government Code §2252.152 provides that a governmental entity may not enter into a governmental contract with a company that is identified on a list prepared and maintained under Texas Government Code §§2270.0201 or 2252.153. Vendor hereby certifies that it is not identified on such a list and that it will notify City should it be placed on such a list while under contract with City. City hereby relies on Vendor's certification. If found to be false, or if Vendor is identified on such list during the course of its contract with City, City may terminate the Contract for material breach.

Delinquent Taxes. In the event that Vendor is or subsequently becomes delinquent in the payment of taxes owed to the City of San Antonio, the City reserves the right to deduct any delinquent taxes from payments that the City may owe to the delinquent Vendor as a result of this contract.

Binding Contract. This contract shall be binding on and inure to the benefit of the parties hereto and their respective heirs, executors, administrators, legal representatives, and successors and assigns, except as otherwise expressly provided for herein.

Entire Agreement. This contract, including City's final electronically posted online version together with its authorizing ordinance and its price schedule(s), attachments, addendums, purchase orders, and exhibits, if any, and Respondent's proposal, constitutes the final and entire agreement between the parties hereto and contains all of the terms and conditions agreed upon. City's solicitation documents shall control over Respondent's proposal in the event of a conflict. No other agreements, oral or otherwise, regarding the subject matter of this contract shall be deemed to exist or to bind the parties hereto, unless same be in writing, dated subsequent to the date hereof, and be duly executed by the parties, in accordance with the Change Order provision herein. **Parties agree that City's final electronically posted online version of this solicitation contains the agreed upon specifications, scope of services, and terms and conditions of this contract, and shall control in the event of a conflict with any printed version signed and submitted by Vendor. Any addendums issued to the final electronically posted online version of this solicitation shall control in the event of a conflict therewith. Addendums shall be interpreted in order of the date issued, with those issued most recently taking priority.**

015 STANDARD DEFINITIONS

Whenever a term defined by the Uniform Commercial Code ("UCC"), as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.

All-or-None Bid - a request for competitive sealed proposal in which the City will award the entire contract to one respondent only.

Alternate Proposal - two or more proposals with substantive variations in the item or service offered from the same respondent in response to a solicitation.

Assignment - a transfer of claims, rights or interests in goods, services or property.

Change Order - a change to the plans or specifications of the contract, or an increase or decrease in the quantity of work to be performed or of materials, equipment, or supplies to be furnished, issued by the Director after the proposal has been accepted by the City.

City - the City of San Antonio, a Texas home-rule municipal corporation.

Contract - the binding legal agreement between the City and Vendor.

Contractor - the respondent whose proposal is accepted by the City and is, therefore, the person, firm or entity providing goods or services to the City under a contract.

Director - the Director of City's Finance Department, or Director's designee.

Equal or Equivalent - terms to indicate that similar products or other brands may be acceptable for purchase if specifications and functional requirements are met.

Line Item - a listing of items in a proposal for which a respondent is expected to provide separate pricing.

Non-Responsive Proposal - a proposal or offer that does not comply with the terms and conditions, or specifications and/or requirements of the RFCSP.

Offer - a complete, signed response to an RFCSP that, if accepted, would bind Respondent to perform the resultant contract. The term "offer" is synonymous with the terms "bid" and "proposal".

Payment Bond - a particular form of security provided by the contractor to protect the City against loss due to the contractor's failure to pay suppliers and subcontractors.

Performance Bond - a particular form of security provided by the contractor to protect the City against loss due to the contractor's inability or unwillingness to complete the contract as agreed.

Performance Deposit - security provided by the contractor to protect City against loss due to the contractor's inability or unwillingness to complete the contract as agreed.

Pre-Submittal Conference - a meeting conducted by the City, held in order to allow respondents to ask questions about the proposed contract and particularly, the contract specifications.

Proposal - a complete, signed response to a solicitation. The term "proposal" is synonymous with the terms "offer" and "bid".

Proposal Bond or Proposal Guarantee - security to ensure that Respondent (a) will not withdraw the proposal within the period specified for acceptance, and (b) will furnish any required bonds or performance guarantees, and any necessary insurance within the time specified in the solicitation.

Proposal Opening - a public meeting during which proposal responses are opened and the names of respondents are read aloud.

Purchase Order - a validly issued order placed by an authorized City department for the purchase of goods or services, written on the City's standard purchase order form, and which is Vendor's authority to deliver to and invoice the City for the goods or services specified in a RFCSP for the price stated in Vendor's proposal.

Request for Competitive sealed Proposal (RFCSP) - a solicitation for a specified good or a service, evaluated on the basis of price and other factors.

Respondent - a person, firm or entity that submits a proposal in response to a solicitation. The respondent whose proposal is accepted by City may also be referred to herein as Contractor, Vendor or Supplier. The term "respondent" is synonymous with the term "bidder".

Responsible Offeror - a respondent who is known to have the necessary competence and qualifications to perform and provide all requirements of an intended contract.

Responsive Offeror - a respondent who tenders a proposal which meets all requirements of the RFCSP and is a responsible offeror.

Sealed Proposal - a proposal submitted as a sealed document, whether hard copy or electronic, by a prescribed time to the location indicated in the RFCSP. The contents of the proposal will not be made public prior to the award of the contract.

Specifications - a description of what the City requires and what the respondent must offer; a description of the physical or functional characteristics of a product or material, or the nature of a service or construction item.

Subcontractor - a person, firm or entity providing goods or services to a vendor to be used in the performance of the Vendor's obligations under the contract with City.

Supplier - the respondent whose proposal is accepted by the City and is, therefore, the person, firm or entity providing goods or services to the City under a contract.

Vendor - the respondent whose proposal is accepted by the City and is, therefore, the person, firm or entity providing goods or services to the City under a contract.

Waiver of Irregularity - noting, but disregarding an immaterial variance within a proposal.

016 RFCSP EXHIBITS

RFCSP EXHIBIT 1

SMALL BUSINESS ECONOMIC DEVELOPMENT ADVOCACY (SBEDA) PROGRAM

ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 2

ACCEPTABLE USE OF INFORMATION TECHNOLOGY (A.D. 7.4A)

ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 3

ACCESS CONTROL (A.D. 7.8D)

ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 4

COSA DATA SECURITY (A.D. 7.3A)

ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 5
COSA TECHNOLOGY STANDARDS
ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 6
NON-CITY EMPLOYEE PROVISIONING GUIDE
ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 7
REIMBURSEMENT REPORTS
ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 8
COSA TESTING POLICY
ATTACHED AS A SEPERATE DOCUMENT

RFCSP EXHIBIT 9
COSA TESTING STRATEGY
ATTACHED AS A SEPERATE DOCUMENT

017 RFCSP ATTACHMENTS

RFCSP ATTACHMENT A, PART ONE

GENERAL INFORMATION FORM

- 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 registered with the Texas Secretary of State?

Yes ____ No ____ If "Yes", provide your registered filing number associated with your registration. The filing number is the unique 10-digit number assigned by the Secretary of State (SOS) to each business organization, name registration, or name reservation filed with the SOS.

- 5.** Where is the Respondent's corporate headquarters located (City, State, and Physical Address)?

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. (These may be the same projects identified as References.) Identify associated results or impacts of the project/work performed.
2. In addition to the references provided, Respondent must provide a full and complete list of all law enforcement agencies that the Respondent has entered into an agreement to provide a similar public safety notification solution in the last three (3) years. The list must include engagements that are current, complete, expired or terminated for any reason. The Respondent must include the client name and contact information.
3. Indicate the number of years Respondent has been in the business of providing the types of solutions requested by the RFCSP. Indicate if this is the Respondent's primary line of business. If not, state the Respondent's primary line of business.
4. If Respondent is proposing as a team or joint venture or has included sub-contractors, describe which components will be subcontracted and how communication will occur between all parties.
5. List all Public Safety Notification projects that have been completed in Texas in the last three (3) years.
6. List the 3 latest Public Safety Notification integrations that the Respondent has completed in the last four years.
7. List the 3 latest agencies and contact information for each agency that has integrations with Central Square (TriTech) CAD and Hexagon FBR/RMS.
8. List all Public Safety Notification integrations that the 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 agency's project manager.
9. Describe Respondent's specific experience with public clients, especially large municipalities. If Respondent has provided services for the City of San Antonio in the past, identify the name of the project and the department for which Respondent provided those services.
10. 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.
11. Proposed roles and responsibilities for Respondent and City, including estimated level of effort (i.e., team size, hours, duration) needed from City by role.
12. Provide an organizational chart showing how the Respondent proposes to staff the project. For each position reflected on the organizational chart:

- a. Identify the number and professional qualifications (to include licenses, certifications, associations).
- b. Identify relevant experience on projects of similar size and scope.
- c. State the primary work assignment and the percentage of time to be devoted to the project.

In an appendix to the proposal, Respondent must provide professional resumes for all proposed project staff.

13. Additional Information. Provide any other relevant information about the Respondent's qualifications.
14. Provide the resume for the person you are proposing to manage this project, and for the primary technical consultant/analyst. The resumes should include relevant project experience, length of time he/she has been employed by your company, and education.

RFCSP ATTACHMENT A, PART THREE

PROPOSED PLAN

Prepare and submit responses to address the following items.

- A. Executive Summary** – Maximum five pages in length. The Respondent shall outline in narrative form its understanding and ability to provide the solution and perform the services as outlined in Section 4, Scope of Work, including summarizing the proposed solution and approach and highlighting relevant experience and staff qualifications.
- B. Proposed Solution.**
1. The Respondent shall describe the proposed solution to provide an integrated and comprehensive Public Safety Notification Solution as specified in the Requirements Matrix. Provide a narrative response to the following items:
 - a. Describe how the proposed solution will allow the officer to interact with citizens and provide an estimated dispatch time.
 - b. Describe the capabilities of the proposed Public Safety Notification solution and how they meet the City's requirements.
 2. The Respondent shall describe how the proposed Public Safety Notification solution will integrate with Central Square (TriTech). The Respondent shall describe their overall approach and strategy for integrating the proposed solution into the City of San Antonio's existing enterprise application environment and provide an architectural diagram of the proposed environment.
 3. Provide a narrative response to the following items.
 - a. Describe the integration between Central Square (TriTech) CAD, FBR/RMS, and the proposed Public Safety Notification Solution. The description should include, but not be limited to, the integration of workflow details, workflow status and workflow assignments. What functionality is delivered without customization and what will require development as part of the project?
 - b. Describe any other integration points between the Public Safety Notification solution and/or other systems that will be used to integrate with the Public Safety Notification system.
 4. The Respondent shall specify how the proposed solution meets the City's requirements by completing of the RFCSP. Additionally, the Respondent has the option to provide additional details/explanation for any of the requirements by listing the requirement number and the explanation in this section.
 5. The Respondent should describe the pricing structure of their product without providing the actual cost in this section (i.e. is the proposed solution based on a subscription, annual fee, cost per page, cost per user/license, etc.). Are there any future costs for maintenance or subscriptions? Do not provide cost (provide cost in price schedule only). In this section only provide licensing and support cost structure.
 6. Provide a product roadmap for the proposed solution that includes planned future functionality and associated timeframes.
 7. Describe your system administration module and functions.

8. Describe your system architecture and what high-availability considerations you recommend.
9. Describe your plan to integrate with the current and a future RMS.

C. Project Approach, Methodology and Timeline. Provide a narrative response to the following items:

1. Explain your project management approach for this engagement. Include as much detail as possible and reference any relevant frameworks employed.
2. Explain your Software Development Lifecycle (SDLC) approach for implementing the proposed solution. Include a detailed explanation of how this approach will be employed to develop, maintain, and enhance the proposed system.
3. Please provide details to validate that the Respondent understands the requirements to interface with both CentralSquare (Tritech) CAD and FBR/RMS within a specified timeline.
4. For part of the implementation, the Respondent should identify the major tasks to be performed and who is responsible for the task (Respondent, City, other).
5. Please provide a high-level work plan demonstrating the relationship between the works to be performed, the deliverables to be provided, and the phasing/timeline recommended in your approach.
6. At a minimum, the Respondent shall deliver a Public Safety Notification System and implementation services. List all the deliverables, by line item, associated with your proposal. Include any documentation that will be delivered with the proposed solution (i.e. Deliverable Expectation Document (DED), project management plan and technical plans, etc.).

D. Technical Requirements.

Respondent shall provide a Public Safety Notification solution that will be hosted in a cloud environment. Respondent must provide the architectural diagram and provide details on the cloud strategy.

1. The City is currently utilizing CentralSquare (TriTech) CAD version 5.6.19.27 and plans to upgrade to 5.8 in the summer/fall of 2019. Respondent's solution must also remain compatible with the City's latest version of CAD as we roll out new versions. Please describe the plan to ensure the proposed Public Safety Notification solution remains compatible with future versions of CAD.

E. Staffing Requirements and Proposed Organizational Chart

1. Within the proposal, the Respondent shall provide a Project Organizational Chart, with proposed Respondent and subcontractor staff that will be assigned to this project. Specific artifacts to be included in the description of the Respondent's Project Organization are:
 - a. High-level narrative description of the project team organization
 - b. Organizational Chart including all roles of all members of the project team
 - c. Proposed governance structure between Respondent and City team
 - d. Approach for interaction with the City project team
 - e. Resource plan including:
 - ☐ Respondent resources
 - ☐ Roles and Responsibilities of each team member of Respondent

- ☐ Percentage of time that each of the Respondent's proposed staff (whether key role or not) will be on-site or off-site and dedicated to the City Project
- ☐ City Resources
- ☐ Roles and Responsibilities of each team member of the City

F. Response to Requirements. The City has developed Requirements Traceability Matrix (RTM) provided. The Respondent must complete RTM and return with their RFCSP response.

- a. The Respondent shall use the following to identify whether support for the requirement can be met through proposed standard software, customization, through Public Safety Notification System configuration or if the requirement cannot be met. The response options are defined in the following table:

Functional Response Definitions - Support

| Support Responses | Functional Response Definition |
|---|--|
| SF Standard (Configurable) Functionality | The software provides the requested functionality without screen, code, or design changes. <u>The product can satisfy the specification "out-of-the-box"</u> without any modification to the standard baseline software offering. The software may require configuration using supplied configuration options or tools. The Respondent should only use "SF" if the baseline software as delivered in the current release fully meets the requirement "as-is" or through software configuration. |
| CMI Customization - Minor | <p>The desired feature or functionality is not available as part of the standard (base or third party system) functionality, but can be customized to satisfy the specified system requirement. Only use "CMI" if <u>the functionality can be custom developed</u> as a "bolt-on" to the software without requiring changes to the underlying software source code and is expected to require <u>less than 80 hours</u> to develop.</p> <p>A brief explanation is expected to support any proposed custom development; explanations should be provided in the "Comments" section for the requirement.</p> <p>Estimated costs and work effort associated with each custom development effort should be addressed in the price schedule as Minor Customization.</p> |
| CMA Customization - Major | <p>The desired feature or functionality is not available as part of the standard (base or third party system) software functionality, but can be custom built to satisfy the specified system requirement. Only use "CMA" if <u>the functionality can be custom developed</u> as a "bolt-on" to the software without requiring changes to the underlying software source code and is expected to <u>require more than 80 hours</u> to develop.</p> <p>A brief explanation is expected to support any proposed custom development; explanations should be provided in the "Comments" section for the requirement.</p> <p>Estimated costs and work effort associated with each custom development effort should be addressed in the price schedule as Major Customization.</p> |

| Support Responses | Functional Response Definition |
|--|--|
| NR Provided in Next Release | <p>The next release of the software should provide the requested functionality without screen, code, or design changes. The Respondent should <u>only use “NR” if the very next release of the base or third party software should fully meet the requirement and the release should be standard functionality within 12 months.</u></p> <p>Only formal releases that have been published and are accessible on the Internet should be considered when addressing this requirement. A brief identifier/description of the referenced release should be included in the “Comments” section.</p> |
| AC Public Safety Notification Configuration | <p>The desired feature or functionality is not available as part of the standard (base or third party) software functionality, but through leveraging or integration to Public Safety Notification, the software can satisfy the specified requirement. <u>Only use “AC” if the Respondent has performed this configuration and can validate that it is feasible.</u></p> <p>A brief explanation is expected to support this selection; explanations should be provided in the “Comments” section for the requirement.</p> |
| DNM Does Not Meet Requirement | <p><u>The Respondent should use “DNM” if the desired feature or functionality is not available as part of the standard (base or third party) software functionality or through customization, or reporting tools. The requirement would most likely need to be met by a process workaround.</u></p> |

- b. Provide a narrative response that describes how your solution meets the requirements listed in the Requirements Traceability Matrix and ultimately meets the needs of the City of San Antonio.

G. Maintenance and Support

The Respondent shall include details regarding licensing structure (perpetual licenses, maintenance & support or subscription). **Note:** Please use the price schedule to provide pricing, do not include actual cost in this section. Provide responses to the following questions:

1. Explain the licensing cost structure, per user, subscription based, volume based, etc.
2. The City will require ongoing configuration support. Respondent shall support the initial installation, initial configuration and support any additional changes to the configuration through go live.
 - a. Respondent shall provide the proposed plan to support any additional changes needed to the configuration through and after go live. Details should include, but not be limited to, the following:

- Respondent resources dedicated to the project after initial installation and configuration
- Roles and Responsibilities of each team member
- Percentage of time that each of the Respondent's proposed staff (whether key role or not) will be available on-site or off-site to support any changes to configuration.

H. Warranty and Post Implementation Support

1. The City requires that *production* technical support be available 24x7, 365 days a year. Please provide the proposed solution for supporting this requirement. Respondent shall provide structure for system administration support of the proposed solution which includes Tier 2, and engineering support and resolution of issues – as required - after initial troubleshooting by City IT staff.
2. Respondent shall provide a plan for Post-Implementation support, factoring that the City IT and SAPD staff will take ownership of the proposed solution after the Respondent post-production support period.
3. Respondent shall provide warranty services for 1 year following live, productive use of the system. Respondent shall provide post production application operations, system administration, and maintenance support inclusive of product upgrades, incident and problem management, configuration defect resolution, and assistance prioritizing enhancement releases for City programs that are in production. Describe your post-implementation warranty.
4. Respondent will incorporate a transition and knowledge transfer program culminating with the transition of production support to City Technical Staff. Describe your transition plan and knowledge transfer plan. Include system administrative training that will be provided.
5. Respondent will incorporate a knowledge transfer plan to a designated amount of subject matter experts (end users) culminating with the transition of product functionality knowledge to City Functional Staff. Describe your knowledge transfer plan. Include subject matter expert training that will be provided.

RFCSP ATTACHMENT B

PRICE SCHEDULE

POSTED AS A SEPARATE EXCEL DOCUMENT TO THIS RFCSP.

Respondent's proposal must be based on the proposed contract term, including renewal periods, stated in this RFCSP. Proposing a different term of the contract, or renewal terms may lead to disqualification of Respondent's proposal from consideration. As such, Respondent must provide pricing in the manner set forth in the RFCSP's Price Schedule. Failure to do so may lead to disqualification of Respondent's proposal from consideration.

RFCSP ATTACHMENT C
CONTRACTS DISCLOSURE FORM

Contracts Disclosure Form may be downloaded at
<http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports>

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. All respondents must include the following information in the required Contracts Disclosure Form at the time the original proposal is submitted:
 - a. names of the agency board members,
 - b. list of positions they hold as board members, and
 - c. names and titles of officers of the organization.
3. Click on the "Print" button and place the copy in proposal response as indicated in the Proposal Checklist.

RFCSP ATTACHMENT D
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 E
REQUIREMENTS TRACEABILITY MATRIX
POSTED AS A SEPARATE DOCUMENT

RFCSP ATTACHMENT F

VETERAN-OWNED SMALL BUSINESS PREFERENCE PROGRAM TRACKING FORM

Posted as a separate document, if applicable.

RFCSP ATTACHMENT G

SUBCONTRACTOR/SUPPLIER UTILIZATION PLAN

Posted as a separate document, if applicable.

RFCSP ATTACHMENT H

CERTIFICATE OF INTERESTED PARTIES (Form 1295)

Texas Government Code §2252.908, and the rules issued by the Texas Ethics Commission found in Title 1, Chapter 46 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. It is available from the Texas Ethics Commission by accessing the following web address:

<https://www.ethics.state.tx.us/filinginfo/1295>

Print and sign your completed Form 1295. Submit your signed Form 1295 with your response to this solicitation. Where requested to provide the name of the public entity with whom you are contracting, insert "City of San Antonio". Where requested to provide the contract number, provide the RFCSP number shown on the cover page of this solicitation (e.g. IFB 6100001234, RFO 6100001234 or RFCSP 6100001234).

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. (NOTE: The City of San Antonio should never be listed as the "Business entity".)

"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. Subsection (3) of this section does not apply to an officer of a publicly held business entity or its wholly owned subsidiaries.

"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) an intermediary.

"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 or of an entity with a controlling interest in the business entity.

Publicly traded business entities, including their wholly owned subsidiaries, are exempt from this requirement and are not required to submit Form 1295.

RFCSP ATTACHMENT I

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 THE TERMS & CONDITIONS OF THIS AGREEMENT. A FAILURE TO COMPLY WITH THE VENUE, JURISDICTION AND ARBITRATION, INTELLECTUAL PROPERTY, UNDISCLOSED FEATURES, OWNERSHIP AND LICENSES, CERTIFICATIONS, ACCEPTANCE CRITERIA, AND 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 J

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 |
|--|--|
| Executive Summary | |
| Table of Contents | |
| General Information Form RFCSP Attachment A, Part One | |
| Experience, Background and Qualifications RFCSP Attachment A, Part Two | |
| Proposed Plan RFCSP Attachment A, Part Three | |
| Price Schedule RFCSP Attachment B | |
| *Contracts Disclosure Form RFCSP Attachment C | |
| Litigation Disclosure Form RFCSP Attachment D | |
| Requirements Traceability Matrix RFCSP Attachment E | |
| *Veteran-Owned Small Business Preference Program Tracking Form RFCSP Attachment F | |
| *Subcontractor/Supplier Utilization Plan Form RFCSP Attachment G | |
| *Certificate of Interested Parties (Form 1295) RFCSP Attachment H | |
| Proof of Insurability Insurance Provider's Letter Copy of Current Certificate of Insurance | |
| Financial Information | |
| *Signature Page RFCSP Attachment I | |
| Proposal Checklist RFCSP Attachment J | |
| One (1) Original, ten (10) Copies, and one (1) CD and/or flash- drive (USB) 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.