



**CITY OF SAN ANTONIO**  
**FINANCE DEPARTMENT, PROCUREMENT DIVISION**

REQUEST FOR COMPETITIVE SEALED PROPOSALS ("RFCSP")  
NO.: **6100017447; 24-008**

ANNUAL CONTRACT FOR SMART COLLECTION SYSTEM  
SOLID WASTE MANAGEMENT DEPARTMENT

Date Issued: **December 13, 2023**

PROPOSALS MUST BE RECEIVED **NO LATER THAN:**  
**2 p.m., CENTRAL TIME, FEBRUARY 5, 2024**

Proposals may be submitted by the following means:  
Electronic submission through the portal

**\*Response submissions will only be accepted electronically\***

Proposal Due Date: 2:00 p.m., Central Time, **February 5, 2024**

RFCSP No.: 6100017447; 24-008

Proposal Bond:	Performance Bond:	Payment Bond:	Other: No
No	No	No	

See Supplemental Terms & Conditions for information on these requirements.

Affirmative Procurement Initiative: No      DBE / ACDBE Requirements: None

See Instructions for Respondents and Attachments sections for more information on these requirements.

Pre-Submittal Conference \* YES

\*If YES, the Pre-Submittal Conference will be held at 9:00 a.m., Central Time, on December 21, 2023, via WebEx. Attendance at the Pre-Submittal Conference is optional, but highly encouraged.

Respondents may call the toll-free number listed below and enter access code to participate the day of the conference.

**Dial-In Number:** 1-415-655-0001 | **Access Code:** 2633 606 8955 | **Meeting Password:** qArkxJSd465

**Join from the meeting link:**

<https://sanantonio.webex.com/sanantonio/j.php?MTID=m145313a621f6b6a85cd9f557310b2b6a>

Staff Contact Person: DEBRA LIGHT, PROCUREMENT SPECIALIST III, P.O. Box 839966, San Antonio, TX 78283-3966.  
Email: DEBRA.LIGHT@SANANTONIO.GOV

**This solicitation has been identified as High-Profile.**

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## **PROHIBITED CAMPAIGN CONTRIBUTIONS**

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

- (1) Any individual seeking a high-profile contract.
- (2) Any owner, officer, officer of board, and executive committee member of an entity seeking a high-profile contract, excluding board officers and executive committee members of 501 (c)(3), 501(c )(4) and 501 (c)(6) non-profit organizations not created or controlled by the City whose board service is done strictly as a volunteer with no financial compensation and no economic gain from the non-profit entity;
- (3) The legal signatory of the high-profile contract;
- (4) Any attorney, lobbyist or consultant hired or retained to assist the individual or entity in seeking a high-profile contract;
- (5) Subcontractors hired or retained to provide services under the high-profile contract; and
- (6) Any first-degree member of the household of any person listed in (1), (2), (3) or (5) of this subsection.

A high-profile contract cannot be awarded to the individual or entity if a prohibited contribution was made by any of these individuals during the “black out” period.

***\*For this solicitation, the first day contributions are prohibited is January 4, 2024. The first day contributions may be made is the 31st day after the contract is approved at a City Council “A” Session.***

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## **RESTRICTIONS ON COMMUNICATIONS**

In accordance with Section 2-61 of the City Code, the following restrictions on communications apply to this solicitation: Respondents are prohibited from contacting 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFCSP or proposal from the time the RFCSP has been released until the contract is posted for consideration as an agenda item during a meeting designated as an “A”

session; and 2) City employees from the time the RFCSP has been released until the contract is approved at a City Council "A" session.

Restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFCSP and/or proposal submitted by Respondent.

Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

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

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## 003 - INSTRUCTIONS FOR RESPONDENTS

### PART A

Submission of Proposals. Respondents must submit proposals electronically.

Submission of Electronic Proposals. Submit one (1) **COMPLETE** proposal electronically by the due date provided on the Cover Page. All times stated herein are Central Time. Any proposal or modification received after the time and date stated on the Cover Page shall be rejected.

Proposals sent to City by facsimile or email shall be rejected.

Modified Proposals. Proposals may be modified provided such modifications are received prior to the time and date set for submission of proposals. A modified proposal will automatically replace a prior proposal submission. See below for information on submitting Alternate Proposals.

City shall not be responsible for lost or misdirected proposals or modifications.

Forms Requiring Signatures.

Signature Page. Respondent's electronic submission constitutes a binding signature for all purposes.

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

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

Vendor Registration. Respondent is required to register as a vendor with the City prior to the due date for submission of proposals. Respondent may register at the following site: <https://www.sa.gov/Directory/Departments/Finance/About/Divisions/Procurement/Become-a-Vendor>. Respondents must identify the correct name of the entity that will be providing the goods and/or services under the contract. No nicknames, abbreviations (unless part of the legal title), shortened or short-hand names will be accepted in place of the full, true, and correct legal name of the entity.

Alternate Proposals. Alternate proposals may be allowed at the sole discretion of City.

Electronic Alternate Proposals Submitted Through the Portal. All alternate proposals submitted electronically are recorded with original proposals when submitted electronically.

Catalog Pricing. (This section applies to proposals using catalog pricing.)

The proposal will be based on manufacturer's latest dated price list(s). Said price list(s) must denote the manufacturer, latest effective date, and price.

Respondents shall be responsible for providing one copy of the manufacturer's catalog for each manufacturer for which a proposal is submitted. Respondent shall provide said catalog at the time of submission of its proposal. Manufacturers' catalogs may be submitted in in any of the following

formats: paper copy, flash drive, or CD ROM. Catalogs shall be mailed to the Finance Department, Procurement Division, P.O. Box 839966, San Antonio, Texas 78283-3966 prior to bid opening. Bidder shall submit a PDF file for proposals submitted electronically.

Respondents may submit price lists other than the manufacturer's price list. Said price list(s) must denote the company name, effective date. These price lists are subject to approval of City's Finance Department.

Specified items identified herein, if any, are for overall proposal evaluation and represent the commonly and most used items. Net prices entered for those specified items must reflect the actual price derived from quoted price list less all discounts offered.

#### Restrictions on Communication.

In accordance with and as authorized by Section 2-61 of the City Code, the following restrictions on communications apply to this solicitation: Respondents are prohibited from contacting 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFCSP or proposal from the time the RFCSP has been released until the contract is posted for consideration as an agenda item during a meeting designated as an "A" session; and 2) City employees from the time the RFCSP has been released until the contract is approved at a City Council "A" session.

Restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFCSP and/or proposal submitted by Respondent.

Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

Exceptions to the restrictions on communication with City employees include:

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

Respondents may submit written questions, or objections to specifications, concerning this RFCSP to the Staff Contact Person listed on the Cover Page by **January 9, 2024, at 4:00 p.m. Central Time**. Questions received after the stated deadline will not be answered. Questions submitted and City's responses will be posted with this solicitation. All questions shall be sent by e-mail.

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

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

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

#### Pre-Submittal Conference.

If a Pre-Submittal Conference is scheduled, it will be held at the time and place noted on the Cover Page. Respondents are encouraged to prepare and submit their questions in writing in advance of the Pre-Submittal Conference in order to expedite the proceedings. Pre-Submittal Conference participation is optional, but highly encouraged.

Call the Staff Contact Person for information to request an interpreter for the deaf. Interpreters for the deaf must be requested at least 48-hours prior to the meeting. For other assistance, call (210) 207-7245 Voice/TTY.

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on the City.

#### Changes to RFCSP.

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

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

#### Preparation of Proposals.

All information required by the RFCSP must be furnished or the proposal may be deemed non-responsive and rejected. Any ambiguity in the proposal as a result of omission, error, unintelligible or illegible wording shall be construed in the favor of City.

Proposal Format. Websites or URLs shall not be submitted in lieu of the electronic submission through City's portal. **ELECTRONIC** proposals must include **ALL** the sections and attachments in the sequence listed in the RFCSP Section 003, Part B, Submission Requirements, and each section and attachment must be indexed in a Table of Contents page. For electronic submissions, each separate section should be attached as a separate file. Failure to meet the above conditions may result in disqualification of the proposal or may negatively affect scoring.

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

Line Item Proposals. Any proposal that is considered for award by each unit or line item must include a price for each unit or line item for which Respondent wishes to be considered. Scoring of pricing

for proposals is on the basis of low line item, low total line items, or in any other combination that serves the best interest of City, unless City designates this solicitation as an “all or none” proposal in the Supplemental Terms & Conditions.

All or None Bid. Any proposal that is considered for award on an “all or none” basis must include a price for all units or line items. In an “All or None” bid, a unit price left blank shall result in the proposal being deemed nonresponsive and disqualified from consideration. An “All or None” bid is one in which City will award the entire contract to one respondent only. City reserves the right to delete line items prior to award.

Delivery Dates. Proposed delivery dates must be shown in the proposal where required and shall include weekends and holidays, unless specified otherwise in this RFCSP. Proposed delivery times must be specific. Phrases such as “as required”, “as soon as possible” or “prompt” may result in disqualification of the proposal. Special delivery instructions, if any, may be found in the Specifications / Scope of Services section of this document, or in the Purchase Order.

Tax Exemption. The City of San Antonio is exempt from payment of federal taxes, and State of Texas limited sales excise and use taxes. Respondents must not include such taxes in proposal prices. An exemption certificate will be signed by City where applicable upon request by Respondent after contract award.

#### Description of Supplies.

Any brand names, catalog or manufacturer’s reference used in describing an item is merely descriptive, and not restrictive, unless otherwise noted, and is used only to indicate quality and capability desired.

Proposals submitted for comparable items must clearly identify the proposed product, model, and type, as applicable, and shall include manufacturer specification sheet(s) for each proposed item with proposal response. Product specifications shall be the most current available and be sufficiently detailed and descriptive so as to permit City to determine the item’s suitability and compliance with proposal specifications. City shall be the sole judge of equality and suitability of comparable items.

Pro-rata adjustments to packaging and pricing may be allowed at the sole discretion of City.

Samples, Demonstrations and Pre-award Testing. If requested by City, Respondent shall provide product samples, demonstrations, and/or testing of items proposed to ensure compliance with specifications prior to award of the contract. Samples, demonstrations and/or testing must be provided within seven (7) calendar days of City’s request. Failure to comply with City’s request may result in rejection of a proposal. All samples (including return thereof), demonstrations, and/or testing shall be at Respondent’s expense. Samples will be returned upon written request. Requests for return of samples must be made in writing at the time the samples are provided. Otherwise, samples will become property of City at no cost to City. Samples that are consumed or destroyed during demonstrations or testing will not be returned.

#### Estimated Quantities for Annual Contracts.

Designation as an “annual” contract is found in the contract’s title on the Cover Page of this document. The quantities stated are estimates only and are in no way binding upon City. Estimated quantities are used for the purpose of evaluation. City may increase or decrease



quantities as needed. Where a contract is awarded on a unit price basis, payment shall be based on the actual quantities supplied.

#### Respondent's Due Diligence.

Respondents shall thoroughly examine the drawings, specifications, schedule(s), instructions, and all other contract documents.

Respondents shall make all investigations necessary to thoroughly inform themselves regarding plant and facilities for delivery of material and equipment, or conditions and sites/locations for providing goods and services as required by this RFCSP. No plea of ignorance by Respondent will be accepted as a basis for varying the requirements of City or the compensation to Respondent.

Confidential or Proprietary Information. All proposals become the property of City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted; however, City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by Respondent may not be considered confidential under Texas law, or pursuant to a Court order.

#### Interlocal Participation.

City may engage in cooperative purchasing with other governmental entities or governmental cooperatives ("Entity" or "Entities") to enhance City's purchasing power. At City's sole discretion and option, City may inform other Entities that they may acquire items listed in this RFCSP. If this contract will be subject to cooperative purchasing, such fact will be indicated in the Supplemental Terms and Conditions portion of this RFCSP. Such acquisition(s) shall be at the prices stated in the proposal and shall be subject to Respondent's acceptance. Entities desiring to acquire items listed in this RFCSP shall be listed on a rider attached hereto, if known at the time of issuance of the RFCSP. City may issue subsequent riders after contract award setting forth additional Entities desiring to utilize this proposal.

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

Costs of Proposing. Respondent shall bear any and all costs that are associated with the preparation of the Proposal, attendance at the Pre-Submittal conference, if any, or during any phase of the selection process.

#### Rejection of Proposals.

City may reject any and all proposals, in whole or in part, cancel the RFCSP and reissue the solicitation. City may reject a proposal if:

Respondent misstates or conceals any material fact in the proposal; or

The proposal does not strictly conform to law or the requirements of the solicitation;

The proposal is conditional; or

Any other reason that would lead City to believe that the proposal is non-responsive, or Respondent is not responsible.

City, in its sole discretion, may also waive any minor informalities or irregularities in any proposal, such as failure to submit sufficient proposal copies, failure to submit literature or similar attachments, or business affiliation information.

Variances and Exceptions to Proposal Terms. In order to comply with State law, respondents must submit proposals on the same material terms and conditions. Proposals that contain material variances or exceptions to the terms and conditions, including additional terms and conditions, will be rejected.

Changes to Proposal Form. Proposals must be submitted on the forms furnished, where forms are provided. Proposals that change the format or content of City’s RFCSP will be rejected.

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

Sections:  
Venue, Jurisdiction and Arbitration  
Indemnification  
Insurance Requirements

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

Withdrawal of Proposals. Proposals may be withdrawn prior to the due date for submission. Proposals submitted electronically may be withdrawn electronically.

Proposal Opening. The names of the respondents will be publicly read aloud online through WebEx at 2:30 p.m. CT on the day the proposals are due. In accordance with state law, the contents will not be revealed until after the contract is awarded.

Join by phone: 1-415-655-0001  
Meeting number (access code): 2630 003 5297

Evaluation and Award of Contract.

Per Section §252.043 of the Texas Local Government Code, the contract will be awarded to the responsible offeror whose proposal is determined to be the most advantageous to City, considering the relative importance of price and the other evaluation factors included in this RFCSP.

City reserves the right to evaluate pricing on the basis of low line item, low total line items, or in any other combination that serves the best interest of City, unless City designates this solicitation as an “all or none” proposal in the Supplemental Terms & Conditions.

A written award of acceptance (manifested by a City Ordinance) and Purchase Order furnished to Respondent results in a binding contract without further action by either party. City shall not be liable for any costs, claims, fees, expenses, damages, or lost profits if no Purchase Order is issued.

City reserves the right to utilize historical usage data as a basis for evaluation of proposals when future usages are unable to be determined.

City reserves the right to delete items prior to the awarding of the contract, and purchase said items by other means.

#### Inspection of Facilities/Equipment.

Depending on the nature of the RFCSP, Respondent's facilities and equipment may be a determining factor in making the proposal award. All respondents may be subject to inspection of their facilities and equipment.

Prospective respondents must prove beyond any doubt to City that they are qualified and capable of performing the contract's requirements.

#### Travel and Related Expenses.

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

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

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

#### Prompt Payment Discount.

Provided Respondent meets the requirements stated herein, City shall take Respondent's offered prompt payment discount into consideration. The evaluation will not be based on the discount percentage alone, but rather the net price as determined by applying the discount to the proposal price, either per line item or total proposal amount. However, City reserves the right to reject a discount if the percentage is too low to be of value to City, all things considered. City may also reject a discount if the percentage is so high as to create an overly large disparity between the price City would pay if it is able to take advantage of the discount and the price City would pay if it were unable to pay within the discount period. City may always reject the discount and pay within the 30-day period, at City's sole option.

City will not consider discounts that provide fewer than ten (10) days to pay in order to receive the discount.

For example, payment terms of 2% 5, Net 30 will NOT be considered in proposal evaluations or in the payment of invoices. However, payment terms of 2% 10, Net 30 will result in a two percent

reduction in the proposal price during proposal evaluation, and City will take the 2% discount if the invoice is paid within the 10-day time period.

#### Prohibited Financial Interest.

The Charter of the City of San Antonio and the City of San Antonio Code of Ethics prohibit a City officer or employee, as those terms are defined in §§ 2-42 and 2-52 of the Code of Ethics, from having a direct or indirect financial interest in any contract with City. An officer or employee has a “prohibited financial interest” in a contract with City or in the sale to City of land materials, supplies or service, if any of the following individual(s) or entities is a party to the contract or sale:

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

By submitting a bid, Bidder warrants and certifies, and a contract awarded pursuant to this RFCSP is made in reliance thereon, that it, its officers, employees, and agents are neither officers nor employees of the City.

Unfair Advancement of Private Interests. Pricing and discounts contained in this contract are for use by City departments conducting City business. City employees may not use their positions to obtain special treatment or prices that are not available to the general public.

#### State of Texas Conflict of Interest.

Questionnaire (Form CIQ). Chapter 176 of the Texas Local Government Code requires that persons, or their agents, who seek to contract for the sale or purchase of property, goods, or services with the City, shall file a completed Form CIQ with the City Clerk if those persons meet the requirements under §176.006(a) of the statute.

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

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

<https://www.ethics.state.tx.us/forms/conflict/>

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

<http://www.sanantonio.gov/atty/ethics/pdf/OCC-CIQ-Addendum.pdf>

When completed, the CIQ Form and the CIQ-A Form should be submitted together by mail to the Office of the City Clerk. Please mail to:

Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966.

Do not include these forms with your sealed bid. The Procurement Division will not deliver the forms to the City Clerk for you.

## **PART B**

### **SUBMISSION REQUIREMENTS**

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

**Respondent shall limit information regarding the Respondent's proposed price to the respective section designated for this information. PLACING PRICE INFORMATION IN OTHER SECTIONS OF A RESPONSE TO THIS RFCSP MAY RESULT IN THE RESPONDENT'S PROPOSAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.**

#### TABLE OF CONTENTS

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

GENERAL INFORMATION FORM. Use the Form found in this RFCSP as Attachment A, Part One.

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

PROPOSED PLAN. Use the Form found in this RFCSP as Attachment A, Part Three.

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

CONTRACTS DISCLOSURE FORM. Complete and submit a Contracts Disclosure Form, Attachment C, with the proposal. The Contracts Disclosure Form may be downloaded at:

- Link to complete form electronically: <https://webapp1.sanantonio.gov/ContractsDisclosure/>
- Link to access PDF form to print and handwritten information: <https://www.sanantonio.gov/portals/0/files/clerk/ethics/ContractsDisclosure.pdf>

1. Download form and complete all fields. All fields must be completed prior to submitting the form.
2. All Respondents must include the following information in the required Contracts Disclosure Form at the time the original proposal is submitted:
  - a. names of the agency board members and executive committee members,
  - b. list of positions they hold as an individual or entity seeking action on any matter listed:
    - (1) The identity of any individual who would be a party to the transaction;
    - (2) The identity of any entity that would be a party to the transaction and the name of:
      - a. Any individual or entity that would be a subcontractor to the transaction;

- b. Any individual or entity that is known to be a partner or a parent entity of any individual or entity who would be a party to the transaction, or any subsidiary entity that is anticipated to be involved in the execution of the transaction; and
  - c. The board members, executive committee members, and officers of entities listed above; and
- (3) The identity of any lobbyist, attorney or consultant employed for purposes relating to the transaction being sought by any individual or entity who would be a party to the transaction.
- c. names and titles of officers of the organization.
3. Click on the “Print” button and place the copy in proposal response as indicated in the Proposal Checklist.

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

VETERAN-OWNED SMALL BUSINESS (VOSB) PROGRAM TRACKING FORM. Pursuant to Ordinance No. 2013-12-05-0864, all solicitations issued by the City are subject to tracking of Veteran Owned Small Business (VOSB) participation. For more information on the program, refer to the Veteran-Owned Small Business Program Tracking Form attached to this solicitation. Respondent must complete and return the attached Veteran-Owned Small Business Program Tracking Form with the proposal submitted, as Attachment E.

CERTIFICATE OF INTERESTED PARTIES (FORM 1295).

The Texas Government Code §2252.908, and the rules issued by the Texas Ethics Commission found in Title 1, Chapter 46 of the Texas Administrative Code, require a business entity to submit a completed Form 1295 to the City before the City may enter into a contract with that business entity.

Form 1295 must be completed online. Respondent must complete and return Form 1295 with the proposal submitted, as Attachment F. It is available from the Texas Ethics Commission by accessing the following web address:

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

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

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

“Business entity” includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency. (NOTE: The City of San Antonio should never be listed as the “Business entity”.)

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

“Interested party” means: (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) an intermediary.

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

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

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

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

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

CLOUD SECURITY QUESTIONNAIRES. Complete and submit the applicable Third-Party Vendor IT Security Questionnaire found in this RFCSP as Attachment G.

REQUIREMENTS TRACEABILITY MATRIX. Complete and submit the Requirements Traceability Matrix found in this RFCSP as Attachment H.

SIGNATURE PAGE. Respondent must complete, sign, and submit the Signature Page found in this RFCSP Section 007. The Signature Page must be signed by a person, or persons, authorized to bind the entity, or entities, submitting the proposal. Proposals signed by a person other than an officer of a corporate respondent or partner of partnership respondent shall be accompanied by evidence of authority.

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

ADDENDA. Sign and submit addenda, if any.

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

## **EVALUATION CRITERIA**

The City will conduct a comprehensive, fair, and impartial evaluation of all submissions received in response to this RFCSP. The City may appoint a selection committee to perform the evaluation. Each submission will be analyzed to determine overall responsiveness and qualifications under this RFCSP. Criteria to be evaluated will include the items listed below. The selection committee may select respondents who are judged to be reasonably qualified for interviews, depending on whether further information is needed. Interviews are not an opportunity to change a submission. If the City elects to conduct interviews, respondents may be interviewed and re-scored based upon the same criteria. City may also request information from respondents at any time prior to final approval of a selected respondent or seek best and final offers from respondents deemed reasonably qualified for award. Final approval of a selected respondent is subject to the action of the San Antonio City Council.

Evaluation Criteria:

Experience, Background, Qualifications (30 points)

Proposed Plan (50 points)

Price (20 points)

## **004 - SPECIFICATIONS / SCOPE OF SERVICES**

The City of San Antonio (City or COSA) is soliciting proposals for a solid waste collections and route management solution for the Solid Waste Management Department (SWMD). The specifications contained herein describe the minimum requirements and any omission shall not relieve the vendor of furnishing quality software and services in a timely manner. Any variances or exceptions to these specifications must be clearly identified, otherwise full compliance is understood.

### **SWMD BACKGROUND**

SWMD provides curbside and drop-off waste collections services to roughly 378,000 residential addresses within the City of San Antonio using staff and fleet vehicles. Residents are provided three carts of three different sizes for garbage, recycling, and organics, and are collected once per week. The City's primary and standard method of collection are automated side-load (ASL) trucks with some areas serviced with semi-automated rear-load trucks. Monthly fees are assessed based on the size and quantity of brown garbage cart(s) and billed via a resident's CPS Energy bill.

Each week, there are over 800 hundred routes that cover all COSA, each route contains up to 2,200 households. Each route is assigned to a specific driver and corresponding collection truck. Routes are updated with new service locations as new service areas are added (e.g., new homes are built, etc.). Each year SWMD performs return trips (go-back) for approximately 60,000 calls per year.



Curbside brush and bulky collections are scheduled 4 times a year (2 bulky / 2 brush). Notifications to the customer are sent two weeks in advance via door hangers.

Cart Inventory: SWMD manages 1 million carts currently deployed in the field. SWMD responds to replace and/or fix these carts an estimated 60,000 times a year.

### **CRITICAL IMPROVEMENT AREAS**

- Service Verification
- Route Management / Optimization
- Turn-by-turn Navigation

### **PROJECT FOCUS**

- Provide all software, hardware, and professional services to implement a fully functional system.
- Implement a turnkey out-of-box system functionality to achieve critical improvements areas.
- Customer support shall be included in subscription/license pricing and available during business hours 5:30am – 5:30pm CST.
- Provide hardware for lease, including but not limited to mobile and/or tablet devices, accessories, cases, charging cables/docks, mounts, etc., that are needed to operate vendor's solution.
  - Vendor provided tablets for lease shall come with activated data plans.
  - The vendor shall manage data plans for all tablets during the term of the contract.

### **SWMD CORE SERVICES**

- Curbside Cart Collection – Garbage (Brown), Organics (Green), and Recycling (Blue)
- Deliver, replace, remove cart – Large 96 gallon, Medium 64 gallon, Small 48 gallon
- Curbside Brush and Bulky Collections (twice per year)
- Out-of-Cycle Collections – Ad-Hoc Trash Cart, Bulky, Brush
- Illegal Dumping Collection
- Dead Animal Collection
- Special Assistance (aka walk-up service)
- Special Event Collections

### **FLEET BREAKDOWN**

- 226 Automated Side Load Trucks; 142 are run daily M-F.
- 38 Semi-Auto Collection Trucks; 25 are run daily.
- 50 Brush/Bulky crews (crew consists of a Crew Lead, 2 Sr Operators, Grappler Truck and 2 Tractor Trailers).
- 8 Illegal Dumping Collection crews plus 2 rear load trucks.
- 3 Downtown Semi-Auto Collection Trucks; 2 are run daily M-F and 1 truck on weekends.
- 8 Dead Animal Trucks; 5 trucks M-F and 4 on Weekends.

### **SWMD FACILITIES & SITES**

The City of San Antonio is divided into 4 quadrants or service areas each managed by a SWMD Service Center.

### Curbside Collections

- Northeast Center, 10303 Tool Yard, 78233
- Northwest Center, 6939 W Loop 1604 N, 78254
- Southeast Center, 1318 SE Loop 410, 78220
- Southwest Center, 6927 W Commerce, 78228

### Brush Drop-offs

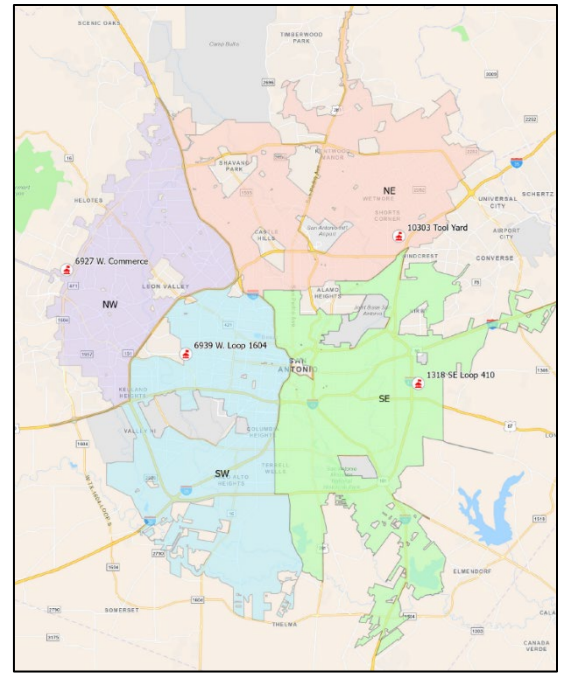
- 1800 Wurzbach Parkway, 78216

### Bulky Drop-offs

- 1800 Wurzbach Parkway, 78216
- 7030 Culebra Road, 78238
- 1531 Frio City Road, 78226
- 2755 Rigsby Avenue, 78222

### Disposal Sites

- Organics/Compost, 8963 Nelson Rd, San Antonio, TX 78252
- Recycling MRF, 1949 Hormel Dr, San Antonio, TX 78219
- Covel Gardens Landfill, 8611 Covel Rd, San Antonio, TX 78252
- Tessman Road Landfill, 7000 I-10, San Antonio, TX 78219
- Starcrest Transfer Station, 11601 Starcrest Dr, San Antonio, TX 78247
- Brush Grinding, 5450 W Hwy 90, San Antonio, TX 78219



## EXISTING RESOURCES

- 1. CPS Energy** is the City's energy utility provider and manages all SWMD customer billing, as well as managing SWMD customer account information. SWMD service fees are combined on the same invoice with CPS monthly utility billing.
  - The listing of all premise locations in Bexar county are provided by CPS to SWMD once a month: Premise Report.
  - Billing File – CPS provides list of approximately 370K addresses/properties being billed solid waste fees for services via utility provider CPS Energy received monthly. This data determines SWMD customers.
  - Customer Account Management – CPS Energy is the billing agent for SWMD and manages all customer accounts and collections. This business process is outside the scope of this RFCSP.
- 2. 311 City of San Antonio Customer Request Hotline**
  - Dial 3-1-1 or 210-207-6000 or 311 Mobile App.
  - 311 is integrated with SAP to automate the creation of "work orders" in SAP.
  - 311 website is provided for reference: <https://www.sa.gov/Directory/Departments/311>.
  - SWMD Work Order Categories and Types: See Attachments "Work Order Categories and Types".
- 3. ArcGIS and ESRI**
  - Used for creating routes and address/location point data.
  - Feeds "My Collection Day":  
<https://www.sa.gov/Directory/Departments/SWMD/Garbage/My-Collection-Day>. Data is

hosted and managed by the City of San Antonio Information & Technology Services Department (ITSD).

**4. Samsara**

- City's current vehicle telematics / driver safety system
- Forward facing and in-cab cameras
- Samsara vehicle gateway is currently installed in all trucks - model VG54-NA (Please see appendix II cut sheet for vehicle gateway VG54-NA.)

**5. Mobile Epiphany:** Third party application

- Used by warehouse staff to receive and manage warehouse applicable work orders for Cart distribution.
- Used by Field Inspectors to log and track material contaminants in recycle and organics waste carts.

**6. SWMD Cart Data**

- Cart Data - SWMD maintains a flat, unnormalized table of cart types, quantity, and sizes for approximately 378K addresses. SWMD billing team manually inputs/edits garbage cart data; SWMD Warehouse automatically inputs/edits recycle and organic cart data.

**7. FASTER Web Fleet Management**

- Application: Currently used for overall fleet management to include tracking fuel, labor, maintenance work orders, acquisition, mileage, etc.
- See Appendix A for hardware Gateway technical specifications.

**8. Miscellaneous Resources**

- <https://www.sarecycles.org/>
- <https://www.sa.gov/Directory/Departments/SWMD>
- City of San Antonio Solid Waste Ordinance:  
[https://library.municode.com/tx/san\\_antonio/codes/code\\_of\\_ordinances?nodeId=PTIIC\\_O\\_CH14SOWA](https://library.municode.com/tx/san_antonio/codes/code_of_ordinances?nodeId=PTIIC_O_CH14SOWA)

**9. RFID Tags** - Approximately 50% of waste carts in circulation do have RFID tags; however, SWMD does not currently use or track RFID tags.

**10.3<sup>rd</sup> Eye Truck Cameras** – Pre-installed on 98% of SWMD trucks at time of purchase

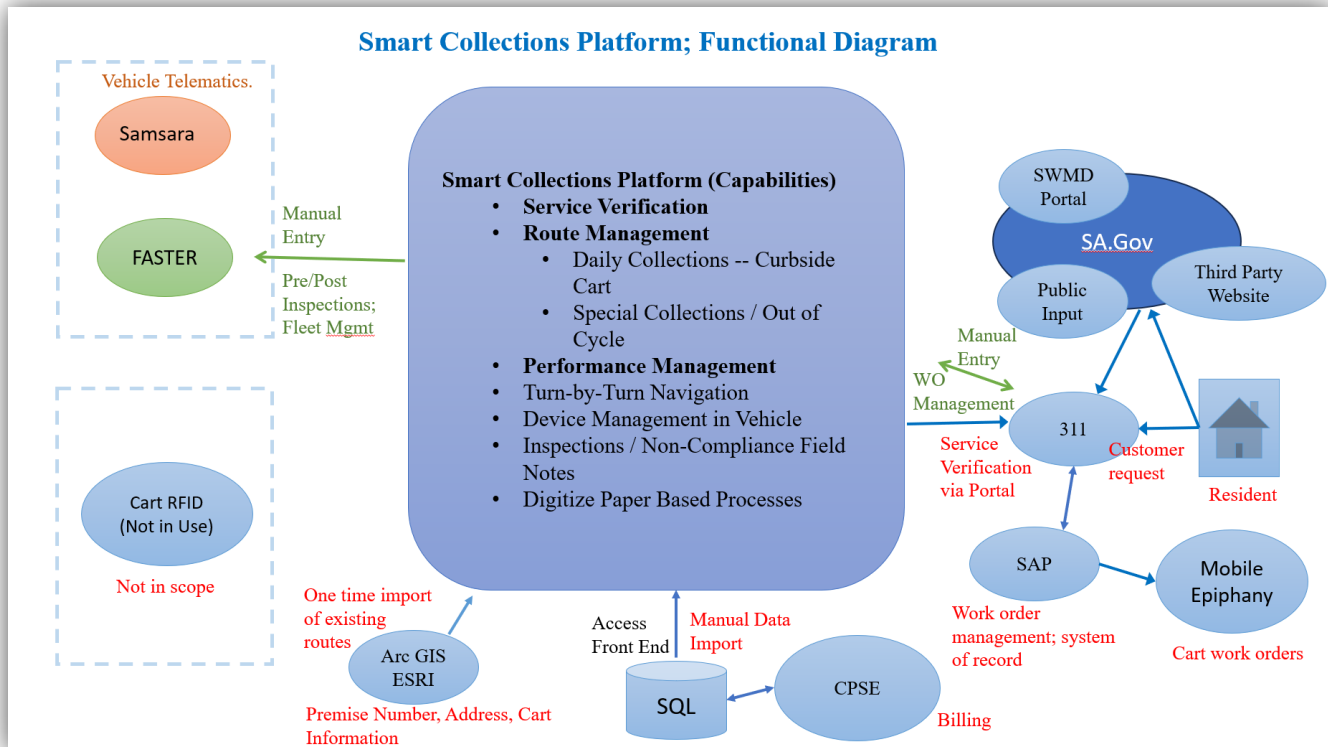
- Existing truck cameras are available for vendor to reuse and/or vendor may replace cameras as needed.

**EXPECTED PROJECT BENEFITS** The Solution shall:

1. Enable new business capability for real-time service verification to enhance customer service.
  - Reduce the number of “go-backs” for missed collections.
2. Enhance route management:
  - Improve dynamic route management and route optimization
  - Optimize driver productivity and reduce new driver training time
  - Improve communication between supervisor and drivers
3. Improve driver and route performance.
4. Create operational cost savings.
  - Reduce miles driven
5. Provide enhanced data accuracy
  - Support billing audits

6. Reduce contamination in recycling and organics.
7. Improve fleet efficiency.
8. Reduce manual and or paper-based administrative business processes.
9. Enable new business capability to manage out-of-cycle collections.
10. Reduce operational risk by minimizing driver system interaction during operations.

## GENERAL DIAGRAM



## CURRENT OPERATIONAL AND BUSINESS PROCESSES

The following section details existing business processes.

### Existing Route Management & Route Optimization Processes:

1. Service center supervisors create, maintain, and manually print routes/maps in ArcGIS Online.
2. Drivers service routes using paper maps.
3. Drivers are also provided printed hard copies of work orders.
4. Changes/adjustments to routes are communicated to SWMD GIS team who updates route data in ArcGIS.
5. Routes are created based on number of addresses, tons, loads, time on route. Metrics are manually tracked and analyzed as needed. Estimated time on route is 8 to 9 hours.
6. Number of carts set out and number of carts serviced per route are manually counted using a handheld tally counter.
7. Brush/Bulky - zones are divided into sub-zones and then divided into cells that allow crews to circle the city 4 times a year (2 bulky/2 brush pick-ups)
  - a. Flyer crew leaves a door hanger at each service address, informing residents when bulky or brush collections will start.

- b. Crews will pass by every street for the areas scheduled for collection within that week.
- c. On the day of collection, the grappler operator fills out Daily Log Form of collections and material.
- d. Crew leaders then fill out a similar Daily Log Form
- e. Supervisors then data enter both forms in a MS Access database.

*Pain Points:*

1. Limited capability to reassign uncompleted routes to other drivers in case a truck goes down or driver shortage.
2. New drivers take approximately 6+ months to sufficiently train and service a route. The lack of turn-by-turn navigation and a system to manage a standardized training module limits new driver training.
3. Currently there is no system to accurately log route status, i.e., start, stop, progress as the route is completed.
4. Tons per route, tons per load, loads per route, historical tonnage per route are all managed manually. Data sets are not readily available to Supervisors and are usually calculated by administrative staff as needed. The data comes from the paper weight tickets drivers receive after emptying a truck at a disposal site, and manually recorded it in the database.

*Existing Service Verification Processes:*

1. 311 service desk agents cannot confirm a missed pickup complaint in real time. All missed pickup complaints via a 311 call or 311 mobile app result in creating a new “Missed Collection” WO. SWMD currently respond to all customer missed pick up complaints.
2. When responding to a customer missed pickup complaint, supervisors manually export a list of “Missed Collection” work orders from SAP.
3. Supervisor then manually review each work order to verify if valid, early, late.
4. Supervisor sorts the valid work orders by route and either: 1) assigns all work orders to a collection truck/driver dedicated for missed collections, or 2) Sends to driver if still on same route.

*Pain Points:*

1. Currently SWMD and 311 service desk agents are significantly limited when attempting to look up specific service area or address in real time to verify a completed pickup. The majority of all 311 calls claiming a “missed pick up” result in a “go back”.
2. Approximately 60,000 missed pick up calls annually.

*Out-of-Cycle Customer Requests -- Garbage/Brush/Bulky/Special Collections at Cost*

1. If a customer calls in to 311 or uses the 311-smartphone app to request a special collection a WO is created in SAP by 311 staff
2. To collect payment from the customer, each morning these WO’s are manually exported by SWMD account management team. The WO includes customer address and the description of requested work. Finance still requires the premise number associated with that service address to initiate the payment request.
3. SWMD reformats the exported spreadsheet to uploaded to the SAP Customer Maintenance portal to look up customer premise numbers.
4. Once customer premise numbers are received, each customer is contacted and sent the COSA Web Payments link to make the payment.

Customer Number:	
Invoice Number:	
Amount:	

Per our conversation, your service request has been received and payment is needed to schedule your collection. When remitting payment, you will be required to reference the **Customer Number** and **Invoice Number**. Your options to pay are as follows:

- Pay online by clicking [COSA Web Payments](#) or by going to <https://www.sanantonio.gov/> (select "Get Connected", "Online Payments" and "Online Invoice Payments").
- Pay in person at 1901 S. Alamo St. & 100 W. Houston St (Concourse Level)
- Mail a check to PO Box 60, San Antonio TX 78291-0060 (notate the customer and invoice information).

Once your payment is received, your collection will take place between 1-3 business days. Payments received after 3pm CST will be processed the next business day.

To execute the work order -- the WO and customer premise number is manually added to the "Daily Schedule" excel spreadsheet which is sorted and sent to Service Centers.

5. Service center managers manually monitor this shared excel listing. Supervisors print and assign WO's to available drivers.
6. Service is usually provided within 1-2 days.

#### *Pain Points:*

- There is no enabling technology to verify if payments are made.
- Significant amount of work is required to manually export data, reformat, and then manually upload.

#### *Inspections and Non-compliance Contamination*

The Inspections Team is responsible for identifying contaminant items or materials in the blue recycle and green organics carts set out at the curb. Inspectors lift the lids of the cart to identify any material contamination and log the inspection, photographs, and results into a 3rd party application, Mobile Epiphany. Inspectors only identify material they see on the top and do not probe the entire contents of the waste Cart.

1. A non-compliance contamination is logged by field inspectors in Mobile Epiphany.
2. Data is hosted by Mobile Epiphany vendor.
3. MS Access is used to generate non-compliance letters with photos using violation and customer data.
4. Letters are then mailed to customers; after 3 non-compliance violations within a 6-month period the resident is assessed a \$25 per occurrence and \$50 per diaper violation occurrence, as applicable.

#### *Pain Points / Future Business Process:*

1. The current application does not allow for tracking of all inspections, only violations are logged.

2. Search and export violations/picture data to generate non-compliance letters to mail to the customer.

#### *Illegal Dumping Collection Process*

1. Illegal dumping collection requests come from SAP work orders, Director, Human Services Dept, City Council members, City Manager's Office
2. Currently tracking all illegal dumping cases using ESRI Survey 1-2-3
3. After notification of illegal dumping, a crew is dispatched to collect.
4. All data collected is manually written on paper form and data entered later; See Attachments "BRUSH - BULKY COLLECTION ROUTE/PROJECT GARBAGE CREW PRODUCTION LOG"
5. Paper weight tickets and manifests are received from landfills. Supervisors' data is entered in MS Access.
6. For homeless encampment clean up requests the process is the same; however, a SWMD contractor is dispatched to clean up hazardous waste. Afterwards, SWMD crews clean and collect area.

#### *Pain Points:*

1. Limited capability to track activity and perform predictive analysis, identify hot spots and to make data driven decisions.
2. Manual data entry.
3. Paper based record keeping.

#### *Dead Animal Collection Process:*

1. Drivers have a field laptop and login to SAP directly to receive, update and close work orders.
2. City is divided into 4 quadrants. Different from the 4 Service Center areas.
3. Paper weight tickets and manifest are received from landfills. Supervisor's data is entered into MS Access.

#### *Pain Points:*

1. Laptops require Wi-Fi or hotspot for connectivity.
2. Manual data entry.
3. Paper based record keeping.
4. There is no routing feature for efficient navigation, which results in 150-200 miles per day for some drivers.

#### *Work Order Management and Cart Distribution Process:*

1. Cart distribution and work orders are managed via paper copy prints from Excel and a 3rd party application called "Mobile Epiphany".
2. Warehouse Work Order Management: Each afternoon starting at 12:00pm, work orders are exported from SAP to begin the process to import to Mobile Epiphany for the following day's assignments.
3. Staff performs a manual export from SAP – file format in Excel (this is the file that is also printed for drivers).
4. A reformat of the excel file is required by City staff before Mobile Epiphany can accept the data.
5. To reformat, the Excel file is manually loaded into MS Access DB.
6. MS Access performs a series of queries set up manually to reformat.

7. This reformatted data is then exported back into an Excel file.
8. The reformatted Excel file is manually imported into Mobile Epiphany via desktop application.
9. Drivers can then view Work Orders via the mobile app, make field notes and mark work orders complete.
10. Field notes and completions captured in the Epiphany mobile app are automated to copy over to the MS Access DB.
11. The next morning the warehouse admin assistant prepares to manually reconcile field notes and completed work orders in SAP.
12. If a WO is marked complete on the MS Access DB – warehouse admin assistant must log into SAP to manually copy over field notes, and manually closes out the work order.
13. Lastly, Cart stock inventory is not currently tracked in SAP. It is manually tracked and decremented on Excel spreadsheet by the administrative assistant.

*Pain Points:*

1. Significant work each morning to manual export data from SAP and import into Mobile Epiphany.
2. Paper based record keeping as well as paper copies are handed out to drivers.
3. No integration between systems causing double data entry.

*Cart Distributions Process:*

1. Warehouse supervisor exports list of work orders from SAP to Excel and sorts/groups by MapBook grids.
2. Drivers are provided printed list of work orders to identify Cart types, Cart parts and quantities needed for their route that day.
3. As deliveries are completed, the driver manually crosses off each completed work orders and logs work orders status such as “Complete” in Mobile Epiphany. Mobile Epiphany is not automated with SAP.
4. At the end of the duty day, the paper list of work orders is then given to an administrative assistant to manually close work orders in SAP.

*Pain Points:*

1. Manual data entry.
2. Paper based record keeping.

## **Product Overview Proposal Requirement**

The Respondent shall provide a Solution and Product Overview, including Product Capabilities and Features, Product History (e.g., prior major releases of the product), and Product Roadmap and Direction.

## **Requirements Traceability Matrix (RTM), RFCSP Attachment H**

Respondent shall complete and submit the Requirements Matrix RFCSP Attachment of this document. For each requirement, Respondents shall indicate with “Yes” or “No” whether the requirement is addressed by the proposed solution. The Respondent’s “Yes” or “No” response to each requirement shall be placed within the column that correlates to how the proposed solution will meet that requirement. Only one column requires a response per requirement. Respondent may provide



clarifications to their responses using the provided Comments column. Respondents shall address all requirements included in the requirements matrix, including those marked as “Mandatory” or “Desired.” In addition to completing the requirements traceability matrix, the Respondent must provide a narrative overview of how the proposed solution will meet functional requirements as outlined in this scope of services document.

### **Project management methodology and implementation Approach**

The Respondent must provide their proposed Project management methodology and Implementation Approach. Respondent shall provide a narrative that identifies the implementation lifecycle approach that the Respondent will apply to the Project (appropriate to the scope, magnitude, and complexity of the solution). Description of how all project activities and deliverables in this solicitation will be developed using the proposed approach.

### **Schedule and Work Plan**

Respondent shall submit a proposed schedule and work plan to meet the requirements and deliverables of this solicitation.

### **Test Strategy and Testing**

The Respondent shall describe their testing approach, levels, and types of tests to be performed, defect management and ability to test and validate the functionality of the implemented solution against the documented requirements and use cases. At a minimum, the Respondent shall perform Unit, Integration, System, Regression testing and assist in User Acceptance testing for this project.

<b>STAGE</b>	<b>Unit Testing</b>	
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Respondent	COSA
Unit Testing Execution	R	A, C, I
Documentation of test results	R	A, C, I
Defect and Resolution logs	R	A, C, I
<b>STAGE</b>	<b>Integration Testing</b>	
Integration Testing Execution	R	A, C, I
Testing scripts	R	A, C, I
Test schedule	R	A, C, I
Documentation of test results	R	A, C, I
Defect and Resolution logs	R	A, C, I
<b>STAGE</b>	<b>System Testing</b>	
System Testing Execution	R	A, C, I

Develop System Test Plan	R	A, C, I
Testing scripts	R	A, C, I
Test schedule	R	A, C, I
Documentation of test results	R	A, C, I
Defect and Resolution logs	R	A, C, I
System Test Completion Certificate	R	A, C, I
<b>STAGE User Acceptance Testing</b>		
UAT Testing Execution	C, I	R, A
Develop UAT Test Plan	C, I	R, A
Develop Test scripts	R	A, C, I
Test schedule	C, I	R, A
Documentation of test results	C, I	R, A
Defect and Resolution Logs	C, I	R, A
User Acceptance Test Completion Certificate	C, I	R, A
<b>STAGE Regression Testing</b>		
Regression Testing Execution	R	A, C, I
Develop Regression Test Plan	R	A, C, I
Testing scripts	R	A, C, I
Test schedule	R	A, C, I
Documentation of test results	R	A, C, I
Defect and Resolution logs	R	A, C, I
Regression Test Completion Certificate	R	A, C, I

### Minimum Documentation and Deliverables

The Respondent shall provide the following documentation and deliverables at minimum. The Respondent must make all deliverables available electronically in software versions that are PC compatible with the software being utilized at the City of San Antonio (e.g., Microsoft Word, Visio, Project, Windows operating system, etc.). The Respondent shall add to the list provided below in alignment with its proposed methodology and work plan. Respondent shall submit a detailed description of how they propose to meet the deliverables of the solicitation, outlined in the tables below. Respondent shall address each of the deliverables listed below in their response. If the Respondent intends to provide any additional deliverables, they may identify those in this section.

Deliverable	Responsibilities	
<b>RACI MATRIX KEY:</b> R = Responsible A = Accountable C = Consulted I = Informed	Respondent	COSA
Project Kick-Off Presentation Document	R	A, C, I
Project Management Plan/s	R	A, C, I
Project Work Plan and Schedule Document	R	A, C, I
Project Status Reports	R	A, C, I
Functional Specifications Documents	R	A, C, I
Functional Design Documents	R	A, C, I
Interface/Integrations specifications and design document	R	A, C, I
System Implementation plan	R	A, C, I
Installation Document	R	A, C, I
Customizations Document	R	A, C, I
Configurations Document	R	A, C, I
Integrations Document	R	A, C, I
Reports	R	A, C, I
Change and Release Management Document	R	A, C, I
Unit Testing Status Report	R	A, C, I
Integration Testing Status Report	R	A, C, I
System Test Plan	R	A, C, I
System Test acceptance document	R	A, C, I
Test Cases, Scripts and Scenarios	R	A, C, I
Defect and Resolution Logs	R	A, C, I
UAT Test cases, Scripts and Scenarios	R	A, C, I
Training Plan	R	A, C, I
Training Materials	R	A, C, I
Documented Evidence of Successful Training	R	A, C, I
System Maintenance, support, and transition plan	R	A, C, I
Deployment Plan	R	A, C, I
System Security Plan	R	A, C, I
Service Level Agreement	C	R, A
System Incident and Corrective Action Reports	R	A, C, I
System Documentation	R	A, C, I

Project Closeout documents	R	A, C, I
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## COSA Technology Standards

- The City of San Antonio Information Technology Services Department (ITSD) Technology Standards are being included as an **EXHIBIT 4 – COSA Information Technology Standards 2023v2**. The successful respondent will propose a solution that is compliant with those standards.

## Statement of Work (SOW)

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

## Reporting

The Respondent shall describe their overall reporting approach for the new solution that addresses the reporting requirements described in this solicitation. Please refer to the **Requirements Traceability Matrix, RFCSP Attachment H**.

## System Security

- The City follows the NIST Cybersecurity Framework. The respondent shall describe the proposed system security approach. The successful respondent will be required to implement all applicable security controls to support System Security Plan for this project. Respondent is required to comply with the City of San Antonio Network Non-City Employee Provisioning Guide to access the City's network and systems that may be required in execution of the contract.
- Vendor shall respond to security questionnaire document as part of their submitted proposal.
- The Respondent is required to comply with the City of San Antonio Administrative Directives 7.3a Data Security, 7.4a Acceptable Use of Technology, and 7.8d Access Control, as applicable.
- Describe the Proposed System Security Approach that will enable and support the Respondent's solution. The Respondent's approach, at a minimum, must take the following topics into consideration while providing the details:
  - Single sign-on between solution components.
  - Encryption of data communication.
  - Security strategy.
  - Digital signature.
  - Security Architecture.
  - Security Level Management (Role-based access).
  - Security procedures and protocols.

## **Knowledge Transfer and Training Approach**

The respondent should describe their approach and ability to satisfy the training requirements within the scope of work, including:

- General system Training
- Supervisor training
- Driver's training
- Train the Trainer sessions
- Application and System Administration Training sessions
- Reports development training
- Training manuals

The respondent shall also describe the types of documentation that will be provided to assist in training and knowledge transfer activities.

## **Usability and Accessibility**

The City of San Antonio embraces the principles of Trust, Quality, and Inclusion (including access, usability, and usefulness to the resident and employee) through Human-Centered Design (HCD) and data-informed decisions. All digital products developed or delivered for the City will be required to conform with Exhibit Y - Experience Design Standard and Exhibit Z – DAO Contract Language.

Vendors who develop, deliver, and/or modify City of San Antonio (City) digital assets and channels must meet a fundamental requirement that all information and communications technology (ICT) must adhere to the City of San Antonio brand standards as outlined on [SA.gov/Brand](https://www.sanantonio.gov/Brand). Applicability of these standards will be determined by the Scope of Work (SOW) and based on the type of digital asset or channel.

Adherence to the standards is essential for conveying a consistent and unified message about the City to a range of audiences in various mediums, helps to create a professional and recognizable appearance that builds trust and recognition with residents and employees, and ensures that the City of San Antonio is represented in a consistent and cohesive way that reflects positively on our community and organization.

## **Business Continuity and Disaster Recovery Plan**

Respondent shall submit a business continuity and disaster recovery plan detailing how they propose to meet the specifications in the event of service interruption. The plan shall detail the solution's backup and recovery processes.

## **Maintenance and Support**

Respondent should specify the plan to carry out post implementation and ongoing support, including:

1. Telephone support (include toll-free support, hours of operation, availability, hotline, etc.)
2. Delivery method for future upgrades and product enhancements including frequency of upgrades
3. Problem reporting and resolution procedures
4. Thresholds for support limitations

5. Bug fixes and patches
6. Performance tunings and incremental enhancement.
7. On-line support
8. Proposed software license and maintenance terms and conditions

### **Service Levels**

Respondents must state their Service Level terms and conditions in the following areas And add any others included with your offering:

1. Site Availability (uptime with full functionality outside scheduled maintenance periods)
2. Scheduled Downtime
5. Support Request Acknowledgement Time (time to acknowledge receipt of a support request)
6. Support Request Mean Time to Resolution

### **Warranty Period**

A minimum warranty period of 3 months shall be included in the project plan that provides post go live assistance to the City as part of the vendor engagement and should be addressed as part of this request.

### **Access and Use.**

“City Data” means any and all information, data, materials, works, expressions, or other content, including any that are (a) uploaded, submitted, posted, transferred, transmitted, or otherwise provided or made available by or on behalf of City or any Authorized User for Processing by or through the Solution/Services, or (b) collected, downloaded, or otherwise received by Provider or the Solution/Services for City or any Authorized User pursuant to this RFCSP. For the avoidance of doubt, City Data includes all User Data and Personal Information but does not include any Provider Materials.

“User Data” means any and all information reflecting the access or use of the Solution/Services by or on behalf of City or any Authorized User, including any end user profile-, visit-, session-, impression-, click through-, or click stream-data, and any statistical or other analysis, information, or data based on or derived from any of the foregoing.

Provider shall grant to City, exercisable by and through its Authorized Users, a non-exclusive, right to: (a) access and use the Solution/Subscription Services, including in operation with other software, hardware, systems, networks, and services, for City’s business purposes, including for Processing City Data; (b) generate, print, copy, upload, download, store, and otherwise Process all GUI, audio, visual, digital, and other output, displays, and content as may result from any access to or use of the Solution/Services; (c) access and use the Solution/Services for all such non-production uses and applications as may be necessary or useful for the effective use of the Solution/Services hereunder; (d) perform, display, execute, reproduce, and modify (including to create improvements and derivative works of), and distribute and otherwise make available to Authorized Users, any Provider Materials solely to the extent necessary to access or use the Solution/Services in accordance with the terms and conditions of this RFCSP.

Regardless of any other provision or other license terms which may be issued by Provider after the effective date of this RFCSP, and irrespective of whether any such provisions have been proposed prior to or after the issuance of a Purchase Order for products licensed under this RFCSP, or the fact that such other agreement may be affixed to or accompany software upon delivery (shrink-wrap/click-

through), the terms and conditions set forth in this RFCSP shall supersede and govern the license terms between City and Provider.

In the event that conflicting or additional terms in Software License Agreements, Shrink/Click Wrap License Agreements, Service Agreements or linked or supplemental documents amend or diminish the rights of City, such conflicting or additional terms shall not take precedence over the terms of this RFCSP.

## **005 - SUPPLEMENTAL TERMS & CONDITIONS**

### Original Contract Term:

This contract shall begin upon the effective date of the ordinance awarding the contract or June 1, 2024, whichever is later. This contract shall begin upon the date specified in the award letter, if it does not exceed \$50,000. The contract shall terminate on June 30, 2029.

### Renewals:

At City's option, this Contract may be renewed under the same terms and conditions for three (3) additional two-year period(s). Renewals shall be in writing and signed by Director, without further action by the San Antonio City Council, subject to and contingent upon appropriation of funding, therefore.

### Temporary Short-Term Extensions.

City shall have the right to extend this contract under the same terms and conditions beyond the original term or any renewal thereof, on a month-to-month basis, not to exceed three (3) months. Said month to month extensions shall be in writing, signed by Director, and shall not require City Council approval, subject to and contingent upon appropriation of funding, therefore.

### Internal / External Catalog.

San Antonio e-Procurement. The City is using an "e-Procurement" system (SAePS) based on SAP's Supplier Relationship Management (SRM) software. SAePS is a secure, web browser-based system that gives City employees the ability to shop for items from online catalogs and brings the items back automatically into SAePS. Online catalogs include both a SAePS internal catalog and externally hosted catalogs on supplier websites.

SAePS Electronic Catalog Options. Vendor shall furnish an electronic catalog that contains only the items awarded by City and displays pricing proposed under this contract. Vendor may choose either Option 1 or Option 2 below as the method for furnishing the catalog.

Option 1. Vendor shall host an online catalog (Punch Out Catalog) with Open Catalog Interface (OCI) compliant integration to the SAePS system. This Punch Out Catalog shall have e-commerce functions, including, but not limited to, cataloging, searching, and shopping cart functionality. Integration includes linking to the online catalog from SAePS, shopping, and electronically returning the data back to SAePS.

Option 2. Internal Catalog. Vendor shall provide a list of products and services awarded under this contract for uploading into the COSA e-Procurement system in an electronic format as specified by City. The electronic submission may be through email, unless it exceeds City's

maximum allowable file size limit. In such case, Vendor shall provide the submission on a CD or other means approved by City.

Paper Catalog. If a Punch Out Catalog is not available and Vendor elects to provide an Internal Catalog, City, at its sole option, may require Vendor to provide its Internal Catalog in paper form in addition to the electronic form.

Catalog Content. All catalogs, regardless of the form in which they are provided, must include these elements, at a minimum.

- Your part numbers
- Short and long descriptions
- Units of measure
- Pricing, contract pricing, tiered pricing
- Classification of parts
- Manufacturer and Manufacturer part number
- Keywords, tags

Time to Provide Catalog. Catalogs required under this provision must be provided within ten (10) business days of request by City, and no later than five (5) business days from the date of contract award.

Catalog Updates.

If this contract allows for increases in price, Vendor must provide timely updates to the City. For Punch Out catalogs, Vendor must update pricing on their website and provide City a notification and detailed explanation of the price updates. For Internal Catalogs, Vendor must provide an updated pricing file with details of the pricing updates. If paper catalogs have been requested, updated paper catalogs must be provided concurrently with Internal Catalog files, or as soon thereafter as printed catalogs become available.

Insurance

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

No later than 30 days before the commencement of any work under this contract, Respondent must provide a completed Certificate(s) of Insurance to CITY's Solid Waste Management Department. The certificate must be:

- clearly labeled with the name of the contract in the Description of Operations block;
- completed by an agent and signed by a person authorized by the insurer to bind coverage on its behalf (CITY will not accept Memorandum of Insurance or Binders as proof of insurance); and
- properly endorsed and have the agent's signature, and phone number.

Certificates may be mailed or sent via email, directly from the insurer's authorized representative. CITY shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by CITY's Solid Waste Management Department. No officer or employee, other than CITY'S Risk Manager, shall have authority to waive this requirement.



If the City does not receive copies of insurance endorsement, then by executing this Agreement, Respondent certifies and represents that its endorsements do not materially alter or diminish the insurance coverage for this contract.

The City's Risk Manager reserves the right to modify the insurance coverages, their limits, and deductibles prior to the scheduled event or during the effective period of this Agreement based on changes in statutory law, court decisions, and changes in the insurance market which presents an increased risk exposure.

Respondent shall obtain and maintain in full force and effect for the duration of this Agreement, at Respondent's sole expense, insurance coverage written on an occurrence basis, by companies authorized and admitted doing business in the State of Texas and with an A.M. Best's rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below. If the Respondent claims to be self-insured, they must provide a copy of their declaration page so the CITY can review their deductibles:

<b>INSURANCE TYPE</b>	<b>LIMITS</b>
1. Workers' Compensation	Statutory
2. Employers' Liability	\$1,000,000/\$1,000,000/\$1,000,000
3. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury d. Contractual Liability e. Independent Contractors*	For Bodily Injury and Property Damage \$1,000,000 per occurrence; \$2,000,000 general aggregate, or its equivalent in Umbrella or Excess Liability Coverage must be on a per project aggregate.
4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of \$1,000,000 per occurrence.
5. Professional Liability	\$1,000,000 per claim damages by reason of any act, malpractice, error, or omission in the professional service.
6.. Professional Liability	\$1,000,000 per claim damages by reason of any act, malpractice, error, or omission in the professional service.
7. Cyber Liability	\$1,000,000 per claim \$1,000,000 general aggregate, or its equivalent in Umbrella or Excess Liability Coverage.
*If Applicable	

Respondent must require, by written contract, that all subcontractors providing goods or services under this Agreement obtain the same insurance coverages required of Respondent and provide a certificate of insurance and endorsement that names Respondent and CITY as additional insureds. Respondent shall provide CITY with subcontractor certificates and endorsements before the subcontractor starts work.

If a loss results in litigation, then the CITY is entitled, upon request and without expense to the City, to receive copies of the policies, declaration page and all endorsements. Respondent must comply with such requests within ten (10) days by submitting the requested insurance documents to the CITY at the following address:

City of San Antonio  
Solid Waste Management Department  
100 W. Houston, 7<sup>th</sup> Floor  
San Antonio, Texas 78205

Respondent's insurance policies must contain or be endorsed to contain the following provisions:

- Name CITY and its officers, officials, employees, volunteers, and elected representatives as additional insureds by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with CITY. The endorsement requirement is not applicable for workers' compensation and professional liability policies.
- Endorsement that the "other insurance" clause shall not apply to CITY where CITY is an additional insured shown on the policy. CITY's insurance is not applicable in the event of a claim.
- Contractor shall submit a waiver of subrogation to include, workers' compensation, employers' liability, general liability, and auto liability policies in favor of CITY; and
- Provide 30 days advance written notice directly to CITY of any suspension, cancellation, non-renewal, or materials change in coverage, and not less than ten (10) calendar days advance written notice for nonpayment of premium.

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

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

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

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

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

Respondent and any subcontractor are responsible for all damage to their own equipment and/or property result from their own negligence.

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

### Intellectual Property.

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

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

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

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

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

Vendor further agrees to

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

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

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

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

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

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

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

#### Workers' Compensation:

##### Definitions:

Certificate of coverage ("certificate")- A copy of a certificate of insurance, a certificate of authority to self-insure issued by the Texas Department of Insurance, Workers' Compensation Division, or a coverage agreement (DWC-81, DWC-82, DWC-83, or DWC-84), showing statutory workers' compensation insurance coverage for the person's or entity's employees providing services on a project, for the duration of the project.

Duration of the project - includes the time from the beginning of the work on the project until the Contractor's/person's work on the project has been completed and accepted by the City.

Persons providing services on the project ("subcontractor" in §406.096) - includes all persons or entities performing all or part of the services the Contractor has undertaken to perform on the project, regardless of whether that person contracted directly with the contractor and regardless of whether that person has employees. This includes, without limitation, independent contractors, subcontractors, leasing companies, motor carriers, owner-operators, employees of any such entity, or employees of any entity which furnishes persons to provide services on the project. "Services" include, without limitation, providing, hauling, or delivering equipment or materials, or providing labor, transportation, or other service related to a project. "Services" does not include activities unrelated to the project, such as food/beverage vendors, office supply deliveries, and delivery of portable toilets.

The contractor shall provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all employees of the contractor providing services on the project, for the duration of the project.

The contractor must provide a certificate of coverage to the City prior to being awarded the contract.

If the coverage period shown on the contractor's current certificate of coverage ends during the duration of the project, the contractor must, prior to the end of the coverage period, file a new certificate of coverage with the City showing that coverage has been extended.

The contractor shall obtain from each person providing services on a project, and provide to the City:

- a certificate of coverage, prior to that person beginning work on the project, so the City will have on file certificates of coverage showing coverage for all persons providing services on the project; and

- no later than seven days after receipt by the contractor, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project.

The contractor shall retain all required certificates of coverage for the duration of the project and for one year thereafter.

The contractor shall notify the City in writing by certified mail or personal delivery, within 10 days after the contractor knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project.

The contractor shall post on each project site a notice, in the text, form and manner prescribed by the Texas Workers' Compensation Division, informing all persons providing services on the project that they are required to be covered, and stating how a person may verify coverage and report lack of coverage.

The contractor shall contractually require each person with whom it contracts to provide services on a project, to:

- provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all of its employee's providing services on the project, for the duration of the project.

- provide to the contractor, prior to that person beginning work on the project, a certificate of coverage showing that coverage is being provided for all employees of the person providing services on the project, for the duration of the project;

- provide the contractor, prior to the end of the coverage period, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project;

- obtain from each other person with whom it contracts, and provide to the contractor:

  - a certificate of coverage, prior to the other person beginning work on the project; and

  - a new certificate of coverage showing extension of coverage, prior to the end of the coverage period, if the coverage period shown on the current certificate of coverage ends during the duration of the project;

retain all required certificates of coverage on file for the duration of the project and for one year thereafter;

notify the City in writing by certified mail or personal delivery, within ten (10) days after the person knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project; and

contractually require each person with whom it contracts, to perform as required by paragraphs (1) - (7), with the certificates of coverage to be provided to the person for whom they are providing services.

By signing this contract or providing or causing to be provided a certificate of coverage, the contractor is representing to the City that all employees of the contractor who will provide services on the project will be covered by workers' compensation coverage for the duration of the project, that the coverage will be based on proper reporting of classification codes and payroll amounts, and that all coverage agreements will be filed with the appropriate insurance carrier or, in the case of a self-insured, with the Division's section of Self-Insurance Regulation. Providing false or misleading information may subject the contractor to administrative penalties, criminal penalties, civil penalties, or other civil actions.

The contractor's failure to comply with any of these provisions is a breach of contract by the contractor which entitles the City to declare the contract void if the contractor does not remedy the breach within ten days after receipt of notice of breach from the City.

### Mandatory Federal Contract Provisions

#### I. Title VI Notice

The City of San Antonio in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

#### II. General Civil Rights Provisions

The contractor agrees to comply with pertinent statutes, Executive Orders, and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance.

This provision binds the contractor and sub tier contractors from the bid solicitation period through the completion of the contract. This provision is in addition to that required of Title VI of the Civil Rights Act of 1964.

#### III. Title VI Clauses Compliance with Nondiscrimination Requirements

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will

comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:
  - a. Withholding payments to the contractor under the contract until the contractor complies; and/or
  - b. Cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

#### IV. Title VI List of Pertinent Nondiscrimination Acts and Authorities

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage, and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients, and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

#### V. Federal Fair Labor Standards Act

All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.

The contractor has full responsibility to monitor compliance to the referenced statute or regulation. The contractor must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.



## VI. Occupational Safety and Health Act of 1970

All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The contractor retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

## VII. DRUG-FREE WORKPLACE

### (a) Definitions. As used in this clause—

“Controlled substance” means a controlled substance in Schedules I through V of Section 202 of the Controlled Substances Act ([21 U.S.C. 812](#)) and as further defined in regulation at 21 CFR 1308.11 - 1308.15.

“Conviction” means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes.

“Criminal drug statute” means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, possession, or use of any controlled substance.

“Drug-free workplace” means the site(s) for the performance of work done by the Contractor in connection with a specific contract where employees of the Contractor are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance.

“Employee” means an employee of a Contractor directly engaged in the performance of work under a Government contract. “Directly engaged” is defined to include all direct cost employees and any other Contractor employee who has other than a minimal impact or involvement in contract performance.

“Individual” means an offeror/contractor that has no more than one employee including the offeror/contractor.

### (b) The Contractor, if other than an individual, shall—within 30 days after award (unless a longer period is agreed to in writing for contracts of 30 days or more performance duration), or as soon as possible for contracts of less than 30 days performance duration—

- (1) Publish a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition;
- (2) Establish an ongoing drug-free awareness program to inform such employees about—
  - (i) The dangers of drug abuse in the workplace;
  - (ii) The Contractor's policy of maintaining a drug-free workplace;
  - (iii) Any available drug counseling, rehabilitation, and employee assistance programs; and
  - (iv) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (3) Provide all employees engaged in performance of the contract with a copy of the statement required by paragraph (b) (1) of this clause;

- (4) Notify such employees in writing in the statement required by paragraph (b) (1) of this clause that, as a condition of continued employment on this contract, the employee will—
  - (i) Abide by the terms of the statement; and
  - (ii) Notify the employer in writing of the employee's conviction under a criminal drug statute for a violation occurring in the workplace no later than 5 days after such conviction;
- (5) Notify the Contracting Officer in writing within 10 days after receiving notice under subdivision (b)(4)(ii) of this clause, from an employee or otherwise receiving actual notice of such conviction. The notice shall include the position title of the employee;
- (6) Within 30 days after receiving notice under subdivision (b) (4) (ii) of this clause of a conviction, take one of the following actions with respect to any employee who is convicted of a drug abuse violation occurring in the workplace:
  - (i) Taking appropriate personnel action against such employee, up to and including termination; or
  - (ii) Require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency; and
- (7) Make a good faith effort to maintain a drug-free workplace through implementation of paragraphs (b) (1) through (b) (6) of this clause.
- (c) The Contractor, if an individual, agrees by award of the contract or acceptance of a purchase order, not to engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance while performing this contract.
- (d) In addition to other remedies available to the Government, the Contractor's failure to comply with the requirements of paragraph (b) or (c) of this clause may, pursuant to FAR [23.506](#), render the Contractor subject to suspension of contract payments, termination of the contract or default, and suspension or debarment.

#### Incorporation of Attachments.

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

Attachment A – Part One – General Information Form  
Attachment A – Part Two – Experience, Background and Qualifications  
Attachment A – Part Three – Proposed Plan  
Attachment B – Price Schedule  
Attachment C – Contracts Disclosure Form  
Attachment D – Litigation Disclosure Form  
Attachment E – Veteran Owned Small Business (VOSB) Preference Program Tracking Form  
Attachment F – Certificate of Interested Parties (Form 1295)  
Attachment G-- Cloud Security Questionnaire and Third-Party Vendor IT Security Questionnaires  
Attachment H –Requirements Traceability Matrix  
Attachment I – Proposal Checklist

#### Incorporation of Exhibits.

In connection with the services being provided, Vendor may need to operate certain information technology systems not owned by the City (Non-City Systems), which may need to interface with or connect to City's networks, internet access, or information technology systems (City Systems). Vendor shall be responsible for all Non-City Systems, and City shall be solely responsible for City Systems, including taking the necessary security and privacy protections as are reasonable under the

circumstances. Vendor agrees to comply with all applicable City Administrative Directives, including but not limited to, Administrative Directive (AD) 7.4A, Acceptable Use of Information Technology, AD 7.8d, Access Control, and AD 7.3a, Data Security.

- Exhibit 1 –Acceptable Use of Technology
- Exhibit 2 –Access Control
- Exhibit 3 –COSA Data Security
- Exhibit 4 –COSA Information Technology Standards Version 2023v2
- Exhibit 5 –Non-City Employee Provisioning Guide
- Exhibit 6 –COSA Testing Policy
- Exhibit 7 –COSA Testing Strategy
- Exhibit 8 –Vehicle Gateways Datasheets
- Exhibit 9 –Experience Design Standard 1.0
- Exhibit 10-Disability Access Office Contract Language

## **006 - GENERAL TERMS & CONDITIONS**

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

### Delivery of Goods/Services.

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

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

Purchase Orders. Each time a City department wishes to place an order against this contract, it will issue Vendor a purchase order. Vendor must have the purchase order before making any delivery.

Acceptance by City. City shall have a reasonable time (but not less than 30 days) after receipt to inspect the goods and services tendered by Vendor. City at its option may reject all or any portion of such goods or services which do not, in City's sole discretion, comply in every respect with all terms and conditions of the contract. City may elect to reject the entire goods and services tendered even if only a portion thereof is nonconforming. If the City elects to accept nonconforming goods and services, the City, in addition to its other remedies, shall be entitled to deduct a reasonable amount from the price thereof to compensate the City for the nonconformity. Any acceptance by the City, even if non-conditional, shall not be deemed a waiver or settlement of any defect in such goods and services.

Testing. After award of contract, City may, at its sole option, test the product delivered to ensure it meets specifications. Initial testing shall be at City's expense. However, if the product does not to meet

specifications, Vendor shall reimburse City for the costs of testing. City may withhold the cost of testing from any amounts owed to Vendor under this or any other contract, or invoice Vendor for same. If invoiced, Vendor shall pay City within 30 calendar days of the invoice.

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

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

#### Invoicing and Payment.

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

[accounts.payable@sanantonio.gov](mailto:accounts.payable@sanantonio.gov)

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

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

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

#### Information Required on Invoice.

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

net unit prices, extensions and net total prices must be shown. Prompt payment discounts offered shall be shown separately on the invoice.

#### Payment by City.

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

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

The payment amount due on invoices may not be manually altered by City personnel. Once disputed items are reconciled, Vendor must submit a corrected invoice or a credit memorandum for the disputed amount.

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

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

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

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

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

Changes that do not involve an increase in contract price may, however, be made by the Director.

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

### Termination.

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

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

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

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

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

### **INDEMNIFICATION.**

**VENDOR covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, CITY and the elected officials, employees, officers, directors, volunteers and representatives of CITY, individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon the CITY directly or indirectly arising out of, resulting from or related to VENDOR'S activities under this Agreement, including any acts or omissions of VENDOR, any agent, officer, director, representative, employee, consultant or subcontractor of VENDOR, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CITY, its officers, or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT VENDOR AND CITY ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE**

**STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW. In addition, Vendor agrees to indemnify, defend, and hold the City harmless from any claim involving patent infringement, trademarks, trade secrets, and copyrights on goods supplied.**

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

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

Ownership of Documents. Pursuant to Texas Local Government Code Chapter 201, any and all Records produced by Vendor pursuant to the provisions of this contract are the exclusive property of City; and no such Record shall be the subject of any copyright or proprietary claim by Vendor. The term "Record" as used herein shall mean any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information recording medium, regardless of physical form or characteristic. Vendor understands and acknowledges that as the exclusive owner of any and all such Records, City has the right to use all such Records as City desires, without restriction.

The requirements of Subchapter J, Chapter 552, Government Code, may apply to this contract and the contractor or vendor agrees that the contract can be terminated if the contractor or vendor knowingly or intentionally fails to comply with a requirement of that subchapter.

#### Records Retention.

Vendor and its subcontractors, if any, shall properly, accurately and completely maintain all documents, papers, and records, and other evidence pertaining to the services rendered hereunder ("Documents"), and shall make such Documents available to the City at their respective offices, at all reasonable times and as often as City may deem necessary during the contract period, including any extension or renewal hereof, and the record retention period established herein, for purposes of audit, inspection, examination, and making excerpts or copies of same by City and any of its authorized representatives.

Vendor shall retain any and all Documents produced as a result of services provided hereunder for a period of four years ("Retention Period") from the date of termination of the contract. If, at the end of the Retention Period, there is litigation or other questions arising from, involving, or concerning these Documents or the services provided hereunder, Vendor shall retain the records until the resolution of such litigation or other such questions. Vendor acknowledges and agrees that City shall have access to any and all such Documents at any and all times, as deemed necessary by City,

during said Retention Period. City may, at its election, require Vendor to return the documents to City at Vendor's expense prior to or at the conclusion of the Retention Period. In such event, Vendor may retain a copy of the documents.

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

S.B. 943 – Disclosure Requirements for Certain Government Contracts. For contracts (1) with a stated expenditure of at least \$1 million in public funds for the purchase of goods or services by the City, or (2) that result in the expenditure of at least \$1 million in public funds for the purchase of goods or services by the City in a given fiscal year, Vendor acknowledges that the requirements of the Texas Public Information Act, Government Code, Chapter 552, Subchapter J, pertaining to the preservation and disclosure of Contracting Information maintained by the City or sent between the City and a vendor, contractor, potential vendor, or potential contractor, may apply to this bid and any resulting contract. Vendor agrees that the contract can be terminated if Vendor knowingly or intentionally fails to comply with a requirement of that subchapter.

By submitting a bid, Bidder warrants and certifies, and a contract awarded pursuant to this RFCSP is made in reliance thereon, that it, has not knowingly or intentionally failed to comply with this subchapter in a previous bid or contract. City hereby relies on Vendor's certification, and if found to be false, City may reject the bid or terminate the Contract for material breach.

#### Procurement Of Recovered Materials Contract Clause

Contractor and its subcontractors shall comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, including, but not limited to, the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

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

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

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

Non-waiver of Performance. Unless otherwise specifically provided for in this Agreement, a waiver by either Party of a breach of any of the terms, conditions, covenants, or guarantees of this Agreement shall not be construed or held to be a waiver of any succeeding or preceding breach of the same or



any other term, condition, covenant or guarantee herein contained. Further, any failure of either Party to insist in any one or more cases upon the strict performance of any of the covenants of this Agreement, or to exercise any option herein contained, shall in no event be construed as a waiver or relinquishment for the future of such covenant or option. In fact, no waiver, change, modification, or discharge by either party hereto of any provision of this Agreement shall be deemed to have been made or shall be effective unless expressed in writing and signed by the party to be charged. No act or omission by a Party shall in any manner impair or prejudice any right, power, privilege, or remedy available to that Party hereunder or by law or in equity, such rights, powers, privileges, or remedies to be always specifically preserved hereby.

**Venue. Venue of any court action brought directly or indirectly by reason of this contract shall be in Bexar County, Texas. This contract is made and is to be performed in Bexar County, Texas, and is governed by the laws of the State of Texas.**

**Non-discrimination.** As a condition of entering into this agreement, Vendor represents and warrants that it will comply with the City's Commercial Nondiscrimination Policy, as described under Section III.C.1 of the SBEDA Ordinance. As part of such compliance, Vendor shall not discriminate on the basis of race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, or on the basis of disability or other unlawful forms of discrimination in the solicitation, selection, hiring or commercial treatment of subcontractors, vendors, suppliers, or commercial customers, nor shall Vendor retaliate against any person for reporting instances of such discrimination. Vendor shall provide equal opportunity for subcontractors, vendors, and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the City's Relevant Marketplace. Vendor understands and agrees that a material violation of this clause shall be considered a material breach of this agreement and may result in termination of this agreement, disqualification of Vendor from participating in City contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party. Vendor shall include this nondiscrimination clause in all subcontracts for the performance of this contract.

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

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

**State Prohibitions on Contracts:**

This section only applies to a contract that:

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

"Company" means a for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business

associations that exists to make a profit. This term does not include a sole proprietorship.

#### Prohibition on Contracts with Companies Boycotting Israel.

Texas Government Code §2271.002 provides that a governmental entity may not enter into a contract with a company for goods or services, unless the contract contains a written verification from the company that it: (1) does not boycott Israel; and (2) will not boycott Israel during the term of the contract.

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

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

#### Prohibition on Contracts with Companies Boycotting Certain Energy Companies.

Texas Government Code §2274 provides that a governmental entity may not enter into a contract with a company for goods or services, unless the contract contains a written verification from the company that it: (1) does not boycott energy companies; and (2) will not boycott energy companies during the term of the contract.

"Boycott energy company" means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company: (A) engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; or (B) does business with a company described in (A).

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

#### Prohibition on Contracts with Companies that Discriminate Against Firearm and Ammunition Industries.

Texas Government Code §2274 provides that a governmental entity may not enter into a contract with a company for goods or services, unless the contract contains a written verification from the company that it: (1) does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and (2) will not discriminate during the term of the contract against a firearm entity or firearm trade association.

"Discriminate against a firearm entity or firearm trade association": (A) means, with respect to the entity or association, to: (i) refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; (ii) refrain from continuing an existing business relationship with the entity or association based solely on its status

as a firearm entity or firearm trade association; or (iii) terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

By submitting an offer to or executing contract documents with the City of San Antonio, Company hereby verifies that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and will not discriminate during the term of the contract against a firearm entity or firearm trade association. City hereby relies on Company's verification. If found to be false, City may terminate the contract for material breach.

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

#### City Data

Vendors awarded a contract with the City of San Antonio agree to comply with the City's Data Governance Administrative Directive 7.12 and Data Security Administrative Directive 7.3a in the same manner required of City employees, interns, volunteers, and trainees, for City Data arising out of, resulting from, or related to Vendor's activities under such contract.

As between City and Vendor, City is and will remain the sole and exclusive owner of all right, title, and interest in and to all City Data, including all intellectual property rights relating thereto, subject only to any limited license expressly granted to Vendor, and Vendor is and will remain the sole and exclusive owner of all right, title, and interest in and to the Vendor materials, including all intellectual property rights relating thereto, subject only to the authorization and license granted to City.

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

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

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

**conflict therewith. Addendums shall be interpreted in order of the date issued, with those issued most recently taking priority.**

## **ACCEPTANCE CRITERIA**

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

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

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

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

on hold with the City at the time the third notice is provided to Respondent.

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

## 007 - SIGNATURE PAGE

By submitting a proposal, Respondent represents that:

(s)he is authorized to bind Respondent to fully comply with the terms and conditions of City's Request for Competitive Sealed Proposals for the prices stated therein;

(s)he has read the entire document, including the final version issued by City, and agreed to the terms therein;

Respondent is in good standing with the Texas State Comptroller's Office; and

to the best of his/her knowledge, all information is true and correct.

Complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

### Respondent Information

Please Print or Type

Vendor ID No. \_\_\_\_\_

Signer's Name \_\_\_\_\_

Name of Business \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip  
Code \_\_\_\_\_

Email Address \_\_\_\_\_

Telephone No. \_\_\_\_\_

Fax No. \_\_\_\_\_

City's Solicitation  
No. \_\_\_\_\_

\_\_\_\_\_  
Signature of Person Authorized to Sign Proposal

## 008 - STANDARD DEFINITION

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

All-or-None Proposal – a request for competitive sealed proposal in which the City will award the entire contract to one (1) respondent only.

Alternate Proposal - two (2) or more proposals with substantive variations in the item or service offered from the same respondent in response to a solicitation.

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

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

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

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

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

Director – the Director of City’s Finance Department, or Director’s designee.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



## 009 - ATTACHMENTS

### RFCSP ATTACHMENT A, PART ONE

#### GENERAL INFORMATION

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

Respondent Name: \_\_\_\_\_

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

Principal Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Website address: \_\_\_\_\_

Year established: \_\_\_\_\_

Provide the number of years in business under present name: \_\_\_\_\_

Social Security Number or Federal Employer Identification Number: \_\_\_\_\_

Texas Comptroller's Taxpayer Number, if applicable: \_\_\_\_\_

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

DUNS NUMBER: \_\_\_\_\_

Unique Entity ID (generated by SAM.gov): \_\_\_\_\_

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

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

\_\_\_\_\_

☐ Partnership

☐ Corporation If checked, check one: ☐ For-Profit ☐ Nonprofit

Also, check one: ☐ Domestic ☐ Foreign

☐ Other If checked, list business structure: \_\_\_\_\_

Printed Name of Contract Signatory: \_\_\_\_\_

Job Title: \_\_\_\_\_

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Annual Revenue: \$ \_\_\_\_\_

Total Number of Employees: \_\_\_\_\_

Total Number of Current Clients/Customers: \_\_\_\_\_

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

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List Related Companies:

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

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

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

Yes \_\_\_\_ No \_\_\_\_

- 4.** Is Respondent authorized to do business in the State of Texas?

Yes \_\_\_\_ No \_\_\_\_ If "Yes", provide Texas Secretary of State registration number..

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

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

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

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

Years \_\_\_\_\_ Months \_\_\_\_\_

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

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

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

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

Years \_\_\_\_\_ Months \_\_\_\_\_

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

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

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

\_\_\_\_\_  
\_\_\_\_\_

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

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

\_\_\_\_\_  
\_\_\_\_\_

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

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

\_\_\_\_\_  
\_\_\_\_\_

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

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**11. Previous Contracts:**

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

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

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

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

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

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

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- 12. Financial Review:** Is your firm publicly traded? Yes \_\_\_\_ No \_\_\_\_ If "Yes", provide your firm's SEC filing number.

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## REFERENCES

**Provide three (3) reference letters from three (3) separate organizations/companies/firms, that the Respondent has provided services of similar size and scope within the past three (3) years.** The contact person named on the reference letter should be familiar with the day-to-day management of the contract and would be able to provide type, level, and quality of services performed. In addition, please provide the contact information below of the references you have submitted.

**Reference No. 1:**

Firm/Company Name \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

Date and Type of Service(s) Provided: \_\_\_\_\_

**Reference No. 2:**

Firm/Company Name \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

Date and Type of Service(s) Provided: \_\_\_\_\_

**Reference No. 3:**

Firm/Company Name \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

Date and Type of Service(s) Provided: \_\_\_\_\_

## **RFCSP ATTACHMENT A, PART TWO**

### **EXPERIENCE, BACKGROUND, QUALIFICATIONS**

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

1. Identify if the respondent is a private or public entity. Including any organizational classification changes that occurred over the last three (3) years.
2. Indicate the number of years Respondent has been in the business of providing integrated solid waste technology solutions. Indicate if this is the Respondent's primary line of business. If not, state the Respondent's primary line of business.
3. Clarify if years of service have in any way been influenced by an acquisition, merger, and/or organizational consolidation/restructuring in any form.
4. List other lines of business respondent is engaged in, aside from integrated solid waste technology solutions.
5. List and describe three (3) relevant projects of similar scope to this RFCSP, performed over the past four years. Identify associated results or impacts of the project/work performed.
6. List all active integrated solid waste technology solution implementation projects that Respondent has in progress as of the proposal due date. For each active implementation listed, detail any limitations or concerns this may have with respect to this RFCSP award.
  - a. Would Respondent be available to implement immediately following an awarded contract?
7. Describe Respondent's specific experience with public entities clients, especially large municipalities, or authorities. If Respondent has provided services for any other cities in the past, identify the name of the project, city department and contact for which Respondent provided those services.
8. If Respondent is proposing as a team, multi-vendor partnership, joint venture or has included sub-contractors, describe the rationale for selecting the team and the extent to which the team, joint ventures and/or sub-contractors have worked together in the past.
9. Provide an organizational chart of the respondent's company. Should only include employees.
10. Provide an organizational chart showing how the Respondent proposes to staff the project. For each position reflected on the organizational chart:
  - a. Identify each individual's relationship with the respondent's organization – employee, contractor, 3<sup>rd</sup> party service/software provider.

b. For critical respondent staff involved with implementation or product lifecycle maintenance and support:

- i. Identify relevant experience on projects of similar size and scope.
- ii. Provide resumes for key members as an appendix.

11. Describe the company's support organization and volume of support inquiries managed per month over the past 2 years.
12. List the number of customers currently using proposed solution. Include company name, type of business, city & state.
13. What percentage of existing customers are current with their annual support contract?
14. Indicate if respondent has had any experience integrating SAP.
15. Does Respondent have experience specifically with the SAP system?
16. Additional Information. Identify any additional skills, experiences, qualifications, and/or other relevant information about the Respondent's experience and qualifications.

## **RFCSP ATTACHMENT A, PART THREE**

### **PROPOSED PLAN**

Prepare and submit the following items. Provide response below each item.

This section focuses on the Respondents plan to implement the solution being proposed, including client specific resource requirements, asset procurement details, service levels and support details.

#### **Project Management Plan**

1. Describe Respondents project management plan to deploy a comprehensive technology waste management solution to include but not limited to procuring hardware, installations, training, and on-going support.
  - a. Provide a phased plan for deployment of proposed solution to include:
    - i. Milestones
    - ii. List of deliverables for each milestone
    - iii. % of Project Completion at the end of each milestone
    - iv. Approximate installation time per truck
    - v. Installations for newly acquired trucks and removal of decommissioned End-of-Life trucks.

#### **Project Support Plan**

1. Provide sample contracts/documents for proposed solution, to include:
  - b. Software Licensing
  - c. Hardware Support, replacement service schedule (mobile devices)
  - d. User Agreements
  - e. Support Service Level Agreement (SLA's)
2. Describe Post-Production Warranty period.
  - a. Duration after Go-Live Date
  - b. Customer Contact Process
  - c. After Hours support
3. Describe the various options available for customer and technical support.
  - a. Online Chat sessions
  - b. Phone support
  - c. Email support
4. Describe Issue/Problem Severity levels and response times.
5. If proposed solution includes 3rd party utilities, software, services, etc., describe how customer support will be managed with these 3rd parties.
6. Identify any known risks or lessons learned that have been experienced in previous similar deployments.

#### **Proposed Plan**

##### **1. Service Verification**

- a. Explain how a 311 Customer Service Representative or Supervisor can easily and quickly search by customer address to concur/non-concur a missed collection complaint.



- b. Provide a detailed explanation of how a service and no service is verified, recorded and what parameters/criteria are used. Solution must provide video and/or pictures of address with time/date stamp. Include how accurate any automatic service/no service verification function.
- c. Explain in detail how and when drivers must manually interact with tablet during operations.
- d. How are “exceptions” by address (such as parked vehicles/obstructions within 3’, cart not set out, over-filled, contamination, hazardous material, cart too heavy, material outside the cart or placed in non-City containers, cart out on wrong collection day, etc.) exported.
  - i. Can specialized “exceptions” buttons be added as needed by SWMD?
- e. How long are historical service/no service verifications available?

## **2. Route Management and Optimization**

- a. Provide a detailed explanation of how solution will enhance route management, adjustments, and optimization to include but not limited to the functional requirements identified in 004 Scope of Services for each SWMD collections programs:
  - i. Automated side load and rear-load curbside collections
  - ii. Curbside brush and bulky collections
  - iii. Illegal dumping
  - iv. Homeless encampment cleanup
  - v. Dead animal collections
  - vi. Special collections
  - vii. Out of cycle collections
- b. Explain in detail how route and address GIS data is updated in solution? Explain how all route data including updates are exported back to SWMD to update other COSA applications.
- c. Is historical route data available and for how long?
- d. Explain how solution manages data attributed to addresses such as Disability Walk-Up Assistance, Special Addresses, Gate Codes, etc. Can all this attribute data be exported easily?
- e. Explain in detail options for sequencing routes for efficient navigation.
- f. Explain how Route Assistance is performed and how tonnages are distributed between multiple routes.
- g. Provide a workflow of how solution will enhance curbside brush/bulky collections program.
- h. Provide a workflow of how solution will enhance work order based Dead Animal collections.
- i. Provide a workflow of how solution will enhance scheduled and unscheduled illegal dumping collections program.
- j. Please describe how the solution will enhance non-compliance inspections in Recycle and Organics carts (see Inspections and Non-compliance contamination section in CURRENT OPERATIONAL AND BUSINESS PROCESSES). SWMD requires data and pictures collected with the ability to export daily. SWMD will then mail letters out to addresses with a picture of the contamination.

## **3. Route/Driver Performance and Metrics**

- a. Provide a detailed explanation of how solution tracks and displays driver and route performance metrics to include but not limited to the functional requirements identified in

004 Scope of Services. Supervisors must be able to access solution and features from office workstation or mobile device in the field.

- b. Explain how weight tickets can be electronically captured?
- c. Explain in detail how solution allows for communications between Supervisor and Driver.
- d. Explain in detail how solution allows for customized reporting features and data export for all data to include but not limited to:
  - i. GIS route and address data
  - ii. Driver reported Issues/Exceptions
  - iii. Weight ticket data
- e. How long is historical data available?

#### **4. Miscellaneous Proposed Plan**

- a. Explain in detail if and how solution will identify addresses that receive waste collection service but unaccounted for or missing from SWMD address/route/cart data.
- b. Can Pre/Post Trip Vehicle Inspections function enable custom fields as required by COSA Safety? (See Appendix A for all Pre/Post Trip Vehicle Inspections Forms)
  - i. Explain in detail how data digitally collected can be exported, printed, and provided to Fleet Maintenance staff.
  - ii. Does solution meet TXDOT requirements and allow for SWMD specific requirements for Pre/Post Trip Vehicle Inspections?
- c. Can solution calendarize personnel schedule / assignments - track work schedules to include days off and holiday scheduling assignments/shifts?
- d. Explain if and how solution could enhance Non-Compliance Contamination Inspections in the Recycle and Organics carts.
- e. Explain if and how solution could automatically identify and track the size and color of cart that falls into a hopper? Can it geolocate to an address?
- f. Explain if and how solution can automatically notify driver when a human and/or property is detected within dangerous proximity of mechanical arm/boom in operation?
- g. Explain if and how solution can automatically identify quantity, size, color of carts physically located at an address without using SWMD data and no input from driver? This data will be used by SWMD to aid in reconciliation of cart data.
- h. Explain if and how solution can identify if a truck is still loaded from previous day and with what waste stream? For example, a truck that collected garbage never makes it to the landfill and the next day the same truck starts a recycle route resulting in comingled waste.
  - i. Can Driver or Supervisors be notified without having to manually look?
- i. Explain if solution has a public facing mobile application that could be downloaded by citizens at no cost. If so, provide a sample.
- j. Describe any potential enhancements and/or innovative functionality that respondent may offer now or potentially in the future with this solution. Indicate whether these features would be included as part of the proposal pricing.
- k. Explain in detail how any hardware, cameras, mounts, etc. will be repaired or replaced if needed.
- l. Provide any additional plans and/or relevant information about Respondent's approach to providing the required solution/services for this RFCSP.

## **5. Future Capabilities Roadmap – Proposed Plan**

The following questions are for concept planning purposes only. Please provide a response narrative for the following questions, but do not include any associated fees. Answers to the following questions will not be considered during proposal evaluation.

1. Describe your experience integrating your solution with existing municipal systems such as 311 and/or Fleet Maintenance to improve organizational interoperability and efficiency. Provide an estimated price and level of effort.
2. How would your solution streamline manual business process related to 311 and Fleet Maintenance as outlined in the operational and business process sections of the RFCSP? Provide an estimated price and level of effort.

## **6. Additional Information:**

1. The City has implemented Ready to Work which is an education and job placement program. Respondents can learn more about this initiative at Ready to Work ([sanantonio.gov](http://sanantonio.gov)) whose goal is to connect residents to career opportunities. Describe how Respondent can leverage this initiative in their training and hiring practices.
2. Provide any additional plans and/or relevant information about Respondent's approach to providing the required services.

**RFCSP ATTACHMENT B**

**PRICE SCHEDULE**

(Posted as a separate document.)

**RFCSP ATTACHMENT C**

**CONTRACTS DISCLOSURE FORM**

Complete and submit a Contracts Disclosure Form with the proposal. The Contracts Disclosure Form may be downloaded at:

- Link to complete form electronically:  
<https://webapp1.sanantonio.gov/ContractsDisclosure/>
- Link to access PDF form to print and handwrite information:  
<https://www.sanantonio.gov/portals/0/files/clerk/ethics/ContractsDisclosure.pdf>

1. Download form and complete all fields. All fields must be completed prior to submitting the form.
2. All Respondents must include the following information in the required Contracts Disclosure Form at the time the original proposal is submitted:
  - a. names of the agency board members and executive committee members,
  - b. list of positions they hold as an individual or entity seeking action on any matter listed:
    - (1) The identity of any individual who would be a party to the transaction;
    - (2) The identity of any entity that would be a party to the transaction and the name of:
      - a. Any individual or entity that would be a subcontractor to the transaction;
      - b. Any individual or entity that is known to be a partner or a parent entity of any individual or entity who would be a party to the transaction, or any subsidiary entity that is anticipated to be involved in the execution of the transaction; and
      - c. The board members, executive committee members, and officers of entities listed above; and
    - (3) The identity of any lobbyist, attorney or consultant employed for purposes relating to the transaction being sought by any individual or entity who would be a party to the transaction.
  - c. names and titles of officers of the organization.
3. Click on the "Print" button and place the copy in your proposal response as indicated in the Proposal Checklist.

NOTE: It is recommended not to use Chrome browser to access this form. If you have difficulty accessing, please contact the Staff Contact Person identified on the cover page of this RFCSP.

## RFCSP ATTACHMENT D

### LITIGATION DISCLOSURE FORM

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

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

Yes \_\_\_\_ No \_\_\_\_

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

Yes \_\_\_\_ No \_\_\_\_

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

Yes \_\_\_\_ No \_\_\_\_

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

**RFCSP ATTACHMENT E**

**VETERAN-OWNED SMALL BUSINESS (VOSB) PREFERENCE PROGRAM TRACKING FORM**

(Posted as a separate document)

## RFCSP ATTACHMENT F

### **CERTIFICATE OF INTERESTED PARTIES (Form 1295)**

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

Form 1295 must be completed online. It is available from the Texas Ethics Commission by accessing the following web address: <https://www.ethics.state.tx.us/filinginfo/1295>

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

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

“Business entity” includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency. (NOTE: The City of San Antonio should never be listed as the “Business entity”.)

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

“Interested party” means: (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) an intermediary.

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

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

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



**RFCSP ATTACHMENT G**

**CLOUD SECURITY QUESTIONNAIRE AND THIRD-PARTY VENDOR IT SECURITY  
QUESTIONNAIRES**

(Posted as a separate document)

## **RFCSP ATTACHMENT H**

### **REQUIREMENTS TRACEABILITY MATRIX**

(Posted as a separate document)

## RFCSP ATTACHMENT I

### PROPOSAL CHECKLIST

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

Document	Initial to Indicate Document is Attached to Proposal
Table of Contents	
Executive Summary	
General Information and Three (3) Reference Letters RFCSP Attachment A Part One	
Experience, Background & Qualifications RFCSP Attachment A Part Two	
Proposed Plan RFCSP Attachment A Part Three	
Price Schedule RFCSP Attachment B	
+Contracts Disclosure Form RFCSP Attachment C	
Litigation Disclosure Form RFCSP Attachment D	
+Veteran-Owned Small Business Program Tracking Form RFCSP Attachment E	
+Certificate of Interested Parties (Form 1295) RFCSP Attachment F	
Proof of Insurability Insurance Provider's Letter AND Copy of Current Certificate of Insurance	
Financial Information	
Cloud Security Questionnaire and Third-Party Vendor IT Security Questionnaires RFCSP Attachment G	
Requirements Traceability Matrix RFCSP Attachment H	
+Signature Page RFCSP Section 007	
Proposal Checklist RFCSP Attachment I	
+ Addendum, if any	
One <b><u>COMPLETE</u></b> electronic copy	

+ Documents marked with a "+" on this checklist require a signature.

**Be sure all forms that require a signature are done so prior to submittal of proposal.**

## **RFCSP EXHIBIT 1**

### **ACCEPTABLE USE OF TECHNOLOGY**

(Posted as a separate document)

## **RFCSP EXHIBIT 2**

### **ACCESS CONTROL**

(Posted as a separate document)

## **RFCSP EXHIBIT 3**

### **COSA DATA SECURITY**

(Posted as a separate document)

**RFCSP EXHIBIT 4**

**COSA INFORMATION TECHNOLOGY STANDARDS VERSION 2023v2**

(Posted as a separate document)

**RFCSP EXHIBIT 5**

**NON-CITY EMPLOYEE PROVISIONING GUIDE**

(Posted as a separate document)



**RFCSP EXHIBIT 6**

**COSA TESTING POLICY**

(Posted as a separate document)

**RFCSP EXHIBIT 7**

**COSA TESTING STRATEGY**

(Posted as a separate document)

**RFCSP EXHIBIT 8**

**VEHICLE GATEWAYS DATASHEETS**

(Posted as a separate document)

**RFCSP EXHIBIT 9**

**EXPERIENCE DESIGN STANDARD 1.0**

(Posted as a separate document)

**RFCSP EXHIBIT 10**

**DISABILITY ACCESS OFFICE CONTRACT LANGUAGE**

(Posted as a separate document)



## **ADDENDUM I**

**SUBJECT:** Annual Contract for Smart Collection System, (RFCSP 24-008, 6100017447), Scheduled to Close: February 5, 2024; Date of Issue: December 13, 2023

**FROM:** Denise Gómez Esquivel, C.P.M., CPPB  
Procurement Administrator

**DATE:** January 4, 2024

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

**THE ABOVE-MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY AMENDED AS FOLLOWS:**

- 1. Add: Pre-Submittal Conference Sign in Sheet, this document will be posted as a separate file.**

### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, PRE-SUBMITTAL CONFERENCE:**

On Thursday, December 21, 2023, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Annual Contract for Smart Collection System. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: Does the portal work on Safari?

Response: The City of San Antonio's (COSA) SAEPS portal is only accessible via Firefox browser.

Question 2: Does the city have a current camera provider that will need to be "re-used or integrated" with?

Response: No, however automated side-load and semi-automated rear-load trucks come pre-installed with (4) 3rd Eye cameras: left side, right side, rear-facing, and hopper. There are also (2) Samsara cameras: forward-facing and in-cab.

Question 3: Is there any incumbent for this project?

Response: No, this is a new initiative.

Question 4: Is there a current infrastructure in place?

Response: Please refer to RFCSP Exhibit 4, COSA INFORMATION TECHNOLOGY STANDARDS VERSION 2023v2. The City of San Antonio manages a secured network "COSA Net".

Please note, the preferred solution shall be hosted and managed by the vendor. It is also expected for the vendor to provide and manage all associated mobile devices (i.e., driver tablets, etc.) as well as any online presence. SWMD expects the vendor to warehouse all system data as defined in the RFCSP.

Question 5: What does your network look like?

Response: See response to Question 4.

Question 6: Can we have the Participants List of this meeting?

Response: Yes. The Pre-submittal conference sign in sheet is posted as a separate document.

Question 7: How many supervisors do you have that are out in the field daily?

Response: Approximately 32 supervisors total from all departmental collection programs are in the field on a daily basis. A minimum of 24 supervisors for curbside cart collections.

Question 8: Are there any other integrations needed? ESRI, SAP for work orders, 311, Survey 123?

Response: This RFCSP does not require integrations. However, please reference the Proposed Plan, Section 5 Future Capabilities Roadmap. This section allows the vendor to provide a narrative response detailing if/how your solution integrates with SAP Work Order Management and/or FasterWeb Fleet Maintenance systems. With respect to future planning, SWMD would like to understand how your proposed solution would integrate with SWMD's existing ecosystem to enhance business process as described in the Scope of Services, as well as the estimated level of effort.

Question 9: Any homegrown applications through SQL?

Response: We do host data in SQL but currently any applications tied to SQL have no impact on this solicitation.

Question 10: Any MDM service for device management needed to integrate with?

Response: No there are no COSA devices to integrate with. We are looking for the vendor to provide and manage any tablets or mobile devices. If vendor has a Mobile Device Management service for leased devices, COSA will need flexibility to add/remove apps or modify restrictions in coordination with vendor.

Question 11: Can we get a list of current infrastructure, including device types that we need to integrate with or operate with?

Response: Please review RFCSP EXHIBIT 8, Samsara Vehicle Gateway Datasheet. Please reference page 20 of the solicitation for a high-level functional diagram. There are no other COSA devices or systems to integrate or operate with.

Question 12: With May 2024 council approval, are we looking at a Q3 go-live/implementation?

Response: The COSA fiscal year is from October 1st to September 30th. SWMD is looking to kick-off contract execution in June 2024, if not sooner.

Question 13: Are we able to differentiate between primary and sub for proposal submission?

Response: This solicitation has no Small Business requirements. All forms must be filled out by the primary vendor.

Question 14: Do your Samsara cameras currently integrate with your 3rd Eye cameras?

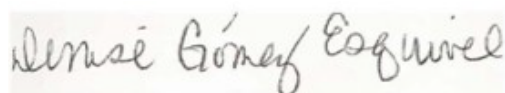
Response: Yes, they integrate with each other via Samsara camera connector.

Question 15: For dead animal collection, are most of these calls coming in at residences or at the side of the road? How long is the average dead animal service time?

Response: The majority of these calls are for collection on a public right-of-way. Occasionally, some calls are within residential subdivisions but not specifically at an address. Dead animal work order requests are usually fulfilled same day.

Question 16: Are residences serviced in alleys?

Response: Approximately 27,000 addresses are serviced by semi-automated rear-load trucks. The majority are in alleyways but also include some dead-end/one-way streets and non-traditional properties with compact layouts not suitable for side-load trucks.



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Denise Gómez-Esquivel, C.P.M., CPPB  
Procurement Administrator  
Finance Department – Procurement Division





## **ADDENDUM II**

**SUBJECT:** Annual Contract for Smart Collection System, (RFCSP 24-008, 6100017447), Scheduled to Close: February 5, 2024; Date of Issue: December 13, 2023

**FROM:** Denise Gómez Esquivel, C.P.M., CPPB  
Procurement Administrator

**DATE:** January 19, 2024

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

**THE ABOVE-MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY  
AMENDED AS FOLLOWS:**

- 1. CHANGE:** Cover page due date was changed from February 5, 2023 to February 5, 2024.

### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003 INSTRUCTIONS FOR RESPONDENTS, PART A, RESTRICTIONS ON COMMUNICATION:**

Question 1: “For containers that are not out, is the expectation that the system automatically identifies the reason for the missed collection? What is the desired status when the vehicle never visits the customer address? I am referring to this statement in the RFCSP: “Must prioritize minimal interference for driver to manually interact with the tablet during operations. Drivers should not interact with solution for carts not set out, but video or pictures are still needed to address customer concerns.”

Response: Yes. We would like for solution to automatically identify customer addresses that the driver has driven by and serviced. For carts that are not set out, we would like the system to automatically identify or flag those addresses instead of a driver pressing a button as drivers are passing by the address and not stopping to service a cart. For addresses that the driver has not driven by, the solution should indicate those as still pending on the route. Additionally, if a customer calls 3-1-1 for a Missed Collection, staff should be able to verify in the solution and see pictures and/or video with day/time stamp showing a cart not out.

Question 2: We currently display GPS in 5 second intervals. Would this be sufficient regarding this statement in the RFCSP: “The system shall provide for real time, current vehicle location to be displayed via a web-based (browser based) application. Reporting intervals shall be no more than 2 seconds per update.”

- Response: Yes, 5 seconds would be sufficient to display of GPS vehicle location. However, a much higher refresh rate is expected for real time data collection for service verification and other features of solution.
- Question 3: Can you please provide examples (ideally all 8 that are required) of these user defined triggers? This is regarding this statement in the RFCSP: "The system solution shall allow for configuring user-defined triggers (minimum of 8 required) that can initiate the capture and retention of videos and/or still images ('snap shots'), on the vehicle's storage device."
- Response: A driver should be able to flag an address for any exceptions to include but not limited to: carts blocked, overfilled carts, carts too heavy, cart fell into hopper, wrong cart collection day, obvious contamination, inspector tagged. Other exceptions may be considered in the future if needed. For carts not set out, we prefer the solution to automatically flag addresses, but we would still like to have an exception button for carts not out for occasional unforeseen instances. Solution should provide pictures and/or video with day/time stamp anytime an exception button is pressed.
- Question 4: Can you please provide clarification on what these landmarks are regarding this statement in RFCSP: "The system shall have the capability to add or remove landmarks."?
- Response: Ideally, a supervisor or driver can flag or pin a location to assist new drivers such as restrooms, hazards, school zones, low bridge, etc.
- Question 5: Is the expectation that this is done with AI/machine vision regarding this statement in the RFCSP: "Automatically identify the size and color of cart that falls into hopper and geolocate to an address."?
- Response: Carts falling into hoppers is a significant issue for SWMD. There is no expectation on how to solve this problem, however we would like to generate a list of addresses at the end of the day where a cart fell in the hopper. Minimal driver interaction is preferred. This would enable supervisors to generate work orders for cart replacements.
- Question 6: Are you expecting the firm to provide Supervisor tablets for our operational/administrative dashboard RCC (Routeware Control Center)? Or a Supervisor tablet that oversees your own tablet usage/driver tablets regarding this statement in the RFCSP: "City/SWMD shall provide data pertaining to routes, vehicles, carts, and service locations. Additionally, Vendor shall provide the smart tablets that drivers and supervisors will use to access the solution."?
- Response: If your solution allows for a supervisor portal or dashboard for mobile devices then supervisor tablets should be included as an option.
- Question 7: Please define what you meant by refresh or reload in this statement: "Track and display a traveled route, i.e., display a breadcrumb trail to visually see route status in real time without having to refresh and reload."
- Response: Supervisors should be able to select a route and visually see breadcrumb trails showing real-time route completion. We would prefer an automatic, not manual, refresh/reload of the webpage or portal.

Question 8: Will a landfill timer be used here potentially regarding the following statement: "Solution must be able to identify if a truck is loaded and with what waste stream. For example, a truck that collected garbage never makes it to the landfill but the next day the driver should be notified the truck is still loaded and with garbage."

Response: There should be no need for a landfill timer. For context, if a truck that collected garbage on Monday doesn't make it to the landfill, the hope is that the solution would notify a driver the following day that a garbage load is still in the truck. Occasionally, a truck with a garbage load that wasn't emptied is used for recycle collections the next day resulting in a bad load that must be landfilled.

Question 9: How is a deactivation determined? If a system does not check in, it could be out of coverage. What would be acceptable duration of lack of check in, etc. regarding statement: "The system should have the ability to send an alert to manager/supervisor if system is deactivated."

Response: If system does not check in within 20 min, a notification or alert to manager/supervisor should take place.

Question 10: Is this based on route sequence or path of travel in the following statement: "System shall notify supervisors of any deviations from planned/preloaded route vs. actual performance. Prefer automatic notification."

Response: Route sequence. If a driver deviates from the sequenced route, a notification or alert to manager/supervisor should take place.

Question 11: Can you please give us some more detail of how you would like this to work? Ideal workflows? Notifications? Calendar interactions? This is in reference to the following statement in the RFCSP: "Solution must calendarize personnel schedule/assignments, track work schedules to include days off and holiday scheduling assignments/shifts."

Response: We are asking if your solution has any capabilities for scheduling route assignments or work shifts. Essentially maintain a personnel and equipment roster for daily resource allocation. We would like the solution to track which drivers are available for work shifts, and which route and truck is assigned.

Question 12: What layers and data are you wanting to come in from ESRI? Can you provide examples for analysis according to this statement: "The system shall have the ability to spatially integrate with ESRI's ArcGIS software and the City of San Antonio GIS mapping systems."?

Response: For initial implementation, City will provide shape/polygon (route layers) and point/address (address data) attribute data that would come from ESRI. Ideally, any updates or changes to route layers in solution should be able to export back to ESRI or other usable format than can work with ESRI.

Question 13: Is the installation of tablets and additional systems in each vehicle? This is regarding the following statement: "Smart tablet equipment. Vendor to identify as needed."

Response: Vendor is to provide and install all tablets, hardware, accessories as needed for each vehicle.

Question 14: Is there any incumbent for this opportunity?

Response: Please refer to the response to Question 3 in Addendum I.

Question 15: If there is an incumbent, then why are you looking for other companies? Are you not happy with them?

Response: Please refer to the response to Question 3 in Addendum I.

Question 16: If there is an incumbent, are they bidding on this opportunity?

Response: Please refer to the response to Question 3 in Addendum I.

Question 17: What is the budget for this project?

Response: The total budget for this project is \$6.4 million. This figure is for a 5-year contract term that includes three 2-year option renewals.

Question 18: Are you interested in our "Supervisor App"? It is an app experience for supervisors to monitor work digitally while in the field.

Response: Yes - We are looking for an all-inclusive, turnkey product.

Question 19: Do you have an integration team?

Response: If referring to SAP Work Order Management or Fleet Maintenance systems integrations, the City currently does not have an integration team for this project. SWMD will review responses provided in the Future Capabilities Roadmap – Proposed Plan. If integrations are deemed beneficial, SWMD would consider integrating with these systems at a later date.

Question 20: When a resident is not in compliance (contaminated recycling, etc.) what happens?

Response: When contamination or non-compliance is identified, the cart is not serviced, and a letter is mailed to that address showing pictures of the contaminated material, cart, and residence. Letter also explains continued violations will result in contamination fees and possible removal of the recycle cart.

Question 21: What happens in the case of a missed collection?

Response: Currently, supervisors review each missed collection call/work order daily. Even if a driver has serviced an address, a truck will be dispatched for a "go back" to service again as we cannot prove the address was serviced. This is why pictures and/or video of carts not set out or other exceptions is critical for this solution to provide.

Question 22: Do you use serial numbers for carts?

Response: Our carts do have serial numbers, but they are not tracked, maintained, or managed. There are too many challenges tracking cart serial numbers to include: carts are often swapped around within neighborhoods, a number of carts have duplicate serial numbers, serial numbers often fade or wear away after years.

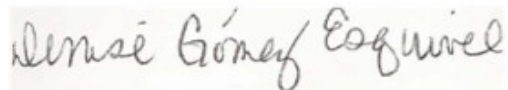
Question 23: How does your pay as you throw system work? Do residents have additional bins that they are not paying for?

Response: We offer three sizes of garbage, recycle and organics carts: Large 96 gallon, Medium 64 gallon, and Small 48 gallon. Customers are billed based on the quantity and sizes of the brown garbage cart they have assigned.

Unfortunately, some residents do have additional bins that are not paid for. We would like to identify those discrepancies through this solution.

Question 24: Will you please provide instructions on how to fill out the Non-City Employee Provisioning Guide? Do we need to fill it out?

Response: Vendors do not need to complete this form as part of their proposal.



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Finance Department – Procurement Division