



S37-T23345

CITY OF HOUSTON

ADMINISTRATION & REGULATORY AFFAIRS DEPARTMENT

STRATEGIC PURCHASING DIVISION

**CITIZEN RELATIONSHIP MANAGEMENT SOLUTION TO
UPGRADE THE CITY OF HOUSTON 3-1-1 HELPLINE**

FOR

THE INFORMATION TECHNOLOGY

DEPARTMENT

NIGP CODE: 208-32

**PROCUREMENT
REQUEST FOR PROPOSAL**

**NOTICE OF
REQUEST FOR PROPOSAL FOR**

CITIZEN RELATIONSHIP MANAGEMENT SOLUTION TO UPGRADE THE CITY OF

HOUSTON 3-1-1 HELPLINE FOR

THE INFORMATION TECHNOLOGY DEPARTMENT

S37-23345

THE CITY OF HOUSTON

The City of Houston Controller's Department invites prospective contractors to submit a written proposal for a citizen relationship management software to upgrade the City of Houston 3-1-1 Helpline for the Information technology Department. Proposals are solicited for this service for the City of Houston in accordance with the terms, conditions and instructions as set forth in this Request for Proposal (RFP).

This Proposal is available on the Internet from: <https://purchasing.houstontx.gov/>

In the event you do not have download capability, the RFP document may be obtained from the Administration & Regulatory Affairs Department, Strategic Purchasing Division, Basement Level, Room B121A, City Hall, 901 Bagby, Houston, Texas 77002.

The City of Houston, Texas will receive proposals at the City Secretary's Office, City Hall Annex, Public Level, 900 Bagby, Houston, Texas 77002 until **Friday, August 21, 2009 at 2:00 p.m.** No Proposals will be accepted after the stated deadline.

There will be a **Pre-Proposal Conference on Monday, August 3, 2009 at 9:00 a.m.** in the Strategic Purchasing Division, Conference Room No. 1, located at 900 Bagby, City Hall Annex, Tunnel Level, Houston, Texas 77002.

Questions concerning the Proposal should be submitted to, Strategic Purchasing, High Technology, Room B500, City Hall, 901 Bagby, Houston, Texas 77002, Attn: Joyce Hays, Sr. Procurement Specialist, phone: (832) 393-8723, fax--832.393.8759, joyce.hays@cityofhouston.net, no later than **4:00 p.m., Thursday, August 6, 2009.**

All Proposals will be required to comply with City Council Ordinance No. 78-1538, Passed August 9, 1978, relating to Equal Employment Opportunity Contract Compliance. The City reserves the right to reject any or all Proposals or to accept any Proposal or portion of a Proposal deemed to be in the City's best interest.


Calvin D. Wells, Deputy Director
City Purchasing Agent

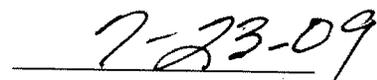

Date

TABLE OF CONTENTS

NOTICE OF REQUEST FOR PROPOSAL

PAGE No.

SECTION I. GENERAL INSTRUCTIONS.....		5
1.0	SUBMITTAL PROCEDURE	5
2.0	PROPOSAL FORMAT	5
3.0	PRE-PROPOSAL CONFERENCE	5
4.0	ADDITIONAL INFORMATION AND SPECIFICATIONS CHANGES	6
5.0	ADDENDA & MODIFICATIONS.....	6
6.0	EXAMINATION OF DOCUMENTS AND REQUIREMENTS.....	6
7.0	POST-PROPOSAL DISCUSSIONS WITH PROPOSERS.....	6
8.0	TERMS, CONDITIONS, LIMITATIONS AND EXCEPTIONS.....	6
9.0	INVOICING	9
10.0	INDEMNITY AND RELEASE	9
11.0	INDEMNIFICATION PROCEDURES	11
12.0	INSURANCE REQUIREMENTS	11
13.0	CONTRACTOR PERFORMANCE LANGUAGE.....	15
14.0	INSPECTIONS AND AUDITS	15
15.0	INTERPRETING SPECIFICATIONS.....	15
16.0	LOCAL MWBE PARTICIPATION.....	16
17.0	COH CONTRACTORS' PAY OR PLAY PROGRAM.....	16
18.0	COH CONTRACTOR OWNERSHIP DISCLOSURE ORDINANCE.....	16
19.0	COH OF HOUSTON FAIR CAMPAIGN ORDINANCE.....	16
20.0	DRUG DETECTION & DETERRENCE PROCEDURES.....	17
21.0	PROJECT ADMINISTRATION	17
22.0	SCHEDULE	17
SECTION II. SCOPE OF WORK.....		18
SECTION III. PROPOSAL OUTLINE AND CONTENT		31
1.0	TITLE PAGE	31
2.0	SUBMITTAL FORM	31
3.0	LETTER OF TRANSMITTA:	31
4.0	EXPERTISE/EXPERIENCE/QUALIFICATION STATEMENT.....	31
5.0	PROPOSED STRATEGY & OPERATIONAL PLAN.....	32
6.0	PROPOSED EQUIPMENT.....	32
7.0	FINANCIAL STATEMENT.....	32
8.0	CONTENTS.....	32
SECTION IV. EVALUATION AND SELECTION PROCESS.....		34
1.0	EVALUATION SUMMARY	34
2.0	SELECTION PROCESS	34
EXHIBIT I		35
Goal-Oriented Minority/Women Business Enterprises Contract Requirements.....		35
ATTACHMENT "A"		36
ATTACHMENT "B"		38
ATTACHMENT "C"		39
ATTACHMENT "D"		40

EXHIBIT II 41
LIST OF PREVIOUS CUSTOMERS..... 42
LIST OF SUBCONTRACTORS..... 43
SUBMITTAL FORM 44

EXHIBIT III 45
PRICING FORM 45

EXHIBIT IV 46
COH OF HOUSTON INSURANCE REQUIREMENTS FOR CONTRACTS..... 47

EXHIBIT V 49
FORM A..... 50

EXHIBIT VI 52
AFFIDAVIT OF OWNERSHIP OR CONTROL..... 53

EXHIBIT VII 56
DRUG POLICY COMPLIANCE AGREEMENT 57
DRUG POLICY COMPLIANCE DECLARATION 58
CERTIFICATION OF NO SAFETY IMPACT POSITIONS 59

EXHIBIT VIII 60
ANTI-COLLUSION STATEMENT..... 60

EXHIBIT IX 61
CONFLICT OF INTEREST QUESTIONNAIRE 61

EXHIBIT X 62
COH CONTRACTORS' PAY OR PLAY PROGRAM ACKNOWLEDGEMENT FORM..... 62

SECTION I. GENERAL INSTRUCTIONS

1.0 Submittal Procedure:

- 1.1 Nine (9) copies of the Proposal, including one (1) printed original, signed in **BLUE** ink, **and two CD-ROMs**, are to be submitted in a sealed envelope bearing the assigned Control Number located on the first page of the RFP document to:
 - 1.1.1 City Secretary's Office
City Hall Annex
900 Bagby
Houston, Texas 77002
- 1.2 The deadline for the submittal of the Proposal to the City Secretary's Office is no later than **Friday, August 21, 2009 at 2:00 p.m.** Failure to submit the required number of copies as stated above may be subject for disqualification from the Proposal process.
- 1.3 Respondents (also referred to in this document as "Contractor") may elect to either mail, or personally deliver, their Proposals to the City Secretary's Office.
- 1.4 The City of Houston shall bear no responsibility for submitting responses on behalf of any Proposer. Respondents may submit their proposal to the City Secretary's Office any time prior to the above stated deadline.

2.0 Proposal Format:

- 2.1 The Proposal should be electronically generated and the printed original signed in ink. They should not be submitted in elaborate or expensive binders. Legibility, clarity and completeness are important and essential.
- 2.2 The Proposal must be signed by individual(s) legally authorized to bind the Proposer(s) and must contain a statement that the Proposal and the prices contained therein shall remain firm for a period of one hundred-eighty (180) days.

3.0 Pre-Proposal Conference:

- 3.1 A Pre-Proposal Conference will be held **Pre-Proposal Conference on Monday, August 3, 2009 at 9:00 a.m.** at City Hall, eighth floor conference room, located at 901 Bagby, Houston, Texas, 77002. Interested Proposers should plan to attend. It will be assumed that potential Proposers attending this meeting have reviewed the RFP in detail and are prepared to bring up any substantive questions, which have not already been addressed by the City.

4.0 Additional Information and Specifications Changes:

- 4.1 Requests for additional information and questions should be addressed to Joyce Hays at 832.393.8723 no later than **4:00 p.m., Thursday, August 6, 2009** local time (CST). The City of Houston shall provide written response to all questions received in writing on or before the written question submittal deadline. Questions received from all respondents shall be answered and sent to all respondents who are listed as having obtained Requests for Proposals.

Proposers shall be notified in writing of any changes in the specifications contained in this Request for Proposal.

5.0 Addenda and Modifications:

- 5.1 All addenda, amendments, and interpretations to this solicitation shall be in writing. Any amendment or interpretation that is not in writing shall not legally bind the City of Houston. Only information supplied by the City of Houston in writing or in this RFP should be used in preparing Proposal responses.
- 5.2 The City does not assume responsibility for the receipt of any addendum sent to Proposers.

6.0 Examination of Documents and Requirements:

- 6.1 Each Proposer shall carefully examine all RFP documents and thoroughly familiarize themselves with all requirements prior to submitting a proposal to ensure that the proposal meets the intent of this RFP.
- 6.2 Before submitting a Proposal, each Proposer shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and requirements affecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Proposer from obligation to comply, in every detail, with all provisions and requirements of the Request for Proposal.

7.0 Post-Proposal Discussions with Proposers:

- 7.1 It is the City's intent to commence final negotiation with the Proposer(s) deemed most advantageous to the City. The City reserves the right to conduct post-Proposal discussions with any Proposer(s).

8.0 Terms, Conditions, Limitations and Exceptions:

- 8.1 This RFP does not commit the City of Houston to award a Contract, issue a Purchase Order, or to pay any costs incurred in the preparation of a Proposal in response to this request.
- 8.2 *The Proposals will become part of the City's official files without any obligation on the City's part. All Responses shall be held confidential from all parties other than the City until after the Contract is awarded. Afterward, the Proposals shall be available to the public.*
- 8.3 The City of Houston shall not be held accountable if material from responses is obtained without the written consent of the Proposer by parties other than the City, at any time during the Proposal evaluation process.
- 8.4 In the event a Proposer submits trade secret information to the City, the information must be clearly labeled as a "Trade Secret." The City will maintain the confidentiality of such trade secret to the extent provided by law.
- 8.5 Proposer(s) shall not offer any gratuities, favors, or anything of monetary value to any official or employee of the City of Houston (including any and all members of Proposal evaluation committees).

- 8.6 Proposer(s) shall not collude in any manner, or engage in any practices, with any other Proposer(s), which may restrict or eliminate competition or otherwise restrain trade. This is not intended to preclude subcontracts and joint ventures for the purposes of: a) responding to this RFP; or b) establishing a project team with the required experience and/or capability to provide the goods or services specified herein. Conversely, the City can combine or consolidate Proposals, or portions thereof, for the purposes mentioned above.
- 8.7 All Proposals submitted must be the original work product of the Proposer. The copying or paraphrasing of the work product of another Proposer is not permitted.
- 8.8 The RFP and the related responses of the selected Proposer will by reference (within either a Contract or Purchase Order) become part of any formal Agreement between the selected Proposer and the City. The City and the selected Proposer may negotiate a Contract or Contracts for submission to City Council for consideration and approval. *In the event an Agreement cannot be reached with the selected Proposer, the City reserves the right to select an alternative Proposer. The City reserves the right to negotiate with alternative Proposer the exact terms and conditions of the Contract.*
- 8.9 Proposers, their authorized representatives, and their agents are responsible for obtaining, and will be deemed to have, full knowledge of the conditions, requirements, and specifications of the Request for Proposal at the time a Proposal is submitted to the City.
- 8.10 *The price Agreement(s) shall become effective on or about **March 7, 2010** for a term of three (3) calendar years. The City of Houston reserves the option of extending the agreement(s) on an annual basis for two (2) additional auto-renewal one-year terms, or portions thereof.*
- 8.11 If necessary for the completion of tasks required under the project, the City will provide reasonable working space to the Prime Contractor.
- 8.12 Clerical support and reproduction of documentation costs shall be the responsibility of the Prime Contractor. If required, such support and costs shall be defined in the contract negotiated.
- 8.13 Prime Contractor personnel essential to the continuity and successful and timely completion of the project should be available for the duration of the project unless substitutions are approved in writing by the City Project Director.
- 8.14 The Prime Contractor will be expected to adhere to all standard contractual requirements of the City which will include, but are not limited to, provisions for: Time Extensions, Appropriation of Available Funds, Approvals, Term and Termination, Independent Contractor, Business Structure and Assignments, Subcontractors, Parties in Interest, Non-waiver, Applicable Laws, Notices, Use of Work Products, Equal Employment Opportunity, Force Majeure, and Inspections and Audits.

- 8.15 The City may terminate its performance under a Contract in the event of a default by the Prime Contractor and a failure to cure such default after receiving notice of default from the City. Default may result from the Prime Contractor's failure to perform under the terms of the Contract or from the Prime Contractor becoming insolvent, having a substantial portion of its assets assessed for the benefit of creditors, or having a receiver or trustee appointed.
- 8.16 Prime Contractor must promptly report to the City Project Director any conditions, transactions, situation, or circumstances encountered by the Prime Proposer, which would impede or impair the proper and timely performance of the Contract.
- 8.17 *The City of Houston has sole discretion and reserves the right to cancel this RFP or to reject any or all Proposals received prior to Contract award.*
- 8.18 *The City reserves the right to waive any minor informality concerning this RFP, or to reject any or all Proposals or any part thereof.*
- 8.19 *The City reserves the right to request clarification of any Proposal after they have been received.*
- 8.20 The City reserves the right to select elements from different individual Proposals and to combine and consolidate them in any way that best serves the City's interest. The City reserves the right to reduce the scope of the project and evaluate only the remaining elements from all Proposals. The City reserves the right to reject specific elements contained in all Proposals and to complete the evaluation process based only on the remaining items.
- 8.21 *The selected Proposer must furnish a "Certificate of Registration" which authorizes them to conduct business in the State of Texas prior to the awarding of the Contract. Such Registration is obtained from the Texas Secretary of State's Office, which will also provide the certification thereof.*
- 8.22 After Contract execution, the successful Proposer shall be the Prime Contractor and responsible party for contracting and communicating the work to be performed to subcontractors and for channeling other information between the City and subcontractors. Any subcontracting must be specified in the Proposal. Any subcontracting not specified in the Proposal will need prior written approval from the City Purchasing Agent.
- 8.23 Prime Contractor assumes total responsibility for the quality and quantity of all work performed, whether it is undertaken by the Prime Contractor or is subcontracted to another organization.
- 8.24 If subcontractor involvement is required in the use of license, patent, or proprietary process, the Prime Contractor is responsible for obtaining written authorization from the subcontractor to use the process or providing another process comparable to that which is required and which is acceptable to the City, all at no additional cost or liability to the City.

9.0 Invoicing:

9.1 The City of Houston is a single entity for accounting, billing, and discounting. Any invoices accompanied by detailed supplements and other back-up documents are to be submitted to:

9.1.1 COH Information Technology Dept
Administration - Accounts Payable
611 Walker St. 9th Floor
Houston, TX 77002-4903

9.2 The City of Houston requires timely and accurate accounting and billing information.

10.0 Indemnity and Release:

10.1 RELEASE

CONTRACTOR AGREES TO AND SHALL RELEASE THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") FROM ALL LIABILITY FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS AGREEMENT, EVEN IF THE INJURY, DEATH, DAMAGE, OR LOSS IS CAUSED BY THE CITY'S SOLE OR CONCURRENT NEGLIGENCE AND/OR THE CITY'S STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY.

10.2 INDEMNIFICATION

CONTRACTOR AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") HARMLESS FOR ALL CLAIMS, CAUSES OF ACTION, LIABILITIES, FINES, AND EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS AND INTEREST) FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS AGREEMENT INCLUDING, WITHOUT LIMITATION, THOSE CAUSED BY:

10.2.1 CONTRACTOR'S AND/OR ITS AGENTS', EMPLOYEES', OFFICERS', DIRECTORS', CONTRACTORS', OR SUBCONTRACTORS' (COLLECTIVELY IN NUMBERED PARAGRAPHS 1-3, CONTRACTOR ") ACTUAL OR ALLEGED NEGLIGENCE OR INTENTIONAL ACTS OR OMISSIONS;

10.2.2 THE CITY'S AND CONTRACTOR'S ACTUAL OR ALLEGED CONCURRENT NEGLIGENCE, WHETHER CONTRACTOR IS IMMUNE FROM LIABILITY OR NOT; AND

10.2.3 THE CITY'S AND CONTRACTOR'S ACTUAL OR ALLEGED STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY, WHETHER CONTRACTOR IS IMMUNE FROM LIABILITY OR NOT.

10.2.4 CONTRACTOR SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY HARMLESS DURING THE TERM OF THIS AGREEMENT AND FOR FOUR YEARS AFTER THE AGREEMENT TERMINATES. CONTRACTOR'S INDEMNIFICATION IS LIMITED TO \$500,000 PER OCCURRENCE. CONTRACTOR SHALL NOT INDEMNIFY THE CITY FOR THE CITY'S SOLE NEGLIGENCE.

10.2.5 CONTRACTOR AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") FROM ALL CLAIMS OR CAUSES OF ACTION BROUGHT AGAINST THE CITY ALLEGING THAT THE CITY'S USE OF ANY EQUIPMENT, SOFTWARE, PROCESS, OR DOCUMENTS CONTRACTOR FURNISHES DURING THE TERM OF THIS AGREEMENT INFRINGES ON A PATENT, COPYRIGHT, OR TRADEMARK, OR MISAPPROPRIATES A TRADE SECRET. CONTRACTOR SHALL PAY ALL COSTS (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS, AND INTEREST) AND DAMAGES AWARDED.

CONTRACTOR SHALL NOT SETTLE ANY CLAIM ON TERMS WHICH PREVENT THE CITY FROM USING THE EQUIPMENT, SOFTWARE, PROCESS, AND DOCUMENTS WITHOUT THE CITY'S PRIOR WRITTEN CONSENT.

WITHIN 60 DAYS AFTER BEING NOTIFIED OF THE CLAIM, CONTRACTOR SHALL, AT ITS OWN EXPENSE, EITHER (1) OBTAIN FOR THE CITY THE RIGHT TO CONTINUE USING THE EQUIPMENT, SOFTWARE, PROCESS, AND DOCUMENTS OR, (2) IF BOTH PARTIES AGREE, REPLACE OR MODIFY THEM WITH COMPATIBLE AND FUNCTIONALLY EQUIVALENT PRODUCTS. IF NONE OF THESE ALTERNATIVES IS REASONABLY AVAILABLE, THE CITY MAY RETURN THE EQUIPMENT, SOFTWARE, OR DOCUMENTS, OR DISCONTINUE THE PROCESS, AND CONTRACTOR SHALL REFUND THE PURCHASE PRICE.

10.3 INDEMNIFICATION-SUBCONTRACTOR'S INDEMNITY

10.3.1 CONTRACTOR SHALL REQUIRE ALL OF ITS SUBCONTRACTORS (AND THEIR SUBCONTRACTORS) TO RELEASE AND INDEMNIFY THE CITY TO THE SAME EXTENT AND IN SUBSTANTIALLY THE SAME FORM AS ITS RELEASE AND INDEMNITY TO THE CITY.

11.0 Indemnification Procedures:

11.1 Notice of Claims. If the City or Contractor receives notice of any claim or circumstances which could give rise to an indemnified loss, the receiving party shall give written notice to the other party within 10 days. The notice must include the following:

11.1.1 A description of the indemnification event in reasonable detail,

11.1.2 The basis on which indemnification may be due, and

11.1.3 The anticipated amount of the indemnified loss.

11.2 This notice does not estop or prevent the City from later asserting a different basis for indemnification or a different amount of indemnified loss than that indicated in the initial notice. If the City does not provide this notice within the 10-day period, it does not waive any right to indemnification except to the extent that Contractor is prejudiced, suffers loss, or incurs expense because of the delay.

11.3 Defense of Claims

11.3.1 Assumption of Defense. Contractor may assume the defense of the claim at its own expense with counsel chosen by it that is reasonably satisfactory to the City. Contractor shall then control the defense and any negotiations to settle the claim. Within 10 days after receiving written notice of the indemnification request, Contractor must advise the City as to whether or not it will defend the claim. If Contractor does not assume the defense, the City shall assume and control the defense, and all defense expenses constitute an indemnification loss.

11.3.2 Continued Participation. If Contractor elects to defend the claim, the City may retain separate counsel to participate in (but not control) the defense and to participate in (but not control) any settlement negotiations. Contractor may settle the claim without the consent or agreement of the City, unless it (i) would result in injunctive relief or other equitable remedies or otherwise require the City to comply with restrictions or limitations that adversely affect the City, (ii) would require the City to pay amounts that Contractor does not fund in full, (iii) would not result in the City's full and complete release from all liability to the plaintiffs or claimants who are parties to or otherwise bound by the settlement.

12.0 Insurance Requirements:

The Contractor shall obtain and maintain in effect during the term of this Agreement, insurance coverage as set forth below and shall furnish certificates of insurance showing the City as an additional insured, in duplicate form, prior to the beginning of the Contract. The City shall be named as an additional insured on all such policies except Professional Liability and Workers' Compensation, must contain an endorsement that the policy is primary to any other insurance available to the Additional Insured with respect to claims arising under the Agreement. **The issuer of any policy shall have a Certificate of Authority to transact insurance business in the State of Texas or have a Best's rating of at least B+ and a Best's Financial Size Category of Class VI or better, according to the most current edition of Best's Key Rating Guide, Property-Casualty United States.**

12.1 Comprehensive General Liability including Contractual Liability and Automobile Liability insurance shall be in at least the following amounts:

12.1.1 Commercial General Liability Insurance including Contractual Liability:

12.1.1.1 \$500,000 per occurrence;

12.1.1.2 \$1,000,000 aggregate, (defense costs excluded from face value of the policy)

12.1.2 Workers' Compensation including Broad Form All States Endorsement:

12.1.2.1 Amount shall be statutory amount;

12.1.2.2 **Employer's Liability cannot be used as a substitute for Workers' Compensation**

12.1.3 Automobile Liability (See Note Below):

12.1.3.1 \$1,000,000 Combined Single Limit per occurrence;

12.1.3.2 Defense costs are excluded from the face amount of the policy. Aggregate Limits are per 12-month policy period unless otherwise indicated.

12.1.4 Employer's Liability:

12.1.4.1 Bodily injury by accident \$100,000 (each accident);

12.1.4.2 Bodily injury by disease \$100,000 (policy limit);

12.1.4.3 Bodily injury by disease \$100,000 (each employee)

12.2 Automobile liability insurance for autos furnished or used in the course of performance of this Contract including Owned, Non-owned and Hired Auto coverage (Any Auto coverage may be substituted for Owned, Non-owned and Hired Auto coverage.) If no autos are owned by the Contractor, coverage may be limited to Non-owned and Hired Autos. If Owned Auto coverage cannot be purchased by Contractor, Scheduled Auto coverage may be substituted for Owned Auto coverage. EACH AUTO USED IN PERFORMANCE OF THIS CONTRACT MUST BE COVERED IN THE LIMITS SPECIFIED.

12.3 All of the insurance required to be carried by the Contractor hereunder shall be by policies which shall require on their face, or by endorsement, that the insurance carrier waives any rights of subrogation against the City, Contractor shall give written notice to the Director if any of its insurance policies are cancelled, materially changed or non-renewed. Within such thirty (30)-day period Contractor covenants that it will provide other suitable policies in lieu of those about to be cancelled or materially changed so as to maintain in effect the coverage required under the provisions hereof. Failure or refusal of the Contractor to obtain and keep in force the above required insurance coverage shall authorize the City, at its option, to terminate this Contract at once.

12.4 If any part of the work is sublet, similar insurance shall be provided by or on behalf of the Subcontractor to cover their operations, and Contractor shall furnish evidence of such insurance, satisfactory to the City. In the event a Subcontractor is unable to furnish insurance in the limits required under the Contract, the

Contractor shall endorse the Subcontractor as an Additional Insured on its policies excluding Workers' Compensation and Employer's Liability.

12.4.1 (See Insurance Requirements Exhibit for a sample insurance certificate format).

12.4.2 **Only unaltered original insurance certificates endorsed by the underwriter are acceptable. Photocopies are unacceptable.**

12.5 Contractor shall maintain in effect certain insurance coverage, which is described as follows:

12.5.1 Form of Policies: The Director may approve the form of the insurance policies, but nothing the Director does or fails to do relieves Contractor from its duties to provide the required coverage under this Agreement. The Director's actions or in-actions do not waive the City's right under this Agreement.

12.5.2 Issuers of Policies: The issuer of any policy shall have a Certificate of Authority to transact insurance business in Texas or have a Best's rating of at least B+ and a Best's Financial Size Category of Class VI or better, according to the most current edition Best's Key Rating Guide, Property-Casualty United States.

12.5.3 Insured Parties: Each policy, except those for Workers' Compensation, Employer's Liability, and Professional Liability, must name the City (and its officers, agents, and employees) as Additional Insured parties on the original policy and all renewals or replacements.

12.5.4 Deductibles: Contractor shall be responsible for and bear any claims or losses to the extent of any deductible amounts and waives any claim it may have for the same against the City, its officers, agents, or employees.

12.5.5 Cancellation: Each policy must state that it may not be canceled, materially modified, or non-renewed unless the insurance company gives the Director 30 days' advance written notice. Contractor shall give written notice to the Director within five days of the date on which total claims by any party against Contractor reduce the aggregate amount of coverage below the amounts required by this Agreement. In the alternative, the policy may contain an endorsement establishing a policy aggregate for the particular project or location subject to this Agreement.

12.5.6 Subrogation: Each policy must contain an endorsement to the effect that the issuer waives any claim or right of subrogation to recover against the City, its officers, agents, or employees.

12.5.7 Endorsement of Primary Insurance: Each policy, except Workers' Compensation and Professional Liability (if any), must contain an endorsement that the policy is primary to any other insurance available to the Additional Insured with respect to claims arising under this Agreement.

- 12.5.8 Liability for Premium: Contractor shall pay all insurance premiums, and the City shall not be obligated to pay any premiums.
- 12.5.9 Subcontractors: Contractor shall require all subcontractors to carry insurance naming the City as an additional insured and meeting all of the above requirements except amount. The amount must be commensurate with the amount of the subcontract, but in no case less than \$500,000 per occurrence. Contractor shall provide copies of insurance certificates to the Director.
- 12.5.10 Proof of Insurance On the Effective Date and at any time during the Term of this Agreement, Contractor shall furnish the Director with Certificates of Insurance, along with an Affidavit from Contractor confirming that the Certificates accurately reflect the insurance coverage maintained. If requested in writing by the Director, Contractor shall furnish the City with certified copies of Contractor's actual insurance policies.
- 12.5.10.1 Contractor shall continuously and without interruption, maintain in force the required insurance coverage specified in this Section. If Contractor does not comply with this requirement, the Director, at his or her sole discretion, may
- 12.5.10.2 Immediately suspend Contractor from any further performance under this Agreement and begin procedures to terminate for default, or
- 12.5.10.3 Purchase the required insurance with City funds and deduct the cost of the premiums from amounts due to Contractor under this Agreement.
- 12.5.10.4 The City shall never waive or be estopped to assert its right to terminate this Agreement because of its acts or omissions regarding its review of insurance documents.
- 12.5.11 Other Insurance: If requested by the Director, Contractor shall furnish adequate evidence of Social Security and Unemployment Compensation Insurance, to the extent applicable to Contractor's operations under this Agreement.

13.0 Contractor Performance Language:

- 13.1 Contractor shall make citizen satisfaction a priority in providing services under this Contract. Contractor's employees should be trained to be customer-service oriented and to positively and politely interact with citizens when performing Contract services. Contractor's employees should be clean, courteous, efficient and neat in appearance at all times and committed to offering the highest degree of service to the public. If, in the Director's determination, the Contractor is not interacting in a positive and polite manner with citizens, the Contractor shall take all remedial steps to conform to the standards set by this Contract and is subject to termination for breach of Contract.

14.0 Inspections and Audits:

14.1 City representatives may have the right to perform, or have performed, (1) audits of Contractor's books and records, and (2) inspections of all places where work is undertaken in connection with this Agreement. Contractor shall keep its books and records available for this purpose for at least three (3) years after this Agreement terminates. This provision does not affect the applicable statute of limitations.

15.0 Interpreting Specifications:

15.1 *The specifications and product references contained herein are intended to be descriptive rather than restrictive. The City is soliciting Proposals to provide a complete product and service package, which meets its overall requirements. Specific equipment and system references may be included in this RFP for guidance, but they are not intended to preclude Proposers from recommending alternative solutions offering comparable or better performance or value to the City. Unless specifically stated otherwise with regard to a specific item of equipment, it should be assumed that the City requires all equipment proposed for this project to be supported by a manufacturer's warranty, which is equal to or better than the prevailing standard in the industry.*

15.2 Changes in the specifications, terms and conditions of this RFP will be made in writing by the City prior to the Proposal due date. Results of informal meetings or discussions between a potential Proposer and a City of Houston official or employee may not be used as a basis for deviations from the requirements contained in this RFP.

16.0 Local Minority/Women Businesses Enterprises Participation:

16.1 Contractor shall comply with the City's Minority and Women Business Enterprise ("M/WBE") programs as set out in Chapter 15, Article V of the City of Houston Code of Ordinances. Contractor shall make good faith efforts to award subcontracts or supply agreements in at least **5%** of the value of this Agreement to M/WBEs. Contractor acknowledges that it has reviewed the requirements for good faith efforts on file with the City's Affirmative Action Division and will comply with them.

16.2 Contractor shall require written subcontracts with all MWBE subcontractors and shall submit all disputes with M/WBEs to binding arbitration in Houston, Texas if directed to do so by the Affirmative Action Division Director. M/WBE subcontracts must contain the terms set out in **Exhibit I**. If Contractor is an individual person (as distinguished from a corporation, partnership, or other legal entity), and the amount of the subcontract is \$50,000 or less, the subcontract must also be signed by the attorneys of the respective parties.

17.0 City Contractors' Pay or Play Program:

17.1 The requirements and terms of the City of Houston Pay or Play Program, as set out in Executive Order 1-7, are incorporated into this Agreement for all purposes. Contractor has reviewed Executive Order No. 1-7 and shall comply with its terms and conditions as they are set out at the time of City Council approval of this Agreement. This provision requires certain Contractors to offer to certain employees a minimal level of health benefits or to contribute a designated

amount to be used to offset the costs of providing health care to uninsured people in the Houston/Harris County area. Failure to complete **Exhibit X** "Pay or Play" Acknowledgement Form & Certification of Agreement to Comply with Pay or Play Program may be just cause for rejection of your Proposal.

18.0 City Contractor Ownership Disclosure Ordinance:

18.1 City Council requires knowledge of the identities of the owners of entities seeking to Contract with the City in order to review their indebtedness to the City prior to entering Contracts. Therefore, all respondents to this RFP must comply with Houston Code of Ordinances Chapter 15, as amended (Sections 15-122 through 15-126) relating to the disclosure of owners of entities bidding on, proposing for or receiving City Contracts.

18.2 Completion of **Exhibit VI** –"Affidavit of Ownership or Control" will satisfy this requirement. Failure to provide this information may be just cause for rejection of your bid or Proposal.

19.0 City of Houston Fair Campaign Ordinance:

19.1 The City of Houston Fair Campaign Ordinance makes it unlawful for a Contractor to offer any contribution to a candidate for City elective office. For purposes of this ordinance a Contract is defined as any Contract for goods or services having a value in excess of \$30,000 or more, regardless of the way by which it was solicited or awarded. **Exhibit V** of this RFP describes the Contract and documentation requirements relating to this ordinance.

20.0 Drug Detection and Deterrence Procedures for Contractors:

20.1 It is the policy of the City to achieve a drug-free workforce and to provide a workplace that is free from the use of illegal drugs and alcohol. It is also the policy of the City that the manufacture, distribution, dispensation, possession, sale or use of illegal drugs or alcohol by Contractors while on City premises is prohibited. Accordingly, effective September 1, 1994, and pursuant to the Mayor's Executive Order 1-31, as a condition to the award of any Contract for labor or services, a successful Proposer must certify to its compliance with this policy. **EXHIBIT VII** contains the standard language, which will be used in each Contract for labor or services, as well as the Executive Order 1-31 disclosure and compliance forms (Attachments A, B, and C). These forms must be completed and returned prior to award.

21.0 Project Administration:

21.1 Questions regarding the scope of the project, technical specifications, proposed applications, etc. may be addressed to the Project Manager at the pre-proposal conference.

22.0 Schedule:

22.1 Listed below are important dates and times by which actions related to this Request for Proposal (RFP) should be completed.

<u>22.2</u>	<u>EVENT</u>	<u>DATE</u>
	Date of issue of the RFP	July 24, 2009
	Pre-Proposal Conference	August 3, 2009
	Questions from Proposers due to City	August 6, 2009

Proposals due from Proposers
Notification of intent to award (*Estimated*)
Council Agenda Date (*Estimated*)
Contract start date (*Estimated*)

August 21, 2009 (Friday)
January 7, 2010
February 17, 2010
March 3, 2010

SECTION II. SCOPE OF WORK

1.0 OBJECTIVE

- 1.1 The City of Houston (City) is requesting proposals from qualified Proposers interested in providing a Citizen Relationship Management (CRM) solution for the City's initiative to upgrade its 3-1-1 Help Line.
- 1.2 The Proposer's solution must meet the functional and technical requirements of this RFP.
- 1.3 The Contractor must provide skilled implementation personnel to successfully deploy their solution and any other necessary support for a complete solution.
- 1.4 The Contractor must demonstrate the ability to support and sustain its solution over its useful life
- 1.5 The City's current CRM solution was deployed seven years ago and provides for customer request tracking and case management. The goal of the new CRM solution is to enhance current functionality and add new capabilities by:
 - 1.5.1 Allowing individual departments to focus on resolving service requests;
 - 1.5.2 Enabling the City to respond more aggressively to citizen reported issues;
 - 1.5.3 Increase efficiency of City Departments with meaningful reporting and monitoring tools; and,
 - 1.5.4 Automating integration with the City's Enterprise Geographical Information System (E-GIS) and other departmental systems.

2.0 BACKGROUND

- 2.1 With an estimated population of 2.24 million people (January 1, 2009) and an incorporated area encompassing approximately 700 square miles, the City of Houston is the fourth largest city in the U.S. and the largest in Texas.
- 2.2 The City launched the 3-1-1 Helpline in August 2001 to receive non-emergency calls for city services and to provide access to city government for Houston's citizens. The 3-1-1 system centralizes the call-taking functionality for many city services and handles non-emergency requests from citizens in a timely and effective manner.
- 2.3 Currently, the 3-1-1 consolidated municipal call center provides citizen access to city services 18-hours/day, 365 days/year with plans to extend their hours of operation to 24 hours per day by the end of June 2009. From traffic fines and sewer concerns to pothole problems and neighborhood complaints, Houstonians can call 3-1-1 and speak to a customer service representative. Additionally, Houstonians can access this helpful service via fax, e-mail and the web.
- 2.4 3-1-1 non-emergency call traffic is routed over the AT&T public switched network to provide 3-digit dial to the call center.
- 2.5 At the present time, the call center answers over 48,000 calls per week, 5,000 of which result in creation of an electronic service request. A Service Request in the 3-1-1 call center is a request for specific city services (like pothole repair or synchronization of a traffic signal) and can be tracked from start to finish.

3.0 SYSTEM REQUIREMENTS

The CRM solution must address:

3.1 Call Input and Tracking:

Call input and tracking is the functionality required to receive a call and/or service request from a citizen, enter the service request and route the request to the proper City department(s) for resolution. Call input and tracking includes:

- 3.1.1 Call entry and tracking number assignment;
- 3.1.2 Caller/requester information entry;
- 3.1.3 Multiple address entry and validation, (**See Address Validation Requirements for the City, 'GIS.address_validation.doc'** attached to this RFP)
- 3.1.4 Service request entry based on request type;
- 3.1.5 Public web site entry for service requests as well as access to knowledge base information (accessible to citizens and City employees);
- 3.1.6 Integration with the E-GIS – including, geo-coding of call locations and mapping tool – overlay citizens' requests and cases, layers/boundaries and asset tracking on maps;
- 3.1.7 Integration with telephone and contact center services; and
- 3.1.8 Email alerts, triggers and notifications.

3.2 Workflow/Case Management

Workflow/Case Management is the functionality required to generate cases, route cases to the proper departments for attention, track and report on the progress of a case, and close the case when completed. The ability to generate multiple case activities from a single service request is required. Workflow/Case Management includes:

- 3.2.1 Case creation and routing (one or more per request);
- 3.2.2 Case updating;
- 3.2.3 Activities tracking against case;
- 3.2.4 Case printing;
- 3.2.5 Case completion;
- 3.2.6 Case customization;
- 3.2.7 Document imaging and association with case;
- 3.2.8 Forms and document generation; and
- 3.2.9 Creation of a central database for requests for service and service history.

3.3 Knowledge Base

The Knowledge Base is the functionality that assists the call taker and citizen with additional information related to resolution of a request or question. The Knowledge Base provides reference information, lists, policies and procedures

along with other types of information that may be needed to respond to a citizen's request or question. The Knowledge Base includes:

- 3.3.1 Entry and updating of Knowledge Base information (including PDF forms, Word docs, and HTML documentation);
- 3.3.2 Searching and retrieving information from the Knowledge Base;
- 3.3.3 Association of Knowledge Base information with a call or service request;
- 3.3.4 Web-enabled for display on the City's Intranet and Internet;
- 3.3.5 Integration with City's online directories (employees, services, and
- 3.3.6 departments);
- 3.3.7 Hot links to internal and external web sites; and
- 3.3.8 Development of a knowledge base that houses comprehensive information regarding City services.

3.4 Analysis and Reporting

Analysis and reporting are the functionalities used to analyze the citizens' requests for service, the City's response to those requests, and opportunities for service improvement. Analysis and reporting includes:

- 3.4.1 Service request analysis and reporting;
- 3.4.2 Case analysis and reporting;
- 3.4.3 Public web request reporting;
- 3.4.4 Statistical, benchmark and trend reporting;
- 3.4.5 Ad hoc reporting;
- 3.4.6 Management reporting (activity-based management);
- 3.4.7 Performance/progress maintenance;
- 3.4.8 Ability to access data to run reports using third party reporting engines;
- 3.4.9 Transaction history (audit trail activities);
- 3.4.10 Automated reports that include timed notifications (i.e. overdue service requests report);
- 3.4.11 Making information more readily available (as appropriate), to all City departments, the public, and the business community; and
- 3.4.12 Ability to map any of the above reporting results on a GIS map.

3.5 Interfaces:

- 3.5.1 Interfaces are the electronic processes for sharing of data between the CRM software and the City's current operational systems. A 3-1-1 Help Line can reduce the time and effort for processing work orders by automating the departmental interactions and notifications required to complete these processes.
- 3.5.2 The City emphasizes an open platform that ties into all the systems used by other City departments. It is also necessary because third-party applications are often required to enhance the capabilities of the 3-1-1 Help Line. For instance, an interface with GIS is useful to verify that information received about an address is correct so that a work order can be quickly executed.

3.5.3 GIS – ESRI Software:

The Proposers' proposed CRM solution should integrate with geo-spatial data and should be Enterprise GIS-enabled to provide enhanced geographic service request support and management reporting using the City's GIS database. The Proposer's proposed CRM solution should:
Integrate with the City's Enterprise GIS database running SQL SERVER 2005 and ArcGIS Server 9.3 (which includes SDE);

3.5.3.1 Utilize SOA and ArcGIS Server 9.3 Map Services;

3.5.3.2 At a minimum, interface with the City's GIS data which can include, address information, property parcel information, city council district information, and jurisdictional boundary information with ability to easily expand to additional GIS datasets as required.

COH GIS Address Validation Requirements 'GIS.address_validation.doc' is attached to this RFP at the following link:

https://purchasing.houstontx.gov/bid_search.aspx

(Keyword search: RFP T23345)

3.5.4 Other Applications Interface:

- 3.5.4.1 When a Citizen calls 3-1-1 to report a problem, a Service Request (SR) is created and, based on the nature of the call, one or more of 8 departmental applications may be notified about that SR. At the completion of the service, the CRM will accept a status update for the service request.
- 3.5.4.1 The eight departmental applications for which interfaces will be required are:

	Systems	Department	Transaction Volumes	Data Format	Interface Protocol
1	Utility Maintenance (Aztec Cityworks)	Public Works & Engineering	13000/month	Oracle 11g	Service requests data
2	Maintenance and Right of way (MROW)	Public Works & Engineering	300/month	Oracle	Oracle 9i processed through compiled applet created in Power Builder 8
3	CenterPoint Energy (Street Light Outages)	Public Works & Engineering	1500/month	SQL Server 2000	SOAP/XML/Web server
4	PWE UM Water Meter Leak (Meter Leak)	Public Works & Engineering	500/month	Service requests	Water Meter Reader Devices → Main Frame → Text file → FTP Server → 3-1-1 Service requests Batch generation
5	Neighborhood Protection (NPC)	Houston Police Department	4400/month	SQL Server 2000	Oracle 9i → SQL server 2000
6	Park and Recreation – Forestry (P&R Work Order System)	Parks & Recreation	600/month	Service request	Oracle 9i → Oracle 10g
7	Mayor's Mail Tracking System (MMTS)	Mayor Office	2100/month	Correspondence requests/ Scanned docs, pictures, emails etc	Database stores the indexes and docs are stored in external file server
8	3-1-1 Online for Citizen (3-1-1 Web Intake)	3-1-1 Houston Service Center	1500/month	Service request	Web Server → Oracle Database → CRM

The Process Flows for these 8 interfaces, 'Interface.process_flow.xls' are attached to this RFP at the following link:

https://purchasing.houstontx.gov/bid_search.aspx

(Keyword search: RFP T23345)

4.0 Other Requirements

4.1 Social Networking:

4.1.1 Beyond a CRM system's basic citizen services, social networking serves as an adjunct to CRM and partner relationship management. The City would like to extend the CRM capabilities to include citywide citizen relationship management. This will provide a platform for Citizens to:

4.1.1.1 Share ideas, tips, report abandoned vehicles, graffiti, garbage issues and more and even fixes for service problems by multiple channels of communications;

4.1.1.2 Send and receive direct messages about complaints and questions;

4.1.1.3 Send pictures or video of various offenses, such as pothole, dirty parks or overflowing garbage cans.

4.1.2 Social networking features will allow the City to monitor and integrate forums into customer support. This will also promote the services offered by the City.

4.1.3 The Proposer should explain the social network functionalities incorporated into their proposed CRM solution. The features the City would be interested in evaluating include:

4.1.3.1 Easy to use interface;

4.1.3.2 Multi-channel communications;

4.1.3.3 Ability to build a profile and define interests;

4.1.3.4 Easy to upload files, audio, images, videos;

4.1.3.5 Easy to access online publications;

4.1.3.6 Tools to track networks;

4.1.3.7 Tools to report information.

4.2 Database Conversions

4.2.1 The Proposer must offer data conversion services. Data currently reside in an Oracle database. The City expects to convert data into the new system, and requests that each Proposer explain the approach they plan to take during the process to ensure completeness, accuracy and validity.

4.3 Overview of City's Technical Environment:

4.3.1 The Proposer must provide a description of the desktop, servers and databases required to implement their product. The City's preference is Microsoft Windows XP for desktop, Microsoft Window Server 2008, and Microsoft SQL Server 2008.

4.3.2 The Proposer is responsible for specifying all hardware and software required to support the City's requirements. **The Proposer may bid on**

the hardware but the City reserves the right to purchase hardware as specified by the Proposer, from alternative sources.

4.3.3 Desktop Infrastructure

The City has established a 5-year standard refresh cycle for all desktop hardware. The desktop operating system is Microsoft Windows XP, and the City has no immediate plans to upgrade to Windows Vista. The current desktop refresh configuration, at a minimum ,includes:

4.3.3.1 Desktop

- 4.3.3.1.1 AMD Athlon 64 X2 4400+ 2.3Gz 65W Processor
- 4.3.3.1.2 1GB PC2-5300 (DDR2-667) 2x512GB Memory
- 4.3.3.1.3 80GB SATA 3.0Gb/s 1st Hard Drive
- 4.3.3.1.4 SATA 48X/32X Combo 1st Drive
- 4.3.3.1.5 ATI Radeon X1300 Pro 256MB DH Card (dedicated graphics)

4.3.3.2 Monitor

- 4.3.3.2.1 17-inch viewable screen
- 4.3.3.2.2 1280 x 1024 native resolution
- 4.3.3.2.3 Brightness level of 300 nits & contrast ratio of 500:1

4.3.4 Server Infrastructure

The City has chosen blade technology for its server infrastructure. Enabling hardware technologies include SANs, Network Attached Storage (NAS), and clustering. Enabling software technologies include Microsoft Windows Server™ 2003, Microsoft Exchange Server 2003, Microsoft Office 2003, Microsoft Operations Manager (MOM), Microsoft Systems Management (SMS), and Microsoft SQL Server 2005. Over the next eighteen months, the City will design and implement Enterprise Microsoft Active Directory architecture.

As of the date the City publishes this RFP, the server hardware standard is as follows:

4.3.4.1 Server Blade

- 4.3.4.1.1 HP ProLiant BL460c server blade
- 4.3.4.1.2 Quad-Core Intel® Xeon® E5450 (3.00 GHz, 1333MHz FSB, 80W) Processor.
- 4.3.4.1.3 HP 8GB Fully Buffered DIMM PC2-5300 2X4GB Memory
- 4.3.4.1.4 128MB BBWC (Battery-backed Write Cache) Enabler (for SA641, SA642 or E200)
- 4.3.4.1.5 HP BL460c backplane drive cage (two bays) – with E200i controller

- 4.3.4.1.6 HP 146GB Hot Plug 2.5 SAS Dual Port 10,000rpm Hard Drive
- 4.3.4.1.7 HP RAID 1drive setting

4.3.4.2 **Storage Blade**

- 4.3.4.2.1 HP StorageWorks SB40c storage blade
- 4.3.4.2.2 HP Smart Array P400/256 Controller
- 4.3.4.2.3 HP 146GB Hot Plug 2.5 SAS Dual Port 10,000rpm Hard Drive

4.3.4.3 **Enclosure**

- 4.3.4.3.1 HP BladeSystem c-Class c3000 Enclosure
- 4.3.4.3.2 HP c-Class Insight Control Environment for BladeSystem 8 License with 1 year of 24x7 support
- 4.3.4.3.3 Cisco Catalyst Blade Switch 3020 for HP c-Class BladeSystem
- 4.3.4.3.4 HP BLc3000 OnCity Administration Module
- 4.3.4.3.5 HP c3000 Enclosure AC Power Supplies (6)
- 4.3.4.3.6 HP Active Cool Fan Option kits (2)
- 4.3.4.3.7 HP BLc3000 DVD Drive
- 4.3.4.3.8 HP BLc3000 Rack Rails
- 4.3.4.3.9 HP BLc3000 KVM Option

4.3.4.4 **Support**

- 4.3.4.4.1 HP Care Pack 5-year, 4-hour, 24x7 Hardware Support

4.4 Current City Network Environment

The Proposer shall include a network quality review in order to ensure City's network capacity. The City does not expect Proposer to build out any network.

4.4.3 **City Core**

- 4.4.3.1 The City Core consists of mirrored sites at the Houston Emergency Centers ("HEC") on 5230 N. Shepherd and 901 Bagby. The sites are connected via redundant Gigabit fiber links between the Core Catalyst 6509 switches. These are trunk connections which pass relevant VLAN information for the Data, Voice and Management VLANs. To increase bandwidth between each chassis at a particular site, Port-channel interfaces will be used (up to 4GB per link). There are four (4) main switches that are the "heart" of the city core, and these are separated into two (2) per site. These 6509's have redundant Sup720-3B modules per chassis and will use Hot Standby Routing Protocol (HSRP) at layer 3 to further increase redundancy. The overlying layer of these core switches will be the EIGRP Autonomous System (AS) for the entire city. Connectivity to any other element within

the core passes through these four main switches. Routes are passed via the EIGRP protocol within the AS to the distribution level switches.

4.4.4 City Distribution

4.4.4.1 The next layer within the City core consists of two (2) Distribution level core switches. These are also Catalyst 6509 chassis, and there is one (1) distribution switch per core site. These provide connectivity to the departmental distribution layers via either Gigabit fiber links or connections to 7206VXR routers. These WAN routers will in turn have DS3 connections to each remote departmental site as needed. A firewall will reside within each of the four (4) City Server Farm switches by means of FSMs (Firewall Service Modules). These allow for multiple "virtual" firewalls to be created within the same backplane. Connectivity to the city Server Farm switches passes through the Core switches. Again, HSRP will be utilized to increase the redundant connections to both the city core switches. Internet access will pass through a series of firewalls before connecting to the city distribution layer. The departments will access the Internet via these switches.

4.4.5 Departmental Distribution

4.4.5.1 Each departmental distribution layer will have redundant connections back to the City Core switches via Gigabit or DS3 links. Once again, Catalyst 6509 switches with Sup720-3B modules and FSM's (as determined by departmental firewall needs) will be utilized to allow for connectivity and firewall capability. Outside agency connectivity can be established behind "virtual firewalls", as needed, back into the department networks. Redundant configuration will be implemented at each site as determined by departmental requirements. Distribution routers will connect via HSRP to the departmental distribution switches. As in the city core, all layers will utilize separate VLANs for data, voice, and management.

4.4.6 Departmental Access Layer

4.4.6.1 The final layer for each department consists of a voice capable router with connections back to the departmental distribution sites. These connections will be redundant as determined by the needs of the particular department. In the case of N+1 connectivity requirements, either single or multiple T1's will be connected back to redundant DS3's at each distribution site. EIGRP will be utilized to route back into a departmental layer before being able to traverse the city core. SRST capability will be available in each access

router for future voice growth. Access layer switches will utilize the same VLAN scheme as the previous layers. By default, all switch ports will be disabled to prevent unauthorized access to the network. Management of network equipment is to be performed using RMON and SNMPv2/SNMPv3 protocols back to a central location.

4.5 Hardware and Software:

- 4.5.1 Contractor shall obtain and own, free from the interest of any third party, all hardware and software and associated documentation that Contractor requires in order to perform the services set out in this Proposal. Upon the termination or cancellation of this Contract, Contractor shall transfer full ownership of such hardware and software and associated documentation to the City. After the City assumes full ownership of the hardware and software and associated documentation so provided by Contractor, the City (or a third party designated by the City) will have the full and complete right to use, operate, maintain, modify, or upgrade such hardware and software in order to perform the services set out in this Proposal.
- 4.5.2 If contractor cannot obtain ownership of a hardware or software item that Contractor requires in order to perform the services set out in this Proposal from the owner of that hardware or software (a “non-owned hardware or software item”), then Contractor shall obtain a perpetual, transferable license to use the non-owned hardware or software item and associated documentation from the owner of that item. Upon the termination or cancellation of this Contract, Contractor shall transfer its licenses to use all non-owned hardware and software items and associated documentation to the City. All licenses for non-owned hardware or software items that Contractor provides to the City under this Proposal will grant the City (or a third party designated by the City) with the full and complete rights to use, operate, maintain, modify, or upgrade such non-owned hardware and software items in order to perform the services set out in this Proposal.
- 4.5.3 Contractor and the Director may agree to modify, replace, change, or upgrade any or all of the hardware and software that the Contractor uses in order to perform the services set out in this Proposal when the Director and Contractor determine that a modification, replacement, or change will benefit the City and Contractor under this Proposal. However, upon the termination or cancellation of this Contract, Contractor shall be required, in accordance with the provisions of first two bullets of this section, to provide the City with either (i) ownership of or (ii) a perpetual license to use the hardware and software items and associated documentation that Contractor is utilizing at the time such termination or cancellation to perform the services set out in this Proposal. If the Proposal is terminated by the Director earlier than the end of five years from the Countersignature Date for reasons other than cause, then, subject to the allocation of funds, the City may pay to Contractor the then-current value of the Hardware as listed in the RFP

response by the Proposer minus any depreciation to be calculated on a five-year straight line basis.

4.5.4 All software that the Contractor provides to the City shall contain the current source code and all documentation necessary to modify that source code.

4.5.5 If, after the termination or cancellation of this Contract, the City designates a third party to perform the services set out in this Contract, then:

4.5.5.1 the City will only provide that third party with run-time versions of the software that the City acquires ownership of or a license to use under this Contract, and

4.5.5.2 the City will not distribute the software that the City acquires ownership of or a license to use under this Contract to any other party, and shall not allow such software to be used to run any other entity's billing and tracking system.

4.6 Software Maintenance and Support

The Contractor shall offer Software Maintenance and Support following system acceptance, which includes:

4.6.1 24X7 Toll-free telephone technical support for help or error reporting or error corrections

4.6.2 Supplemental, standard or product releases will be provided to the city at no cost under the support agreement. The Contractor shall also specify in detail the responsibility of installation for these releases and any other third party software installation that Contractor provides.

4.6.3 Expected City's responsibilities to support the product over time.

4.7 Training

4.7.1 **Project Team Training**

The City needs 3-1-1 team training in the use, administration, configuration, and operation of the CRM solution. Additional training needs include technical and helpdesk support training for personnel who will maintain and support the system on an ongoing basis. The training shall be conducted in the Houston area.

4.7.2 **End-User Training Tools and Software**

The City is also interested in the proposal of any software or tool that would facilitate the development of end user training for the implementation of the CRM solution. The Contractor shall provide on-site training in which an instructor administers formal training utilizing software, handouts or workbooks. End-user Training shall cover software functionality that an end user needs to know in order to use the application. This includes:

4.7.2.1 Create, modify and cancel a service request;

- 4.7.2.2 Accept and route a service request to the appropriate personnel;
- 4.7.2.3 Resolve a service request;
- 4.7.2.4 Query a service request status;
- 4.7.2.5 Access the information reference function (knowledge base);
- 4.7.2.6 Create, modify and print reports.

4.7.3 **Configuration Manager Training**

The Contractor shall provide training staff who are qualified and able to instruct a configuration manager in the software functionality and use of the application including:

- 4.7.3.1 User management;
- 4.7.3.2 Group management;
- 4.7.3.3 Service request configuration;
- 4.7.3.4 Information reference configuration;
- 4.7.3.5 Knowledge base maintenance.

4.7.4 **Technical Staff Training** shall include:

- 4.7.4.1 Methodology to build interfaces with CRM system;
- 4.7.4.2 Methodology to convert other databases to the CRM system.

4.7.5 **Train-the-Trainer Training**

The Contractor shall provide training staff who are qualified and able to prepare in-house staff to lead, facilitate and deliver the instructor-led portions of the training on the CRM system. This course shall provide documentation for the trainer role and responsibilities, the promotion, planning, teaching process and exams to test learning.

4.7.6 **Help Desk Training**

The Contractor shall provide training staff who are qualified and able to prepare 3-1-1 Help Desk staff to answer frequently asked questions for the CRM system.

4.8 Implementation Services

4.8.1 The Contractor shall meet the following implementation requirements:

- 4.8.1.1 Have dedicated consulting staff on-site for, at minimum, one week who shall consult with the Contact Center Implementation team on operational practices and the best way to utilize the system to achieve organizational objectives, as well as to manage system set-up and implementation.
- 4.8.1.2 Offer a structured, phased, documented implementation process. Contractor shall submit a Statement of Work that describes their implementation methodology with a sample timeline and responsibility assignments.
- 4.8.1.3 Specify City's responsibilities during the implementation effort.

4.8.1.4 Proposer must attach a separate list of deliverables/milestones with the RFP response. The list should include the following **minimum** items and the timelines associated with it.

Item	Estimated Hours
Prototype: (requires input and output screens with notional data to validate user interface and features)	
Implementation Plan: (requires documentation of Operation, Administration, Maintenance, and Provisioning)	
Interface design plan:	
Data Conversion/Data Migration:	
Complete User Test: (requires a detailed test plan run in a test environment)	
Complete User Acceptance Test: (requires a detailed test plan, test scenarios, use cases, reports generation, and test run in a production environment)	
Training:	
Optional Features or Modules design and implementation plan:	

4.9 Company Financial & Product Strategy:

4.9.1 In response to this RFP, the Proposer must provide the following:

- 4.9.1.2 Your firm's history, size, and market presence
- 4.9.1.3 Provide the total number of installations and the number of those installations equivalent in size and complexity to the City of Houston's implementation.
- 4.9.1.4 Financial strength
- 4.9.1.5 Your strategic vision and intended target market
- 4.9.1.6 Your 5-year product roadmap

4.10 The proposed solution must meet a list of technical and functional requirements that applies to all major CRM modules. This includes:

- 4.10.1 Interface with Avaya Call Center software;
- 4.10.2 7 Cisco VoIP/data network;
- 4.10.3 Interface with City's current operational systems, a list is provided in technical section;
- 4.10.4 City prefers Microsoft SQL Server for application database, but the City will consider Oracle or other database systems;
- 4.10.5 Utilize a simple, intuitive, user-friendly web-based technology compatible with Microsoft Internet Explorer 6.0 or higher; and,
- 4.10.6 Support and control standardized "best practices" to enforce a consistent business discipline across the entire organization.

A spreadsheet for the requirement matrix, 'CRM.requirement.cost.matrix.xls', is attached to this RFP at the following link:

https://purchasing.houstontx.gov/bid_search.aspx

Keyword search: RFP T23345

SECTION III. PROPOSAL OUTLINE AND CONTENT

To simplify the review process and to obtain the maximum degree of comparability, the Proposal must follow the outline as set forth below and, at a minimum, contain the information as requested. Proposers are encouraged to include additional relevant information.

1.0 Title Page:

The title page should include the title of the RFP and number, the name and address of the Proposer, and the date of the Proposal.

2.0 Submittal Form:

PROPOSAL MUST BE SIGNED AND NOTORIZED BY AN AUTHORIZED REPRESENTATIVE(S) OF THE PROPOSER, WHICH MUST BE THE ACTUAL LEGAL ENTITY THAT WILL PERFORM THE CONTRACT IF AWARDED AND THE TOTAL FIXED PRICE CONTAINED THEREIN SHALL REMAIN FIRM FOR A PERIOD OF ONE-HUNDRED EIGHTY (180) DAYS.

3.0 Letter of Transmittal:

3.1 A letter of transmittal shall include the following:

3.1.1 The names, titles, addresses, and telephone numbers of the individuals who are authorized to make representations on behalf of the Proposer.

3.1.2 A statement that the per-unit proposed price and/or lump sum (if prices are proposed) is the total fixed price for the equipment and services enumerated.

3.1.3 A statement that the person signing the letter of transmittal is authorized to legally bind the Proposer; that the Proposal and the total fixed price contained therein shall remain firm for a period of one-hundred-eighty (180) days and that the Proposal will comply with the requirements and arrangements in "Section I" of this RFP.

4.0 Expertise/Experience/Qualification Statement:

4.1 A brief statement describing the Proposer's background information, history, resources and/or track record. Please limit to three (3) pages.

4.2 An organizational chart.

4.3 Provide resumes of key personnel whom will be responsible for the delivery of the services/project.

4.4 Provide copies of key personnel certifications and/or licenses.

5.0 Proposed Strategy & Operational Plan:

5.1 Provide a detailed description and methodology of the proposed plan for a Citizen Relationship Management Solution to upgrade the City of Houston 3-1-1 Helpline, which should include, but not be limited to the following:

5.1.1 A brief statement of the Proposer's understanding of the work to be done.

5.1.2 A detailed description that clearly defines the method of approach that will be utilized in the successful achievement of the RFP's intended Scope of Work.

6.0 Proposed Equipment:

Provide complete description, design, functions, and technical specifications that are being proposed for usage.

7.0 Financial Statement:

Submit your company's audited annual financial statements, in accordance with and as defined in the Financial Accounting Standards Board (FASB) regulation(s) for the past two years. In addition, include your Dunn & Bradstreet Report (or) Federal Tax Forms Filed to the Internal Revenue Service (IRS) for the past two years.

8.0 Contents:

8.1 The contents should be identified by section, description, page number, and should include, at a minimum, the following sections:

8.1.1 Title Page

8.1.2 Signed and Notarized Submittal Form (Exhibit II)

8.1.3 Letter of Transmittal

8.1.4 Expertise/Experience/Reliability Statement

8.1.5 Organizational Chart, Resumes & Certifications/Licenses of Proposed Key Personnel

8.1.6 Proposed Strategy/Operational Plan

8.1.7 Proposed Equipment (If Applicable)

8.1.8 Financial Statement and Dunn & Bradstreet Reports (or) Federal Tax Forms Filed for Past Two Years

8.1.9 Signed M/WBE Forms: Attachment "A" Schedule of M/WBE Participation, and Attachment "B" Letter of Intent (Exhibit I)

8.1.10 List of Previous Customers & List of Proposed Subcontractors (Exhibit II)

8.1.11 Cost Matrix (Exhibit III - Download Form at

https://purchasing.houstontx.gov/bid_search.aspx

8.1.12 Fair Campaign Ordinance Form "A" (Exhibit V)

8.1.13 Affidavit of Ownership or Control (Exhibit VI)

8.1.14 Drug Compliance Agreement Attachment "A," and Contractor's Certification of No Safety Impact Positions Attachment "C" (Exhibit VII)

8.1.15 Anti-Collusion Statement (Exhibit VIII)

8.1.16 Conflict of Interest Questionnaire (Exhibit IX - Download Form at <http://www.ethics.state.tx.us/forms/CIQ.pdf>)

- 8.1.17 City Contractors' Pay or Play Acknowledgement Form (Exhibit X)
- 8.1.18 Requested Information Outlined in the Scope of Work and Other Additional Relevant/Supporting Information, or Alternate Proposals

SECTION IV. EVALUATION AND SELECTION PROCESS

1.0 Evaluation Summary:

An Evaluation Committee will develop a short list of respondents and those short-listed respondents may be scheduled for a structured oral presentation and interview. Such presentations will be at no cost to the City of Houston. At the end of such oral presentation and interview, the evaluation of the short-listed respondents will be completed. The oral interview may be recorded and/or videotaped.

2.0 Selection Process

2.1 The award of this Contract(s) will be made to the respondent(s) offering the response which best meets the needs of the City. The City may make investigations, as it deems necessary, to determine the capabilities of the Proposer. The Proposer shall furnish to the City such data as the City may request for this purpose. The City reserves the right to reject any offer if the evidence submitted by or the investigation of the Proposer fails to satisfy the City that the Proposer is properly qualified to provide the services contemplated. Each respondent will be evaluated on the basis of the following evaluation criteria that are listed in order of importance below:

2.1.1 Conformance to RFP Technical requirements

2.1.2 Conformance to RFP Functional requirements

2.1.3 Price

2.1.4 Implementation and Support

2.1.5 Company's Financial & Product Strategy

2.1.6 MWBE participation

EXHIBIT I

**GOAL ORIENTED MINORITY/WOMEN BUSINESS ENTERPRISES
CONTRACT REQUIREMENTS**

ATTACHMENT "A"

**CITY OF HOUSTON
SCHEDULE OF M/WBE PARTICIPATION**

DATE OF REPORT: _____

BID No.: _____

FORMAL BID TITLE: _____

NAME OF MINORITY/ WOMEN SUBCONTRACTOR	AFFIRMATIVE ACTION DIVISION CERTIFICATION No.	STREET ADDRESS AND CITY, STATE, ZIP CODE	TELEPHONE No.	SCOPE OF WORK	AGREE PRICE
TOTAL.....					\$ _____
MWBE PARTICIPATION AMOUNT.....					\$ _____%
TOTAL BID AMOUNT.....					\$ _____

ATTACHMENT "A" (CONTINUED)

IF YOU HAVE USED YOUR BEST EFFORTS TO CARRY OUT THE CITY'S MWBE POLICY BY SEEKING SUBCONTRACTS AND SUPPLY AGREEMENTS WITH MINORITY AND WOMEN BUSINESS ENTERPRISES, YET FAILED TO MEET THE STATED PERCENTAGE GOAL OF THIS BID DOCUMENT, LIST BELOW YOUR GOOD FAITH EFFORTS FOR COMPLIANCE (DEFINITION OF REQUIREMENTS CAN BE OBTAINED THROUGH AFFIRMATIVE ACTION AT (713) 837-9000).

THE UNDERSIGNED WILL ENTER INTO A FORMAL AGREEMENT WITH THE MINORITY AND/OR WOMEN SUBCONTRACTORS AND SUPPLIERS LISTED IN THIS SCHEDULE CONDITIONED UPON AWARD OF A CONTRACT FROM THE CITY.

NOTE:
ALL FIRMS LISTED ABOVE MUST BE CERTIFIED (OR ELIGIBLE FOR CERTIFICATION) BY THE AFFIRMATIVE ACTION THIS SCHEDULE OF MWBE PARTICIPATION SHOULD BE RETURNED, IN DUPLICATE, WITH THE BID FORM. DIVISION.

BIDDER COMPANY NAME

SIGNATURE OF AUTHORIZED OFFICER OR AGENT OF BIDDER

NAME (TYPE OF PRINT)

TITLE

ATTACHMENT "B"
LETTER OF INTENT

THIS AGREEMENT IS SUBJECT TO BINDING ARBITRATION ACCORDING TO THE TEXAS GENERAL ARBITRATION ACT.

TO: **City of Houston**
City Purchasing Agent

MINORITY/WOMEN BUSINESS ENTERPRISE (M/WBE) AND SUPPLIER

LETTER OF INTENT

Contract Bid Number: _____

Bid Title: _____

Bid Amount: _____

M/WBE Participation Amount: \$ _____ **M/WBE GOAL** _____%

1. _____ agrees to perform work/supply goods and/or

Name of Minority/Women Business Enterprise

services in connection with the above-named contract and _____ as:

Name of Prime Contractor

(a) _____ An Individual

(b) _____ A Partnership

(c) _____ A Corporation

(d) _____ A Joint Venture

2. _____ status is confirmed by M/WBE Directory made

Name of Minority/Women Business Enterprise

available through the City of Houston Affirmative Action Division. Certificate No.: _____.

3. _____ and _____

Name of Prime Contractor

Minority/Women Business Enterprise

intend to work on the above-named contract in accordance with the M/WBE Participation Section of the City of Houston Contract Bid Provision.

The terms and conditions of Attachment "C" attached hereto are incorporated into this Letter of Intent for all purposes.

Signed (Prime Contractor)

Signed (Minority/Women Business Enterprise)

Title

Title

Date

Date

ATTACHMENT "C"

CITY OF HOUSTON CERTIFIED M/WBE SUBCONTRACT TERMS

Contractor shall insure that all subcontracts with M/WBE subcontractors and suppliers are clearly labeled "THIS CONTRACT IS SUBJECT TO BINDING ARBITRATION ACCORDING TO THE TEXAS GENERAL ARBITRATION ACT" and contain the following terms:

1. _____ (M/WBE subcontractor) shall not delegate or subcontract more than 50% of the work under this subcontract to any other subcontractor or supplier without the express written consent of the City of Houston's Affirmative Action Director ("the Director")
2. _____ (M/WBE subcontractor) shall permit representatives of the City of Houston, at all reasonable times, to perform 1) audits of the books and records of the subcontractor, and 2) inspections of all places where work is to be undertaken in connection with this subcontract. Subcontractor shall keep such books and records available for such purpose for at least four (4) years after the end of its performance under this subcontract. Nothing in this provision shall affect the time for bringing a cause of action nor the applicable statute of limitations.
3. Within five (5) business days of execution of this subcontract, Contractor (prime contractor) and Subcontractor shall designate in writing to the Director an agent for receiving any notice required or permitted to be given pursuant to Chapter 15 of the Houston City Code of Ordinances, along with the street and mailing address and phone number of such agent.
4. As conclude by the parties to this subcontract, and as evidenced by their signatures hereto, any controversy between the parties involving the construction or application of any of the terms, covenants or conditions of this subcontract shall, on the written request of one party served upon the other or upon notice by Director served on both parties, be submitted to binding arbitration, under the Texas General Arbitration Act (Tex. Civ. Prac. & Rem. Code Ann., Ch. 171 – "the Act"). Arbitration shall be conducted according to the following procedures:
 - a. Upon the decision of the Director or upon written notice to the Director from either party that a dispute has arisen, the Director shall notify all parties that they must resolve the dispute within thirty (30) days or the matter may be referred to arbitration.
 - b. If the dispute is not resolved within the time specified, any party or the Director may submit the matter to arbitration conducted by the American Arbitration Association under the rules of the American Arbitration Association, except as otherwise required by the City's contract with American Arbitration Association on file in the Office of the City's Affirmative Action Division.
 - c. Each party shall pay all fees required by the American Arbitration Association and sign a form releasing the American Arbitration Association and its arbitrators from liability for decisions reached in the arbitration.
 - d. In the event the American Arbitration Association no longer administers Affirmative Action arbitration for the City, the Director shall prescribe alternate procedures as necessary to provide arbitration by neutrals in accordance with the requirements of Chapter 15 of the Houston City Code of Ordinances.

These provisions apply to goal oriented contracts. A goal oriented contract means any contract for the supply of goods or non-personal or non-professional services in excess of \$100,000.00 for which competitive bids are required by law; not within the scope of the MBE/WBE program of the United States Environmental Protection Agency on the United States Department of Transportation; and ;, which the City Purchasing Agent has determined to have significant M/WBE subcontracting potential in fields which there are an adequate number on known MBEs and/or WBE's to compete for City contract.

The M/WBE policy of the City of Houston will discussed during the pre-bid. For information assistance, and/or to receive a copy of the City's Affirmative action policy and/or ordinance contact the Affirmative Action Division at (713) 837-9000, 611 Walker, 20th Floor, Houston, Texas.

ATTACHMENT "D"
CITY OF HOUSTON
Affirmative Action and Contract Compliance
M/WBE Utilization Report

Report Period _____

PROJECT NAME & NUMBER: _____ AWARD DATE: _____

PRIME CONTRACTOR: _____ CONTRACT No.: _____

ADDRESS: _____ CONTRACT AMOUNT: _____

LIAISON/PHONE No.: _____ M/WBE GOAL: _____

M/WBE SUB/VENDOR NAME	DATE OF AA CERTIFICATION	DATE OF SUBCONTRACT	SUBCONTRACT AMOUNT	% OF TOTAL CONTRACT	AMOUNT PAID TO DATE	% OF CONTRACT TO DATE
Use additional pages if needed. Submit by the 15th day of the following month. Provide support documentation on all revenues paid to end of the report period to: M/WBEs to reflect up/down variances on contract amount						
Affirmative Action Division ATTN: Velma Laws 713-837-9018 611 Walker, 20 th Floor Houston, Texas 77002						

EXHIBIT II

**LIST OF PREVIOUS CUSTOMERS/LIST OF
SUBCONTRACTORS/SUBMITTAL FORMS**

LIST OF PREVIOUS CUSTOMERS

1. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
System Description: _____

2. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
System Description: _____

3. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
System Description: _____

4. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
System Description: _____

SUBMITTAL FORM

NOTE: PROPOSAL MUST BE SIGNED AND NOTORIZED BY AN AUTHORIZED REPRESENTATIVE(S) OF THE PROPOSER, WHICH MUST BE THE ACTUAL LEGAL ENTITY THAT WILL PERFORM THE CONTRACT IF AWARDED **AND THE TOTAL FIXED PRICE CONTAINED THEREIN SHALL REMAIN FIRM FOR A PERIOD OF ONE-HUNDRED EIGHTY (180) DAYS.**

"THE RESPONDENT WARRANTS THAT NO PERSON OR SELLING AGENCY HAS BEEN EMPLOYED OR RETAINED TO SOLICIT OR SECURE THIS CONTRACT UPON AN AGREEMENT OR UNDERSTANDING FOR A COMMISSION, PERCENTAGE, BROKERAGE, OR CONTINGENT FEE, EXCEPTING BONA FIDE EMPLOYEES. FOR BREACH OR VIOLATION OF THIS WARRANTY, THE CITY SHALL HAVE THE RIGHT TO ANNUL THIS AGREEMENT WITHOUT LIABILITY OR, AT ITS DISCRETION, TO DEDUCT FROM THE CONTRACT PRICES OR CONSIDERATION, OR OTHERWISE RECOVER THE FULL AMOUNT OF SUCH COMMISSION, PERCENTAGE, BROKERAGE OR CONTINGENT FEE."

Respectfully Submitted:

(print or type name of Contractor – full company name)

By: _____
(signature of authorized officer or agent)

Name: _____

Title: _____

Date: _____

Address of Contractor: _____

Telephone No. of Contractor: (_____) _____

(signature, name and title of Affiant)

Notary Public in and for

_____ County, Texas

My Commission Expires: _____ day of _____ 20_____

**EXHIBIT III
PRICE FORM**

A spreadsheet for the cost matrix, 'CRM.requirement.cost.matrix.xls', is attached to this RFP at the following link:

https://purchasing.houstontx.gov/bid_search.aspx

(Keyword search: RFP T23345)

EXHIBIT IV

City of Houston Insurance Requirements for Contracts

To comply with the terms and conditions for insurance in a City of Houston Service Contract, the Contractor's Insurance Certificate must be prepared as follows and shall meet the requirements set forth on page 12 hereof and in Section C hereof:

- A. The City of Houston must be listed as an **additional insured** on the face of the Certificate, except those for Worker's Compensation and Employer's Liability.
- B. Each Policy must contain an endorsement to the effect that the **issuer waives any claim or right in the nature of subrogation** to recover against the City, its officers, agents or employees.
- C. The City of Houston must be included in the Insurer's Notification Requirement, which may be accomplished in one of the following ways:
 - 1. By the Contractor's Insurance Agent revising the standard cancellation clause to read substantially as follows (all handwritten strike-outs, additions, and changes to the original text, must all be initialed by the Insurance Agent authorized to make such changes): -

=====CANCELLATION=====

J. D.

NON-RENEWED

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION

J. D.

DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE OF SUCH CHANGE TO THE CERTIFICATE HOLDER NAMED (TO THE LEFT), BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND

J. D.

~~UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.~~

=====

AUTHORIZED REPRESENTATIVE OF INSURER _____ John Doe _____

=====

- OR -

- 2. By Attaching Endorsements in the form attached.
- D. Contractor shall require all subcontractors to carry insurance naming the City as an additional insured and meeting the all of the above requirements except as to amount. The amount shall be commensurate with the amount of the subcontract, but not in no case shall it be less than \$500,000 per occurrence.

Revised - 03/09/95

CERTIFICATE OF INSURANCE EXPLANATIONS

1. Certificate must not be more than 90 days old.
2. Name and Address of Producer writing coverage.
3. Name of each insurance company providing coverage (as listed in Best's Key Rating Guide or on company's Certificate of Authority on file with Texas Department of Insurance). Each company must have (1) a Certificate of Authority to transact insurance business in Texas or (2) be an eligible non-admitted insurer in the State of Texas and have a Best's rating of B+ or better and a Best's financial size category of class VI or better according to the most current edition Best's Key Rating Guide.
4. Name and address of Insured (as shown on policy)
5. Letter in the column must reference the insurer of the policy being described
6. Must be a policy number; no binders will be accepted
7. Date policy became effective
8. Expiration date must be at least **60** days from date of delivery of certificate
9. Name and file number of project
10. Name of project manager
11. Signature or facsimile signature of authorized representative of Producer (blue ink preferred)
12. All required endorsements must accompany the certificate.

SAMPLE FOR AWARD OVER \$50,000.00

ACORD. CERTIFICATE OF INSURANCE

Issue Date (MM/DD/YY)

PRODUCER

ISSUERS OF POLICIES. THE ISSUER SHALL HAVE A RATING OF AT LEAST B + AND FINANCIAL SIZE OF CLASS VI OR BETTER ACCORDING TO THE CURRENT YEAR'S BEST RATING.

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED

SAMPLE FORM

COMPANIES AFFORDING COVERAGE

-
- COMPANY A
-
- COMPANY B
-
- COMPANY C
-
- COMPANY D
-
- COMPANY E

COVERAGE'S

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR.	TYPE OF INSURANCE	POLICY NUMBER	EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION (MM/DD/YY)	POLICY LIMITS
A.	General Liability (X) Commercial General Liability Claims Made (X) Occur. Owners & Contractors Prot.			General Aggregate Products-Comp/Op Agg. Personal & Adv. Injury Each Occurrence Fire Damage (Any one fire) Med. Expense (Any one person)	\$1,000,000 \$1,000,000 \$1,000,000 \$ 500,000 \$ 50,000 \$ 5,000
A.	Automobile Liability (X) Any Auto (X) All Owned Autos () Scheduled Autos () Hired Autos () Non-Owned Autos Garage Liability	Auto Liability Insurance for autos furnished or used in the course of performance of this Contract. Including Owned, Non-owned, and Hired Auto coverage. (Any Auto coverage may be substituted for Owned, Non-owned and Hired Auto Coverage.) If no autos are owned by Contractor, coverage may be limited to Non-owned and Hired Autos. If Owned Auto coverage cannot be purchased by Contractor, Scheduled Auto coverage may be substituted for Owned Auto coverage. EACH AUTO USED IN PERFORMANCE OF THIS CONTRACT SHALL BE COVERED IN THE LIMITS SPECIFIED.		Combined Single Limit	\$1,000,000
	Excess Liability			Each Occurrence Aggregate	\$ \$
	Worker's Compensation and Employee Liability Other	Statutory Limits	(X)	Statutory Limits Each Accident Disease - Policy Limit Disease - Each Employee	\$ 100,000 \$ 100,000 \$ 100,000

DESCRIPTION OF OPERATION/LOCATIONS/VEHICLES/SPECIAL ITEMS

City of Houston is named as additional insured on Auto and General Liability policies, and Waiver of Subrogation on Auto, General Liability, and Worker's Compensation.
For (Project Name)

CERTIFICATE HOLDER

SHALL BE MODIFIED AS FOLLOWS: **CANCELLATION**
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED NON-RENEWED BEFORE THE EXPIRATION DATE THERE OF THE ISSUING COMPANY WILL MAIL THIRTY (30) DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. CITY OF HOUSTON / FINANCE AND ADMINISTRATION

DEPARTMENT - PROCUREMENT SERVICES DIVISION

P.O. BOX 1562
HOUSTON, TEXAS 77251

AUTHORIZED REPRESENTATIVE

EXHIBIT V

CITY OF HOUSTON FAIR CAMPAIGN ORDINANCE

The City of Houston Fair Campaign Ordinance makes it unlawful for a Contractor to offer any contribution to a candidate for City elective office (including elected officers and officers-elect). All respondents to this invitation to bid must comply with Houston Code of Ordinances Chapter-18 as amended relating to the contribution and solicitation of funds for election campaigns. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Candidates for city office may neither solicit nor receive contributions except during a period commencing 270 calendar days prior to an election date for which a person is a candidate for such office and ending 90 calendar days after the election date, including run-off elections if such candidate is on the ballot.

Further, it shall be unlawful either for any person who submits a bid or Proposal to contribute or offer any contribution to a candidate or for any candidate to solicit or accept any contribution from such person for a period commencing at the time of posting of the City Council Meeting Agenda including an item for the award of the Contract and ending upon the 30th day after the award of the Contract by City Council.

For the purposes of this Ordinance, a **Contract** is defined as each Contract having a value in excess of \$30,000 that is let by the City for professional services, personal services, or other goods or services of any other nature whether the Contract is awarded on a negotiated basis, request for proposal basis, competitive proposal basis or formal sealed competitive bids. The term **Contractor** includes proprietors of proprietorships, partners having an equity interest of 10% or more of partnerships, (including limited liability partnerships and companies), all officers and directors of corporations (including limited liability corporations), and all holders of 10% or more of the outstanding shares of corporations.

A STATEMENT DISCLOSING THE NAMES AND BUSINESS ADDRESSES EACH OF THOSE PERSONS WILL BE REQUIRED TO BE SUBMITTED WITH EACH BID OR PROPOSAL FOR A CITY CONTRACT. Completion of the attached form entitled "**Contractor Submission List**" will satisfy this requirement. Failure to provide this information may be just cause for rejection of your Bid or Proposal.

FORM A
CONTRACTOR SUBMISSION LIST
CITY OF HOUSTON FAIR CAMPAIGN ORDINANCE

The City of Houston Fair Campaign Ordinance makes it unlawful for a Contractor to offer any contribution to a candidate-for City elective office (including elected officers-elect) during a certain period of time prior to and following the award of the Contract by the City Council. The term "Contractor" Includes proprietors of proprietorships, partners or joint venturers having an equity interest of 10 percent or more for the partnership or Joint venture, and officers, directors and holders of 10 percent or more of the outstanding shares of corporations. A statement disclosing the names and business addresses of each of those persons will be required to be submitted with each Bid or Proposal for a City Contract. See Chapter 18 of the Code of Ordinances, Houston, Texas, for further information.

This list is submitted under the provisions of Section 18-36(b) of the Code of Ordinances, Houston, Texas, in connection with the attached proposal, submission or bid of:

Firm or Company Name: _____

Firm or Company Address: _____

The firm/company is organized as a (check one as applicable) and attach additional pages if needed to supply the required names and addresses:

SOLE PROPRIETORSHIP

Name _____ Address _____
Proprietor

A PARTNERSHIP

List each partner having equity interest of 10% or more of partnership (if none state "none"):

Name _____ Address _____
Partner

Name _____ Address _____
Partner

A CORPORATION

LIST ALL DIRECTORS OF THE CORPORATION (IF NONE STATE "NONE"):

Name _____ Address _____
Director

Name _____ Address _____
Director

Name _____ Address _____
Director

LIST ALL OFFICERS OF THE CORPORATION (IF NONE STATE NONE”):

Name _____
Officer _____ Address _____

Name _____
Officer _____ Address _____

Name _____
Officer _____ Address _____

LIST ALL INDIVIDUALS OWNING 10% OR MORE OF OUTSTANDING SHARES OF STOCK OF THE CORPORATION (IF NONE STATE “NONE”):

Name _____
Address _____

Name _____
Address _____

Name _____
Address _____

I certify that I am duly authorized to submit this list on behalf of the firm, that I am associated with the firm in the capacity noted below and that I have personal knowledge of the accuracy of the information provided herein.

Preparer

Printed Name

Title

Note: This list constitutes a **government record** as defined by § 37.01 of the Texas Penal Code.

8/23/01

EXHIBIT VI

CITY OF HOUSTON CONTRACTOR OWNERSHIP DISCLOSURE ORDINANCE:

City Council requires knowledge of the identities of the owners of entities seeking to Contract with the City in order to review their indebtedness to the City prior to entering Contracts. Therefore, all respondents to this invitation to bid must comply with Houston Code of Ordinances Chapter 15, as amended (Sections 15-122 through 15-126) relating to the disclosure of owners of entities bidding on, proposing for or receiving City Contracts. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Contracting entity means a sole proprietorship, corporation, non-profit corporation, partnership, joint venture, limited liability company, or other entity that seeks to enter into a Contract requiring approval by the Council but excluding governmental entities.

A contracting entity must submit at the time of its Bid or Proposal, an affidavit listing the full names and the business and residence addresses of all persons owning five percent or more of a contracting entity or, where a contracting entity is a non-profit corporation, the full names and the business and residence addresses of all officers of the non-profit corporation.

Completion of the "**Affidavit of Ownership or Control**," included herein, and submitted with the Official Bid or Proposal Form will satisfy this requirement. Failure to provide this information may be just cause for rejection of your Bid or Proposal.

Orig. Dept.: _____

File/I.D. No.: _____

5. The information shown below is true and correct for the Contracting Entity and all owners of 5% or more of the Contracting Entity and, where the Contracting Entity is a non-profit entity, the required information has been shown for each officer, *i.e.*, president, vice-president, secretary, treasurer, etc. **[NOTE: IN ALL CASES, USE FULL NAMES, LOCAL BUSINESS AND RESIDENCE ADDRESSES AND TELEPHONE NUMBERS. DO NOT USE POST OFFICE BOXES FOR ANY ADDRESS. INCLUSION OF E-MAIL ADDRESSES IS OPTIONAL, BUT RECOMMENDED. ATTACH ADDITIONAL SHEETS AS NEEDED.]**

Contracting Entity

Name: _____

Business Address [No./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

Residence Address [No./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

5% Owner(s) or More (IF NONE, STATE "NONE.")

Name: _____

Business Address [No./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

Residence Address [No./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

Orig. Dept.: _____

File/I.D. No.: _____

6. Optional Information

Contracting Entity and/or _____ [NAME OF OWNER OR NON-PROFIT OFFICER] is actively protesting, challenging or appealing the accuracy and/or amount of taxes levied against _____ [CONTRACTING ENTITY, OWNER OR NON-PROFIT OFFICER] as follows:

Name of Debtor: _____

Tax Account Nos. _____

Case or File Nos. _____

Attorney/Agent Name _____

Attorney/Agent Phone No. (____) _____

Tax Years _____

Status of Appeal [DESCRIBE] _____

Affiant certifies that he or she is duly authorized to submit the above information on behalf of the Contracting Entity, that Affiant is associated with the Contracting Entity in the capacity noted above and has personal knowledge of the accuracy of the information provided herein, and that the information provided herein is true and correct to the best of Affiant's knowledge and belief.

Affiant

SWORN TO AND SUBSCRIBED before me this _____ day of _____, 20_____.

(Seal)

Notary Public

NOTE:

This affidavit constitutes a **government record** as defined by Section 37.01 of the Texas Penal Code. Submission of a false government record is punishable as provided in Section 37.10 of the Texas Penal Code. Attach additional pages if needed to supply the required names and addresses.

EXHIBIT VII

Drug Detection and Deterrence Procedures for Contractors

- (a) It is the policy of the City to achieve a drug-free workforce and to provide a workplace that is free from the use of illegal drugs and alcohol. It is also the policy of the City that the manufacture, distribution, dispensation, possession, sale or use of illegal drugs or alcohol by contractors while on City premises is prohibited. By executing this Contract, Contractor represents and certifies that it meets and shall comply with all the requirements and procedures set forth in the Mayor's Policy on Drug Detection and Deterrence, City Council Motion No. 92-1971 ("Mayor's Policy") and the Mayor's Drug Detection and Deterrence Procedures for Contractors, Executive Order No. 1-31 ("Executive Order"), both of which are on file in the Office of the City Secretary.
- (b) Confirming its compliance with the Mayor's Policy and Executive Order, Contractor, as a condition precedent to City's obligations under this Contract, will have filed with the Contract Compliance Officer for Drug Testing ("CCODT"), prior to execution of this Contract by the City, (i) a copy of its drug-free workplace policy, (ii) the Drug Policy Compliance Agreement substantially in the format set forth in Attachment "A" to the Executive Order, together with a written designation of all safety impact positions, and (iii) if applicable (e.g. no safety impact positions), the Certification of No Safety Impact Positions, substantially in the format set forth in Attachment "C" to the Executive Order. If Contractor files written designation of safety impact positions with its Drug Policy Compliance Agreement, it also shall file every six (6) months during the performance of this Contract or upon the completion of this Contract if performance is less than six (6) months, a Drug Policy Compliance Declaration in a form substantially similar to Attachment "B" to the Executive Order. The Drug Policy Compliance Declaration shall be submitted to the CCODT within thirty days of completion of this Contract. The first six (6) month period shall begin to run on the date City issues its notice to proceed hereunder or if no notice to proceed is issued, on the first day Contractor begins work under this Contract.
- (c) Contractor shall have the continuing obligation to file with the CCODT written designations of safety impact positions and Drug Policy Compliance Declarations at anytime during the performance of this Contract that safety impact positions are added if initially no safety impact positions were designated. Contractor also shall have the continuing obligation to file updated designations of safety impact positions with the CCODT when additional safety impact positions are added to Contractor's employee work force.
- (d) The failure of Contractor to comply with the above Sections shall be a breach of this Contract entitling City to terminate in accordance with Article IV.

**DRUG POLICY COMPLIANCE AGREEMENT
ATTACHMENT A**

I, _____ as an owner or officer of
(Name) (Print/Type) (Title)

(Name of Company) (Contractor)

have authority to bind Contractor with respect to its bid, offer or performance of any and all contracts it may enter into with the City of Houston; and that by making this Agreement, I affirm that the Contractor is aware of and by the time the contract is awarded will be bound by and agree to designate appropriate safety impact positions for company employee positions, and to comply with the following requirements before the City issues a notice to proceed.

1. Develop and implement a written Drug Free Workplace Policy and related drug testing procedures for the Contractor that meet the criteria and requirements established by the Mayor's Amended Policy on Drug Detection and Deterrence (Mayor's Drug Policy) and the Mayor's Drug Detection and Deterrence Procedures for Contractors (Executive Order No. 1-31).
2. Obtain a facility to collect urine samples consistent with Health and Human Services (HHS) guidelines and a HHS certified drug testing laboratory to perform the drug tests.
3. Monitor and keep records of drug tests given and the results; and upon request from the City of Houston, provide confirmation of such testing and results.
4. Submit semi-annual Drug Policy Compliance Declarations.

I affirm on behalf of the Contractor that full compliance with the Mayor's Drug Policy and Executive Order No. 1-31 is a material condition of the contract with the City of Houston.

I further acknowledge that falsification, failure to comply with or failure to timely submit declarations and/or documentation in compliance with the Mayor's Drug Policy and/or Executive Order No. 1-31 will be considered a breach of the contract with the City and may result in non-award or termination of the contract by the City of Houston.

Date

Contractor Name

Signature

Title

**Contractor's Certification of No Safety Impact Positions in Performance of A City Contract
ATTACHMENT "C"**

I, _____
(Name) (Print/Type) (Title)

as an owner or officer of _____
(Contractor) have authority to bind the Contractor with respect to its bid, and I hereby certify that Contractor has no employee safety impact positions as defined in §5.18 of Executive Order No. 1-31 that will be involved in performing this City Contract. Contractor agrees and covenants that it shall immediately notify the City's Director of Personnel if any safety impact positions are established to provide services in performing this City Contract.

Date Contractor Name

Signature

Title

**CONTRACTOR'S CERTIFICATION OF NON-APPLICATION OF
CITY OF HOUSTON DRUG DETECTION AND DETERRENCE PROCEDURES
FOR CONTRACTORS
ATTACHMENT "D"**

I, _____ as an owner or officer of _____
(NAME) (PRINT/TYPE) (Contractor)

have authority to bind the Contractor with respect to its bid, and I hereby certify that Contractor has fewer than fifteen (15) employees during any 20-week period during a calendar year and also certify that Contractor has no employee safety impact positions as defined in 5.18 of Executive Order No. 1-31 that will be involved in performing this City Contract. Safety impact position means a Contractor's employment position involving job duties that if performed with inattentiveness, errors in judgment, or diminished coordination, dexterity, or composure may result in mistakes that could present a real and/or imminent threat to the personal health or safety of the employee, co-workers, and/or the public.

DATE _____
CONTRACTOR'S NAME

SIGNATURE

TITLE

EXHIBIT VIII

Anti-Collusion Statement

The undersigned, as Proposer, certifies that the only person or parties interested in this proposal as principals are those named herein; that the Proposer has not, either directly or indirectly entered into any Agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the award of this Contract.

Date

Proposer Signature

EXHIBIT IX

CONFLICT OF INTEREST QUESTIONNAIRE:

Chapter 176 of the Local Government Code requires every Vendor or Contractor with the City of Houston ("City") to file a Conflict of Interest Questionnaire with the City Secretary of the City of Houston by the **seventh** business day after:

- (1) any contract discussions or negotiations begin, or
- (2) submitting an application, responses to requests for proposals, bids, correspondence, or any writing related to a potential agreement with the City.

The Conflict of Interest Questionnaire is available for downloading from the Texas Ethics Commission's website at **<http://www.ethics.state.tx.us/forms/CIQ.pdf>**. The completed Conflict of Interest Questionnaires will be posted on the City Secretary's website. There will also be a list of the City's Local Government Officers on the City of Houston's website.

Additionally, each Vendor or Contractor must file updated questionnaires no later than **September 1st** of each year that the Vendor or Contractor seeks to contract with the City, or the **seventh** business day after the date of an event that would render the questionnaire incomplete or inaccurate.

However, a Vendor or Contractor is not required to file a new questionnaire in any year if the vendor has completed a questionnaire between June 1st and September 1st of that year, unless the previous questionnaire is incomplete or inaccurate.

Original Conflict of Interest Questionnaire shall be filed with Houston's Records Administrator (Ms. Anna Russell, City Secretary, 900 Bagby, First Floor, Houston, Texas 77002). Vendors and Contractors shall include a copy of the form that was submitted to the City Secretary as part of the BID package. Any questions about filling out this form should be directed to your attorney

Failure of any Vendor or Contractor to comply with this law is a Class-C misdemeanor.

EXHIBIT X
CITY CONTRACTORS' PAY OR PLAY PROGRAM



**CITY OF HOUSTON
PAY OR PLAY PROGRAM
Acknowledgement Form**

Form POP-1A

What This Form Does. This form acknowledges your awareness of the Pay or Play program. Your signature affirms that you will comply with the requirements of the Program if you are the successful Bidder/Proposer, and ensure the same on behalf of subcontracts subject to the Pay or Play Program.

If you cannot make this assurance now, do not return this form.

For more information, contact the Contract Administrator.

Routing. Return this form with your Bid or Proposal.

I declare under penalty of perjury under the laws of the State of Texas that if awarded a Contract, I will comply with the requirements of the Pay or Play Program.

Signature

Date

Print Name

City Vendor ID

Company Name

Phone Number

E-mail Address

