

SAN ANTONIO INFORMATION TECHNOLOGY SERVICES DEPARTMENT

**REQUEST FOR COMPETITIVE SEALED PROPOSALS
("RFCSP")**

FOR

Route Optimization Replacement for Development Services Department

(RFCSP 22-126; RFx 6100015956 V3)

Release Date: September 7, 2022

Proposals Due: October 12, 2022, 2:00 P.M. Central Time (CT)

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003 BACKGROUND

The Development Services Department is responsible for assisting customers through the construction development process. These processes include reviewing, permitting, inspecting, and granting authority to develop land and occupy buildings within the City. Additionally, the department is responsible for subdivision mapping / parcel addressing, zoning administration, subdivision administration, building code administration, landscaping, tree preservation, sign regulation, and traffic reviews.

Inspections

The Building Inspections section is the primary field enforcement agency for all permitted construction activity on private and public property for construction outside of the public right-of-way. Inspections are performed in response to requests from customers related to required building permits. As part of the overall development process, inspections are performed on various aspects of the building process (e.g. building, electrical, mechanical, plumbing code compliance).

URLs:

<https://www.sanantonio.gov/DSD/About/OrgCharts#149341399-building-inspections>

<https://docsonline.sanantonio.gov/FileUploads/DSD/Inspections-OrgChart.pdf>

Inspection Section Staff

There are approximately 110 inspectors assigned to perform inspections. Every day, inspection team supervisors review assigned inspections and schedules of their inspectors, their real-time locations throughout the day, and re-assign inspections to inspectors as circumstances may require.

Inspection Volumes

Each inspector completes an average of 30 to 35 inspections per day. The number of inspections per inspector will vary based on staffing, inspection type, and construction activity. The total number of inspections completed per day is 1100 to 1300 inspections. The "Service Goal" is 95% next day service.

004 SCOPE OF SERVICE

The City of San Antonio and the Development Services Department (DSD) is seeking a commercial off the shelf field inspection route optimization and customer notification solution to support its field inspection operations. The solution should be **cloud-based**, include a native mobile application for field inspectors, integrate with the City's Accela system for inspection information, and not require the installation of any equipment in inspector vehicles. Proposals should include all services and software necessary to implement the solution for the City.

Business Requirements

General Requirements

- The proposed solution will:
 - a. Integrate with the City's permitting system "Accela" to receive inspection work orders
 - b. Optimize routes for approximately 110 inspectors, for an average of 1200 total inspections daily
 - i. Each inspector is assigned 30 to 35 inspection work orders a day
 - c. Automate customer notifications to be sent the day of the inspection to communicate inspectors estimated arrival time
 - d. Provide managers and department leadership with the ability to see the location and schedule for all inspectors.
 - e. Provide a supervisor's dashboard to manage daily inspector operations. The dashboard enables:
 - i. Supervisors to assign and/or reassign inspection work orders as needed throughout the workday
 - ii. Continuously reassign inspections through the day, level demand, make changes based on inspector performance, or to better match type / discipline with inspector experience level or background
 - f. The supervisor's dashboard must organize inspections by type and discipline category (i.e. interior/exterior electric, HVAC, plumbing, vertical, horizontal.) Inspection type and category are data fields provided from Accela
 - g. The mobile application must display an overall map showing all stops
 - i. Inspection attributes are available from the map for inspectors to look up details
 - ii. The map must be available for viewing on the inspector's mobile device as well as supervisors' workstations
 - h. The mobile application must notify the inspector in real time to show assigned inspection work orders
 - i. The Inspector must be able to re-optimize their route at any time based on ad-hoc changes to their work queue
 - j. The Mobile application automates in-route event tracking such as route start, arrival, inspection complete, as well as delays to allow supervisors to manage inspector efficiency.
 - k. Ability to assign priority levels to inspection work orders, as well as identify those priority levels on the supervisor dashboard or mobile application queue by color scheme or special symbol
 - l. When a priority level is assigned or modified, a notification must be sent to the inspector to let them know of the priority change
 - m. Provide supervisors with real-time information regarding the current location of the inspectors and their progression in executing their assigned orders.

Critical Success Factors:

1. Ability to optimize inspector routes. The optimize tool must be available to inspectors using the native mobile application. Optimization may take place at any time throughout the workday
2. Provide supervisor online dashboard to:
 - Manage inspection queue's
 - Display resource utilization and route efficiency
 - Display real-time location for each inspector
3. Provide automated customer notification showing at minimum "inspector estimated arrival time"
4. Respondent shall be responsible for integration to City's permitting solution, Accela Civic Platform, through the development of an interface using the City's message bus, GUMB. (See section "As-Is Business Process" below.) The GUMB integration must establish the 2-way messaging – see section "Scope of Services". as well as "Exhibit 9" - GUMB Message Formats.

5. The supervisor's dashboard must include real-time data of all routes and service locations to include:
 - o Route progress
 - o Inspection status
 - o Location tracking
6. The proposed solution must be compatible with **iOS and Android devices (smartphones, tablets) and Windows-based laptops.**
7. The proposed solution must operate seamlessly with turn-by-turn navigation on mobile devices

Training and Costs

Respondents must provide detailed training fees. Please identify standard training, which is included with initial license purchase, as well as fees associated with additional ad-hoc training sessions. See "RFCSP Attachment B, Price Schedule" – Tab: "Base Training Costs". Lines #1 and 2 - Please identify the cost for the Respondents standard training package included with a license purchase. "Base Training Cost" Tab in RFCSP Attachment B, Price Schedule: Additional line items #5 and #6 are provided for the Respondent to list fees for additional training sessions, if requested by City, during post implementation services.

Maintenance and Support

Respondents must detail post implementation maintenance and support services, including:

1. Telephone support (include toll-free support, hours of operation, availability of - at a minimum - 12x5 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

Vendor warranty period shall begin upon final written acceptance of the system by City. "Year 1" Maintenance and Support begins immediately following vendor's warranty period.

Cost must include the first year of "Maintenance and Support" and the ability for optional extension terms for the duration of the contract.

Service Levels

Respondents must provide a Service Level Agreement to include:

1. any additional SLAs for additional products which are part of the proposed solution
2. Product availability (uptime with full functionality outside scheduled maintenance periods)
3. Maximum Scheduled Downtime (e.g. scheduled maintenance outages must not exceed 6 hours per quarter, and must not exceed 24 hours per year)
4. Page Load Time, excluding end user queries (e.g. page load time, for page requests that do not include end-user query conditions must be 5 seconds or less, 99.5% of the time.
5. Page Load Time, including end user queries (e.g. page load time, for page requests that include end-user query conditions must be 15 seconds or less, 99.5% of the time
6. Support Request Acknowledgement Time (time to acknowledge receipt of a support request)
7. Support Request Mean Time to Resolution

Technical Requirements

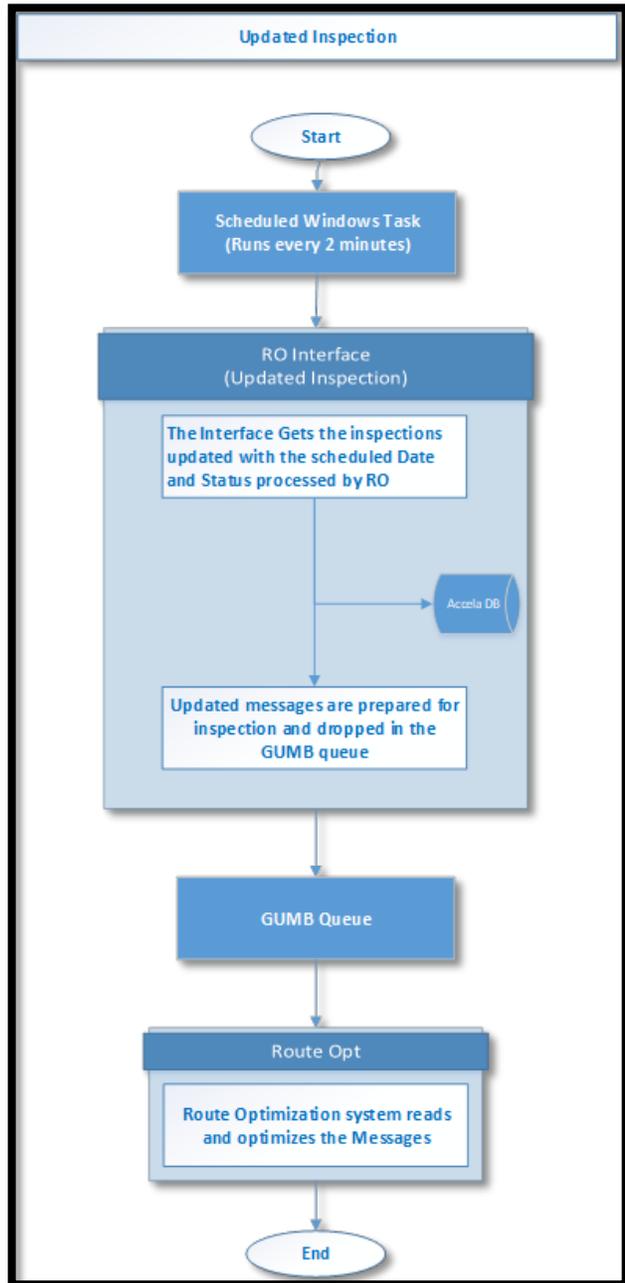
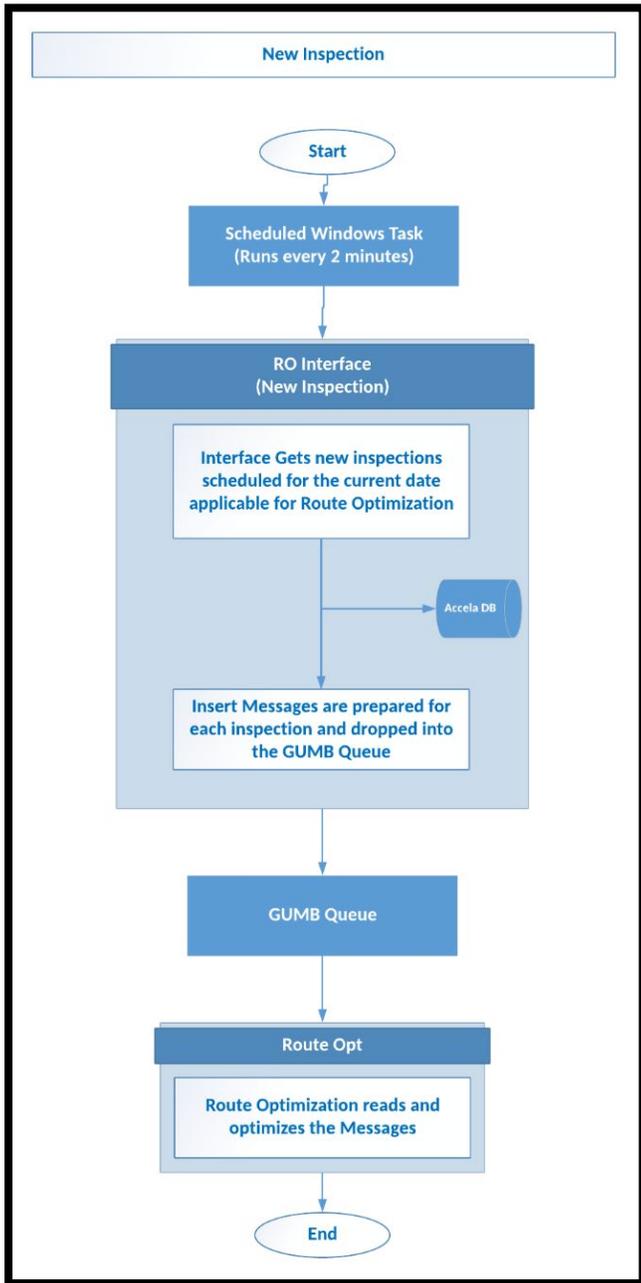
The proposed solution must be able to integrate with the City's permitting system, Accela Civic Platform, via an API interface. City Information Technology Service Department (ITSD) will manage the Accela system and the Data Center Layer, Networking Layer, Device Layer, Operating System Layer, and Application Infrastructure Layer for the information technology components of the proposed System in accordance with a SLA to be jointly developed by ITSD, the system provider, and the business owner of the System. Management of the Application Layer (business logic) will be determined by SLA.

As-Is Business Process

- Process Start -- Assigning work orders is performed by supervisors beginning each day at 5:00am
- Supervisors perform workload balancing sessions each morning
 - This step validates that each ticket is assigned to the correct inspector
 - Adjustments are made if inspectors change their availability that day
- Accela, the system of record for inspection records, identifies each inspection ticket by type as well as location address
 - Accela performs an addresses look-up function for each ticket to locate the district area and the correct inspector assigned to that area
 - If an address generates a look-up error in Accela, that respective ticket remains unassigned in Accela
 - A supervisor will manually perform the address look up that morning to find the correction, and the address will be manually updated in Accela
- Inspections are automatically grouped and assigned to the correct Inspectors in the Accela system
 - Inspection tickets are assigned based on geographical district area, discipline (electrical, mechanical, plumbing, construction, school, environmental) & inspection type based on the scope of the permit and construction activity reflected in the permitting system
- Supervisors work in Accela to validate record details, Accela then communicates with Route Optimization
- The existing routing optimization system receives details from Accela on each ticket including permit "type" and "address"
- Supervisors then validate, level, and lock-in assignment queues using the Route Optimization dashboard
 - Inspectors in the field receive the work queue and start managing their respective routes on their City issued mobile device
- As soon as inspectors begin their first route, inspection notifications are sent by the route optimization system to each customer scheduled during that day
 - The notification includes a tokenized URL that customers may access throughout the day to view their position in the inspector's queue and approximate arrival time.
 - The customer is notified of where they are in the queue and when to expect to inspector arrival
- Once an inspector completes each inspection ticket in order, they use their smart device to mark it the inspection complete and provide any necessary field notes
 - Status updates are then sent by Route Optimization to the next customer in the queue to update estimated time of arrival status
- Each vehicle is assigned to a single inspector, the only exception is when a vehicle is sent in for maintenance
- Route Optimization Priority Handoff. When the ticket queue is sent the following day from Accela, Route Optimization recognizes priority tickets, shows these tickets at the top of the queue, and uses colored symbols to visually separate priority tickets to the inspector.
- Route Optimization takes priority tickets into account when calculating the most efficient route and sends the inspector to priority locations first.

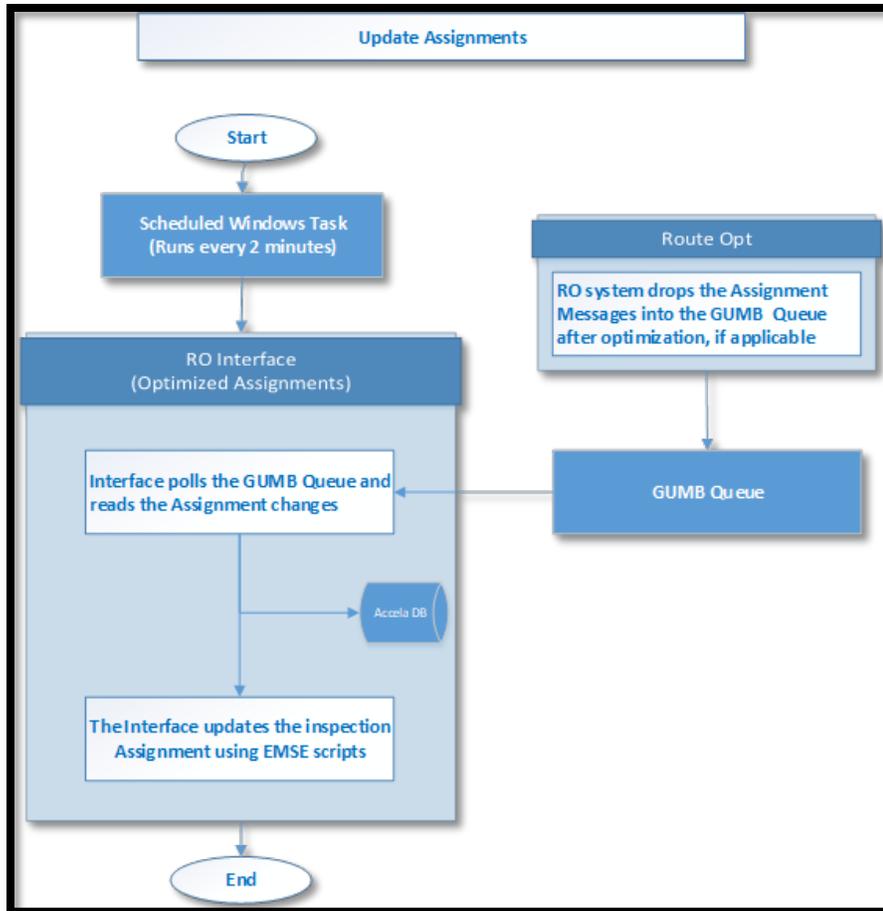
As-Is Process Flow Maps

The following illustrations show “New Inspection”, and “Update Inspection” process flows as in the narrative described above



As-is Process Flow Map continued

The following illustration shows the “Update Assignments” process map as described above



Accela Integration Detail

The proposed solution will include bi-directional interfaces to enable the exchange of details with the Accela Civic platform. The following information outlines details of the integration between the Route Optimization solution and City's Accela Civic platform.

Integration with Accela is supported with web services integration via a custom middleware application (GUMB) developed and hosted by the City. An overview of the middleware architecture and methods is provided in the attached “EXHIBIT 10 – GENERIC UNIVERSAL MESSAGE BUS (GUMB) OVERVIEW”. The Route Optimization system Respondent will develop a “Listener service” as described in EXHIBIT 10. For the purposes of this project, Respondent will need to consume the GUMB web services to get 5 different message types from Accela via their Listener and will need to post 2 different message types to Accela.

Message types from Accela to Route Optimization (get):

1. Daily Mass Inspection Extract – Accela inspections for route optimization for a given day
2. Daily Mass Inspection Extract Applicant - Customer contact information for each Accela inspection for notification purposes
3. Daily Mass Inspection Extract Row Count – Checksum for number of Accela inspections in the batch
4. Accela Assignment Change – Change in Accela inspector assignment for an inspection
5. Accela Schedule Date Change – Change in Accela inspection date for an inspection

Message types to Accela from Route Optimization (post):

6. RO Assignment Change – Change in RO inspector assignment for an inspection
7. RO Assignment Change Count - Checksum for number of RO inspector assignment changes in the batch

Interface Assumptions

Inspection assignment changes and optimization may occur on the RO side by field inspectors or the Accela side by supervisors.

Price Schedule Definitions

OPTIONAL: Lines 2, 3, &4 below are applicable only if Respondent fees vary by support tier. If not applicable, please mark N/A on lines 2 through 4

System Support Costs Tab:

- Level 1 (support is the first tier of support, usually provided by IT support personnel with the least experience)
- Level 2 (personnel take queries from Level 1. This level of help mostly deals with in-depth troubleshooting and backend analysis)
- Level 3 (support requires SMEs (Subject Matter Experts). Level 3 support consists of experts, who may include specialists such as architects, engineers, and creators)

Existing Interfaces:

Functionality	Description	Process Flow	Outbound / Inbound
New Inspection	Inspections scheduled for the current date are sent to RO	<ul style="list-style-type: none"> Scheduled Window service kicks off the interface Interface Gets the applicable inspections scheduled for the current date Prepares the Insert Messages Drops the messages into GUMB Queue Updates the Interface Table 	Outbound
Updated Inspections	Updated Inspections those were already processed are sent to RO	<ul style="list-style-type: none"> Scheduled Window service kicks off the interface Interface Gets the inspections updated with new scheduled date and status Compares new data with the list of Messages that were already processed and prepares to update Messages for applicable inspections Drops the Messages into GUMB Queue Updates the Interface Table 	Outbound
Update Assignments	Optimized messages are read from RO	<ul style="list-style-type: none"> Scheduled Window service kicks off the interface Interface Polls the GUMB Queue and reads the optimized messages Updates the inspection assignment using EMSE script Updates the Interface Table 	Inbound

Integration Details -- Sample Messages Sent by Accela

- New Inspection**
 - 286406~2021-01-25-15:57:00~INSP~139023~4~01/25/2021~Electrical - Rough-in~1~MEP-ELE-PMT21-33300683~TML #14~Electrical General Permit~~~4611 E 1604~City of San Antonio~TX~78109~98.295807~29.471027~~30
- Updated Inspection**
 - 332406~2021-01-25-15:59:01~SCHED~~~
- Update Assignment**
 - 281684~2021-01-22 05:55:42~ASGMT~JT24864

005 SCHEDULE OF EVENTS

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

RFCSP Release	September 7, 2022
Pre-Submittal Conference	September 14, 2022, at 3:00 PM CT
Final Questions Accepted	September 27, 2022, at 2:00 PM CT
Proposal Due	October 12, 2022, at 2:00 PM CT

006 PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference is scheduled at **3:00 PM Central Time, on September 14, 2022**, and will be via WebEx only. Respondents are encouraged to prepare and submit their questions in writing 3 calendar days in advance of the Pre-Submittal Conference in order to expedite the proceedings. Pre-Submittal Conference participation is optional, but highly encouraged.

Auxiliary aids and services are available upon request. Interpreters for the Deaf must be requested at least 48 hours prior to the meeting. For assistance, call (210) 207-7245 Voice/TTY.

Conference Dial-In: 415-655-0001

Meeting Number/Access Code: 2467 336 1112

Password: COSA

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on the City. Respondents are encouraged to resubmit their questions in writing, to the Staff Contact Person identified in the Restrictions on Communication section, after the conclusion of the Pre-Submittal Conference.

007 PROPOSAL REQUIREMENTS

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

Submission of Proposals. Respondents MUST submit proposals electronically through the vendor portal.

Faxed or emailed submissions will NOT be accepted.

Respondent shall limit information regarding the Respondent's proposed price to the respective section designated for this information. PLACING PRICING 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.

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

TABLE OF CONTENTS

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

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

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

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

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

*CONTRACTS DISCLOSURE FORM. Complete and submit a Contracts Disclosure Form with the proposal as Attachment C. 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. Note: All fields must be completed prior to submitting the form.
2. All respondents must include the following information in the required Contracts Disclosure Form at the time the original proposal is submitted:
 - a. names of the agency board members 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.

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

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

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

*VETERAN-OWNED SMALL BUSINESS PREFERENCE PROGRAM (VOSBPP) 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. Complete, sign and submit the Veteran-Owned Small Business Program Tracking Form found in this RFCSP as Attachment F.

*CERTIFICATE OF INTERESTED PARTIES (Form 1295) in this RFCSP as Attachment G.

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

Form 1295 must be completed online. It is available from the Texas Ethics Commission by accessing the following web address: https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm.

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

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

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

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

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

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

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

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

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

Proposed Solution (40 points)

Experience, Background, Qualifications (40 points)

Pricing (20 points)

008 SUBMISSION OF PROPOSALS

Proposals MUST be submitted electronically through the portal.

Faxed or emailed submissions will NOT be accepted.

Submission of Electronic Proposals. Submit one (1) **COMPLETE** proposal no later than **2:00 P.M., Central Time, on October 12, 2022**. All times stated herein are Central Time. Any proposal or modification received after the time and date stated on the Cover Page shall be rejected. All forms in this solicitation which require a signature must have a signature affixed thereto, either by manually signing the document, prior to scanning it and uploading it with your submission, or affixing it electronically.

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

Proposal Format.

Each proposal shall be typewritten, single-spaced and submitted on 8 ½" x 11" page layout. Unnecessarily elaborate brochures, artwork, bindings, visual aids, expensive paper, or other materials beyond that sufficient to present a complete and effective submission are not required. Font size shall be no less than 12-point type. All pages shall be numbered. Margins shall be no less than 1" around the perimeter of each page. 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 RFP Section 007, Proposal Requirements, and **each section and attachment must be indexed as in the 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.

Modified Proposals. Proposals may be modified provided such modifications are received prior to the due date for submission of proposals and submitted in the same manner as original proposal. For electronic proposals, a modified proposal will automatically replace a prior proposal submission.

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

Forms Requiring Signatures.

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

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

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

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

Correct Legal Name. Respondents who submit proposals to this RFCSP shall correctly state the true and correct name of the individual, proprietorship, corporation, and /or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include the 11-digit Comptroller's Taxpayer Number on the Respondent Questionnaire form found in this RFCSP as Attachment A, Part 2.

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

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.

Travel and Related Expenses.

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

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

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

The City has provided forms as examples to be used for reporting expenses for reimbursement in Exhibit 8. The City requires that receipts for expenses not covered by the per diem be attached to the reimbursement request forms for proper verification and processing. Forms Attached as Exhibit 8 are: 1) Personal Vehicle Mileage Record, and 2) Travel & Miscellaneous Expense Report. Customer may use their own forms for reporting travel expenses that provide the same information requested in the forms found in Exhibit 8.

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

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

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

Proposal Opening. Proposals will be opened publicly by reading the names of the Respondents aloud online through WebEx at 2:30 on the day the proposals are due.

However, 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): 177 587 8554
Meeting password: COSA

Restrictions on Communication.

Respondents are prohibited from communicating with: 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFCSP or proposals from the time the RFCSP has been released until the contract is posted for consideration as a City Council agenda item during a meeting designated as an "A" session; and 2) City employees from the time the RFCSP has been released until the contract is awarded. These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFCSP and/or proposal submitted by

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

Exceptions to the restrictions on communication with City employees include:

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

Respondents may submit written questions concerning this RFCSP to the Staff Contact Person listed below until **2:00 p.m., Central Time, on September 27, 2022.** Questions received after the stated deadline will not be answered. Questions submitted and City's responses will be posted with this solicitation. All questions shall be sent by e-mail or through the portal.

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

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

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

Staff Contact Person:

Maria Castillo, Procurement Specialist II
City of San Antonio, Finance Department, Purchasing Division
maria.castillo@sanantonio.gov

Changes to RFCSP.

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

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

Prohibited Financial Interest.

The Charter of the City of San Antonio and the City of San Antonio Code of Ethics prohibit a City officer or employee, as those terms are defined in §§ 2-42 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 (ii) 10% or more of the fair market value of the entity; or
- An entity in which any individual or entity listed above is (i) a subcontractor on a City contract, (ii) a partner or (iii) a parent or subsidiary entity.

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

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

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

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

<https://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/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports>

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 proposal. The Purchasing Division will not deliver the forms to the City Clerk for you.

009 AWARD OF CONTRACT AND RESERVATION OF RIGHTS

Per §252.043 of the Texas Local Government Code, the contract will be awarded to the responsible Respondent 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 award one, more than one, or no contract(s) in response to this RFCSP.

City may accept any Proposal in whole or in part. However, final selection of a Respondent is subject to City Council approval. City reserves the right to delete items prior to the awarding of the contract, and purchase said items by other means.

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

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.

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

If selected, Respondent will be required to comply with the (a) Venue, Jurisdiction and Arbitration, (b) Insurance and (c) Indemnification Requirements established herein. If Respondent takes exception to these terms, the City may deem the Respondent non-responsive and not evaluate their proposal.

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

010 ACCEPTANCE CRITERIA

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

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

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

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

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

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

011 SUPPLEMENTAL TERMS & CONDITIONS

Original Contract Term. This contract shall begin upon the effective date of the ordinance awarding the contract and shall continue in full force and effect for a two (2) year period after implementation of all services.

Renewals. At City's option, this contract may be renewed under the same terms and conditions for three (3) additional, one (1) year periods. Renewals shall be in writing and signed by the Director, without additional City Council approval, subject to and contingent upon appropriation of funding therefore.

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

Temporary Contract Pending Award of Contract by City Council.

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

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

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

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

Insurance.

Prior to the commencement of any work under this Agreement, Respondent shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the City's Development Services Department, which shall be clearly labeled "**RFCS 2022-126; RFx 6100015956 ROUTE OPTIMIZATION REPLACEMENT FOR DEVELOPMENT SERVICES DEPARTMENT**" in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must have the agent's signature and phone number, and be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to the City. The City shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by the City's Development Services Department. No officer or employee, other than the City's Risk Manager, shall have authority to waive this requirement.

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

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

TYPE	AMOUNTS
1. Workers' Compensation 2. Employers' Liability	Statutory \$1,000,000/\$1,000,000/\$1,000,000
3. Broad form Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations *b. Independent Contractors c. Products/Completed Operations d. Personal/Advertising Injury e. Contractual Liability f. Damage to property rented by you	For <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage f. \$100,000
4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	<u>Combined Single Limit</u> for <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence
5. Professional Liability/Technology E&O (Claims-made basis) To be maintained and in effect for no less than two years subsequent to the completion of the professional service.	\$1,000,000 per claim, to pay on behalf of the insured all sums which the insured shall become legally obligated to pay as damages by reason of any act, malpractice, error, or omission in professional services.

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

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

City of San Antonio
 Attn: Development Services Department
 P.O. Box 839966
 San Antonio, Texas 78283-3966

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

- Name the City, its officers, officials, employees, volunteers, and elected representatives as additional insureds by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation and professional liability policies;
- Provide for an endorsement that the "other insurance" clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;
- Workers' compensation, employers' liability, general liability and automobile liability policies will provide a waiver of subrogation in favor of the City.

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

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

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

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

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

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

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

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

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

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.

Interlocal Participation.

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

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

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

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

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

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

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 as listed as Exhibits in the Table of Contents of this RFCSP, 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.

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 – Requirements Traceability Matrix
Attachment F - Veteran Owned Small Business Preference Program Tracking Forms
Attachment G - Certificate of Interested Parties Form 1295
Attachment H - Signature Page
Attachment I - Proposal Checklist

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

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

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

Invoicing and Payment.

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

accounts.payable@sanantonio.gov

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

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

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

Information Required on Invoice.

All invoices must be in a form and content approved by the City. City may require modification of invoices if necessary in order to satisfy City that all billing is proper and pursuant to the terms of the contract. Invoices are required to show each City Purchase Order Number. 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 efforts attempt by City to obtain and appropriate funds for payment of any debt due by City herein.

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

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.

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, Jurisdiction and Arbitration. All claims, counterclaims, disputes, and other matter in question between City and Vendor arising out of or relating to this Agreement or its breach will be decided in a court of competent jurisdiction. **Venue of any court action brought directly or indirectly by reason of this contract shall be in Bexar County, Texas. This contract is made and is to be performed in Bexar County, Texas, and is governed by the laws of the State of Texas.** The City will not contractually agree to engage in binding arbitration and will not contractually agree to relinquish its right to a trial by jury.

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 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.

In accordance with SB 13, effective September 1, 2021, 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.

In accordance with SB 19, effective September 1, 2021, 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.

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.

013 STANDARD DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Proposal Opening - a meeting during which proposal responses are opened publicly by reading the names of the respondents aloud online through WebEx.

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

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

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

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

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

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

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

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

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

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

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

014 RFCSP EXHIBITS

RFCSP EXHIBIT 1

ADMINISTRATIVE DIRECTIVE 7.4A ACCEPTABLE USE OF INFORMATION TECHNOLOGY

ATTACHED AS A SEPERATE DOCUMENT.

EXHIBIT 2

ADMINISTRATIVE DIRECTIVE 7.8D ACCESS CONTROL

ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 3

ADMINISTRATIVE DIRECTIVE 7.3A DATA SECURITY

ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 4

CITY OF SAN ANTONIO TECHNOLOGY STANDARDS 2019

ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 5

**CITY OF SAN ANTONIO NON-CITY EMPLOYEE PROVISIONING GUIDE
(TO BE FILLED OUT BY RECOMMENDED RESPONDENT)**

ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 6

CITY OF SAN ANTONIO INFORMATION TECHNOLOGY SERVICES DEPARTMENT TESTING POLICY VERSION 1.5

ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 7

**CITY OF SAN ANTONIO INFORMATION TECHNOLOGY SERVICES DEPARTMENT TESTING STRATEGY VERSION
1.0
(TO BE FILLED OUT BY RESPONDENT AND SUBMITTED WITH PROPOSAL SUBMISSION.)**

ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 8
REIMBURSEMENT REPORTS
ATTACHED AS A SEPERATE DOCUMENT.

RFCSP EXHIBIT 9

GUMB MESSAGES

ATTACHED AS A SEPARATE DOCUMENT.

RFCSP EXHIBIT 10

Generic Universal Message Bus (GUMB) Overview

ATTACHED AS A SEPARATE DOCUMENT.

015 RFCSP ATTACHMENTS

RFCSP ATTACHMENT A, PART ONE

GENERAL INFORMATION FORM

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

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

Principal Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Website address: _____

Year established: _____

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

Social Security Number or Federal Employer Identification Number: _____

Texas Comptroller's Taxpayer Number, if applicable: _____
(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

DUNS NUMBER: _____

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

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

Partnership

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

Also, check one: Domestic Foreign

Other. If checked, list business structure: _____

Printed Name of Contract Signatory: _____

Job Title: _____

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

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

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Annual Revenue: \$ _____

Total Number of Employees: _____

Total Number of Current Clients/Customers: _____

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

List Related Companies:

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

Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Email: _____

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

Yes ___ No ___

4. Is Respondent registered with the Texas Secretary of State?

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

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

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

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

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

Years _____ Months _____

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

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

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

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

Years _____ Months _____

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

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

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

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

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

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

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

10. Disciplinary Action: Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations? Yes ___ or No ___
If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

11. Previous Contracts:

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

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

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

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

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

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

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

REFERENCES

Provide three (3) reference letters from three (3) separate organizations/companies/firms, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided. 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: _____

Date and Type of Service(s) Provided: _____

Contact Email Address: _____

Reference No. 2:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Date and Type of Service(s) Provided: _____

Contact Email Address: _____

Reference No. 3:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Date and Type of Service(s) Provided: _____

Contact Email Address: _____

RFCSP ATTACHMENT A, PART TWO

EXPERIENCE, BACKGROUND, QUALIFICATIONS

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

1. 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 Vehicle Route Optimization solutions. Indicate if this is the Respondent's primary line of business. If not, state the Respondent's primary line of business.
 - a. Clarify if years of service have in any way been influenced by an acquisition, merger, and/or organizational consolidation/restructuring in any form.
3. List other lines of business respondent is engaged in, aside from route optimization solutions.
4. List and describe three (3) relevant projects of similar size and scope to this RFCSP, performed over the past four years. Identify associated results or impacts of the project/work performed.
5. List all active Route Optimization 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?
6. Describe Respondent's specific experience with public entities clients, especially large municipalities or authorities. If Respondent has provided services for the City in the past, identify the name of the project, city department and contact for which Respondent provided those services.
7. 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.
8. Provide an organizational chart of the respondent's company. Should only include employees.
9. 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, 3rd 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
10. Describe the company's support organization and volume of support inquiries managed per month over the past 2 years.
11. List the number of customers currently using proposed solution. Include company name, type of business, city & state.
12. List at least 3 references for customers which respondent has recently been engaged with on similar projects. Include company name, type of business, city & state. Describe high level business function delivered as part of the project.
13. What percentage of existing customers are current with their annual support contract?

14. Indicate if respondent has had any experience integrating RO with an existing customer's "Permitting" system of record
- a. Does Respondent have experience specifically with the Accela permitting system?
 - b. Does respondent have experience integrating with GUMB messaging for 2-way system communication?
 - c. How many implementations has the Respondent completed in the last three years that required integration with a "Permitting" system?

RFCSP ATTACHMENT A, PART THREE

PROPOSED PLAN

Introduction

This section focuses on the Respondents plan to implement the solution being proposed.

A. Executive Summary – Maximum five pages in length. The Respondent shall outline in narrative form its understanding and ability to provide the solution and perform the services as outlined in Section 4, Scope of Work, including a summarized description of the proposed solution and approach and highlighting relevant experience and staff qualifications

B. Proposed Plan

In no more than ten (10) pages, please describe your proposed solution to provide a cloud-based Route Optimization Solution as outlines in Section 4 and the Requirements Traceability Matrix RTM (Attachment E). Please complete Attachment E and return with your proposal.

The Respondent should describe the pricing structure of their product without providing the actual cost in this section (i.e. is the proposed solution based on a subscription, annual fee, cost per inspection, cost per user/license, etc.). Are there any future costs for maintenance or subscriptions? Do not provide cost (provide cost in price schedule only). In this section only provide licensing and support cost structure.

C. Solution Information:

Identify any limitations that may exist related to volume of transactions, storage capacity, and active users. Describe any unique and/or innovative functionality and/or deployment methods that respondent may offer. Indicate whether these features are included as part of the proposal including cost.

D. Project Management

Describe Respondents project management plan.

Provide a sample plan for deployment of proposed solution to include:

1. Milestones
2. List of deliverables for each milestone
3. % of Project Completion at the end of each milestone

Identify any known risks that have been experienced in previous similar deployments

Provide sample contracts/documents for proposed solution, to include:

1. Licensing
2. User Agreements
3. Support Service Level Agreement (SLA's)

Describe the warranty period post go-live

1. How many months does it cover
2. Provide severity levels of issues that may be encountered and response times
3. Describe the process client must follow to report issues/problem

E. Total Cost of Ownership

Without including specific pricing, please provide additional details we should consider as part of the Total Cost of Ownership to include but not limited to the following:

1. List any fees that may increase due to growth in transactions, users, data storage, and volume of data transfer.
2. Describe history of maintenance and support fees increases or price adjustments over the past 5 years.
3. If vendor offers enterprise and/or departmental cost models, please list the differences.
4. Describe fee structure for client requested changes or enhancements to the software (i.e. Include time or resource rate tables).
5. Describe additional costs that may be incurred for customized exporting/extracting of any data.

F. Customer Support:

1. Describe Post-Production Warranty period
 - Duration after Go-Live Date
 - Customer Contact Process
 - After Hours support
2. Describe the various options available for customer and technical support

- Online Chat sessions
 - Phone support
 - Email support
3. Describe Issue/Problem Severity levels and response times
 4. What are the support hours of operation?
 5. If proposed solution includes 3rd party utilities, software, services, etc., describe how customer support will be managed with these 3rd parties
 6. Describe how customer service incidents and/or technical issues are reported and managed
 - Include any available documentation listed below as an appendix to the proposal and include a reference to these appendices here
 7. Process diagrams
 8. Service Level Agreements (SLA's)

G. Maintenance/Upgrades:

Describe how customers' requests for enhancements are handled. Include practice on how enhancements requests are reviewed and chosen for product upgrades.

H. Additional Information:

Provide any additional plans and/or relevant information about Respondent's approach to providing the required solution/services for this RFCSP.

RFCSP ATTACHMENT B

PRICE SCHEDULE v2

ATTACHED 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 Title 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

REQUIREMENTS TRACEABILITY MATRIX v2

POSTED AS A SEPARATE DOCUMENT.

RFCSP ATTACHMENT F
VETERAN OWNED SMALL BUSINESS PREFERENCE PROGRAM TRACKING FORM
POSTED AS A SEPARATE DOCUMENT.

RFCSP ATTACHMENT G

CERTIFICATE OF INTERESTED PARTIES (Form 1295)

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

Form 1295 must be completed online. It is available from the Texas Ethics Commission by accessing the following web address:

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

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

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

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

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

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

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

(1) receives compensation from the business entity for the person’s participation;

(2) communicates directly with the governmental entity or state agency on behalf of the business entity regarding the contract; and

(3) is not an employee of the business entity or of an entity with a controlling interest in the business entity.

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

RFCSP ATTACHMENT H

SIGNATURE PAGE

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

By submitting a proposal, Respondent represents that:

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

If awarded a contract in response to this RFCSP, Respondent will be able and willing to comply with the insurance and indemnification requirements set out in the RFCSP.

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

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

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

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

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

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

Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

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

Co-Respondent should answer any questions or provide any information directed specifically to Co-Respondent.

Co-Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

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
Executive Summary	
Table of Contents	
General Information Form RFCSP Attachment A, Part One	
Experience, Background and Qualifications RFCSP Attachment A, Part Two	
Proposed Plan RFCSP Attachment A, Part Three	
Price Schedule RFCSP Attachment B v2	
*Contracts Disclosure Form RFCSP Attachment C	
Litigation Disclosure Form RFCSP Attachment D	
Requirements Traceability Matrix RFCSP Attachment E v2	
*Veteran-Owned Small Business Preference Program Tracking Form RFCSP Attachment F	
*Certificate of Interested Parties (Form 1295) RFCSP Attachment G	
Proof of Insurability Insurance Provider's Letter Copy of Current Certificate of Insurance	
Financial Information	
*Signature Page RFCSP Attachment H	
Proposal Checklist RFCSP Attachment I	
One COMPLETE ELECTRONIC COPY	

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

**City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE**

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.

Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

INSTRUCTIONS

Insert Respondent Name: _____

Please refer to RFCSP Section 004 Scope of Work and Attachment E - Requirements for details describing the services and scope of the system implementation services, system ongoing maintenance and operations (M&O) support services, to be provided and priced in accordance with this Cost Workbook.

1.	This Cost Workbook contains multiple worksheets designed to provide a robust understanding of the costing models used by the Respondent. Use of this Cost Workbook is critical to Proposal evaluation, and it is essential that the Respondent use this form in preparing pricing response to this RFCSP .
2.	This Cost Workbook shall be completed and submitted as Attachment B - Price Schedule.
3.	Each worksheet is designed to elicit specific pricing information related to the requirements of this RFCSP.
4.	Please note that the Respondent's response to this Cost Workbook will not be considered as an actual commitment to perform the project, but WILL BE considered the costing model and pricing structure commitment if the Respondent is the selected Respondent.
5.	For each deliverable in the Pricing Sheet, assign a fixed priced cost for accomplishing that deliverable. Additional deliverable line items may be added as appropriate to satisfy the solicitation requirements. Respondents may add lines the table as needed to include all relevant information regarding deliverable price.
6.	City of San Antonio reserves the right to procure a subset of the items listed in the pricing sheet based on its own discretion.
7.	All proposed costs shall be inclusive of all Vendor's costs including, but not limited to, staffing, administrative overhead, travel, lodging, and any other expenses that may be incurred by the Vendor. The City of San Antonio will not separately reimburse the Vendor for any expenses beyond what the Vendor includes in their pricing proposal.
8.	Vendor shall provide fixed price deliverables-based pricing for all implementation and training deliverables.
9.	Vendor shall provide labor rates that is inclusive of all expenses.
10.	Vendor may not remove any existing rows from the cost worksheets. Contents in existing rows may not be modified except for the purposes to update quantity and cost information. Vendors are permitted to add rows to identify additional deliverables, quantity, and pricing related information into cost worksheets as appropriate to itemize proposed deliverables.
11.	Vendors are responsible to verify that calculations for all cost worksheets (including the Pricing Summary tab) are correct and accurately reflects the vendor's proposed costs.
12.	Enter all one-time, re-occurring and ala carte costs that are associated with your proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users or 1 license required for each user.

**City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICING SCHEDULE**

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Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

PRICING SUMMARY

Insert Respondent Name: _____

Item	Description	Price	NOTES:
Base Pricing Summary			
	Cost Summary Line Items		
1	Base Software Costs Subtotal (enter Base Software Costs Subtotal here)	\$	
2	Base Implementation Costs Subtotal (enter Base Implementation Costs Subtotal here)	\$	
3	Base Training Costs Subtotal (enter Base Training Costs Subtotal here)	\$	
Recurring Cost Summary (5 years)			
4	Software Licensing Costs Subtotal (enter Base Software Licensing Costs Subtotal here)	\$	
5	System Maint & Support Costs Subtotal (enter System Maint & Support Costs Subtotal here)	\$	
Total Solution Costs for 5 Year Term:		\$	
(sum of lines 1-5)			

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFX 6100015956
ATTACHMENT B - PRICE SCHEDULE

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Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE SOFTWARE COSTS (if applicable)

Insert Respondent Name: _____

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
1		ONE-TIME	\$	\$	
2		ONE-TIME	\$	\$	
3		ONE-TIME	\$	\$	
4		ONE-TIME	\$	\$	
5		ONE-TIME	\$	\$	
6		ONE-TIME	\$	\$	
7		ONE-TIME	\$	\$	
8		ONE-TIME	\$	\$	
9		ONE-TIME	\$	\$	
10		ONE-TIME	\$	\$	
Base Software Costs Subtotal					\$
(sum of all lines)					

**City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE**

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.

Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE IMPLEMENTATION COSTS

(include all services related to the installation, configuration and customization of the software in the blank lines listed below)

Insert Respondent Name: _____

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
Project Implementation					
1		ONE-TIME	\$	\$	
2		ONE-TIME	\$	\$	
3		ONE-TIME	\$	\$	
4		ONE-TIME	\$	\$	
5		ONE-TIME	\$	\$	
Project Implementation Subtotal (sum of items 1-5)				\$	

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
Integration with Acela -- Costs Associated with the Accela Permitting System Integration - (Please use the following line items to show fees for API SDK customization to complete integration requirements with Accela - per the functional requirements matrix. Add any additional lines if needed)					
6		ONE-TIME	\$	\$	
7		ONE-TIME	\$	\$	
8		ONE-TIME	\$	\$	
9		ONE-TIME	\$	\$	
10		ONE-TIME	\$	\$	
Acela Integration Subtotal (sum of items 6-10)				\$	
Implementation Costs Subtotal (sum of items 1-10)				\$	

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE

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Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE TRAINING COSTS

Insert Respondent Name: _____

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
	Training Costs - Please reference Attachment 3 - Proposed Plan. Please ensure Respondents detailed narrative in Proposed Plan explains the training package included during implementation. Fees associated with Respondents standard training package are shown on lines 1 through 4. Line items 5 and 6 intended for additive alternate line item pricing for extra training sessions as needed post implementation.	(use '1' for unlimited users)			
1	User Training		\$	\$	
2	System Administrator Training		\$	\$	
3	Other Costs (please identify in proposed plan)		\$	\$	
4	Other Costs (please identify in proposed plan)		\$	\$	
5	Add Alternate -- Additional Training Session (Virtual) -- This line item is not included in Subtotal. Pricing applicable during post implementation services as needed)		\$	\$	
6	Add Alternate -- Additional Training Session (On-Site) -- This line item is not included in Subtotal. Pricing applicable during post implementation services as needed)		\$	\$	
Training Costs Subtotal (sum of all lines excluding Alternate Options)				\$	

Section 004 Scope of Services, section Business requirements: "Respondents must provide detailed training fees to include a standard training package included with license purchase, as well as non-standard training fees as additive alternate line items. See "Attachment B - Price Schedule" – Tab: "Base Training Costs". Lines #1 and 2 - Please identify the cost for the Respondents standard training package included with a license purchase. "Base Training Cost" Tab in Attachment B - Price Schedule: Additional line items #5 and #6 are provided for the Respondent to list fees for additional training sessions if requests during post implementation services. "

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.
Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00.
If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE LICENSING COSTS

Insert Respondent Name: _____

ITEM	DESCRIPTION	QUANTITY	ANNUAL UNIT PRICE	INITIAL TERM OF 2 YEARS		RENEWAL OPTION YEARS 1-3			5 Year Total	NOTES:
				1*	2	1	2	3		
1	Route Optimization Annual Licensing Cost			\$	\$	\$	\$	\$	(ADD TOTAL COST FOR YEARS 1-5)	
2				\$	\$	\$	\$	\$		
3				\$	\$	\$	\$	\$		
4				\$	\$	\$	\$	\$		
5				\$	\$	\$	\$	\$		
									Software Licensing 5 Year Costs (sum of lines 1-5 above)	\$

*Refer to **Section 004 Scope of Services**, subsection "Business Requirements" for additional details on warranty period

Section 004 Scope of Services -- "Vendor warranty period shall begin upon final written acceptance of the system by City. "Year 1" Maintenance and Support begins immediately following vendors warranty period.
Product "Maintenance and Support" begins "Year 1" and must last for the remainder of the contract term to include optional extension terms."

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956 v2
ATTACHMENT B - PRICE SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.
Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE SUPPORT SYSTEM SUPPORT COSTS

Insert Respondent Name: _____

Item	Description	INITIAL TERM 2 YEARS		RENEWAL OPTION YEARS 1-3			TOTAL	NOTES:
		1*	2	1	2	3	ALL 5 YEARS	
1	Route Optimization Annual Maintenance & Support	\$	\$	\$	\$	\$	\$	

OPTIONAL : Lines 2, 3, & 4 below are applicable only if Respondent fees vary by support tier. If not applicable, please mark N/A on lines 2 through 4

2	Level 1 (support is the first tier of support, usually provided by IT support personnel with the least experience)	\$	\$	\$	\$	\$	\$	
3	Level 2 (personnel take queries from Level 1. This level of help mostly deals with in-depth troubleshooting and backend analysis)	\$	\$	\$	\$	\$	\$	
4	Level 3 (support requires SMEs (Subject Matter Experts). Level 3 support consists of experts, who may include specialists such as architects, engineers, and creators)	\$	\$	\$	\$	\$	\$	

If Respondent pricing for Tier 1, 2, and 3 are included under a single fee structure, lines 2 - 4 are not applicable

System Support Annual Costs Subtotals (sum of lines 1-4 per specific year)	\$	\$	\$	\$	\$	\$		
System Support 5 Year Costs Subtotal (sum of all lines in TOTAL ALL 5 Years Column)							\$	

*Refer to **Section 004 Scope of Services**, Section "Business Requirements" for additional details on warranty period.

Section 004 Scope of Services -- "Vendor warranty period shall begin upon final written acceptance of the system by City. "Year 1" Maintenance and Support begins immediately following vendors warranty period. Product "Maintenance and Support" begins "Year 1" and must last for the remainder of the contract term to include optional extension terms."

ATTACHMENT E - REQUIREMENTS TRACEABILITY MATRIX (RTM) v2

Type	Req. ID	Requirements Description	Mandatory	Does Proposed Solution Meet Requirement? Y/N	Out of the Box Functionality? Y/N	Requires Software Customization? Y/N	Vendor Comments
							Provide a narrative to how the proposes solution does, or does not, meet EACH of the requirements in the RTM. In this section also include additional details of what functionality is delivered without customization and what will require development as part of the project?
Functional Requirement	1	The solution should be cloud-based, include a native mobile app, and not require the installation of any equipment in vehicles.	X				
Functional Requirement	2	The system must be able to integrate with the City's permitting system "Accela Civic Platform" which supports the business processes associated with inspector route planning, route optimization, driver and customer notification.	X				
Functional Requirement	3	Provide a supervisor dashboard to manage inspection queues	X				
Functional Requirement	4	The supervisor dashboard must allow manual resource leveling. Example: Any supervisor must be able to reassign inspection tickets, and must be able to see the total queue for each inspector.	X				
Functional Requirement	5	Provide automated notifications to relevant customers (e.g. contractors, licensed professionals, etc., based on permit type)	X				
Functional Requirement	6	Provide customers with web-based inspector tracking on the day their inspection is scheduled (e.g. dynamic place in queue, inspector contact details, etc.)	X				
Functional Requirement	7	Provide real-time inspection ticket uploads by supervisors to manage add/reassign tickets. Inspectors are notified of the change to their queue and will update the optimized route via mobile application.	X				
Functional Requirement	8	Provide mapping of inspector routes and inspection attributes – the map must be available for viewing on the inspector's mobile device as well as supervisors and managers workstations	X				
Functional Requirement	9	Provide mobile applications integration that natively support iOS, Android and Microsoft devices including smart phones, tablets and laptops	X				
Functional Requirement	10	Must be able to visually show ticket priorities on the mobile application. Example -- text color, formatted text, or symbols to visually separate priory tickets. Use Case: Acela prioritizes any inspection ticket not completed within 24hrs of submission. The mobile application must show this priority in the queue.	X				
Functional Requirement	11	Inspections must be identified and grouped by discipline category (i.e. interior/exterior electric, HVAC, plumbing, vertical, horizontal.)	X				
Functional Requirement	12	Perform as a tracking device and capturing events such as arrivals, departures, and delays to allow City supervisors to communicate efficiently with drivers.	X				
Functional Requirement	13	Provide inspectors with instant notification of route changes through mobile alerts, while providing City supervisors with real-time information regarding the current location of the inspectors and their progression in executing their assigned orders.	X				
Functional Requirement	14	Optimize the inspectors route based on the assigned ticket queue	X				
Reporting	15	Support real time reporting on inspector activities (i.e. arrival on scene, end route to next inspection)	X				
Reporting	16	Support business intelligence reporting including standard and custom views to facilitate operational and management decision making around inspection scheduling and planning	X				
Reporting	17	Provide breadcrumb reports and a history of inspector movement (current and historical)	X				
Data Archival	18	Maintain at least one year of inspector routes and locations data for online supervisor access	X				
Data Archival	19	Provide a mechanism to extract data for executive reporting	X				
Security	20	Support self-service password resets	X				
Security	21	Support the principle of least privilege access management	X				
Security	22	Manage user access through role-based access controls to include roles for inspector, inspection team, manager, and executive	X				
Security	23	Support secure communication for all access, integration, and data transfer requirements	X				
Security	24	Enable the ability to control management user groups from being able to view versus edit inspector routes	X				

ATTACHMENT E - REQUIREMENTS TRACEABILITY MATRIX (RTM) v2

Type	Req. ID	Requirements Description	Mandatory	Does Proposed Solution Meet Requirement? Y/N	Out of the Box Functionality? Y/N	Requires Software Customization? Y/N	Vendor Comments	
							Provide a narrative to how the proposes solution does, or does not, meet EACH of the requirements in the RTM. In this section also include additional details of what functionality is delivered without customization and what will require development as part of the project?	
Accela Integration	25-30	Support external system integration with Accela to provide include:	X					
Accela Integration	25	Inspection assignments by inspector	X					
Accela Integration	26	Priority	X					
Accela Integration	27	Ability to identify route point using the Address. If the Address is not available then use X/Y Coordinates	X					
Accela Integration	28	Inspection Address/city/ST/Zip	X					
Accela Integration	29	Inspection location in x-y format	X					
Accela Integration	30	Service Time (Accela estimates time for inspection by type)	X					
Accela Integration	31-36	Integrate with Accela to exchange:	X					
Accela Integration	31	Permit Number	X					
Accela Integration	32	Permit Name	X					
Accela Integration	33	Address	X					
Accela Integration	34	Permit Type	X					
Accela Integration	35	Request Comment	X					
Accela Integration	36	Inspection type	X					
Mobile Application	37-42	Provide the following information on inspectors remote devices for each inspection point on their route plan:	X					
Mobile Application	37	Permit Number	X					
Mobile Application	38	Permit Name	X					
Mobile Application	39	Address	X					
Mobile Application	40	Permit Type	X					
Mobile Application	41	Request Comment	X					
Mobile Application	42	Inspection type	X					
Mobile Application	43	Supports iOS and Android devices (smartphones, tablets) and Windows-based laptops.	X					
Mobile Application	44	Support real-time updates to inspection queue by supervisors	X					
Mobile Application	45	Capture events such as arrivals, departures, and delays	X					
Mobile Application	46	Trigger alerts to notify inspector of route changes	X					
Type	Req. ID	Requirements Description	Testing	Training	Does Proposed Solution Meet Requirement? Y/N	Out of the Box Functionality? Y/N	Requires Software Customization? Y/N	Vendor Comments
Implementation	47	Performance and Endurance Testing	X					
Implementation	48	Test plan/procedures	X					
Implementation	49	Test Resolution	X					
Implementation	50	Prepare training materials and conduct all training for end users and administrators		X				
Implementation	51	System users shall be instructed in all aspects of operations of the system		X				
Implementation	52	Administrator training shall include an overview regarding the operation, repair, and maintenance of the system, software, and equipment.		X				

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

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

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

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

Definitions.

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

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

The program uses the below definition of joint venture.

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

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

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

INSTRUCTIONS

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

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

SOLICITATION NAME/NUMBER: _____

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

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

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

ACKNOWLEDGEMENT

THE STATE OF TEXAS

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

BIDDER/RESPONDENT'S FULL NAME:

(Print Name) Authorized Representative of Bidder/Respondent

(Signature) Authorized Representative of Bidder/Respondent

Title

Date

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

CITY OF SAN ANTONIO



Administrative Directive	7.4A Acceptable Use of Information Technology
Procedural Guidelines	Regarding use of electronic communications systems
Department/Division	Information Technology Services Department (ITSD)
Effective Date	April 1, 2014
Revisions Date(s)	December 14, 2017
Review Date	
Owner	Patsy Boozer, CISO

Purpose

This Administrative Directive (AD) provides guidance for the acceptable use of information technology systems including electronic devices, electronic mail, Internet access, and/or software among other City systems. This includes acceptable use of City-owned computers, mobile devices and/or personal. This directive establishes and identifies responsibility for the acceptable use of technology to help ensure the confidentiality, integrity and availability of City systems.

The City of San Antonio (COSA or City) provides access and use of its information technology systems to help users efficiently and effectively perform their business-related activities. All users of the City's information technology systems are responsible for using that technology in an appropriate and lawful manner.

Inappropriate use of information technology exposes the City to additional internal and/or external vulnerabilities that may reduce the reliability, confidentiality, integrity and/or availability of those systems.

The Information Technology Services Department (ITSD) shall be responsible for developing, maintaining, publishing and administering the acceptable use of information technology assets and systems. All unauthorized access to City data is strictly prohibited.

The City's information technology systems are shared resources that serve all of its users and provide the general public with access to its website. Inappropriate use of information system assets reduces the usefulness of these resources.

Policy Applies To

<input checked="" type="checkbox"/> External & Internal Applicants	<input checked="" type="checkbox"/> Temporary Employees
<input checked="" type="checkbox"/> Full-Time Employees	<input checked="" type="checkbox"/> Volunteers
<input checked="" type="checkbox"/> Part-Time Employees	<input checked="" type="checkbox"/> Grant-Funded Employees
<input checked="" type="checkbox"/> Paid and Unpaid Interns	<input checked="" type="checkbox"/> Police and Fire Academy Trainees
<input checked="" type="checkbox"/> Uniformed Employees Under Collective Bargaining Agreements	<input checked="" type="checkbox"/> Vendors, Contractors and Other Third Parties

Definitions

Bring Your Own Device (BYOD)	The practice of allowing the employees of an organization to use their own computers, smartphones, or other devices for work purposes.
City-administered information technology systems	Any technology or equipment that is used and/or managed by the City even if the City does not own the technology or equipment. City-managed information technology systems include technology or equipment owned by the City, on loan to the City, funded by grants, leased by the City, etc. Information Technology systems includes but, are not limited to computers, mobile communication devices, telecommunication devices, servers, networks, software, databases and email messages, among other physical and virtual infrastructure.
Digital Signature	An electronic identifier intended by the person using it to have the same force and effect as the use of a manual signature.
Electronic mail	An electronic government record sent and received in the form of a message on an electronic mail system of a government, including any attachments, transmitted with record the message.
Electronic Record	Record created, generated, sent, communicated, received, or stored by electronic means.
Electronic Signature	An electronic sound, symbol, or process attached to, or logically associated with a record and executed or adopted by a person with the intent to sign the record.
Generic Account	A generic account is any non-person account that may allow multiple users to use a single account to authenticate to the City network, application or other resource.
Incidental Use	Personal use of technology that does not interfere with the performance of assigned duties, does not have a detrimental effect on City information technology systems, and is not prohibited by this policy.
Local Government Record Retention Schedules	Publications issued by the Texas State Library and Archives Commission under the authority of Subchapter J, Chapter 441 of the Government Code which establish the mandatory minimum retention period for a local government record
Malware	Malicious software designed to impact the confidentiality, integrity and/or availability of an information technology system. Malware can include viruses, worm, Trojan Horse, or adware among other malicious programs.
Network	A group of two or more computers linked together to facilitate communication, data sharing and processing among other computer activities.
Records Management Officer	The person who administers the records management program established in each local government under section 203.026, chapter 203 of Local Government Code.
Retention Period	The minimum time that must pass after the creation, recording or receipt of a record or the fulfillment of certain actions associated with a record before it is eligible for destruction.

Software	<p>Authorized Software- Authorized software is any program, code or installable executable file that has been tested and approved by ITSD. Authorized software constitutes any program, code or executable file deemed necessary to meet business needs. This includes Shareware, Freeware and Open Source software that meets the criteria stated in this policy.</p> <p>Unauthorized Software- Unauthorized software is any program, code or installable executable file that has not been tested and approved by ITSD or not necessary for business needs. This includes Shareware, Freeware, Open Source pirated software or copyright infringement in the use of software. For purposes of this policy, pirated software or copyright infringement includes illegally copied and/or downloaded software that violates licensing restrictions.</p>
Sponsor	Departmental representative responsible for authorizing non-employee access to COSA assets and/or systems.
User	Any employee or non-employee who uses COSA-administered information assets and/or systems, exclusive of COSA's web pages

Policy

COSA is required to protect public assets and resources, and it has an obligation to manage information technology systems to comply with Chapter 552 of the Texas Public Information Act (open public records), Sections 7.71-7.79 of the Texas Administrative Code and 205.001-205.009 of the Local Government Code, among other regulations.

The National Institute of Standards of Technology (NIST) and industry best practices has been adopted by the City to help maintain the confidentiality, integrity and availability of COSA systems.

This directive pertains to all information collected or maintained by or on behalf of the City and all information assets used or operated by the City, a City contractor, a City vendor, or any other organization on behalf of the City.

- All information technology assets and systems, procured with City funds and/or used in the conduct of City business.
- All access to the City's facilities and networks, data, and/or applications among other systems including employees, contractors, vendors, and other third parties of City information assets, systems.
- All electronic messaging, equipment, or technology that is owned or administered by the City including City-owned computers, mobile devices, and/or personal devices is included within the scope of this Directive.
- All software, information systems and/or other documents developed by City personnel with City funds or licensed to the City of San Antonio.
- All data processed, stored, and/or transmitted by any City information technology system.
- All devices that use the COSA network, including any "Bring Your Own Device" (BYOD).

Adherence to this directive will help assure the City's acceptable use of technology.

- City-managed information technology systems shall be used for official business only, which may include personal communications, including telephone calls during business hours, that are necessary and in the interest of the City. While some incidental use (as defined below) of City-managed technology is unavoidable, such incidental use is not a right, and should never interfere with the performance of duties or service to the public.
- There shall be no expectation of privacy when using any City-administered information

technology system including internet access for any information input or reviewed from City or personal accounts while in contact with City systems, social media, personal email accounts, SMS messages or instant messaging.

- All information generated, processed, stored, or entrusted on any City-provided information technology system is the property of COSA.
- COSA data shall be stored on network drives and not local drives. Local drives are not included in the City's backup strategy.
- Protected data per AD 7.3A Data Security (e.g. HIPAA, CJIS, Sensitive Personally Identifiable Information (PII) stored on laptop hard drives or removable media shall be authorized by the data owner and use ITSD approved encryption.
- Externally transmitted data by any technological means that contains protected data per AD 7.3A Data Security (e.g. HIPAA, CJIS, and Sensitive PII) shall use ITSD approved encryption.
- Business email received on COSA account shall not be manually or automatically forwarded or redirected to email addresses outside of COSA.
- A generic login account will only be allowed for specific business need. A written justification must be submitted to ITSD for approval. Generic network user account will not have email access.
- Email messages not essential to the fulfillment of statutory obligations or to the documentation of the City's functions may be deleted. Note: These messages may include personal messages, internal meeting notices, letters of transmittal, and general FYI announcements.
- Email messages that fulfill statutory obligations or document the City's functions are subject to retention as established by the Texas Administrative Code referenced in the Retention and Disposition of Email section.
- Individual COSA email accounts may not be used to send to more than 50 recipients of the same email message.
- Emails in deleted folder will be purged after 14 days.
- City distribution list shall not be made available for use by external email accounts.
- Distribution list must be maintained by owner to remove invalid email addresses.

Personal Use Policy

Personal use of technology must not interfere with the performance of assigned duties, must not have a detrimental effect on any City information technology system, and not be prohibited by this policy.

This includes the personal use of City-owned or managed technology that:

- Does not cause any additional expense to the City and is infrequent and brief
- Does not have a negative impact on overall user productivity
- Does not interfere with the normal operations of the user's department or work unit and does not compromise the City in anyway
- Does not embarrass either the City or the user
- Does not contravene other elements of this policy and serves the interest of the City in allowing employees to address personal matters which cannot be addressed outside of work hours without leaving the workplace.

Examples of personal communications that can be in the interest of the City include:

- Communications to alert household members about working late or other schedule changes
- Communications to make alternative child care arrangements, communications with doctors, hospital staff or day care providers
- Communications to determine the safety of family or household members, particularly in an emergency communications to reach businesses or governmental agencies that only can be

contacted during work hours and communications to arrange emergency repairs to vehicles or residences.

Security and Proprietary Information

Information stored on any City-administered information technology system should be classified in accordance with federal, state and local statues, ordinances, regulations, and/or policies among other directives regarding the confidentiality of the information (AD 7.3a Data Security). Users must comply with all City Directives regarding use of information technology, including:

- Electronic Communications (e-mail, voice and Internet)
- Password Management
- Security
- Data Management and Classification Monitoring
- Remote Access

All personal computers, laptops, and workstations should be protected from unauthorized access when the system is unattended. The recommended method of security for City devices is with a password-protected screensaver (with the automatic activation feature set to 15 minutes or less) or by manually locking the device (Ctrl-Alt-Delete for most Microsoft Operating Systems). Devices that cannot be locked as described above should be secured by logging off the devices or turning them off.

1. All BYOD devices used for work related tasks must be in compliance with AD 7.10 Mobile Device Security in order to obtain COSA email access; remote access etc. and the owner of the device must install and maintain security related software (operating system updates, Anti-virus/malware protection, etc.). ITSD has the right to refuse the use of any personal device for COSA related use if the device cannot be secured based on the standards and policies stated in this document. It is the responsibility of the owner to report if the device is lost or stolen immediately to ITSD.
2. User must take reasonable and necessary precautions to secure and protect electronic devices.
3. ITSD regularly maintains operating systems, updates security software, and applies security patches by sending those updates during non-business hours to computers attached to the network. When a user leaves for the day, he/she must log off from his/her computer, but leave the computer turned on and attached to the network. Laptops must be connected to the network at least once a month for at least 24 hours in order to receive updates.
4. As a regular maintenance step, at least once a week, save and close open files and applications then power off computer completely. Once the computer has powered down, power it back on. As computers are used on a daily basis, applications, files opened and web browsing slowly consume available memory and resources which over time cause computer to slow down. Refreshing the computer's resources at least once a week, will keep it running at an optimal speed with fewer problems in the long term.
5. All technology devices used by a technology user to connect to the City's networks shall continually execute approved security software with a current virus definition file. This includes user-owned equipment attached to the City's networks through remote access technologies. The City is not responsible for providing the required security software for user-owned computers.
6. E-mail attachments that may constitute a risk to the City's technology environment will be removed from e-mail messages passing through the City's mail servers. Removed attachments are replaced by a message indicating that they have been removed and the header and text of the original message delivered normally.
7. A spam message filter is used to reduce the transmission of chain letters, broadcast announcements, general advertisement postings, or any other message via e-mail to a group of persons not requesting the message.
8. Sensitive information should not be stored on removable media unless it is required in the performance of your assigned duties or when providing information required by other state or federal agencies. When sensitive information is stored on removable media, it must be encrypted in

accordance with ITSD Security policies regarding encryption.

9. Only software that has been approved by ITSD may be installed on City owned devices. If an employee needs to have software installed on a City owned device they must submit a request to ITSD stating the business need for the software as well as any other information relevant to justify the use of the requested software. No City employee or approved contractor or vendor will install, reproduce, distribute, transmit, download, or otherwise use any software unless such software has been approved by ITSD and properly licensed. ITSD will monitor for unapproved/unauthorized software and reserves the right to remove any software from City owned devices ITSD will maintain an approved list of software that employees can access.

Password Management

Passwords are an important element of the acceptable use of technology and associated information security. A poorly chosen password may result in the compromise of the City's network. All technology users are responsible for taking appropriate steps to select and secure passwords. Users shall take reasonable and necessary care to prevent unauthorized access to workstations, laptops, applications, mobile and/or other devices.

City Password requirements (at a minimum):

1. No departmental personnel, including administrative staff, shall request access to or maintain lists of other user passwords.
2. User account must use a "strong" password.

Strong passwords are defined as:

- At least eight characters in length
 - Not based on words in any language, slang, dialect or jargon
 - Not based on personal information, such as family names
 - Not common usage words like family, pets, friends, COSA, birthdays, phone numbers, addresses, computer terms, fantasy characters and/or common patterns like aaabbb, qwerty, zyxwvuts, 123321 or any derivation followed by a digit.
 - Contain at least one (1) each of the following
 - English uppercase (A through Z),
 - Lowercase (a through z),
 - digit (0 to 9) and
 - non-alphanumeric character (!, \$, #, %)
3. All users' passwords will expire at intervals of ninety (90) days. Users will be prompted to change passwords beginning 10 days before the next expiration date. Passwords may not be re-used.
 4. Passwords will be changed immediately after a security breach has been detected to the affected COSA systems.
 5. As the COSA system software permits, an initial or reset password issued to a user will be valid only for the user's next log in. After that, the user must be prompted to change their password.
 6. Users must enroll in the COSA Self-Service Password management system which provides expiration notifications and allows network passwords to be reset from desktop, laptop or mobile device.
 7. Password Protection Guidelines:
 - Do not write passwords down, store them on-line, or reveal them in any electronic format.
 - Do not use the same password for COSA accounts as for other accounts (i.e. social media, personal email account, banking sites, etc.).
 - Passwords must be treated as sensitive and confidential information thus do not share City passwords with anyone.
 - ITSD support personnel may require a user to enter their password in order to resolve a problem.

- Do not talk about a password in the presence of others.
 - Do not hint at the format of a password (“my family name”).
 - Do not click on links in emails from unknown sources; look for the “External” tag to identify email from outside of COSA.
 - Do not provide account information that includes personal information and/or password.
 - Do not reveal a password on questionnaires or security forms.
 - Do not use the “remember password” feature.
 - Do not store passwords in a file on ANY computer system without encryption.
8. COSA passwords are not to be reused or similar to any non-work related passwords for accounts such as personal email accounts or social media accounts
 9. Technology users shall report any suspected security violations or threat to the ITSD Service Desk immediately. Any activity performed under a user-id/password combination is presumed to have been performed by that user and is the responsibility of that technology user.

Retention and Disposition of Email

The City's approved Declaration of Compliance with the Local Government Records Retention Schedules establishes record series and the retention period for each series All Email sent or received by a government is considered a government record. Therefore, all electronic messages must be retained and disposed of according to the City's retention requirements as described in Records Management: A.D 1.34: Records Management for Physical Electronic Records. Full detail of A.D. 1.34 can be sourced from Office of the City Clerk or http://www.sanantonio.gov/hr/admin_directives/index.asp . Users and their supervisors or sponsor should seek guidance from the City's Records Management Officer if there is a question concerning whether an electronic message should be deleted.

1. Electronic Mail (E-mail), Instant Messaging, Voicemail, and Text Messaging:

- a. All electronic mail messages, instant messages, voicemail and text messages regarding City business must be retained and disposed of according to the City's retention requirements. It is the content and function of the record that determines the retention period for that message (A.D.1.34).
- b. The City's electronic mail system is not a records management system. Electronic messages that the user determines, based on the Local Government Records Retention Schedules, are subject to retention for more than 30 days should be moved from the user's "Inbox" and/or "Sent Items" folders within 30 days of its receipt or creation. Emails in deleted folder will be purged after 14 days and electronic messages will be automatically deleted after 1 year. Electronic messages to be retained longer than 1 year may be placed in folders and saved on a network drive, or transferred to an automated records management software application.

Acceptable Use of Electronic Signatures and Electronic Records

Electronic signatures, an automated function that replaces a handwritten signature with a system generated signature statement, and electronic records can be utilized as a means for authentication of City documents, computer generated City documents and/or electronic City entries among other uses. System generated electronic signatures are considered legally binding as a means to identify the author of record for entries and confirm that the contents of what the author intended. City departments and staff will be allowed to utilize electronic signature in accordance with this directive, City, State, and/or Federal regulations regarding such.

Acceptable Use of Electronic Records and Electronic Signatures are allowed:

1. Where policies, laws, regulations, and rules require a signature and that requirement is met if the document contains an electronic signature.

2. Where policies, laws, regulations, and/or rules require a written document and that requirement is met if the document is an electronic record.
3. Where each party to a transaction must agree to conduct the transaction electronically in order for the electronic transaction to be valid and binding. Consent may be implied from the circumstances, except with respect to any electronic records used to deliver information for which consumers are otherwise entitled by law to receive in paper or hardcopy form.
4. If a law prohibits a transaction from occurring electronically, the transaction must occur in the manner specified by law.
5. If a law requires an electronic signature to contain specific elements, the electronic signature must contain the elements specified by law.
6. If a law requires that a record be retained, that requirement is satisfied by retaining an electronic record of the information in a record that accurately reflects the information set forth in the original record and shall remain accessible for later reference. When the requirements for retention require an original form, retention by an “electronic form” shall provide and satisfy the retention requirement.

Procedures, Forms, Guidelines and Resources for electronic signatures:

1. Procedures for electronic signatures can be found under the Texas Uniform Electronic Transactions Act
2. United States governance can be found in 18 USC 2510, Electronic Communications Privacy Act
3. Record management for COSA is established by Local Government Code: 201 through 205. The Texas State legislature requires local governments to establish a records program by Ordinance.
4. City of San Antonio adopted Ordinance 70508 and 72054
5. Ordinance 70508 (11-02-1989) names the City Clerk as the City’s Record Management Officer
6. Ordinance 72054 (August 9, 1990) establishes the City’s Records Management program
7. The charter of the City of San Antonio mandates that the City Clerk shall keep the records of the Council and of the City
8. Pursuant to Article II, Section 10 of the City Charter, the City Clerk shall keep the records of the Council and of the City. Pursuant to City Ordinance 72054 which establishes the City’s records management program in compliance with the Local Government Records Act and reaffirms City Ordinance 70508 naming the City Clerk as the City’s Records Management Officer, both ordinances filed with the Texas State Library and Archives Commission, the Records Management Officer shall develop policies and procedures in the administration of the City’s records management program.
9. This policy does not supersede any local, state or federal laws regarding records management, confidentiality, information dissemination or standards of conduct.

Electronic Transactions and Signed Records:

1. Electronic Records - The Uniform Electronic Transactions Act (UETA) was enacted into law in Texas by the 77th Legislature (Senate Bill 393) in May 2001, and became effective on January 1, 2002. UETA provides definitions for several key terms that pertain to this policy. These terms are listed in the “Definition” section of this directive.
2. Electronic Signatures - Texas law (Government Code, Section 2054.60, provides a definition for the term “digital signature,” which is sometimes used interchangeably with “electronic signature” (see Section II, C, 3).

Unacceptable Use of COSA Resources and the Internet

The following activities are prohibited unless performed in the course of legitimate job responsibilities. The list below is by no means exhaustive, but provides a framework for activities which fall into the category of unacceptable uses of COSA information technology systems:

1. The registration or use of any COSA related email addresses for personal accounts such as personal Email, Social Network accounts (Facebook, Twitter, LinkedIn, etc.), personal billing services (utilities, cell phone, cable, insurance, cloud based services, etc.) or any other non-work related sites.
2. Engaging in any activity that is illegal under local, state and/or federal statutes as well as any activity that violates COSA policies and Administrative Directives.
3. Accessing, displaying, storing or transmitting material that is offensive in nature, including sexually explicit materials, or any text or image that can be considered threatening, racially offensive, or hate speech. This includes any images, text, files, etc. sent electronically to co-workers or outside parties. Accessing, storing, displaying, or transmitting pornographic materials using City-owned and managed technology is strictly forbidden.
4. Engaging in any form of harassment, whether sexual or otherwise, or sending any unwelcome personal communication. It is the perception of the recipient that prevails in most instances, not the intent of the sender. Harassment may be construed as any written, verbal or physical conduct designed to threaten, intimidate, coerce, taunt or bully the recipient or another individual.
5. Any personal use that interrupts City business and that keeps an employee from performing his/her work.
6. City systems shall not be used to chat online, "blog", or shop online if not authorized by Department Director as part of the users job function.
7. Extensive personal use of the Internet for any non-work-related purpose during working hours which decreases the employees productivity or results in decreased performance of the City's Internet facilities.
8. Violating any copyright, trade secret, patent and/or other intellectual property or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by the City.
9. Unauthorized downloading of and/or distributing of copyrighted materials.
10. Revealing a City account password to others or allowing use of a City account by others. This includes household members, coworkers, vendors, contractors and visitors when work is being done at home. Revealing a City account password to an authorized technician during a troubleshooting procedure is not a violation of this policy. In such a situation, a new password should be established as soon as possible, after the problem is resolved.
11. Requesting a password to another users network or application account.
12. Unauthorized reading, deleting, copying, modifying, printing and/or forwarding of electronic communications of another, or accessing electronic files of another without authorization.
13. Unauthorized duplication of copyrighted material including, but not limited to, text and photographs from magazines, books or other copyrighted sources, copyrighted music and/or copyrighted movies. Copying or installing copyrighted software for which the City or the end user does not have an active license is not permitted.
14. Sending SPAM to either internal or external parties. Individual email accounts will be limited by technical controls as a preventive measure to detect SPAM originating from a City email account. Large volume emails to recipients will not be allowed from individual email accounts. Request for approved email accounts designated for such business purposes will be submitted to ITSD Customer Service.
15. Approved email accounts must not regularly send bulk emails unless distribution lists are maintained. All undeliverable or invalid addresses from distribution lists must be regularly removed to prevent the City from not being able to send email through Internet Service Providers and/or mail hosts.

16. Downloading and/or copying music, photographs or video material, including such material that has been obtained legally, onto City computers or servers.
17. Downloading and/or installing executable program files from external media or the Internet without the approval of ITSD.
18. Exporting software, technical information, encryption software and/or technology, in violation of international or regional export control laws.
19. Using the City's electronic mail or Internet systems for private gain or profit.
20. Using unauthorized personal software which allows peer-to-peer communications between two workstations (Yahoo Messenger, Skype, Snapchat, Periscope, Instagram, Facebook Messenger, etc.).
21. Using instant messaging through public service providers.
22. Using City systems for non-work-related access to online auctions or ecommerce sites (such as e-Bay, Amazon).
23. Maliciously introducing malware or similar programs into the network or server.
24. Soliciting for political, religious, and/or other non-business uses not authorized by COSA.
25. Making fraudulent offers of products or services originating from any City account.
26. Accessing non-business related streaming media, including Internet-based radio.
27. Accessing any non-business related application which maintains a persistent application connection to the Internet, such as streaming videos or media, such as Pandora, Netflix, and/or Google Video, among others.
28. Using City technology, electronic mail and/or Internet facilities for political activity including voting, private gain, gambling, shipping, games, entertainment or other non-business function unless permitted by this directive.
29. Including email "tag lines" or personal quotations other than ones that state the mission of the City or the user's Department.
30. Using the COSA email system to automatically forward COSA email to a non-city email account is prohibited.
31. Sending or forwarding junk e-mail, chain letters, or other mass mailings.
32. Causing security breaches or disruptions of City communications. Security breaches or disruptions can include, but are not limited to:
 - Accessing data which the user is not authorized to access or logging into a server or user account that the user is not expressly authorized to access
 - Causing network disruptions for malicious purposes including, but not limited to, network sniffing, ping floods, packet spoofing, denial of service of any kind, and forged routing information for malicious purposes
 - Port scanning or vulnerability scanning for malicious purposes is prohibited. Non-malicious scanning that is part of a City-sanctioned security process is allowed. ITSD should be notified prior to any such scanning
 - Circumventing user authentication or security of any device, network or account
 - Maliciously interfering with or denying service through a denial of service attack, or by other means
 - Using any program/script/command, or sending messages of any kind, with the intent to interfere with, and/or disable, another user's device or session, via any means, locally or via the City's network
 - Adding/removing hardware components, attaching external devices, and/or making configuration changes to information technology devices without the explicit approval by ITSD
 - Storing confidential data on personally owned devices.

Privacy and Monitoring

1. City systems may be monitored by ITSD to support operational, maintenance, auditing, security and/or investigative activities including enforcement of this Directive, legal requests, and public records requests or for other business purpose.
2. Only Department Directors or higher may request monitoring of City administered IT systems for employees under their supervision for administrative purposes. Unauthorized monitoring or reading of electronic communications systems or their contents violates this Directive.
3. Any request to monitor must be approved by the CIO or his/her designees as well as the Human Resources (HR) Director or higher.
4. To obtain the necessary authorization, a written request from the requestor's Department Director to the HR Director must include subject employee information (i.e. name, employee number), a specific description of request (e.g. Email, share drives, web usage, telephone call logs and voice mail, etc.) and name and phone number of the employee in the requesting department who is responsible for coordination of the request.

The HR Director will forward the request to the CIO or designees for concurrence as well as to assign staff from ITSD to assist as necessary with any monitoring activities.

Roles & Responsibilities

Users

1. Users are required to adhere to the provisions of this AD.
2. Users should be aware that all information created, stored, or processed by a COSA information technology system is the property of the City of San Antonio. There should be no expectation of user privacy or confidentiality with regard to any files, including Email, stored on City computers. Any materials stored or processed on City information systems may be monitored and reviewed by City management at any time. In addition, users should be aware that any information processed and/or stored on any City information technology system is subject to applicable open records laws.
3. All lost equipment must be reported to the ITSD Service Desk. All stolen IT equipment shall be reported to the San Antonio Police Department (SAPD) and the associated case numbers reported to the ITSD Service Desk. COSA IT equipment can be any City-owned device, mobile device, and/or personal device that contain COSA data. In addition, all COSA capital assets that are lost or stolen shall be reported to the Finance Department in accordance with A.D. 8.7.
4. Users who voluntarily terminate employment or contract, retire, or are transferred, will be required to review their e-mail accounts with their supervisor or sponsor. The user's supervisor or sponsor is responsible for ensuring that e-mail records are properly classified and stored. All unnecessary working or convenience copies shall be disposed of appropriately.

ITSD

1. ITSD and Human Resources will provide City departments with initial communication and training regarding application of this directive. However, City Department Directors are ultimately responsible for communicating the policies established in this AD to all personnel in their respective departments and for ensuring compliance within their respective departments.
2. ITSD is responsible for publishing and disseminating the standards and procedures established to implement this directive to all relevant personnel, third-party users including (contractors, consultants, vendors, business partners etc.) and for monitoring compliance. City departments who work with third-party users are responsible for identifying the third-party users to ITSD upon on boarding and terminating.
3. ITSD is responsible for ordering, inventorying, managing, and supporting all of the City's information technology assets, which includes, but not limited to, desktops, laptops, tablets, mobile phones, servers, software, mobile applications, networking equipment, and printers.
4. Any computer-based device may be disconnected from the City network at any time, if continued connectivity constitutes a threat to the City or any City-administered information technology system. ITSD will attempt to contact the business owner responsible for the computer prior to disconnecting as long as such notification does not allow further degradation of the City-administered information technology systems. Such notification will be made after the disconnection, if prior coordination was not possible.
5. User's access may be terminated if he/she is found in breach of this directive. Service may be restored to the user following a written request by the user's Department Director or sponsor.
6. ITSD may isolate a sender's email message from reaching a user's City e-mail account. The following process must be followed in order to isolate email messages sent to the City's email system:
7. A user who receives repeated or multiple unsolicited, unacceptable annoying, alarming, abusive, embarrassing or offensive e-mail messages from a sender outside of the City must request the sender to stop sending such messages and inform the sender that any emailed requests for City records or documents must be sent to the City's Officer for Public Information at:
<http://www.sanantonio.gov/open-government>.
8. The user must provide copies of the messages and all correspondence between the user and sender, to the user's Department Director or appropriate Executive Leadership Team (ELT) member along with a written request to have ITSD isolate the sender's e-mails.
9. The Department Director or ELT member and the Office of the City Attorney will review the request and determine if the request is warranted.
10. If the request is deemed warranted and subsequently approved, it will be submitted to ITSD Customer Service for email isolation.
11. ITSD will work with Human Resources to provide a security awareness training program annually to City employees.

**Department
Directors and
their
Designees**

1. Departments are responsible for implementation, training, and enforcement of the data classification standards defined by the Texas State Attorney General's Office as they apply to information created, stored, or processed on City-administered technology or equipment including data retention and disposition.
2. Department Directors are responsible for any disciplinary actions taken against employees who violate this policy. The Human Resources Department will provide guidance as required to City departments regarding appropriate disciplinary actions to be taken against employees who violate this policy.
3. Department Directors/designee are responsible for requesting all IT services and equipment including, desktop computer, laptop, tablet, mobile phone or other mobile IT equipment as well as access to non-departmental data.
4. IT assets requested by Department Directors will be assigned to the department in the COSA asset management system. Director/designee and the user receiving equipment will be required to complete all necessary forms accepting accountability for equipment and will be responsible for use and protection of asset.
5. Upon the voluntary or involuntary termination of any department employee or non-employee with system or physical access, or upon notification of such termination, the Department will notify HR and ITSD to ensure access authorizations are revoked. Department will take custody of, or ensure the safe return, modification, or destruction of the following items assigned, or relating, to the terminating or notified person:
 - Keys, parking passes/cards, and identification badges.
 - Change lock combinations and passwords that would have been used by terminated user on department managed systems not accessed through their network password.
 - Collect sensitive documentation, along with operator procedures, and other documentation and manuals.
 - Notify ITSD prior to any reassignment of COSA owned computers, mobile devices, software or other IT assets.
6. Department Directors will be provided a biannual departmental IT equipment inventory for discrepancy reconciliation.

**Office of the
City Clerk**

1. The Records Management Officer will, in cooperation with ITSD, ensure that appropriate training and communication, retention, maintenance, and disposition requirements for applicable information are in accordance with AD 1.34 Paper, Microfilm, and Electronic Records Management.
2. Responsible for the creation, maintenance and administration of all rules regarding the classification and protection of applicable information stored on City-administered information technology systems.

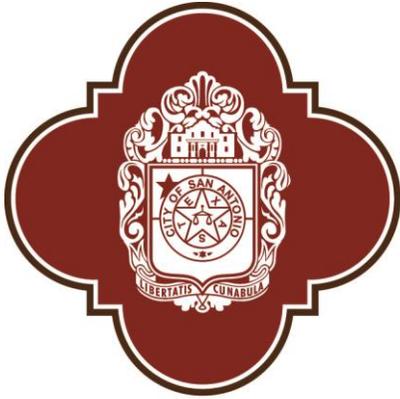
Human Resources

1. Human Resources Department is responsible for providing accurate job descriptions and requiring security responsibilities to be addressed in the terms and conditions of employment. Candidates for employment will be adequately screened, especially for positions of trust. Furthermore, management will require employees, contractors and other users, to apply security in accordance with established policies and procedures.
2. Human Resources will provide guidance to department for disciplinary actions associated with violations of the directive.
3. Human Resources will assist ITSD in providing training regarding this directive to current and future employees. New employees are provided a copy of this directive and users with network and application access are enrolled in security awareness training which includes an acknowledgment regarding the acceptable use of COSA technology.
4. The HR Director will consult with the Chief Information Officer (CIO) or his/her designee in approving any monitoring of systems for personnel administration purposes.

Discipline

Compliance with COSA administrative directives, security policies, and/or procedures is the responsibility of all COSA employees, contractors and/or other third parties. The City can temporarily or permanently suspend, block, and/or restrict access to information or physical assets, independent of such procedures, when it is reasonable and associated probable cause exists to do so in order to protect the confidentiality, integrity or availability of City resources as well as protect the City from liability, and/or to comply with applicable federal, state, and municipal laws, regulations, statutes, court orders, or other contractual obligations. Violations of any of these directives shall result in disciplinary actions in accordance with section 2 of Rule XVII of the Municipal Civil Service Rules for civilian employees, or in accordance with Chapter 143 of the Texas Local Government Code and current respective Collective Bargaining Agreement for uniformed employees covered under collective bargaining agreements. Administrative action may range from reprimand and loss of access privileges to suspension to separation of employment. Violations may also result in civil and/or criminal prosecution.

CITY OF SAN ANTONIO



Administrative Directive	7.8d Access Control
Procedural Guidelines	Controlling Access to City Systems
Department/Division	Information Technology Services Department (ITSD)
Effective Date	June 01, 2013
Revisions Date(s)	December 14, 2017
Review Date	
Owner	Patsy Boozer, CISO

Purpose

This Administrative Directive (AD) provides a framework for controlling access to the City of San Antonio's (COSA) information assets. It identifies requirements and responsibilities needed to properly manage access control, helping to ensure the confidentiality, integrity and availability of City system(s). This directive supersedes 7.8c on Remote Access, 7.8d on Account Access Management and 7.8e on User Account Management.

This directive is designed to help control logical and/or physical access to COSA information assets. COSA is subject to federal and state regulations and/or requirements that govern access control requirements (i.e. tax record laws/regulations, public records, Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009, Criminal Justice Information Services (CJIS) policy for Criminal Justice Agencies (CJA) and Noncriminal Justice Agencies (NCJA), Payment Card Industry (PCI), etc.).

Controlling access to COSA systems prevents unauthorized access; limits access to sensitive resources; and restricts users to performing functions that are within the scope of their authority and/or responsibility. Access controls also assist in controlling the kinds of data, transactions, operations and activities that may be performed on COSA IT Systems. Appropriate access controls provide reasonable assurance and user accountability that access attempts, actions taken and transactions committed may be associated with a specific individual. Access Controls also pertain to the proper classification and protection of physical and logical diagrams, personnel listings, operations manuals, and IT system configuration information among other data. Improper access controls within units and departments can reduce the reliability and integrity of computerized data as well as increase the risk of data destruction, unauthorized program changes and/or other inappropriate disclosure of data. Should confidential information be disclosed, it could result in unnecessary vulnerabilities to the COSA environment.

Policy Applies To

<input checked="" type="checkbox"/> External & Internal Applicants	<input checked="" type="checkbox"/> Temporary Employees
<input checked="" type="checkbox"/> Full-Time Employees	<input checked="" type="checkbox"/> Volunteers
<input checked="" type="checkbox"/> Part-Time Employees	<input checked="" type="checkbox"/> Grant-Funded Employees
<input checked="" type="checkbox"/> Paid and Unpaid Interns	<input checked="" type="checkbox"/> Police and Fire Academy Trainees

Uniformed Employees Under
Collective Bargaining Agreements

Vendors, Contractors, Partners
and Other Third Parties

Definitions

Access	The ability to do something with a computer resource (use, change, or view).
Access controls	A manual or automated mechanism by which a system grants or revokes the right to access some data, or perform some action. Access controls are the means by which the access ability is explicitly enabled or restricted in some way and they enforce segregation of duties. Access controls can be onsite via local network, offsite via remote network and/or physical access by token or badge.
Authorization	The mechanism by which a system determines what level of access a particular authenticated user should have to sensitive resources or data controlled by the system.
Availability	The mechanism whereby systems and networks provide adequate capacity in order to perform in a predictable manner with an acceptable level of performance.
Confidentiality	Ensuring that the information and processing capabilities of City information assets are protected from unauthorized disclosure or use.
Identification	The process whereby a network element recognizes a valid user's identity.
Information Systems	Computer(s), hardware, software, storage media, and network(s); the procedures and processes used to collect, process, store, share or distribute information by and through the City's computing and network infrastructure.
Integrity	Ensuring that information held on information systems is not subject to malicious or accidental alteration and that system processes function correctly and reliably.
IT Resources	Any IT related or physical resource associated with IT such as IT infrastructure, databases, networks and software packages and applications.
Least Privilege	An access control principle requiring that a computer user be given only the level of access needed to perform their job duties.
Network	A group of two or more computers linked together to facilitate communication, data sharing and processing among other computer activities.
Segregation of duties	The process of segregating work responsibilities to help ensure critical stages of a process is not under the control of a single individual.
User	Any employee or non-employee who uses COSA-administered information assets and/or system(s), exclusive of COSA's web pages.

Policy

- COSA is required to implement, access and apply security controls, including access control(s) to protect sensitive and regulated data by Federal and state laws/regulations, as well as industry standards (e.g. Payment Card Industry)
- The National Institute of Standards and Technology (NIST) Cyber Security Framework based on 800-53 Security Controls and industry best practices have been adopted by COSA to provide a protection framework for maintaining the confidentiality, integrity and availability of COSA systems and data.

- Organizational responsibility for the development, implementation, maintenance and/or compliance monitoring of this directive is placed with the Information Technology Services Department (ITSD).
- All information generated by and/or stored in COSA information technology systems are the property of COSA.
- Access to COSA's information and IT resources must conform to all administrative directives and ITSD security requirements.
- Access authorization should be formal, well-defined, documented and an auditable process.
- Access to COSA assets is based on an individual's membership in a group, job function and/or role in their assigned City department. Access permissions will use the principle of least privilege. All other access requires justification and approval.
- Logical and physical access controls implemented should be risk-based. Once access controls are implemented, they must be audited at least on an annual basis.
- A unique identifier and authenticator must be established for each individual (i.e., user ID) or process requesting access to COSA IT Systems.
- Where technically feasible and appropriate, access controls will enforce segregation of duties.
- COSA departments are responsible for non-employee and special account sponsorship and compliance with ITSD established provisioning and de-provisioning procedures.
- Remote access to COSA resources must comply with Human Resource (HR) and ITSD established provisioning and de-provisioning procedures.
- COSA Departments are responsible for ensuring compliance to this Directive.
- ITSD is responsible for monitoring compliance with this Directive.

This directive applies to:

- All information technology systems procured with COSA funds and/or used in the conduct of COSA business.
- All technology users who access COSA networks, data and/or applications including employees, contractors, consultants, vendors, partners and/or other third parties.
- All electronic messaging, equipment and technology that are owned or administered by the City including computers, mobile devices or personal devices reimbursed through COSA stipends (A.D. 7.9).
- All software, applications and/or, information system(s) developed by City personnel with City funds or licensed to the City.
- All data processed, stored and/or transmitted by a City Information Technology System(s).
- All data residing on 'Bring Your Own Devices' (BYOD) that use the COSA network.
- All remote access to the COSA network.
- All information collected or maintained by or on behalf of the City as well as all information assets used or operated by a City employee, a City contractor, a City vendor, or any other organization on behalf of the City.

Business Requirements for Access Control

- Users requesting physical access to a City facility controlled by an access control system or logical access to an information system must have completed the HR new employee or COSA third party sponsorship, background check, and attestation process.
- Local, physical and/or remote access to information resources must be explicitly approved through the user provisioning and de-provisioning, account access and/or the COSA ID request process.
- All access to the COSA network shall utilize ITSD approved technologies.
- Local, physical and/or remote access controls will be periodically reviewed for validity by ITSD, COSA department(s) and or application owners.

Non-Employee Access Requirements

To obtain local, physical and/or remote access to COSA IT resources, all third party non-employees (contractors, vendors, partners and consultants) must:

- Be sponsored by a City Department Business Owner through the non-employee provisioning process.
- Utilize defined user accounts that are only active during the individual's expected period of work or 90 days, whichever is shorter. Third party accounts not used for 90 days without prior notification will be disabled.
- The sponsoring Department is responsible for notifying Human Resources by submitting an SAP withdrawal/termination when a non-employee is no longer supporting their department.

User Access Management and Responsibility

- No individual shall engage in any activity which attempts to compromise COSA information assets or data regardless of intent.
- Any attempt to bypass or disable security controls or measures to gain unauthorized access to COSA IT assets or data is expressly forbidden.
- Departmental Data Owners are responsible for authorizing access to information.
- Access to COSA IT assets must be disabled upon separation of the employee.
- Accounts for individuals who are in a Leave of Absence (LOA) status must be disabled on the first date of absence and for the duration of the leave.
- All COSA Information Systems must be periodically screened for inactive accounts. Accounts will be disabled after 90 days of continuous inactivity or as soon thereafter as technically feasible.

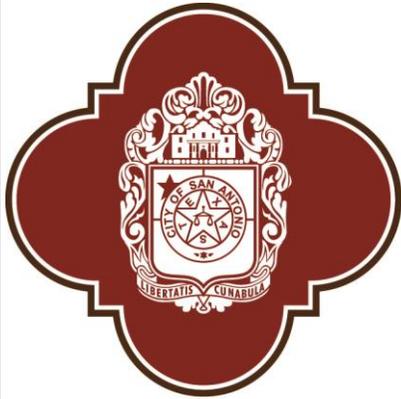
Roles & Responsibilities

Employees

- Must follow the policy provided in this directive for all physical and logical access to COSA owned facilities, networks, systems and/or applications.
- Must notify the ITSD Service Desk with any concerns regarding unauthorized physical or logical access to COSA owned facilities, networks, systems and/or applications.

<p><u>Departments</u></p>	<ul style="list-style-type: none"> • The Department Business System Owner is responsible for ensuring that appropriate access controls have been developed and documented in accordance with this AD. • Must Complete a COSA third party sponsorship process for any sponsored users. • Must notify HR and ITSD when a sponsored user is no longer providing support.
<p><u>ITSD</u></p>	<ul style="list-style-type: none"> • Maintains the user processes required for physical access and COSA domain user accounts. • Provisions and de-provisions access based on Departmental Business Owner authorization and approval. • Reviews and monitors data center access and domain user accounts. • Supports review process for Departmental physical and logical access controls. • Responsible for developing and maintaining an implementation standard and monitoring compliance for this directive for business systems under management control. • Responsible for working with HR to publish and disseminate the policies, standards and procedures which implement and enforce this directive.
<p><u>Human Resources</u></p>	<ul style="list-style-type: none"> • Provides support for the COSA third party sponsorship process for any sponsored users including provisioning or de-provisioning in SAP. • Support a periodic review of SAP third-party accounts that were suspended based on the ITSD 90-day inactivity review.

CITY OF SAN ANTONIO



Administrative Directive	7.3a Data Security
Procedural Guidelines	Regarding the use of Public and Confidential Data
Department/Division	Information Technology Services Department (ITSD)
Effective Date	April 1, 2014
Revisions Date(s)	December 14, 2017
Last Review Date	August 3, 2018
Owner	Patsy Boozer, CISO

Purpose

This Administrative Directive (AD) provides guidance for compliance, confidentiality, privacy, security, and the associate governance for the City of San Antonio’s (COSA) three data categories: (1) confidential, (2) agency-sensitive, and (3) Public. Data must be classified into one of these three categories when stored, processed, or transmitted on COSA resources or other resources where COSA business occurs. This AD establishes and identifies responsibility for such data and provides a framework for maintaining compliance with applicable laws, regulations, and standards. Security standards, which define these security controls, may include: document marking/labeling, release procedures, privacy, transmission requirements, printing protection, computer display protections, storage requirements, destruction methods, physical security requirements, access controls, backup requirements, transport procedures, encryption requirements, and incident reporting procedures.

Policy

This directive establishes guidance for developing, maintaining, publishing, and administering comprehensive data governance and information technology system security. This directive references applicable local, state, and federal law.

Departmental data owners are responsible for the classification and protection of data under this directive. Precautions shall be taken to reasonably assure the confidentiality, integrity and availability of the protected data. Access to protected data shall be based on legitimate business need. COSA data shall be disseminated in accordance with this directive.

This directive applies to:

- All data processed, stored and/or transmitted by a COSA Information Technology System(s)
- All COSA data processed, stored and/or transmitted on personally-owned devices also referred to as “Bring Your Own Device” (BYOD)
- All data collected or maintained by or on behalf of COSA in any form (electronic or hardcopy).

Policy Applies To

<input checked="" type="checkbox"/> External & Internal Applicants	<input checked="" type="checkbox"/> Temporary Employees
<input checked="" type="checkbox"/> Full-Time Employees	<input checked="" type="checkbox"/> Volunteers
<input checked="" type="checkbox"/> Part-Time Employees	<input checked="" type="checkbox"/> Grant-Funded Employees

Paid and Unpaid Interns Police and Fire Academy Trainees Uniformed Employees Under Collective Bargaining Agreements

Definitions

Bring Your Own Device (BYOD)	The practice of allowing the employees of an organization to use their own computers, smartphones, or other devices for work purposes.
City-administered information technology system(s)	Any technology or equipment that is used and/or managed by COSA even if COSA does not own the technology or equipment. COSA-managed information technology system(s) includes technology or equipment owned by COSA, on loan to COSA, funded by grants, leased by COSA.
Criminal Justice Information Services (CJIS) Security Policy	CJIS Security Policy represents the shared responsibility between Federal Bureau of Investigation CJIS and the CJIS Systems Agency and State Identification Bureaus.
Data Owner	The data originator or entity that can authorize or deny access to the data. The data owner has the ability to create, edit, modify, share and determine access restrictions to the data they control. They are responsible for the accuracy and integrity of the data they own.
Local Statutes	The ordinances, statutes, and laws of COSA, Bexar County and/or the municipality or county where the user is located.
Local Government Record Retention Schedules	Publications issued by the Texas State Library and Archives Commission under the authority of Subchapter J, Chapter 441 of the Government Code which establish the mandatory minimum retention period for a local government record.
Network	A group of two or more computers linked together to facilitate communication, data sharing, and processing among other computer-based activities.
Personally Identifiable Information (PII)	Any information that permits the identity of an individual to be directly or indirectly inferred, including any information that is linked or linkable to that individual, regardless of whether the individual is a U.S. citizen, lawful permanent resident, visitor to the U.S., or employee or contractor to the Department.
Records Management Officer	The person who administers the records management program established in each local government under section 203.026, chapter 203 of Local Government Code.
Retention Period	The minimum time that must pass after the creation, recording or receipt of a record or the fulfillment of certain actions associated with a record, before it is eligible for destruction.
Sensitive PII	Personally Identifiable Information, which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual.
State Statutes	The statutes and laws of the state of Texas and/or the state where the user is located. Where statutes from two states conflict, the statutes of Texas and federal government shall take precedence.

Policy Guidelines

Adherence to this directive will help reasonably assure the confidentiality, integrity, and availability of COSA data:

- COSA has adopted the National Institute of Standards and Technology (NIST) 800-53a Security and Privacy Controls to provide a data protection framework for maintaining the confidentiality, integrity and availability of data.

- Baseline security controls for COSA Information Systems shall be based on the data owner's data classification as governed by this directive
- COSA data shall be classified as public, agency- sensitive, or confidential

Data Classification and Open Records

All data shall be classified as public, agency – sensitive, or confidential for the purpose of establishing dissemination guidelines and protective security measures. AD 1.31 Open Records (Texas Public Information Act) places responsibility for developing and updating the Municipal Open Records Policy with the City Attorney's Office. This requirement includes any response to open record Request (ORR) whether or not the records are public under the Open Records/Texas Public Information Act of 1993. All open records shall be reviewed by the department data owners prior to dissemination to reasonably assure that open records do not contain confidential data or sensitive Personally Identifiable Information (PII).

Confidential Data

Confidential data requires the highest level of protection. Accidental or intentional disclosure of this type of sensitive data could cause damage and/or serious harm to COSA and/or its citizens.

Confidential data may not be freely disseminated. This type of data is generally restricted from disclosure by local, state and federal statutes, ordinances, directives and/or court orders.

Examples of “confidential” data may include but are not limited to: Sensitive PII (such as name in combination with Social Security Number (SSN))

Sensitive PII is any combination of information or data that permits the identity of an individual to be directly or indirectly inferred, traceable, linked and/or linkable to a specific individual, regardless of whether the individual is a U.S. citizen, lawful permanent resident, or visitor to the U.S. In addition, sensitive PII combinations if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, and/or unfairness to an individual.

Below is a list of data that is always Sensitive PII:

- Social Security Numbers
- Alien Registration Numbers (A-numbers)
- Passport Numbers
- Driver's license Numbers or state identification numbers
- Biometric Identifiers (fingerprint, iris scan, voice print)
- Genetic Data network
- Physically secure hardcopy protected data in a locked drawer, file cabinet, desk and/or safe.

The following information is classified as Sensitive PII when linked with the person's name or other unique identifier, such as an address or phone number:

- Citizenship or Immigration status
- Criminal History
- Medical Information
- Bank Account or Routing/Transit Numbers
- Credit Card Numbers.
- Income Tax Records
- Full Date of Birth
- Financial or Bank Account Numbers
- Fingerprint Identification Number (FIN) or Student and Exchange

Agency- Sensitive

This is sensitive data that may be subject to disclosure or release under the Texas Public Information Act, but requires additional levels of protection.

Examples of “Agency-Sensitive” data may include but are not limited to:

- COSA operational information
- COSA personnel records
- COSA information security configurations, data, and procedures
- Vendor bids and/or contract cost estimates among other sensitive data types

Public

Public data is all data and information not classified as confidential or agency-sensitive.

The data owner, or designated employee of the data owner, may disseminate and disclose the data or information derived from the data to anyone upon request. ORR fees have been established for extracting and delivering this type of data.

Protection of Confidential Data & Personally Identifiable Information

1. All Departmental Data Owners must:

- Implement cost effective internal controls, safeguards and/or countermeasures to protect data. All preventative, detective and/or corrective controls shall be risk based. The cost of all management, operational and/or technical controls shall be commensurate with the value of the data.
- Preserve citizen privacy and respect individuals choice to consent when collecting, using, sharing, and/or disclosing of customer, partner, or employee personal information.
- Limit the use and storage of confidential data and sensitive PII to what is only necessary.
- Determine encryption requirements based on regulatory requirements.
- Not store confidential and/or sensitive data longer than is absolutely necessary.
- Only collect data when COSA has the legal authority to do so, and if required have a Privacy Act System of Records Notice (SORN) in place that describes the information.
- Minimize the distribution and proliferation of protected data.
- Keep protected data relevant, accurate, timely and not excessive in relation to the purpose such data is processed, stored and/or transmitted.
- Establish departmental procedures for dissemination of protected data in compliance with AD 1.31 and Open Records as well as establish and enforce departmental procedures and protections in addition to this Directive to reasonably assure the security of the specific data owned.
- Periodically review data protection procedures, controls, and safeguards to reasonably assure that internal controls, countermeasures and/or safeguards are working as intended.

2. COSA Information Systems must:

- Use security controls to protect against unauthorized access, disclosure, modification and destruction to reasonably assure the confidentiality, integrity, availability of data.
- Follow NIST encryption and security protocol standards for protected data as required.

3. Employee and Third Parties must:

- Safeguard COSA’s data resources and comply with the provisions of relevant COSA Security ADs
- Comply with all COSA procedures regarding protected data.
- Receive written approval from both his/her department director to store sensitive data.
- Report suspected violations to supervisor or manager, department head, and the Chief Information Security Officer (CISO) as well as the HIPAA Privacy Officer if healthcare data.
- Only store protected data on COSA owned device(s).
- Ensure personal devices are not used to store, process and/or transmit unencrypted protected data.
- Ensure unencrypted confidential data and sensitive PII is not transmitted outside of COSA.

Data Laws and Standards

Regulation and industry standards that protect confidential and sensitive data include, but are not limited to:

- The U.S. Privacy Act of 1974 (5 U.S.C.A. 552a)
- U.S. Electronic Communications Privacy Act of 1986 (ECPA)
- The Open Records/ Texas Public Information Act of 1993 (TPIA)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Texas Business and Commerce Act, Section 521.053
- Texas Identity Theft Enforcement and Protection Act of 2007 (ITEPA)
- Texas Medical Privacy Act of 2001 (TMPA)
- Payment Card Industry Security Standards (PCI)
- Criminal Justice Information Services Security Policy (CJIS)

Data Destruction

Electronic records shall be destroyed in accordance with Section 441.185 Government Code and COSA record retention policies. All data storage device(s) and/or information system(s) containing protected data shall be sanitized or the storage device destroyed. COSA shall arrange for destruction of protected data by shredding, degaussing, erasing and/or otherwise modifying the sensitive data in the records to make the information unreadable or indecipherable. Additional information on sanitization tools and methods of destruction based on Department of Defense 5220.22-M data destruction standards (available at <http://www.dir.state.tx.us>). Documentation shall also be maintained that documents the data, description of device, data destruction process and sanitization tools used to remove or destroy data.

Roles & Responsibilities

<u>Employees</u>	Adhering to all guidance provided in this directive.
<u>Departments</u>	COSA departmental data owners are responsible for data classification and identification of data protection requirements.
<u>ITSD</u>	COSA Information Technology Services Department (ITSD) is responsible for publishing, disseminating, and maintaining this directive.

This directive supersedes all previous correspondence on this subject. Information and/or clarification may be obtained by contacting the Information Technology Services Department at 207-8888.

City of San Antonio
Information Technology Environment Description

The City of San Antonio Information Technology Services Department (ITSD) will provide computing and infrastructure services for the selected hardware and software solution in one or both of two datacenters that are currently in operation. The two datacenters are interconnected by redundant high-speed Dense Wavelength Division Multiplexing (DWDM) links with servers and storage hosted in both environments. ITSD will manage the Data Center Layer, Networking Layer, Device Layer, Operating System Layer, and Application Infrastructure Layer for the information technology components of the proposed System in accordance with a SLA to be jointly developed by ITSD, the system provider, and the business owner of the System. Management of the Application Layer (business logic) will be determined by SLA.

To the extent that information technology equipment necessary to support the System must be deployed outside of the City's managed datacenter environment, the respondent must include in their response the scope necessary to provide appropriate environmental and compliance controls for the proposed System.

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Information Management

***S=Standard Product(s), P=Preferred Product(s), G=Guidance Info Only.**

If the Information Technology Standards & Guidelines does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

Information Management: Section 1	Policy or Product	S/P/G *	Remarks
Directory Services	Microsoft Server 2008 R2 Active Directory Oracle Unified Directory v12.2.x Microsoft ADFS v2	S G G	The City is currently evaluating LDAP-based alternatives Oracle LDAP Active Directory Federation Services
Enterprise Backup	Symantec NetBackup 7.6	S	The City does not utilize tape media for backups The City uses a disk based backup solution for all backup operations.
Relational Database Management Systems	Oracle 12.2.x MS SQLServer 2016 Oracle 12.2.x MS SQLServer 2016	P S G	Enterprise and large-scale systems with high capacity, complex design and/or high volume transactional requirements Mid-scale systems with moderate capacity and/or transactional volume requirements
Database Access	SQL*Plus (Oracle) SSMS (Microsoft SQL Server) OCI-compliant clientODBC	S S G G	
File Formats	IT guidance	G	Follow IT guidance for recommended file extensions
Data Administration Implementation	IT guidance	G	IT is currently evaluating the use of tools in this area
Data Warehousing and Mining	SAP BI 7.01 / NW 7.01 (EHP1) non-unicode / SP16	S	For SAP-based data
Messaging	Microsoft Exchange 2010	S	
Presentation and Interface Standards			
<ul style="list-style-type: none"> • Application Standard Interfaces 	.Net 4.6.2 or higher API	P P G G	Based on Windows 2016 default .NET installation. Follow IT guidance
<ul style="list-style-type: none"> • Mobile Devices 			

Information Distribution

***S=Standard Product(s), P=Preferred Product(s), G=Guidance Information Only**

If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

Information Distribution: Section 2	Policy or Product	S/P/G *	Remarks
E-Mail with Attachments <ul style="list-style-type: none"> • SMTP • Active Sync 	MS Exchange with outbound SMTP Supported for use with smartphones and mobile devices	S,G G	See IT for guidance (Note; we do utilize IronPort for Mail Security and Mail Relay) See IT for guidance
File Transfer Service <ul style="list-style-type: none"> • HTTPS • SFTP • Google Drive 	SFTP Client (Core FTP LE 2.1 or higher)	S S	
File Storage / Share	MS Distributed File System	S	Domain based, currently Windows 2008

Applications

***S=Standard Product(s), P=Preferred Product(s), G=Guidance Information Only**

If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

Applications: Section 3

	Policy or Product	S/P/G *	Remarks
Enterprise Resource Planning	SAP ECC6 / EHP7 / NW 7.01 (EHP1) non-unicode / SP20	S	Core modules include: HR FI MM SD PS PM GM The application is accessible from any site or client VPN within the corporate network Current access methods include: client server run-time objects, Workspace and SAP Enterprise Portal.
Procurement	SAP SRM 7.0 / NW 7.01 (EHP1) unicode / SP18	S	Current access methods include: client server run-time objects, Workspace and SAP Enterprise Portal.
Document Management	FileNet P8 v5.2.x	S	The City has plans to upgrade to v5.5 (Digital Business Automation) in 2020
Cooperative Work Applications	<ul style="list-style-type: none"> • Collaborative Processing (internal use only) • Workflow • External File Sharing 	<p>MS Exchange 2010 MS SharePoint 2010</p> <p>SAP IBM FileNet</p> <p>Globalscape EFT Server v7.2.x</p>	<p>S</p> <p>G G</p> <p>S</p> <p>See IT for guidance</p>
Content Management	FileNet P8 v5.2.x	G	See IT for guidance
Web Server	IIS 10	S	Default for 2016
Web Content Management	DotNetNuke Enterprise Edition 7.0.x	S	
Web Portal	DotNetNuke Enterprise Edition 7.0.x	P,G G	See IT for guidance
Office Automation	MS Office 2010	S	Excludes MS Access
	MS Internet Explorer 11 Firefox 60.x (or higher) Safari 12.x (or higher)	S,G P S,G	See IT for guidance on “extensions” See IT for guidance

Applications: Section 3	Policy or Product	S/P/G *	Remarks
	Chrome 70.x (or higher) MS Outlook 2010 Adobe Reader 2019.x MS Project 2010 Std. MS Visio 2010 Std.	S,G S S G G	Continues Release Track
GIS Mapping	ESRI ArcGIS Desktop v10.3.1 ESRI ArcGIS Server v10.3.1 ESRI ArcSDE v10.3.1	S S S	Using Windows OS Using IIS with SSL if external Using MS SQL Server
GIS Web Development	Microsoft .NET MVC Microsoft Web API Javascript API Rest API	S S S S	
Web Development Tools	MS Visual Studio 2017	S	Follow IT guidance in extending legacy systems to the Web and Service-Oriented Architecture
Digital Signature	Pending	G	
Application Development Tools	MS Visual Studio 2016 MS Visual Studio 2017 Netweaver 7.x PL SQL	S S S	Follow IT guidance for configuration
Application Integration	Web Services Netweaver XI 7.11 SP18	S G	Follow IT guidance
Report Writers	Business Objects 4.1 Crystal Reports 2008 Xcelsius Dashboards	S G G	Follow IT guidance for data integrity and access
Enterprise Vault	Mail Archive v11.x	S	

Computing Resources

***S=Standard Product(s), P=Preferred Product(s), G=Guidance Information Only**

If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

Computing Resources: Section 4	Policy or Product	S/P/G *	Remarks
Workstation <ul style="list-style-type: none"> • Tier 1 • Tier 2 • 	2.5GHz Intel Core i7 Two 2.5GHz Intel Core i7	S P G	In general, current IT standards provide a minimum baseline. IT will provision best value desktops that efficiently support the Refresh Policy. For specialized requirements seek IT guidance
Bus Standards	PCI	G	
Memory (RAM) Standards (EDO, SDRAM, DRAM) <ul style="list-style-type: none"> • Tier 1 • Tier 2 • 	16GB 32GB	S P G	In general, current IT standards provide a minimum baseline. IT will provision best value desktops that efficiently support the Refresh Policy. For specialized requirements seek IT guidance
Server Hardware Configuration	Oracle SPARC64 UltraSPARC AMD Opteron Intel Xeon	P S	Solaris Database Server: T8-2 Solaris Application Server: T8-2 Virtual Hosts: Cisco UCS w/B-Series Blade Servers
Virtual Server Environment	VMWare vSphere 6.5	S	The City uses a virtualization first approach when provisioning servers.
Mainframe Environment	IBM z890 z/OS 1.10 Software AG Natural 4.2.4 Software AG Adabas 8.1.4	G	The IBM z-series mainframe platform is being twilighted by the City
Disk Storage	FC SAN (HDS, Cisco, Nimble, Nexsan) iSCSI (HDS, Nimble) NTFS ZFS CIFS\SMB (HDS\BlueArc\Nexsan)	S S S S S	IT guidance for application specific requirements
Workstation Operating Systems	Windows 10 Mac OSX 10.14	S G	
Desktop / Application Virtualization	VMware Horizon View 7.4	S	

Computing Resources: Section 4	Policy or Product	S/P/G *	Remarks
Server Operating Systems <ul style="list-style-type: none"> • General File & Print Servers • Application Servers • Database Servers 	Windows Server 2016 Windows Server 2016 Windows Server 2012 Solaris 11.3 Zones Solaris 11.3 Windows Server 2016 Solaris 11.3	S S,P G G S G S P	Follow IT guidance
Telephony <ul style="list-style-type: none"> • IVR • VoIP • ACD 	Cisco Unified Communications Manager 9.1.x Cisco Cisco	P S S	

Review and Approval: City of San Antonio Information Technology Standards	
Effective Date: January 1, 2019	Last Reviewed: February 7, 2019

Document Reviewers	Signature	Date
Assistant Director – Infrastructure		
Assistant Director – Applications		
Assistant Director – Customer Service		
Assistant Director – Public Safety		
CISO		

Document Approver	Signature	Date
Information Technology Director		



CITY OF SAN ANTONIO
**INFORMATION TECHNOLOGY
SERVICES DEPARTMENT**

Non-City Employee Provisioning Guide

Version 1.4 • December 08, 2018

1. Purpose

This document establishes the process for creating and maintaining “Non-City Employee Accounts” for accessing City of San Antonio (COSA) network and systems.

Definition: A Non-City Employee Account is a user account affiliated with a third party, vendor, consultant, contractor, partner or a staff augmentation employee. This user is created and given access for a temporary purpose in support of a sponsoring department.

2. Policy

All **Non-City Employee Accounts** must be given the same attention as COSA employee user accounts and be de-provisioned when no longer needed. Non-City Employee Accounts will expire every sixty days; prior to the sixty day expiration, the Sponsoring Department will receive an email asking for verification that the account is still needed. If the account is no longer needed, the Sponsoring Department should notify HR to terminate the SAP number which will initiate the termination of all other accounts with ITSD. Sponsoring Departments should notify ITSD if the sponsor of a non-employee changes.

3. Documentation

Non-City Employee Accounts and/or Proximity Identification Cards (ID Cards) will not be provisioned without proper documentation to identify the sponsoring department for accountability and verification of compliance with Federal and/or State requirements and COSA Administrative Directives. Documentation required is based on sponsoring department and will consist of the following:

San Antonio Police Department (SAPD) Under Security Addendum

Security Addendum Certification Page

Non-Employee Request Form

Access Control Sponsorship Form

SAPD under User Agreement (Business Entity)

Computer Resource User Agreement (Form 122)

Non-Employee Request Form

Access Control Sponsorship Form

All Other COSA Departments

Access Control Attestation Letter

Non-Employee Request Form

Access Control Sponsorship Form

4. Responsibilities

4.1. San Antonio Police Department (SAPD)

- SAPD will maintain signed Security Addendums for company's providing services in accordance with the Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Policy.
- SAPD will maintain signed User Agreement (Business Entity) agreements with external company/organizations that require access to COSA networks and systems.
- SAPD will coordinate with the Non-City Employee's company/organization to provide them copies of the COSA Security Administrative Directives for review.
- SAPD will require a completed Security Addendum Certification Page for any sponsored non-employee under a Security Addendum.
- SAPD will require a completed Computer Resource User Agreement (Form 122) for any non-employee under a User Agreement (Business Entity) agreement.
- SAPD will request a Non-City Employee number from HR via Non-Employee Request Form for all Non-Employees being sponsored under a Security Addendum or User Agreement (Business Entity).
- SAPD will complete the Access Control Sponsorship Form once the Non-City Employee number is assigned and submit to the ITSD Coordinators along with the signed Security Addendum Certification Page or Form 122.
- SAPD is responsible for promptly notifying HR of sponsored non-employees who are no longer supporting SAPD for whatever reason.

4.2. All Other COSA Departments

- Sponsoring Departments will coordinate with the Non-City Employee's company/organization to provide them copies of the COSA Security Administrative Directives for review.
- Sponsoring Departments will require a completed Attestation Letter for any sponsored non-employee.
- Sponsoring Departments will request a Non-City Employee number from HR via Non-Employee Request Form for all Non-Employees being sponsored.
- Sponsoring Departments will complete the Access Control Sponsorship Form once the Non-City Employee number is assigned and submit to the ITSD Coordinators along with the signed Attestation Letter.
- Sponsoring Department is responsible for promptly notifying HR of sponsored non-employees who are no longer supporting SAPD for whatever reason.

4.3. HR Department

- HR will receive completed “NON-EMPLOYEE REQUEST FORM” from the Sponsoring Department.
- HR will review the “**NON-EMPLOYEE REQUEST FORM**” and create a Non - Employee number. “**NON-EMPLOYEE REQUEST FORMS**” that are Incomplete will be sent back to the Sponsoring Department to make needed changes
- Upon learning that a NON-EMPLOYEE is separating from the City, HR is responsible for immediately withdrawing the Employee Number from SAP System (HR-Master Data).

4.4. ITSD Department

- ITSD Service Coordinators will receive all completed Sponsorship Forms from the Sponsoring Department.
- ITSD will add, deactivate, or modify a Non-City Employee user account.
- ITSD will update Non-City Employee information on the system as requested when the contact information changes.
- ITSD will provide notification of verification every sixty days to ensure accounts are still needed.

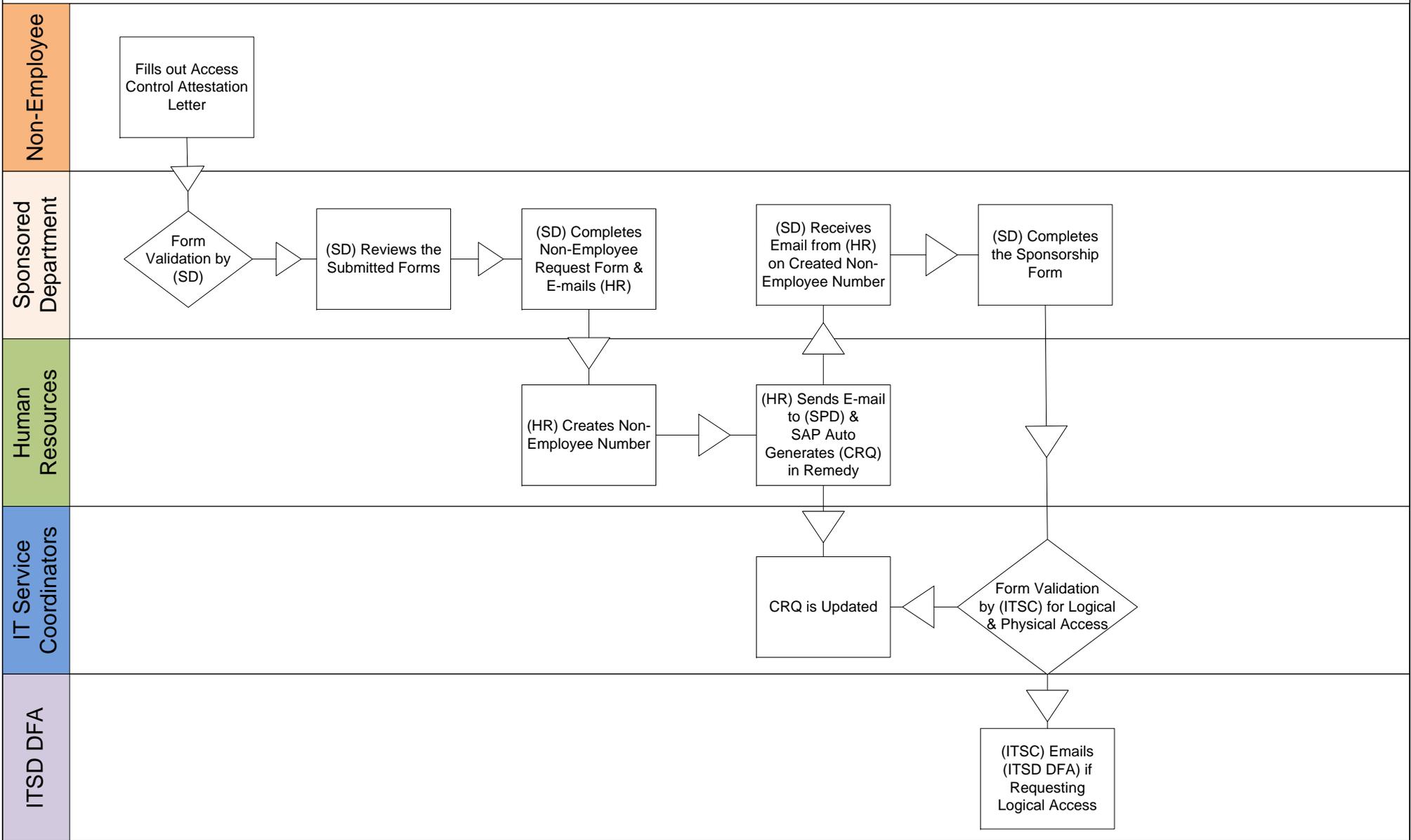
5. Procedures

- Non-City Employee Accounts will be used by non-city employee users who must access one workstation or application to perform assigned duties for temporary work.
- The Non-City Employee Form Process must be followed to request the creation of a Non-City Employee Account.
- Each Non-City Employee Account must have a designated Sponsoring Department who is responsible for the management of access to the account.
- Each Non-City Employee Account must have a short description of the business case requiring the creation of the account.
- Documentation must be maintained by the Sponsoring Department, which will include a list of individuals who have current access to the account.
- The account password must be changed promptly whenever individuals accessing the account are terminated for any reason, or are transferred to a role that does not require access.
- The documentation must be available upon request for a review or a security assessment as often as quarterly or as defined by the Information Security Committee.

- Requests for all Non-City Employee Accounts will be reviewed and signed by the Sponsoring Department, and recommendations for approval or disapproval as appropriate will be made by the HR Department.
- Non-City Employee Accounts will be reviewed on a regular schedule for appropriateness of access and ongoing need.
- Each Non-City Employee Accounts must have a password associated with it.
- All passwords must be treated as sensitive, confidential. User accounts and passwords must not be shared with anyone, including Information Technology Services staff.
- Passwords must not be written down, inserted into email messages or distributed in any other forms of electronic communication.
- Non-City Employee user accounts must have strong passwords consisting of a minimum of 8 characters in length.
- At a minimum, Non-City Employee user account passwords must be changed every 3 months.
- Applications requiring user authentication via a password must ensure the application supports authentication of individual users, not groups, and does not store the password in clear text or any easily reversible form.
- Anyone suspecting that an account or password has been compromised should report the incident to the helpdesk immediately.

ITSD Non-Employee User Provisioning Workflow

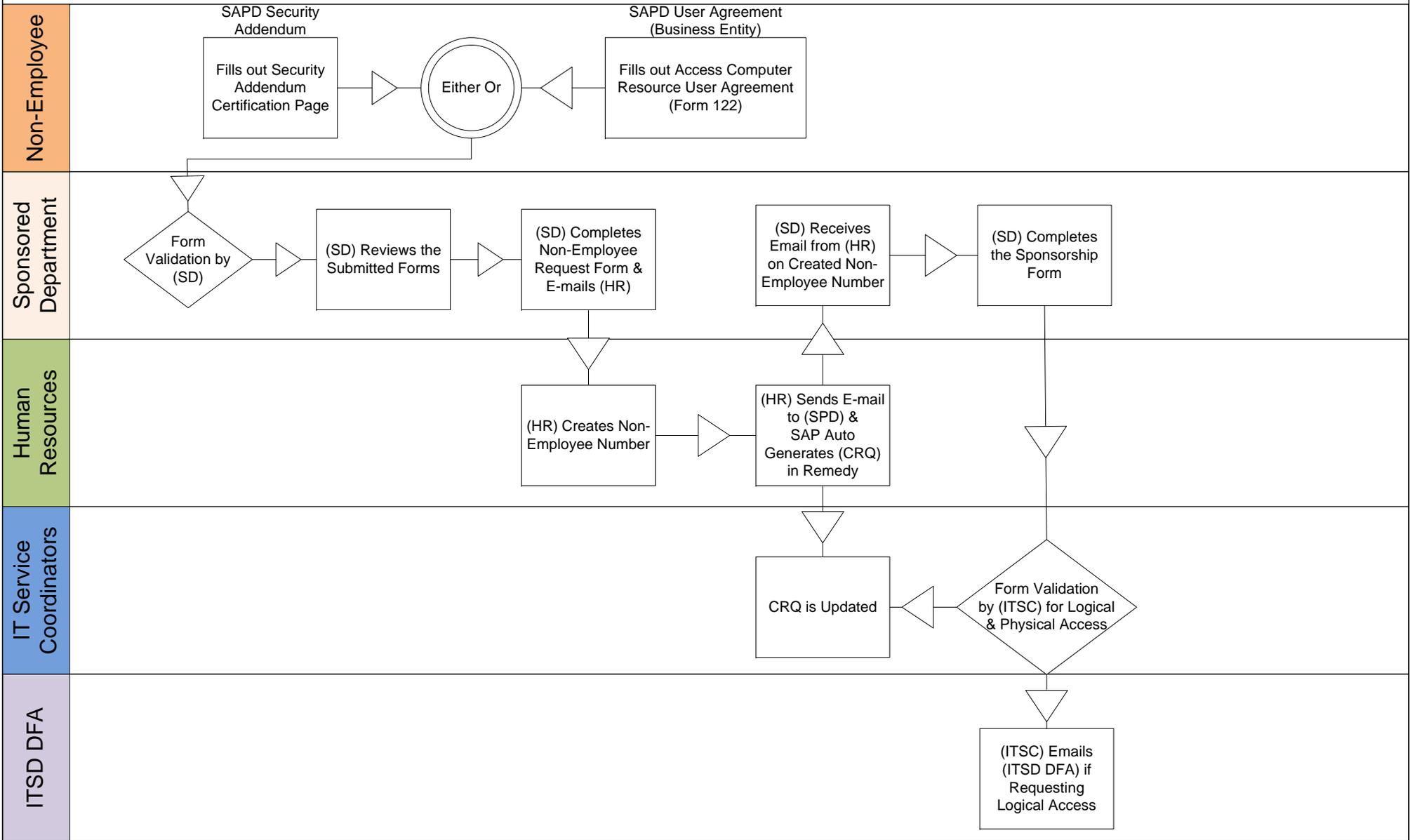
All Departments (Except SAPD)



Sponsored Department = (SD)
 HRNon-EmployeeHires@sanantonio.gov = (HR)
 IT Service Coordinators = (ITSC)
 Change ReQuest = (CRQ)
 ITSD Departmental Fiscal Administrator = (ITSD DFA)

ITSD Non-Employee User Provisioning Workflow

SAPD Only



Sponsored Department	= (SD)
HRNon-EmployeeHires@sanantonio.gov	= (HR)
IT Service Coordinators	= (ITSC)
Change ReQuest	= (CRQ)
ITSD Departmental Fiscal Administrator	= (ITSD DFA)



City of San Antonio ITSD Service Coordination
Please attach form to [IT Service Request](#)
Access Control Attestation Letter -Version 1.4



To: City of San Antonio (COSA)
_____ [Sponsoring Department] San Antonio, TX

Copy: Information Technology Services Department (ITSD)

Re: Access Control Attestation Letter -Version 1.4

By this letter, as a representative legally empowered to sign on behalf of _____, who is requesting COSA access (access includes physical and/or remote to any internal systems, networks, information resources, facility(ies), including the data center, secure data center or network closet (MDF/IDF)); I am attesting that he/she has received read and been made aware of the responsibility to adhere to COSA Administrative Directives and Security requirements for access including completion of a background check to aid in establishing trust for a business or individual that proves service to the City. He/she understand they must comply with the following requirements:

- Log-in accounts may not be shared. Each user requiring access must request applicable Network/system accounts(s) via their COSA sponsor.
- Local accounts may not be created on CoSA systems for his/her use.
- Passwords used to access COSA systems will be in compliance with CoSA AD7.4a Acceptable Use of Technology (Password Policy).
- All systems and devices that connect to the City network/systems must use anti-virus software with current signatures.
- On-site and remote access connections must only be used for approved CoSA business purposes in a lawful and ethical manner.
- Any changes that could interrupt services must be brought to the attention of the CoSA ITSD system owner Prior to implementing.
- Access ID cards/credentials may not be shared. Each user requiring unescorted physical access must be Issued their own ID card/credential.
- Employees granted unescorted physical access to a City facility shall not grant the same level of access to personnel who have not been cleared for the access.



City of San Antonio ITSD Service Coordination
 Please attach form to [IT Service Request](#)
Access Control Attestation Letter -Version 1.4



I have verified that *Last Name* _____ *First Name* _____
Middle Name _____ of individual.

Date of Background check _____ has one or more of the following acceptable
 “authorities” for background checks:

- Active US Department of Defense (DOD) security clearance.
- Active US Government clearance issued by a Department or Agency of the US Federal government.
- State of Texas active and valid background check or current security clearance issued by the State of Texas.
- Company criminal background check conducted on the employee within the last two (2) years and must include a National or International (<6 months living in US or ineligible for national background check) criminal background check.

Certain systems, applications, and facilities have additional requirements which may include the submission of fingerprints and FBI clearance prior to access. For access to those systems and/or facilities a FBI fingerprint submission is required through SAPD. FBI fingerprint background check is required for access to Criminal Justice Information Services (CJIS) systems and must be authorized by San Antonio Police Department (SAPD)

Should the individual executing this letter be attester then a copy of the background check in its entirety must be submitted to the City of San Antonio Sponsoring Department via a secure means.

Organizations with an established CJIS Security Addendum may submit the CJIS Security Addendum Certification form in lieu of this COSA Access Compliance Attestation for each person requesting COSA access.

Signed Acknowledgement

By Signing below, I certify that I meet all access and security measures, requirements, and procedures required in the performance of my authorized job function and I have read and understand my ethical, legal, and password security responsibilities as described above.

 (Applicant’s Signature) (Print Name of signature)

 (Representative Signature) (Print Name of signature)

 (Title of Representative) (Telephone number)

 (Company Name) (Date)



City of San Antonio HR-Department
 HRNon-EmployeeHires@sanantonio.gov
Non-City Employees through Outside Agency



NON-EMPLOYEE REQUEST FORM
Non-Employee Information (Completed by non-employee)

Name: <i>(As it appears on SS card:)</i>			
Social Security #:	CALL DEPT HRS WITH THIS INFORMATION	Date of Birth:	
Marital Status:		Gender:	

Home Address:			
City:	State:	Zip Code:	
Telephone Number:			

Department Information (Completed by Department)

Work Address:			
City:	State:	Zip Code:	

Dept. Fund:	73001000
Functional Area:	999999999990
TAS CODE:	<i>(Contact Time Administrator in the Sponsors Department for TAS Code)</i>
Org Key (Cost Center):	<i>(Contact DFA in the Sponsors Department for Cost Center)</i>
Start Date:	

Human Resources (Completed by HR)

SAP #			
Completed by:	Date:		



City of San Antonio ITSD Service Coordination



Please attach form to [IT Service Request](#)

Access Control Sponsorship Form Version 1.4

Filled by COSA Sponsoring Department only

Section I – User Information					
<input type="checkbox"/> Vendor/ Contractor/ Third Party		<input type="checkbox"/> Volunteers		<input type="checkbox"/> Council Aide Signature: _____	
Company/Organization Name:					
Company/Organization Address:			City/State/Country:		Zip Code:
Applicant's Name	Last:	First:	Middle Initial:		
Applicant's SAP Non-Employee #:					
COSA Sponsoring Department:	COSA Sponsoring Official Name:	COSA Sponsoring Official Title:	COSA Sponsoring Official Employee ID:		
Section II – Detailed Explanation of Request – (complete by COSA Sponsoring Official)					
What will you be connecting to (server, application, email, etc.)? Describe the work to be completed. (Provide detailed information) Or describe what access needs to be removed. Do you have any unique requirements?					
Section III – Type of access being requested – (complete by COSA Sponsoring Official)					
Physical	SSL/VPN	RDP/CITRIX	SSH	SFTP	Other Please Specify
<input type="checkbox"/> New <input type="checkbox"/> Update <input type="checkbox"/> Remove	New Update Remove	New Update Remove	New Update Remove	New Update Remove	
Section IV – Requesting Authorization					
The form must be signed by COSA Sponsoring department Director, Manager or Supervisor.					
Has the Applicant completed national background check:		<input type="checkbox"/> Yes		<input type="checkbox"/> No	
If required has the Applicant completed Local Police Finger Prints::		<input type="checkbox"/> Yes		<input type="checkbox"/> No	
Access to non-CJIS/TLETS/SAPD systems do not require Fingerprints					
Print name of COSA Sponsoring Official:					
COSA Sponsoring Official Signature/Date:					
Title/Dept of COSA Sponsoring Official:				Phone:	
Notice: Submit completed forms to COSA ITSD Service Coordinators. ITSD is not responsible for delays in granting access due to errant or incomplete information. COSA account that is inactive for more than 30 days will be disabled. Satisfactory National or International Criminal Background is required for approval. AD4.55 International Background if less then six months living in US or ineligible for national background check.					



Information Technology Services Department

Testing Policy

Version 1.5

Revision History

Date	Version	Description	Author
12/01/18	1.0	Draft	Sudha Vemu
5/9/2019	1.5	Final Review	Donald Hubbs/ Kathy Esquivel

Approvals

Date	Version	Name	Designation	Signature
05/16/19	1.5	Sudha Vemu	Quality Assurance Program Manager	
		Don Hubbs	PMO Manager	
		Martha Estrada	BA Manager	

1. Introduction

The system and software testing process is an integral part of any project. This document lists the minimum standards for this process the City of San Antonio (COSA) requires ensuring the delivery of quality projects. A well-defined risk based testing approach is a mandatory part of any COSA project.

2. Mission Statement

To verify, validate and measure the quality of software or systems being delivered. Ensure that testing in all forms and all stages is performed effectively. Demonstrate that a quality product is delivered and that it satisfies the end-user's requirements; which in turn, will deliver quality services to the citizens of San Antonio.

3. Purpose of this document

This Test policy document describes the organizations high level testing philosophy, objectives, and standards for testing. This document establishes the minimum standard and approach for testing. This document will be attached to all Statements of Work (SOW) as an addendum to all projects. In signing the SOW, the Vendor agrees to this policy standard.

4. Intended Audience

- Testing and Technical Team Members
- The Customer / End Users
- Project Stakeholders
- Project Managers
- Project Sponsors
- Vendors
- Business Analysts

5. Scope

This document contains information about how to ensure our testing process is effective and that our systems meet the customer's requirements, which have been documented. This standard applies to all systems.

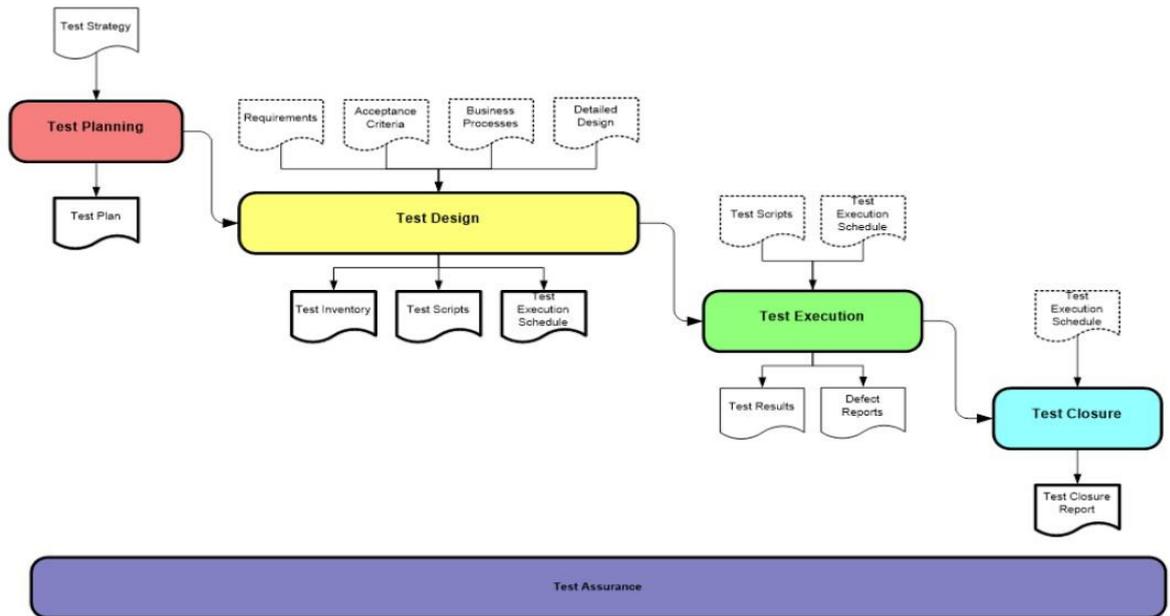
6. Policy

- Risk based approach to testing to be adopted to help target, focus and prioritize testing with the added benefit of making efficient use of resources
- Test as early as possible for defect prevention and detection
- Review system requirements; analyze, and incorporate applicable verification and validation processes
- All systems adhere to V model standard testing methodology, at a minimum, is preferred
- Test Strategy reviewed and approved as the part of respondent's proposal
- Regardless of system development methodology, all applicable levels of testing should be in place
- Master test plan or a level test plan, based on the project scope, needs to be approved before execution of any tests
- A formal system and UAT test plan is in place
- Appropriate Test Design and Test Coverage is in place
- Test KPIs, status and metrics reporting mechanisms are in place
- Defect tracking and reporting mechanism is in place
- Test monitoring and controlling process is in place

- Testing roles and responsibilities clearly defined before the initiation of testing
- Level tests completion, review, and approval process is in place

7. Overview of High Level Testing Process

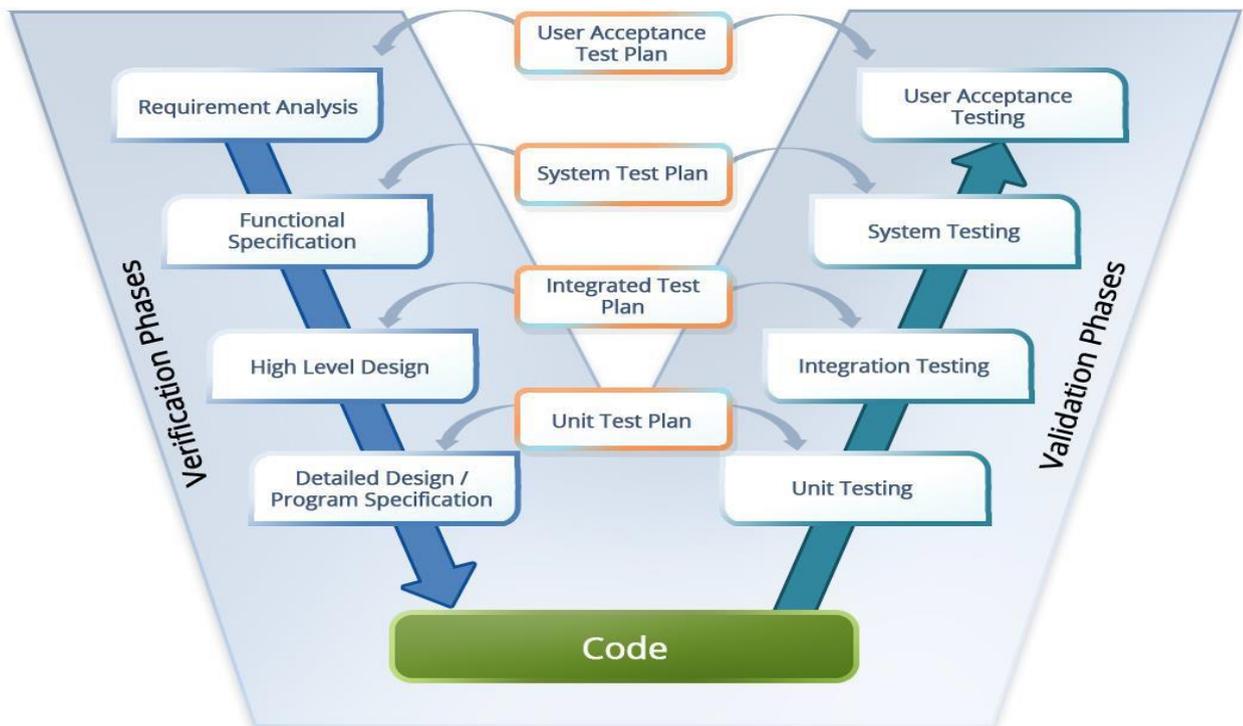
Below is a high-level overview of each stage of the fundamental testing process, as well the test deliverables required as the outputs of the stage, as applicable to the specific project.



Task	Specific Goal	Phase
Test Strategy	Establish a Test Strategy	Proposal/Initiate
	Establish Test Performance Indicators	
Test Planning	Understand the context and scope	Initiate/Plan/ Execute
	Perform Risk Assessment	
	Organize Test Plan Development	
	Identify and analyze risks	
	Establish test approach	
	Establish test estimates	
	Develop a Test Plan/s (at a minimum for System and UAT (including functional and nonfunctional coverage)	
Test Plan/s review and approval		
Test Design	Test Design and procedures	Plan/Execute
	Test Cases/Scripts	
	Test Coverage Matrix/Requirement Traceability Matrix	
Test Environment/Test Data	Develop Test Environment and Test Data Requirements, when required	Execute
	Perform Test Environment and Test Data Implementation, when required	
	Manage and Control Test Environments, when required	

Test Execution and Defect Management	Perform Test Implementation	Execute
	Manage Test Incidents to Closure	
	Test Status Reports	
	Defects Log System Test Approval Certification User Acceptance Test Approval Certification	
Test Monitoring and Control	Monitor Test Progress Against Plan	Execute
	Monitor Software and System Quality Against Plan and Expectations	
	Manage Corrective Actions to Closure	
Test Closure	Lessons Learned	Execute/Close
	Report Test completion and certification, where required	
	Archive Test assets Clean up test environment, where required	

8. V Model



9. Verification Approach

Verification is the process of evaluating software and systems before the development phase to find out whether they meet the specified requirements. The objective of Verification is to make sure that the product being developed meets the requirements and design specifications. The approach to verification may be a formal or informal review, meeting, demo, inspection or an examination of the business analyst's/ technical/SME's work products prior to implementation. The review areas may include, but are not limited to, use cases, requirements, functional specifications, technical specifications, configuration data, test data and design specifications.

10. Validation approach

Validation is the process of evaluating software at the end of the development process to determine whether the software and the system meet the customers' expectations and requirements.

Typical test levels in validation approach, at a minimum, should include unit testing, integration testing, system testing and user acceptance testing.

11. Unit Testing:

Testing of individual hardware or software components, modules or units

Level	Owner	Objectives	Typical Key areas of Testing	Environment
Unit Test	Developer (Vendor Developer)	<p>Detect defects in code , module, product, system, , program, component or a function in units.</p> <p>To demonstrate that the performance of these individual unit components are correct, per requirements.</p> <p>Developer testing</p>	Unit level component testing, Unit level functional testing	Development

12. Integration Testing:

Testing in which software, hardware or interface components combined and tested to evaluate the interaction among them. This term is commonly used for both the integration of components and the integration of entire systems.

Level	Owner	Objectives	Typical Key areas of Testing	Environment
Integration	Developer (Vendor Developer and ITSD, where required, will include additional parties)	<p>Detect defects in unit interfaces, systems integration, components interactions and interfaces</p> <p>Developer testing in coordination with other interface/integration partners</p>	Systems interfaces, integrations, unit interoperability and compatibility	Development

13. System Testing:

Testing conducted on a complete system to evaluate the system's compliance with its specified functional and technical requirements before moving into formal UAT testing for business operational readiness and acceptance. System Testing verifies that functional and non-functional requirements have been met. Load and performance testing, stress testing, regression testing, etc., are subsets of system testing.

Level	Owner	Objectives	Typical Key areas of Testing	Environment
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System	<p>By Quality Assurance – if independent team exists</p> <p>By Technical Teams</p> <p>(Vendor and ITSD...where required will include additional parties)</p> <p>Functional SMEs and Technical SMEs</p>	<p>Overall test coverage for an application, and capture critical defects that hamper application's core functionalities before release to UAT The whole application is tested for its functionality, interdependency and communication</p> <p>Verifies that functional and non-functional requirements have been met</p> <p>Load and performance testing, stress testing, regression testing, etc., are subsets of system testing</p>	End-to-End Functional, non-functional, integrations, data quality, performance, regression, reports, security etc.	Test
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14. User Acceptance Testing (UAT):

UAT is testing conducted by the business end user to determine whether to accept the system for operational use. The main purpose of this testing is to validate the end to end business workflows, processes and functional requirements. User acceptance testing is performed by the business end user.

Level	Owner	Objectives	Typical Key areas of Testing	Environment
Acceptance	<p>Business End Users</p> <p>(Vendor, ITSD, Business)</p>	<p>Demonstrate readiness for end user business deployment</p> <p>Verifies that delivered system meets user's requirement and system is ready for use in real time</p>	End user operational business processes, workflows and functionality and functional requirements	Test

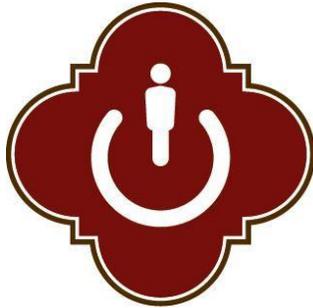
15. Definitions and acronyms

Acronym or abbreviation	Definitions
ITSD	Information Technology Services Department
COTS	Commercial-Off-the-Shelf
UAT	User Acceptance Test
Business End User	City of San Antonio's (COSA) departmental business end user
Defect	Nonconformance to requirement
User Acceptance testing	Testing conducted by the business end user to determine whether to accept the system for operational use. The purpose is to validate the end to end business flows and functional requirements. User acceptance testing is performed by the business end user.
Unit Testing	Testing of individual hardware or software components, modules or units.

Integration Testing	Testing in which software, hardware or interface components combined and tested to evaluate the interaction among them. This term is commonly used for both the integration of components and the integration of entire systems.
System Testing	Testing conducted on a complete system to evaluate the system's compliance with its specified functional and technical requirements before moving into formal UAT testing for business operational readiness and acceptance. System testing verifies that functional and non-functional requirements have been met. Load, performance testing, stress testing and regression testing are subsets of system testing. Tests for overall test coverage and captures critical defects that hamper an application's core functionalities before release to UAT.
Test Plan	A document describing the scope, approach, resources, and schedule of intended test activities. It identifies test items, the features to be tested, the testing tasks, task responsibilities, schedules, resources, and any risks requiring contingency planning. A document that describes the technical and management approach to be followed for testing a system or component.
Validation	The process of evaluating a system or component during or at the end of the development process to determine whether it satisfies specified requirements. The process of providing evidence that the software and its associated products satisfy system requirements allocated to software at the end of each life cycle activity, solve the right problem (e.g., correctly model physical laws, implement business rules, or use the proper system assumptions), and satisfy intended use and user needs.
Verification	The process of evaluating a system or component to determine whether the products of a given development phase satisfy the conditions imposed at the start of that phase. The process of providing objective evidence that the software and its associated products comply with requirements (e.g., for correctness, completeness, consistency, and accuracy) for all life cycle activities during each life cycle process (acquisition, supply, development, operation, and maintenance) Ensure, standards, practices, and conventions during life cycle processes are satisfied, and successfully complete each life cycle activity. Verify all the criteria for initiating succeeding life cycle activities (e.g., building the software/system correctly).
Testing	An activity in which a system or component is executed under specified conditions, the results are observed or recorded, and an evaluation is made of some aspect of the system or component. Typically testing is the process of verifying that a design, system, or product conforms to specifications. To validate and improve the end user experience of the product, ensuring it is fit for purpose and ensuring that a product satisfies its core requirements. To prevent the migration of defects throughout the software development lifecycle by testing as early in the lifecycle as possible
KPI	Key performance indicator
Risk based approach to testing	Risk based approach should be taken in all aspects of the testing lifecycle. Depending on project objectives, testing should always be undertaken with a view of identifying and mitigating any risks the projects or changes may introduce. Obtaining a view of any such risks will shape the testing required.
RTM	The Requirements Traceability Matrix is a document that captures the business requirements for the project. It is recommended for each project where defined requirements exists that a mapping is produced to show how tests trace back to business and technical requirements and vice versa through the requirements traceability matrix. The RTM is the foundation for all types of testing planned for that specific project.
SME	Subject Matter Expert

16. Document Review

This standard will be reviewed at least once a year or as required whichever comes first.



CITY OF SAN ANTONIO
**INFORMATION TECHNOLOGY
SERVICES DEPARTMENT**

TEST STRATEGY

PROJECT NAME

Document Control

Version	Changes
1.0	Initial draft

Table of Contents

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Objective:

This Test Strategy document gives a clear vision of what approach, levels and types of testing will be performed for the whole project. The Test Strategy is a high-level document provided to assist the City of San Antonio (CoSA) Team to better understand the testing methodology of the vendor.

High Level SDLC Methodology:

In this section, please mention the type of SDLC methodology that will be used for this project to either develop new software or configure a commercial of the shelf product to meet CoSA standards and requirements.
EX: Lean, Waterfall, Iterative, Spiral, DevOps etc....

High Level Scope and overview:

Example: Creating a new Application (scheduling application) which offers scheduling services. Test the functionality of the scheduling application and make sure it gives value to the customer.

Test Approach:

In this section, please define the following

- Test Levels
- Test Types
- High Level Roles and Responsibilities
- Testing Pre-requisites

Test Levels:

In this section please list and describe the approach to the levels of testing that will be performed, how they will be performed and their entry and exit criteria for this project.

Unit Testing:

Integration Testing:

System Testing:

User Acceptance testing:

Test Types:

In this section please list and describe the testing types that will be performed for this project. Specify if any test types require test automation.

Ex: Installation testing

Smoke testing

Regression testing

Compatibility Testing

Performance Testing

Negative Testing

Security Testing

Integration Testing

High Level Roles and Responsibilities:

In this section please describe the roles and responsibilities of vendor and City of San Antonio.
Lead (L), Support (S)

Types of Test	Vendor	COSA
Unit Test	Vendor (L)	
Integration Testing	Vendor (L)	COSA (S)
System Testing	Vendor (L)	COSA (S)
User Acceptance Testing	Vendor (S)	COSA (L)

Testing Prerequisites:

In this section please list the hardware and software required for the test environment to commence testing activities.

Testing Environment:

In this section describe the testing environment requirement.

Example:

Environment	Types of Test
Development	Unit, component, integration
Quality Assurance	System test – regression test, performance test
Production	Smoke test

Testing tools:

In this section please describe the testing tools necessary to conduct the tests

Example: Name of Test Management Tool, Name of Bug Tracking Tool, Name of Automation Tool

Test artifacts, deliverables and/or work products:

In this section please list the deliverables that will be produced before, during and at the end of testing.
Test Plan, Test Scenarios, Test Cases, Test Data, Requirements Traceability Matrix (RTM), Test Metrics, Test Incident Report, Test Status Report, Test Summary Report, Resolution Logs, Defect logs, Test Closure Report, Test Acceptance Certification.

Deliverables ownership Lead (L), Review(R), Support(S) and Approve (A)

Deliverable/Artifact/Work Product	Vendor	COSA
System Test Plan	Vendor (L)	COSA (S) (R) (A)
Test Cases/Scripts (System Test)	Vendor (L)	COSA (S) (R) (A)
Test Summary Report(System Test)	Vendor (L)	COSA (S) (R) (A)
Test Acceptance Certification (System Test)	Vendor (L)	COSA (S) (R) (A)
Defect and Resolution log (System Test)	Vendor (L)	COSA (S) (R) (A)
UAT Test Plan	Vendor (S)	COSA (L) (R) (A)
Test Cases/Scripts (UAT)	Vendor (S)	COSA (L) (R) (A)
Test Summary Report(UAT)	Vendor (S)	COSA (L) (R) (A)
Test Acceptance Certification (UAT)	Vendor (S)	COSA (L) (R) (A)
Defect and Resolution log (UAT)	Vendor (S)	COSA (L) (R) (A)

RTM	Vendor (L)	COSA (S) (R) (A)
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Testing metrics:

In this section please describe the metrics that will be used in the project to analyze the project status.

Defect Management Process:

In this section describe the defect management process used for the project.

Requirement Traceability:

In this section please describe how the requirements are traced; include any specific tool that will be used.

The Requirements Traceability Matrix (RTM) is used to trace the requirements to the tests that are needed to verify whether the requirements are fulfilled.

Risk and mitigation:

Please identify all the testing risks that will affect the testing process and specify a plan to mitigate the risk.

High level Assumptions and Constraints:

In this section please describe high level assumptions and constraints.

Test Summary:

In this section list the test summary reports that will be produced during testing, along with their frequency.

Example: Test summary reports will be generated on a daily, weekly or monthly basis depending on the project's criticality.



City of San Antonio

Travel & Miscellaneous Expense Report

Traveler Information

- Travel Expense Report
 Out-of-Pocket Expense

Trip #: _____
(From Authorization Form--Attach Copy)

Trip #: _____
(For Accounting Use Only)

*SAP Employee #: _____ *Department: _____

*First Name: _____ M.I.: _____ *Last Name: _____ Suffix: _____

*Start Date: _____ *End Date: _____

*Reason for Trip: _____ *Region: _____

*Cost Center or Internal Order No.: _____ *G/L: _____

Travel Expenses

Car Mileage: Total mileage traveled: _____ **X** \$0.560 per mile. (Effective 01/01/14 \$0.56) \$ 0.00

Meals: Daily per diem rate: _____ **X** # of Breakfasts **X** 33% = \$0.00

X # of Lunches **X** 33% = \$0.00

X # of Dinners **X** 34% = \$0.00 \$ 0.00

GSA per diem rates - <http://www.gsa.gov/portal/category/21287>

Transportation: Airfare Bus Rail Prepaid \$ _____

Other Transportation and Incidentals: (taxi, bus, shuttle, parking, rental car, copying, faxing, etc.)

Date	Vendor	Expense Item / Explanation	Amount	Add
			\$	Delete

Lodging: Hotel Name: _____ Prepaid \$ _____

Registration / Tuition / Conference Fees: G/L _____ Prepaid \$ _____

Total Travel Expenses: \$ 0.00

Amount of Travel Advance: \$ _____



City of San Antonio Travel & Miscellaneous Expense Report

Out-of-Pocket Expenses (not travel)

Date	Vendor	Expense Item / Explanation	Cost Center / IO G/L to charge	Amount	Add
				\$	Delete

Total Out-of-Pocket: \$ _____

Total Expense Report: \$ 0.00

Due City: \$ 0.00

Due Traveler: \$ 0.00

Acknowledgements

I certify that these expenses were actually incurred by me in the performance of official City business as documented with the attached receipts and request reimbursement.

Signature of Traveler / Employee: _____ Date: _____

Signature of Approval Authority: _____ Date: _____

When complete, use the **Print** button provided.
Attach receipts and submit this form to your manager for approval and further processing.

EXHIBIT 9 - GUMB REPORT MESSAGES

Summary Tab to Detail all Messages 1 - 7

Summary Tab to Detail all Messages 1 - 7																									
Description		From/To	(I)nsert/(U)pdate	Message																					
Delimiter - ASCII(126) "~"				Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8	Field 9	Field 10	Field 11	Field 12	Field 13	Field 14	Field 15	Field 16	Field 17	Field 18	Field 19	Field 20	Field 21	Example Messages
Daily Mass Inspection Extract (Message 1)	Accela / RO	I		123456789	YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	INSP	ABCDEFGHIJKL		YYYY-MM-DD																
Field Contents	From/To	(I)nsert/(U)pdate		Inspection ID	Timestamp	Message Type	Assigned Inspector	Priority	Scheduled Date	Inspection Type	Inspection Occurrence	AP #	AP Name	Permit Type	Type of Work	Dept of Commerce	Address	City Name	State Code	Zip Code	X Coordinate	Y Coordinate	Request Comment	Service Time	
Sample Data	Accela/RO	I		123456789	2014-10-22-00:01:23	INSP	AA12345		2014-10-21	ELECR		E1234567	Thrift Liquor # 49	ELECPE RM	NEW	COMMER	515 S FRIO	SAN ANTONIO	TX	78207-0000	123.456	234.567	See Big Jim upon arrival	30	1234567892014-10-22-00:01:23INSPAA123452014-10-21ELECR1E1234567Thrift Liquor # 49ELECPERMNEWCOMMER515 S FRIOSAN ANTONIOTX78207-0000123.456234.567See Big Jim upon arrival30
Sample Data	Accela/RO	I		123456790	2014-10-22-00:01:23	INSP	AA12345		2014-10-22	ELECFIN		E3456789	Gabriel's Liquor # 27	ELECPE RM	EXISTG	COMMER	901 S ALAMO	SANANTONIO	TX	78207-1234	125.678	230.456	Call before arrival	30	1234567902014-10-22-00:01:23INSPAA1234542014-10-22ELECFIN1E3456789Gabriel's Liquor # 27ELECPERMEXISTGCOMMER901 S ALAMOSANANTONIOTX78207-1234125.678230.456Call before arrival30
Sample Data	Accela/RO	I		123456791	2014-10-22-00:01:23	INSP	BB23456		2014-10-20																
Sample Data	Accela/RO	I		123456792	2014-10-22-00:01:23	INSP	BB23456		2014-10-22																
Sample Data	Accela/RO	I		123456793	2014-10-22-00:01:23	INSP	1234567		2014-10-22																
Daily Mass Inspection Extract Applicant (Message 2)	Accela / RO	I		123456789	YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	INSP APL	ABCDEFGHIJKL		YYYY-MM-DD																
Field Contents	From/To	(I)nsert/(U)pdate		Inspection ID	Timestamp	Message Type	N/A	N/A	N/A	Applicant Type	Name	Email	Phone	Capacity											
Sample Data	Accela/RO	I		123456789	2014-10-22-00:01:23	INSP APL				1	John Smith	jsmith@someplace.com	2101234567	OWNER											1234567892014-10-22-00:01:23INSP APL1John Smithjsmith@someplace.com2101234567OWNER
Sample Data	Accela/RO	I		123456789	2014-10-22-00:01:23	INSP APL				2	Big Electric	bigjim@bigelec.com	2109876543	DBANAME											1234567892014-10-22-00:01:23INSP APL2Big Electricbigjim@bigelec.com2109876543DBANAME
Sample Data	Accela/RO	I		123456790	2014-10-22-00:01:23	INSP APL				1	Gabriel Cantu	gc@gabriels.com	2101234567	OWNER											1234567902014-10-22-00:01:23INSP APL1Gabriel Cantu@gabriels.com2101234567OWNER
Sample Data	Accela/RO	I		123456790	2014-10-22-00:01:23	INSP APL				2	Big Electric	bigjim@bigelec.com	2109876543	DBANAME											1234567902014-10-22-00:01:23INSP APL2Big Electricbigjim@bigelec.com2109876543DBANAME
Daily Mass Inspection Extract Row Count (Message 3)	Accela / RO	I			YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	INSP CNT		12345																	
Field Contents	From/To	(I)nsert/(U)pdate		N/A	Timestamp	Message Type	N/A	Row Count	N/A																
Sample Data	Accela/RO	I			2014-10-22-00:01:23	INSP CNT		9																	2014-10-22-00:01:23INSP CNT9
Accela Assignment Change (Message 4)	Accela/RO	U		123456789	YYYY-MM-DD HH24:MI:SS Modified Date from Accela	ASGMT	ABCDEFGHIJKL																		
Field Contents	From/To	(I)nsert/(U)pdate		Inspection ID	Timestamp	Message Type	Assigned Inspector	N/A	N/A																
Sample Data	Accela/RO	U		123456789	2014-10-22-07:00:00	ASGMT	1234567																		
Accela Scheduled Date Change (Message 5)	Accela/RO	U		123456789	YYYY-MM-DD HH24:MI:SS Modified Date from Accela	SCHED			YYYY-MM-DD																
Field Contents	From/To	(I)nsert/(U)pdate		Inspection ID	Timestamp	Message Type	N/A	N/A	Scheduled Date																
Sample Data	Accela/RO	U		123456789	2014-10-22-08:00:00	SCHED			2014-10-25																1234567892014-10-22-08:00:00SCHED2014-10-25
Sample Data	Accela/RO	U		123456790	2014-10-22-08:00:00	SCHED																			
RO Assignment Change (Message 6)	RO/Accela	U		123456789	YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	ASGMT	ABCDEFGHIJKL																		
Field Contents	From/To	(I)nsert/(U)pdate		Inspection ID	Timestamp	Message Type	Assigned Inspector	N/A	N/A																
Sample Data	RO/Accela	U		123456789	2014-10-22-07:15:00	ASGMT	BB23456																		1234567892014-10-22-07:15:00ASGMTBB23456
RO Assignment Change Count (Message 7)	RO/Accela	U			YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	ASGMT CNT		12345																	
Field Contents	From/To	(I)nsert/(U)pdate		N/A	Timestamp	Message Type	N/A	Row Count	N/A																
Sample Data	RO/Accela	U			2014-10-22-07:15:00	ASGMT CNT		1																	2014-10-22-07:15:00ASGMT CNT1

EXHIBIT 9 - GUMB REPORT MESSAGES

MESSAGE 1 FORMAT

Delimiter - ASCII(126) "~"	Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8	Field 9	Field 10	Field 11	Field 12	Field 13	Field 14	Field 15	Field 16	Field 17	Field 18	Field 19	Field 20	Field 21
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Daily Mass Inspection Extract	HANSEN/RO	I	123456789	YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	INSP	ABCDEFGH IJKLM	YYYY-MM-DD
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Field Contents	From/To	(I)nsert/(U)p date	Inspection ID	Timestamp	Message Type	Assigned Inspector	Priority	Scheduled Date	Inspection Type	Inspection Occurrence	Record ID	Application Name	Permit Type	Type of Work	Commercial/Residential	Address	City Name	State Code	Zip Code	X Coordinate	Y Coordinate	Request Comment	Service Time	
Accela	Sample Data	ACCELA/RO	I	123456789	2014-10-22-00:01:23	INSP	141429	2	10/21/2014	Electrical Maintenance Inspection	1	MNT-MEP-PMT20-18200079	Thrirt Liquor # 49	Annual Maintenance Permit	NEW	COMMER	515 S FRIO	SAN ANTONIO	TX	78207-0000	123.456	234.567	See Big Jim upon arrival (or) please call this phone number on arrival	30
Accela Field (Length)	N/A	Interface Generated	Interface Generated	Inspection ID (int)	Interface Generated	Interface Generated	USER LOGIN ID (50) or SAP ID (6)	Interface Generated	Schedule Date (MM/DD/YYYY)	Inspection Type (255); current max length is 49	Count of Number of Inspections of this Type for This Record/Address	Alt ID (30)	Application Name (255)	Permit Type (255)	New / Existing - based on permit type	Commercial / Residential - based on permit type	Steet Number / Street Name Concatenation	City	State	Zip Code	X Coordinate	Y Coordinate	N/A	Standard Value

EXHIBIT 9 - GUMB REPORT MESSAGES

MESSAGE 2 FORMAT

<p style="text-align: center;"> YYYY-MM-DD HH24:MI:SS Same on all rows for same batch </p>														
Daily Mass Inspection	Extract Applicant	Accela/RO	I	123456789	INSP APL	KL	YYYY-MM-DD							

Field Contents	From/To	(I)nsert/(U)pdate	Inspection ID	Timestamp	Message Type	N/A	N/A	N/A	Applicant Type	Name	Email	Phone	Capacity	
Sample Data	ACCELA/RO	I	123456789	2014-10-22-00:01:23	INSP APL				1	John Smith	jsmith@someplace.com	2101234567	APPLICANT	
Sample Data	ACCELA/RO	I	123456789	2014-10-22-00:01:23	INSP APL				2	Big Electric	bigjim@bigelec.com	2109876543	LICENSE PROFESSIONAL	
Accela Field (Length)	N/A	Interface Generated	Interface Generated	Inspection ID (int)	Interface Generated	N/A	N/A	N/A	Interface Generated Based on Contact Type	If Individual, First Name (70) and Last Name (70) Concatenation . If Business, Business Name (255)	Email Address ()	Phone ()	Contact Type (255)	LP based on permit type

EXHIBIT 9 - GUMB REPORT MESSAGES

MESSAGE 3 FORMAT

Daily Mass Inspection Extract Row Count		Accela/RO	I	YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	INSP CNT	12345
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	Field Contents	From/To	(I)nsert/(U)pdate	N/A	Timestamp	Message Type	N/A	Row Count	N/A
<i>Accela</i>	Sample Data	ACCELA/RO	I		2014-10-22-00:01:23	INSP CNT		9	
<i>Accela Field (Length)</i>	N/A	Interface Generated	Interface Generated	N/A	Interface Generated	Interface Generated	N/A	Interface Generated	N/A

EXHIBIT 9 - GUMB REPORT MESSAGES

MESSAGE 4 FORMAT

Accela Assignment Change	Accela/RO	U	123456789	YYYY-MM-DD HH24:MI:SS	ASGMT	ABCDEFGHIJ		
				Modified Date from Accela		KL		

	Field Contents	From/To	(I)nsert/(U)pdate	Inspection ID	Timestamp	Message Type	Assigned Inspector	N/A	N/A
Accela	Sample Data	ACCELA/RO	U	123456789	2014-10-22-07:00:00	ASGMT	141429		
Accela Field (Length)	N/A	Interface Generated	Interface Generated	Inspection ID (int)	Interface Generated	Interface Generated	USER LOGIN ID (50) or SAP ID (6)	N/A	N/A

EXHIBIT 9 - GUMB REPORT MESSAGES

MESSAGE 5 FORMAT

Accela Scheduled Date Change	Accela/RO	U	123456789	YYYY-MM-DD HH24:MI:SS Modified Date from Accela	SCHED	YYYY-MM-DD
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(I)nsert/(U)pdat

Field Contents	From/To	e	Inspection ID	Timestamp	Message Type	N/A	N/A	Scheduled Date
Accela Sample Data	ACCELA/RO	U	123456789	2014-10-22-08:00:00	SCHED			10/21/2014
Accela Field (Length) N/A	Interface Generated	Interface Generated	Inspection ID (int)	Interface Generated	Interface Generated	N/A	N/A	Schedule Date (MM/DD/YYYY)

EXHIBIT 9 - GUMB REPORT MESSAGES

MESSAGE 6 FORMAT

RO Assignment Change RO/Accela U 123456789 YYYY-MM-DD HH24:MI:SS ASGMT ABCDEFGHIJKL									
Same on all rows for same batch									
Field Contents	From/To	(I)nsert/(U)pdate	Inspection ID	Timestamp	Message Type	Assigned Inspector	N/A	N/A	N/A
Accela	Sample Data	RO/ACCELA	U	123456789	2014-10-22-07:15:00	ASGMT	141429		
Accela Field (Length)	N/A	Interface Generated	Interface Generated	Inspection ID (int)	Interface Generated	Interface Generated	USER LOGIN ID (50) or SAP ID (6)	N/A	N/A

RFCSP 22-126; Rfx 6100015956 ROUTE OPTIMIZATION REPLACEMENT FOR DEVELOPMENT SERVICES DEPARTMENT
EXHIBIT 9 - GUMB REPORT MESSAGES

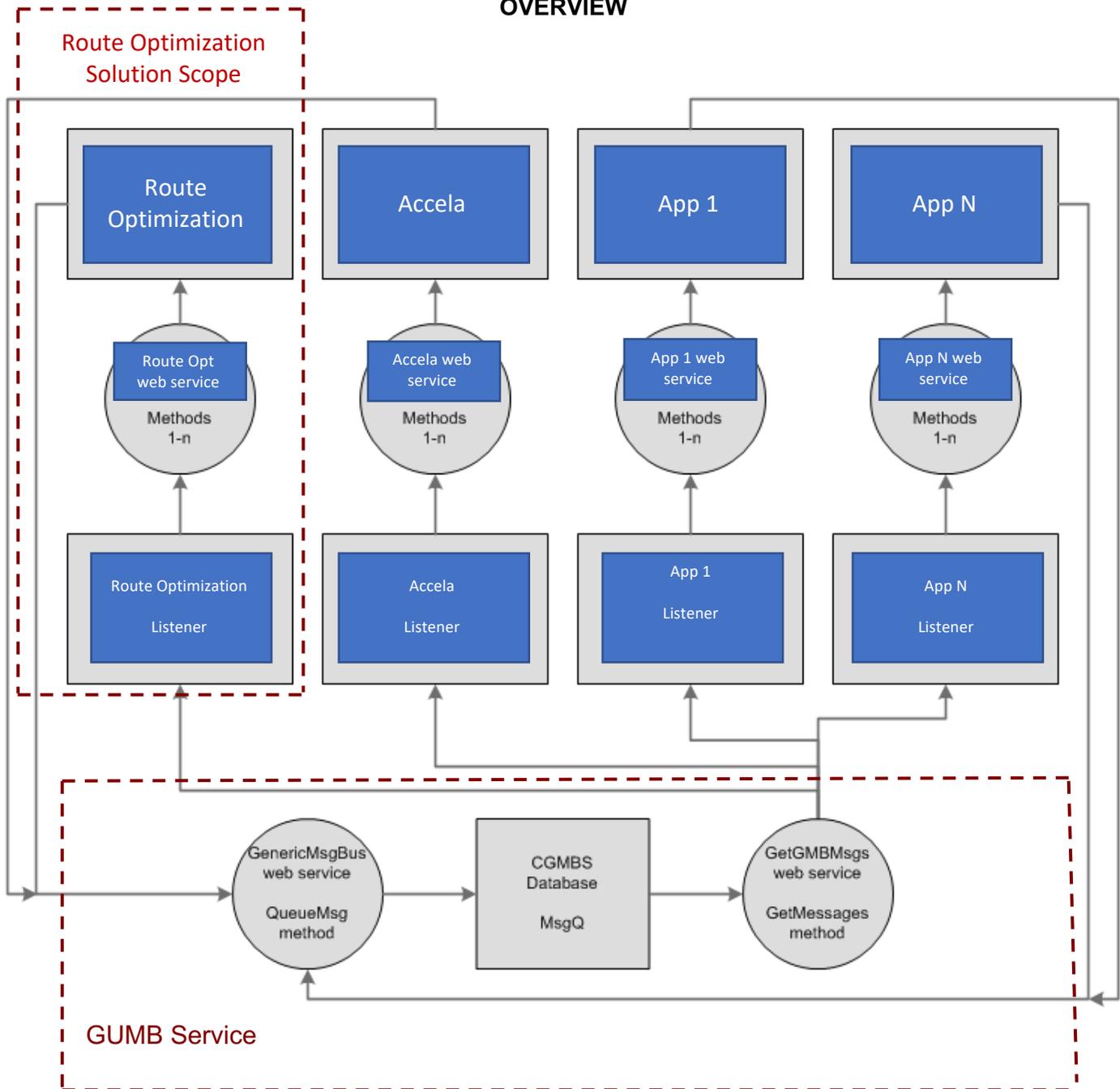
MESSAGE 7 FORMAT

RO Assignment Change Count	RO/Acela	U	YYYY-MM-DD HH24:MI:SS Same on all rows for same batch	ASGMT CNT	12345
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	Field Contents	From/To	(I)nsert/(U)pdate	N/A	Timestamp	Message Type	N/A	Row Count	N/A
Accela	Sample Data	RO/ACCELA	U		2014-10-22-07:15:00	ASGMT CNT		1	
Accela Field (Length)	N/A	Interface Generated	Interface Generated	N/A	Interface Generated	Interface Generated	N/A	Interface Generated	N/A

GENERIC UNIVERSAL MESSAGE BUS (GUMB)

OVERVIEW



The figure above illustrates the components and data paths involved in transferring data between separately hosted applications through a common service known as the Generic Universal Message Bus (GUMB).

Data is passed from the various applications to the GUMB service by consuming the GenericMsgBus web service and calling the QueueMsg method of that service to post the data messages to the tblMsgQ table residing in the CGMBS SQL Server database.

Each application publishes a web service having one or more methods which are consumed by a corresponding Listener service so that any queued data for the application can be delivered via a selected method of the application's web service. The Listeners also consume the GetGMBMsgs web service and use the GetMessages method to retrieve messages from the MsgQ for their corresponding applications.

Posting Data to the Message Queue

To queue data for delivery, an application consumes the GenericMsgBus.asmx web service provided by the GUMB service, and calls the “QueueMsg” method, passing three parameters:

1. A RequestType string that is a unique identifier that allows the characteristics of the data transfer to be determined such as the sender, the recipient, any data translations and/or transformations that are to occur, etc. This identifier would consist of mnemonics that identify the sender, recipient, and message type (insert or update) separated by a slash such as “RO/ACCELA/U” representing the data transfer of an updated case from the RO application to the ACCELA.
2. A Delimiter string that defines the delimiter(s) used to separate data fields that occur in the third parameter. The first or only character in the delimiter string is used to separate data fields. Optionally, second and third characters may exist in the string to be used to process name/value pairs that occur in a single data field. The second delimiter separates the name/value pairs, and the third delimiter separates the name from the value.
3. A message string containing data in fields that are separated by the delimiter(s) specified in the second parameter.

When the GenericMsgBus.asmx web service receives the request, it “posts” the message by writing it to a table named “tblMsgQ” in the CGMBS database. In addition to the parameter strings received from the application, the queued message contains a timestamp giving the date and time of the posting along with key fields that identify the sender and recipient of the message, and a message status field. The GUMB web service returns a status to the caller indicating the success or failure of the posting activity.

Getting Data from the Message Queue

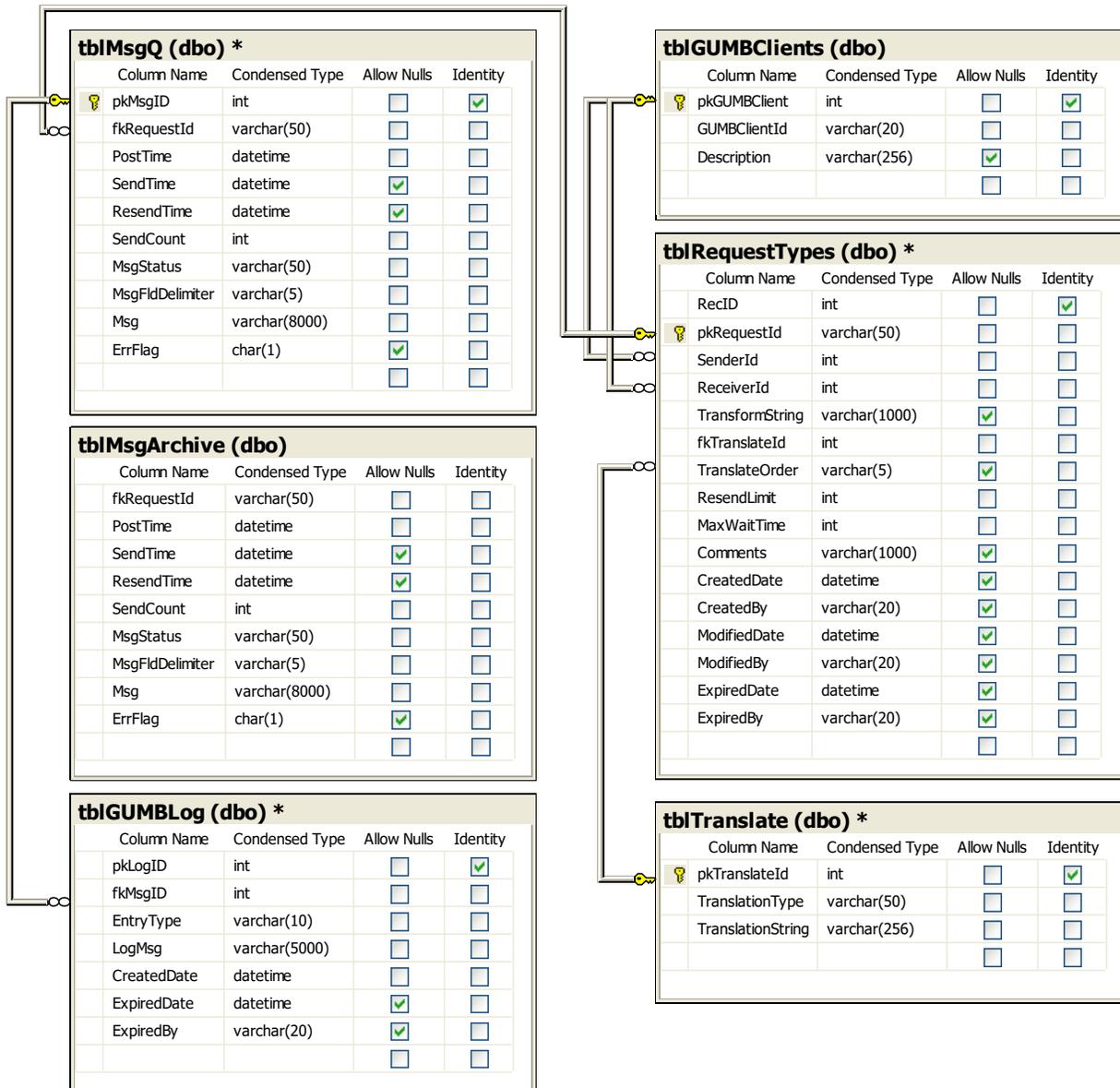
For each application that uses the GUMB service, there is an application-specific listener service that constantly polls for data that is queued in the tblMsgQ table for its corresponding application. The listener processes each data message it finds by performing any data transformations and translations that have been configured, and then sends the data fields to the recipient application through the web service supplied by the client for that purpose.

Each Listener service is developed by personnel familiar with the data requirements for the recipient application to ensure that the required data fields, in the proper order and format, are delivered.

Data retrieval from the tblMsgQ table is accomplished through a common GUMB web service named GetGMBMsgs using the following methods:

- **GetMessages** – Method gets messages identified by RequestType and StatusType ('ACTIVE'|'FAILED') parameters.
- **GetRequestTypeInfo** – takes the RequestType string provided by the caller to obtain the configuration information from the database for the selected request type.
- **GetTableValues** – Method returns system-specific code table translation matches for search code provided.
- **MoveMsgToArchive** – Method moves delivered messages from tblMsgQ table to tblMsgArchive table.
- **UpdateMsgStatus** – caller supplies a unique record key along with status information that is used to update the queued message record regarding send count, timestamps, message status, etc.
- **WriteToLog** – Method inserts messages into the GUMB Log Table, tblGUMBLog.

GUMB Database Tables



tblGUMBClients All client applications have an entry in this table to establish their identity

tblRequestTypes Used to define the characteristics and requirements of each data transfer type (e.g. data transfer from RO application to Accela)

tblTranslate Contains translation tables which may be used to translate data from one character set to another (e.g. EBCDIC to ASCII)

tblMsgQ The repository for data that is queued for delivery to an application. The QueueMsg method of the GenericMsgBus.asmx web service writes the data to this table, and the various GUMB Listener modules search the table for data that they service.

tblMsgArchive This is the archive table containing data records that have been serviced.

tblGUMBLog This table is used to log message bus activity and errors.

Status Messages Returned from the QueueMsg Method of the GenericMsgBus Web Service

When the GenericMsgBus web service is called to post a message on the message queue, it will perform validation on the parameters. If validation fails, it will return an error message that begins with **"ERROR - "**, followed by one or more of the following texts delimited by "; ":

"RequestType not supplied"

"Delimiter value not supplied"

"Msg value not supplied"

"Request type "XXX" not found."

(where XXX is some invalid request type string)

EXAMPLES:

ERROR - Delimiter value not supplied

ERROR - RequestType not supplied; Msg value not supplied

ERROR - Request type "RO/ACCELA/U" not found.

If the validation passes, then the web service will return the following to indicate that the message was placed in the message bus queue table:

"Message queued"

Example Call to Post Message on Message Bus:

```
Rstat = GenericMsgBus.QueueMsg( "SAPPM/TSPW/U", "|", "23937|CMPL|6085|2412|074903|||20110412|03||will send tech")
```

(NOTE: Call structure may differ depending on programming language used to consume and use the GUMB services.)

RFCSP ATTACHMENT H

SIGNATURE PAGE

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

By submitting a proposal, Respondent represents that:

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

If awarded a contract in response to this RFCSP, Respondent will be able and willing to comply with the insurance and indemnification requirements set out in the RFCSP.

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

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

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

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

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

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.

Route4Me, Inc

Respondent Entity Name

Signature:  _____
7B20FDB709044DA...

Printed Name: Dan Khasis

Title: CEO

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

Co-Respondent should answer any questions or provide any information directed specifically to Co-Respondent.

Co-Respondent Entity Name

Signature: _____

Printed Name: _____

Title: _____

**City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFX 6100015956
ATTACHMENT B - PRICE SCHEDULE**

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.

Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

INSTRUCTIONS

Insert Respondent Name: _____ Route4Me _____

Please refer to RFCSP Section 004 Scope of Work and Attachment E - Requirements for details describing the services and scope of the system implementation services, system ongoing maintenance and operations (M&O) support services, to be provided and priced in accordance with this Cost Workbook.

1.	This Cost Workbook contains multiple worksheets designed to provide a robust understanding of the costing models used by the Respondent. Use of this Cost Workbook is critical to Proposal evaluation, and it is essential that the Respondent use this form in preparing pricing response to this RFCSP.
2.	This Cost Workbook shall be completed and submitted as Attachment B - Price Schedule.
3.	Each worksheet is designed to elicit specific pricing information related to the requirements of this RFCSP.
4.	Please note that the Respondent's response to this Cost Workbook will not be considered as an actual commitment to perform the project, but WILL BE considered the costing model and pricing structure commitment if the Respondent is the selected Respondent.
5.	For each deliverable in the Pricing Sheet, assign a fixed priced cost for accomplishing that deliverable. Additional deliverable line items may be added as appropriate to satisfy the solicitation requirements. Respondents may add lines the table as needed to include all relevant information regarding deliverable price.
6.	City of San Antonio reserves the right to procure a subset of the items listed in the pricing sheet based on its own discretion.
7.	All proposed costs shall be inclusive of all Vendor's costs including, but not limited to, staffing, administrative overhead, travel, lodging, and any other expenses that may be incurred by the Vendor. The City of San Antonio will not separately reimburse the Vendor for any expenses beyond what the Vendor includes in their pricing proposal.
8.	Vendor shall provide fixed price deliverables-based pricing for all implementation and training deliverables.
9.	Vendor shall provide labor rates that is inclusive of all expenses.
10.	Vendor may not remove any existing rows from the cost worksheets. Contents in existing rows may not be modified except for the purposes to update quantity and cost information. Vendors are permitted to add rows to identify additional deliverables, quantity, and pricing related information into cost worksheets as appropriate to itemize proposed deliverables.
11.	Vendors are responsible to verify that calculations for all cost worksheets (including the Pricing Summary tab) are correct and accurately reflects the vendor's proposed costs.
12.	Enter all one-time, re-occurring and ala carte costs that are associated with your proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users or 1 license required for each user.

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICING SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration. Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

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PRICING SUMMARY

Insert Respondent Name: _____ Route4Me _____

Item	Description	Price	NOTES:
Base Pricing Summary			
	Cost Summary Line Items		
1	Base Software Costs Subtotal (enter Base Software Costs Subtotal here)	\$ 8,400.00	This is the price for 140 User Licenses per Month
2	Base Implementation Costs Subtotal (enter Base Implementation Costs Subtotal here)	\$ 10,000.00	Route4Me does not charge for standard implementation. This is included in our Monthly fee. For the City's request to integrate with GUMB and Acela, see detail of this \$10k line item on Base Implementation Costs tab.
3	Base Training Costs Subtotal (enter Base Training Costs Subtotal here)	\$ -	We do not charge for the initial Training Sessions. The City will receive the first 3 Training Sessions at no additional charge.
Recurring Cost Summary (5 years)			
4	Software Licensing Costs Subtotal (enter Base Software Licensing Costs Subtotal here)	\$ 100,800.00	This is the annual price for 140 User Licenses
5	System Maint & Support Costs Subtotal (enter System Maint & Support Costs Subtotal here)	\$ -	We do not charge extra for Support
Total Solution Costs for 5 Year Term: (sum of lines 1-5)		\$514,000 would be the total cost for 5 years of service based on 140 User Licenses and a minimum Integration Fee of \$10,000	

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.

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Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE SOFTWARE COSTS (if applicable)

Insert Respondent Name: Route4Me

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
1	Route Optimization Plus Service Package	Recurring	\$ 60.00	\$ 8,400.00	This is the monthly fee based off of 140 Users
2		ONE-TIME	\$	\$	
3		ONE-TIME	\$	\$	
4		ONE-TIME	\$	\$	
5		ONE-TIME	\$	\$	
6		ONE-TIME	\$	\$	
7		ONE-TIME	\$	\$	
8		ONE-TIME	\$	\$	
9		ONE-TIME	\$	\$	
10		ONE-TIME	\$	\$	
Base Software Costs Subtotal (sum of all lines)					8,400

**City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE**

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration. Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

**BASE IMPLEMENTATION COSTS
(include all services related to the installation, configuration and customization of the software in the blank lines listed below)**

Insert Respondent Name: Route4Me

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
Project Implementation					
1	Onboard Training	ONE-TIME	\$ -	\$ -	Route4Me provides the first 3 sessions at no charge
2		ONE-TIME	\$	\$	
3		ONE-TIME	\$	\$	
4		ONE-TIME	\$	\$	
5		ONE-TIME	\$	\$	
Project Implementation Subtotal (sum of items 1-5)				\$	

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
Integration with Acela -- Costs Associated with the Acela Permitting System Integration - (Please use the following line items to show fees for API SDK customization to complete integration requirements with Acela - per the functional requirements matrix. Add any additional lines if needed)					
6	GUMB Integration	ONE-TIME	\$ 250	\$ 10,000	The minimum fee for this project is \$10k. We estimate 40 - 80 hours worth of development work based off of what we know. We will be able to fine-tune this number once we meet with the City's IT Dept to fully understand the Scope of Work and Level of Effort
7		ONE-TIME	\$	\$	
8		ONE-TIME	\$	\$	
9		ONE-TIME	\$	\$	
10		ONE-TIME	\$	\$	
Acela Integration Subtotal (sum of items 6-10)				\$ 10,000	
Implementation Costs Subtotal (sum of items 1-10)				\$	10,000

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, RFx 6100015956
ATTACHMENT B - PRICE SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.
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Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE TRAINING COSTS

Insert Respondent Name: Route4Me

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE	NOTES:
	<p>Training Costs - Please reference Attachment 3 - Proposed Plan. Please ensure Respondents detailed narrative in Proposed Plan explains the training package included during implementation. Fees associated with Respondents standard training package are shown on lines 1 through 4. Line items 5 and 6 intended for additive alternate line item pricing for extra training sessions as needed post implementation.</p>	(use '1' for unlimited users)			
1	User Training	1	\$ -	\$ -	Route4Me provides 3 free Onboard Training Sessions tp be leveraged by the end customer as they wish.
2	System Administrator Training	1	\$ -	\$ -	Route4Me provides 3 free Onboard Training Sessions tp be leveraged by the end customer as they wish.
3	Other Costs (please identify in proposed plan)		\$	\$	
4	Other Costs (please identify in proposed plan)		\$	\$	
5	Add Alternate -- Additional Training Session (Virtual) -- This line item is not included in Subtotal. Pricing applicable during post implementation services as needed)	1	\$ 179	\$ 179	Additional 90 minute session with the Route4Me Training Team.
6	Add Alternate -- Additional Training Session (On-Site) -- This line item is not included in Subtotal. Pricing applicable during post implementation services as needed)		\$	\$	
Training Costs Subtotal (sum of all lines excluding Alternate Options)				\$	-

Section 004 Scope of Services, section Business requirements: "Respondents must provide detailed training fees to include a standard training package included with license purchase, as well as non-standard training fees as additive alternate line items. See "Attachment B - Price Schedule" – Tab: "Base Training Costs". Lines #1 and 2 - Please identify the cost for the Respondents standard training package included with a license purchase. "Base Training Cost" Tab in Attachment B - Price Schedule: Additional line items #5 and #6 are provided for the Respondent to list fees for additional training sessions if requests during post implementation services. "

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, Rfx 6100015956
ATTACHMENT B - PRICE SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.
Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00.
If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE LICENSING COSTS

Insert Respondent Name: Route4Me

ITEM	DESCRIPTION	QUANTITY	ANNUAL UNIT PRICE	INITIAL TERM OF 2 YEARS		RENEWAL OPTION YEARS 1-3			5 Year Total	NOTES:
				1*	2	1	2	3		
1	Route Optimization Annual Licensing Cost	140	720	\$100,800	\$100,800	\$100,800	\$100,800	\$100,800	(ADD TOTAL COST FOR YEARS 1-5) \$504,000	
2				\$	\$	\$	\$	\$	\$	
3				\$	\$	\$	\$	\$	\$	
4				\$	\$	\$	\$	\$	\$	
5				\$	\$	\$	\$	\$	\$	
Software Licensing 5 Year Costs (sum of lines 1-5 above)									504,000	

*Refer to **Section 004 Scope of Services**, subsection "Business Requirements" for additional details on warranty period

Section 004 Scope of Services -- "Vendor warranty period shall begin upon final written acceptance of the system by City. "Year 1" Maintenance and Support begins immediately following vendors warranty period.
Product "Maintenance and Support" begins "Year 1" and must last for the remainder of the contract term to include optional extension terms."

City of San Antonio Information Technology Services
Route Optimization Replacement for Development Services Department
RFCSP 22-126, Rfx 6100015956 v2
ATTACHMENT B - PRICE SCHEDULE

All Respondents must use the Price Schedule in the exact format as shown below. Any deviations or exceptions, such as the inclusion of contingent price increases, will result in the rejection of the proposal from consideration.
Respondents must propose fixed prices for the items listed. Offers with price range will be deemed non-responsive.

Enter all one-time, re-occurring and ala carte costs that are associated with proposed solution. Respondent only needs to complete items that apply to proposed solution. If there are no costs associated with those listed below, enter a value of \$0.00. If costs are based on a named user or concurrent user fee, indicate it in the notes column. If concurrent user indicate the ratio. i.e. 1 concurrent user = 10 users.

BASE SUPPORT SYSTEM SUPPORT COSTS

Insert Respondent Name: Route4Me

Item	Description	INITIAL TERM 2 YEARS		RENEWAL OPTION YEARS 1-3			TOTAL	NOTES:
		1*	2	1	2	3	ALL 5 YEARS	
1	Route Optimization Annual Maintenance & Support	\$0	\$0	\$0	\$0	\$0	\$0.00	All Route4Me customers receive 24/7/365 support via phone, chat and/or email
<u>OPTIONAL</u> : Lines 2, 3, & 4 below are applicable only if Respondent fees vary by support tier. If not applicable, please mark N/A on lines 2 through 4								
2	Level 1 (support is the first tier of support, usually provided by IT support personnel with the least experience)	\$	\$	\$	\$	\$	\$	
3	Level 2 (personnel take queries from Level 1. This level of help mostly deals with in-depth troubleshooting and backend analysis)	\$	\$	\$	\$	\$	\$	
4	Level 3 (support requires SMEs (Subject Matter Experts). Level 3 support consists of experts, who may include specialists such as architects, engineers, and creators)	\$	\$	\$	\$	\$	\$	
<i>If Respondent pricing for Tier 1, 2, and 3 are included under a single fee structure, lines 2 - 4 are not applicable</i>								
System Support Annual Costs Subtotals (sum of lines 1-4 per specific year)		\$0	\$0	\$0	\$0	\$0	\$0.00	
System Support 5 Year Costs Subtotal (sum of all lines in TOTAL ALL 5 Years Column)							\$0.00	

*Refer to **Section 004 Scope of Services**, Section "Business Requirements" for additional details on warranty period.

Section 004 Scope of Services -- "Vendor warranty period shall begin upon final written acceptance of the system by City. "Year 1" Maintenance and Support begins immediately following vendors warranty period. Product "Maintenance and Support" begins "Year 1" and must last for the remainder of the contract term to include optional extension terms."



SUBJECT: Request for Competitive Sealed Proposals – Route Optimization Replacement for Development Services Department (RFCSP 22-126, RFX # 6100015956) Scheduled to Open: October 7, 2022; Date of Issue: September 7, 2022

FROM: Jennifer Johnson, Procurement Manager

DATE: September 26, 2022

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

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

- 1. ADD:** Pre-Submittal Sign-In Sheet has been added, this document will be posted as a separate document.
- 2. ADD:** Exhibit 10 Generic Universal Message Bus (GUMB) Overview has been added and posted as a separate document.
- 3. DELETED:** Section 004 - Scope of Services, As-Is Business Process Section, bullet point stating “Inspection “notes”, “time” and “date” of the inspection, “and the results of the inspection are synchronized with the Accela Permit system via the 2-way integration” has been deleted in its entirety.
- 4. DELETED:** Section 004 -Scope of Services, As-Is Business Process Section, bullet point stating “If a ticket is not completed the first day of being assigned, all incomplete tickets are then communicated back to Accela to be prioritized the following day. Accela prioritizes incomplete tickets to the top of the queue the following day” has been deleted in its entirety.
- 5. ADD:** Section 004 -Scope of Services, Accela Integration Detail, the following has been added:

Integration with Accela is supported with web services integration via a custom middleware application (GUMB) developed and hosted by the City. An overview of the middleware architecture and methods is provided in the attached “EXHIBIT 10 – GENERIC UNIVERSAL MESSAGE BUS (GUMB) OVERVIEW”. The Route Optimization system Respondent will develop a “Listener service” as described in EXHIBIT 10. For the purposes of this project, Respondent will need to consume the GUMB web services to get 5 different message types from Accela via their Listener and will need to post 2 different message types to Accela.

Message types from Accela to Route Optimization (get):

1. Daily Mass Inspection Extract – Accela inspections for route optimization for a given day
2. Daily Mass Inspection Extract Applicant - Customer contact information for each Accela inspection for notification purposes
3. Daily Mass Inspection Extract Row Count – Checksum for number of Accela inspections in the batch
4. Accela Assignment Change – Change in Accela inspector assignment for an inspection
5. Accela Schedule Date Change – Change in Accela inspection date for an inspection

Message types to Accela from Route Optimization (post):

6. RO Assignment Change – Change in RO inspector assignment for an inspection
7. RO Assignment Change Count - Checksum for number of RO inspector assignment changes in the batch

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 008-SUBMISSION OF PROPOSALS, RESTRICTIONS ON COMMUNICATIONS:

On Wednesday, September 14, 2022, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Route Optimization Replacement Request for Competitive Sealed Proposals. 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: Can the City please provide the name of the other routing vendor who was in attendance at the Pre-Submittal to this RFCSP?

Response: Please refer to the Pre-Submittal Sign-In Sheet posted as a separate document.

Question 2: Can the City provide additional information to allow respondents to prepare an accurate cost estimate for the Accela integration requirements?

Response: Integration with Accela is supported with web services integration via a custom middleware application (GUMB) developed and hosted by the City. An overview of the middleware architecture and methods is provided in the attached Exhibit 10, please refer to Item #2 above. The Route Optimization system Respondent will develop a "Listener service" as described in EXHIBIT 10. For the purposes of this project, Respondent will need to comprehend the GUMB web services to get 5 different message types from Accela via their Listener and will need to post 2 different message types to Accela.

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6. RO Assignment Change – Change in RO inspector assignment for an inspection
7. RO Assignment Change Count - Checksum for number of RO inspector assignment changes in the batch

Jennifer Johnson

Jennifer Johnson
Procurement Administrator
Finance Department – Purchasing Division

JJ/mc



SUBJECT: Request for Competitive Sealed Proposals – Route Optimization Replacement for Development Services Department (RFCSP 22-126, RFX # 6100015956) Scheduled to Open: October 7, 2022; Date of Issue: September 7, 2022

FROM: Jennifer Johnson, Procurement Administrator

DATE: October 4, 2022

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

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

1. **MODIFY:** The proposal submission deadline is hereby extended to October 12, 2022, at 2:00 PM Central Time.
2. **REVISED:** Section 004 Scope of Services, Critical Success factor #6 has been deleted in its entirety and replaced as follows:
The proposed solution must be compatible with iOS and Android devices (smartphones, tablets) and Windows-based laptops.
3. **ADD:** RFCSP Section 004 Scope of Services, Price Schedule Definitions, has been added as follows:
Price Schedule Definitions
OPTIONAL: Lines 2, 3, & 4 below are applicable only if Respondent fees vary by support tier. If not applicable, please mark N/A on lines 2 through 4
System Support Costs Tab:
 - Level 1 (support is the first tier of support, usually provided by IT support personnel with the least experience)
 - Level 2 (personnel take queries from Level 1. This level of help mostly deals with in-depth troubleshooting and backend analysis)
 - Level 3 (support requires SMEs (Subject Matter Experts). Level 3 support consists of experts, who may include specialists such as architects, engineers, and creators)
4. **REVISED:** RFCSP Attachment B, Price Schedule, System Support Costs, Optional Lines 2, 3 and 4 has been revised as follows:
Lines 2, 3, & 4 below are applicable only if Respondent fees vary by support tier. If not applicable, please mark N/A on lines 2 through 4.

Level 1 (support is the first tier of support, usually provided by IT support personnel with the least experience).

Level 2 personnel take queries from Level 1. This level of help mostly deals with in-depth troubleshooting and backend analysis.

Level 3 - This level of support requires SMEs (Subject Matter Experts). Level 3 support consists of experts, who may include specialists such as architects, engineers, and creators.

A revised price schedule is attached as a separate document to this addendum.

- 5. REVISED:** RFCSP Attachment E, Requirements Traceability Matrix, Line 43 has been revised as follows:

Mobile Application: Supports iOS and Android devices (smartphones, tablets) and Windows-based laptops.

A revised Requirements Traceability Matrix is attached as a separate document to this addendum.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 008- RESTRICTIONS ON COMMUNICATIONS:

Question 1: The RFCSP states that there are 110 Inspectors that receive Work Orders on a daily basis. What it doesn't state is how many supervisors also require access to the application. Can the City clarify the total number of users that will need to access the Route Planning and Optimization Solution?

Response: Based on current staffing and use patterns, the City estimates that about thirty (30) senior inspection staff would require access to the application to monitor work order assignments.

Question 2: On the Pricing Schedule under "System Support Costs," there are line items for Tier 1, Tier 2 and Tier 3 levels of support. Can the City define what they mean by these?

Response: Please refer to Item #4 above.

Question 3: There is no place to submit respondent fees for integration with the GUMB Messaging Platform. How do respondents provide that information?

Response: RFCSP Attachment B, Price Schedule includes a section for Accela Integration in the Base Implementation Costs tab.

Question 4: Pertaining to GUMB, is it absolutely necessary to use GUMB? If a respondent can integrate directly with Accela and provide all the functionality the City is looking for without needing GUMB, is it still necessary to include it in the solution?

Response: Accela integration via GUMB is a firm requirement. Integrating directly with Accela for the required functionality would require extensive modifications to the Accela platform which the City is not prepared to undertake at this time.

Question 5: Can the City confirm if there is a requirement to also support Microsoft handsets and/or tablets with our Mobile App or is that requirement only for the Laptop and desktop Computer functionality of the solution?

Response: Please refer to Item #5 above.

Question 6: Regarding the integration work, are there any requirements regarding where the developers are located?

Response: No, there are no requirements with respect to developer location.

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