THE CITY OF EDINBURG

REQUEST FOR PROPOSALS

The City of Edinburg is soliciting sealed Request for Proposals; hereinafter referred to as RFP, to be received by the City Secretary's Office located at 415 W. University Drive, Edinburg, Texas 78541. City of Edinburg normal business days are Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. and shall be closed on recognized holidays.

RFP'S will be received until **3:00 p.m. Central Time**, on **Monday, February 02, 2015**, shortly thereafter all submitted RFP'S will be gathered and taken to the Edinburg City Hall Community Room, 1st Floor, to be publicly opened and read aloud. Any RFP received after the closing time will not be accepted and will be returned to the submitter unopened. It is the responsibility of the submitter to see that any RFP submitted shall have sufficient time to be received by the City Secretary's Office prior to the RFP opening date and time. The receiving time in the City Secretary's Office will be the governing time for acceptability of the RFP's. RFP's will not be accepted by telephone or facsimile machine. All RFP'S must bear original signatures and figures. The RFP shall be for:

RFP 2015-011
CITIZEN REQUEST MANAGEMENT SYSTEM

If you have any questions or require additional information regarding this RFP, please contact Mr. Leo Gonzales, Jr., Information Technology Director, at (956) 388-8201.

Hand Delivered RFP'S:	415 W. University Drive C/o City Secretary Department (1st Floor)
If using Land Courier (i.e.FedEx, UPS):	City of Edinburg C/o City Secretary 415 W. University Drive Edinburg, Texas 78541
If Mailing Proposals:	City of Edinburg C/o City Secretary P.O. Box 1079 Edinburg, Texas 78540-1079

The City of Edinburg reserves the right to refuse and reject any or all RFP's and to waive any or all formalities or technicalities and to accept the RFP deemed most advantageous to the City, and hold the RFP's for a period of **60** days without taking action.

RFP's must be submitted in an envelope sealed with tape and prominently marked on the lower left hand corner of the envelope with corresponding RFP number and title.

415 W. University Drive • P.O. Box 1079 • Edinburg, Texas 78540
Phone (956) 388-8204 • Fax (956) 383-7111

Please read your requirements thoroughly and be sure that the RFP offered complies with all requirements/specifications noted. Any variation from the solicitation requirements/specifications must be clearly indicated by letter, on a point by point basis, attached to and made a part of your RFP. If no exceptions are noted, and you are the successful respondent, it will be required that the service(s) be provided as specified.

PURPOSE

(1) The purpose of these solicitation documents is to execute a Professional Services Contract for:

CITIZEN REQUEST MANAGEMENT SYSTEM

INTENT

(2) The services to be provided under this RFP shall be in accordance with and shall meet all specifications and/or requirements as shown in this solicitation for RFP. There is no intention to disqualify any respondent who can meet the requirements.

SUBMITTAL OF RFP

(3) RFPs shall be submitted in sealed envelopes as called referenced on the attached solicitation. Four (4) complete sets of the response One (1) original marked "**ORIGINAL,**" and three (3) copies marked "**COPY**". RFPs submitted by facsimile (fax) or electronically shall **NOT** be accepted. Submittal of an RFP in response to this solicitation constitutes an offer by the respondent. Once submitted, RFP's become the property of the City of Edinburg and as such the City reserves the right to use any ideas contained in any RFP regardless of whether that respondent/firm is selected. Submission of a RFP in response to this solicitation, by any respondent, shall indicate that the respondent(s) has/have accepted the conditions contained in the RFP, unless clearly and specifically noted in the RFP submitted and confirmed in the contract between the City and the successful respondent otherwise. RFPs which do not comply with these requirements may be rejected at the option of the City. RFPs must be filed with the City of Edinburg before the deadline day and hour. No late RFPs will be accepted. They will be returned to respondent unopened (if properly identified). Failure to meet RFP requirements may be grounds for disqualification.

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TIME ALLOWED FOR ACTION TAKEN

(4) The City of Edinburg may hold RFP/s **60** days after deadline without taking action. Respondents are required to hold their RFP/s firm for same period of time.

RIGHT TO REJECT/AWARD
(5) The City of Edinburg reserves the right to reject any or all RFPs, to waive any or all formalities or technicalities, and to make such awards of contract as may be deemed to be the best and most advantageous to the City of Edinburg.

ASSIGNMENT
(6) Respondents are advised that the City of Edinburg shall not allow the successful respondent to sell, assign, transfer, or convey any part of any contract resulting from this RFP in whole or in part, to a third party without the written approval of the City of Edinburg.

AWARD
(7) Respondents are advised that the City of Edinburg is soliciting RFPs and award shall be made to the respondent that in the opinion of the City of Edinburg is the best qualified.

NUMBER OF CONTRACTS
(8) THE CITY reserves the right to award one, more than one, or no contract(s) in response to this RFP.

STATUTORY REQUIREMENTS
(9) It shall be the responsibility of the successful respondent to comply with all applicable State & Federal laws, Executive Orders and Municipal Ordinances, and the Rules and Regulations of all authorities having jurisdiction over the work to be performed hereunder and such shall apply to the contract throughout, and that they will be deemed to be included in the contract as though written out in full in the contract documents.

ALTERATIONS/AMENDMENTS TO RFP
(10) RFP **CANNOT** be altered or amended after opening time. Alterations made before opening time must be initialed by respondent guaranteeing authenticity. No RFP may be withdrawn after opening time without acceptable reason in writing and only after approval by the City of Edinburg.

NO RESPONSE TO RFP
(11) If unable to submit a RFP, respondent should return inquiry giving reasons.

LIST OF EXCEPTIONS
(12) The respondent shall attach to his/her RFP a list of any exceptions to the specifications/ requirements.

PAYMENT
(13) The City of Edinburg will execute payment by mail in accordance with the State of Texas Pay Law after SERVICES have been completed, introduced to the City, and found to meet City of Edinburg specifications/requirements. No other method of payment will be considered.

SYNONYM
(14) Where in this solicitation package SERVICES is used, its meaning shall refer to the request for CITIZEN REQUEST MANAGEMENT SYSTEM as specified.

RESPONDENT'S EMPLOYEES
(15) Neither the Respondent nor his/her employees engaged in fulfilling the terms and conditions of this Service Contract shall be considered employees of the City. The method and manner of performance of such

undertakings shall be under the exclusive control of the vendor on contract. The City shall have the right of inspection of said undertakings at any time.

INDEMNIFICATION CLAUSE

(16) The Respondent agrees to indemnify and save harmless the City, from all suits and actions of every nature and description brought against them or any of them, for or on account of the use of patented appliances, products or processes, and he shall pay all royalties and charges which are legal and equitable. Evidence of such payment or satisfaction shall be submitted upon request of the Purchasing Agent, as a necessary requirement in connection with the final estimate for payment in which such patented appliance, products or processes are used

INTERPRETATIONS

(17) Any questions concerning the project and/or specifications/requirements with regards to this solicitation for statement(s) of qualifications shall be directed to the designated individuals as outlined in the RFP. Such interpretations, which may affect the eventual outcome of this request for statements of qualifications, shall be furnished in writing to all prospective Respondents via Addendum. No interpretation shall be considered binding unless provided in writing by the City of Edinburg in accordance with paragraph entitled "**Addenda and Modifications**".

VERBAL THREATS

(18) Any threats made to any employee of the City, be it verbal or written, to discontinue the providing of item/material/services for whatever reason and/or reasons shall be considered a breach of contract and the City will immediately sever the contract with the Respondent/Consultant on contract.

CONFIDENTIAL INFORMATION

(19) Any information deemed to be confidential by the respondent should be clearly noted on the pages where confidential information is contained; however, the City cannot guarantee that it will not be compelled to disclose all or part of any public record under Texas Public Information Act, since information deemed to be confidential by the respondent may not be considered confidential under Texas Law, or pursuant to a Court order.

PAST PERFORMANCE

(20) Respondent's past performance shall be taken into consideration in the evaluation of RFP submittal.

JURISDICTION

(21) Contract(s) executed as part of this solicitation shall be subject to and governed under the laws of the State of Texas. Any and all obligations and payments are due and performable and payable in Hidalgo County, Texas.

RIGHT TO AUDIT

(22) The City of Edinburg reserves the right to audit the vendor's books and records relating to the performance of this contract. The City of Edinburg, at its own expense, shall have the right at all reasonable times during normal business hours and upon at least twenty-four (24) hours' advance notice, to audit, to examine, and to make copies of or extracts from the books of account and records maintained by the vendor(s) with respect to the Supply/Service and/or Purchase Contract. If such audit shall disclose overpayment by City to vendor, written notice of such overpayment shall be provided to the vendor and the

amount of overpayment shall be promptly reimbursed by vendor to the City. In the event any such overpayment is not paid within ten (10) business days after receipt of such notice, the unpaid amount of such overpayment shall bear interest at the rate of one percent (1%) per month from the date of such notice until paid.

VENUE

(23) The parties agree that venue for purposes of any and all lawsuits, cause of action, arbitration, and/or any other dispute(s) shall be in Hidalgo County, Texas.

CONFLICT OF INTEREST

(24) CHAPTER 176 OF THE TEXAS LOCAL GOVERNMENT CODE Effective January 1, 2008, Chapter 176 of the Texas Local Government Code requires that any vendor or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of the City of Edinburg not later than the 7th business day after the date the person becomes aware of facts that require the statement be filed. See Section 176.008, Local Government Code. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor. For more information or to obtain Questionnaire CIQ visit the Texas Ethics Commission web page at www.ethics.state.tx.us/forms/CIQ.pdf.

IF YOU HAVE ANY QUESTIONS ABOUT COMPLIANCE, PLEASE CONSULT YOUR OWN LEGAL COUNSEL. COMPLIANCE IS THE INDIVIDUAL RESPONSIBILITY OF EACH PERSON OR AGENT OF A PERSON WHO IS SUBJECT TO THE FILING REQUIREMENT. AN OFFENSE UNDER CHAPTER 176 IS A CLASS "C" MISDEMEANOR.

CONFIDENTIALITY OF INFORMATION AND SECURITY

(25) Should the successful respondent become the holder of and have access to confidential information in the process of fulfilling its responsibilities in connection with an awarded contract the successful respondent agrees that it shall keep such information confidential and will comply fully with the laws and regulations of the State of Texas, ordinances and regulations of the City, and any applicable federal laws and regulations relating to confidentiality.

TERMINATION OF CONTRACT

(26) The City of Edinburg reserves the right to terminate the contract if, in the opinion of the City of Edinburg, the successful vendor's performance is not acceptable, no funds are available, or if the City wishes, without cause, to discontinue this contract. Termination will be in written form allowing a 30-day notice.

RESPONSE DEADLINE

(27) Responses to the RFP must be addressed to City Secretary, City of Edinburg, 415 W. University Drive by **Monday, February 02, 2015 until 3:00 p.m.** for consideration. An original and three (3) complete sets of the response must be submitted no later than this date and time in a **sealed envelope** indicating that its contents are in response to the RFP for **"CITIZEN REQUEST MANAGEMENT SYSTEM". Respondents are advised that all confidential records must be submitted in a separate sealed envelope and marked accordingly.**

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ADDENDA AND MODIFICATIONS

(28) Any changes, additions, or clarifications to the RFP are made by amendments (addenda). Any respondent in doubt as to the true meaning of any part of the RFP or other documents may request an interpretation from the Purchasing Division. At the request of the respondent, or in the event the Purchasing Division deems the interpretation to be substantive, the interpretation will be made by written addendum. Said Addenda shall be mailed, e-mailed, hand delivered and/or faxed, to all prospective respondents. All Addenda issued in respect to this RFP shall be considered official changes to the original documents. Verbal statements in response to inquiries and/or requests for explanations shall not be authoritative or binding. It shall be the respondent's responsibility to ensure that they have received all Addenda in respect to this project. Furthermore, respondents are advised that they must recognize, comply with, and attach a signed copy of each Addendum which shall be made part of their RFP Submittal. Respondent(s) signature on Addenda shall be interpreted as the respondent's "recognition and compliance to" official changes as outlined by the City of Edinburg and as such are made part of the original solicitation documents. Failure of any respondent to receive any such addendum or interpretation shall not relieve such respondent from its terms and requirements. The City may issue a written addendum no later than five calendar days prior to the date bids must be received. Addendums are available online at www.cityofedinburg.com.

RFP PREPARATION COSTS

(29) The City of Edinburg shall not be held liable for any costs incurred by any respondent for work performed in the preparation of and production of a RFP or for any work performed prior to execution of contract.

EQUAL EMPLOYMENT OPPORTUNITY

(30) Respondent agrees that they will not discriminate in hiring, promotion, treatment, or other terms and conditions of employment based on race, sex, national origin, age, disability, or in any way violate Title VII of 1964 Civil Rights Act and amendments, except as permitted by said laws.

AUTHORIZATION TO BIND RESPONDENT TO RFP

(31) RFPs MUST give full firm name and address of respondent, and be manually signed. Failure to do so will disqualify your RFP. Person signing bid must show title or AUTHORITY TO BIND HIS/HER FIRM IN A CONTRACT. Firm name and authorized signature must appear on each page that calls for this information. The legal status of the Respondent whether corporation, partnership, or individual, shall also be stated in the RFP. A corporation shall execute the RFP by its duly authorized officers in accordance with its corporate by-laws and shall also list the state in which it is incorporated. A partnership Respondent shall give full names and addresses of all partners. All partners shall execute the RFP. Partnership and Individual Respondent shall state in the proposal the names and addresses of all persons with a vested interest therein. The place of residence of each Respondent, or the office address in the case of a firm or company, with county and state and telephone number, shall be given after the signature.

Confidential Information Respondents are advised that all confidential records must be submitted in a separate sealed envelope and marked accordingly.

INSURANCE REQUIREMENTS

(32) Staff may waive insurance requirements for contracts $0 - $4,999.99, including but not limited to contracts for food, materials, supplies, and construction. Workers' Compensation in amounts which satisfy statutory coverage shall be required for construction projects.

The following insurance requirements will be included in all City contracts of $5,000 - $14,999.99. In contracts not involving building and construction projects, as that activity is defined in TEX. LABOR CODE §406.096, contractors may obtain alternative form of worker accident insurance with minimum limits of liability of $100,000 per claim.

Minimum Insurance Requirements	
Type of Coverage	**Limits of Liability**
Worker's Compensation	Statutory Coverage
Comprehensive General Liability (City named as additional insured) Bodily Injury	$250,000 each person/$500,000 each occurrence
Property Damage	$100,000 each occurrence/$100,000 aggregate or $500,000 combined single limits

The following insurance requirements will be included in all City contracts of $15,000 or more.

(1) The successful bidder will be required to carry the following insurance coverage and limits of coverage, as well as list the City as an additional insured to liability coverage as requested by the City. In addition, the successful bidder shall provide the City with evidence of coverage and furnish acceptable proof of payment of insurance premiums.

(2) The successful bidder will be required to secure and/or have insurance coverage in force with an admitted property and casualty insurance company licensed by the State of Texas to conduct business in the State of
Texas.

(3) In contracts not involving building and construction projects, as that activity is defined in TEX. LABOR CODE §406.096, contractors may obtain alternative form of worker accident insurance with minimum limits of liability of $100,000 per claim.

Minimum Insurance Requirements	
Type of Coverage	**Limits of Liability**
Worker's Compensation	Statutory Coverage
Employer's Liability	Bodily Injury by Accident: $100,000 each accident Bodily Injury by Disease: $100,000 each employee/$500,000 policy limit
Comprehensive General Liability Bodily Injury Property Damage	 $250,000 each person/$500,000 each occurrence $100,000 each occurrence/$100,000 aggregate or $500,000 combined single limits
Comprehensive Auto Liability Bodily Injury Property Damage	 $100,000 each person/$500,000 each occurrence $100,000 each occurrence/$100,000 aggregate or $500,000 combined single limits
City's Protective Liability Bodily Injury Property Damage	 $250,000 each person/$500,000 each occurrence $100,000 each occurrence/$100,000 aggregate or $500,000 combined single limits

Policies must name the City of Edinburg as an Additional Insured.

Certificates of insurance naming the CITY as an additional insured shall be submitted to the CITY for approval prior to any services being performed by Contractor. Each policy of insurance required hereunder shall extend for a period equivalent to, or longer than the term of the Contract, and any insurer hereunder shall be required to give at least thirty (30) days written notice to the CITY prior to the cancellation of any such coverage on the termination date, or otherwise. This Contract shall be automatically suspended upon the cancellation, or other termination, of any required policy of insurance hereunder, and such suspension shall continue until evidence that adequate replacement coverage is provided to the CITY. If replacement coverage is not provided within thirty (30) days following suspension of the Contract, the Contract shall automatically terminate.

I. PROJECT VISION

The City of Edinburg is issuing a Request for Proposal (RFP) for a Citizen Request Management system. This RFP is specifically intended for software firms with the necessary experience and personnel required to implement a city-wide Citizen Request Management system in accordance with the requirements outlined in the Scope of Work of this document.

The City of Edinburg is located in the Rio Grande Valley with a residential population of 80,836. Edinburg is a full service City with 17 departments and approximately 13 operating divisions. Edinburg provides many services including public safety, parks, recreation, housing, and general administrative and support services.

The City of Edinburg has set high standards for itself in terms of service offerings, communication with our community and meeting the requests of our customers. In an effort to further our goal of serving our community we are looking for a Citizen Request Management system to aid us in entry, assignment and tracking of various requests made by our community.

The City of Edinburg has multiple types of customers: residents, non-residents visiting the city, local business owners, and businesses who serve our community. Given the diversity of our customer base, any solution we implement will need to be able to monitor and track requests from any of our customers.

Our customer requests vary in complexity and are currently received via email or by phone call. All citizens' requests are logged manually on Excel spreadsheets and are assigned, tracked and managed by each city department. However, a significant number of our Citizens do not know where to turn to for their needs and internally we spend time and resources searching for this information. Requests that involve multiple departments often have manual task hand off, which limits the ability to keep track of a task's status. Additionally, we are unable to present a comprehensive global view of citizen requests to our City Council and City Manager.

We are looking for a systematic approach to our manual citizen request process. This system will be used by staff and citizens to submit requests and view request status. Citizens will be able to do City business at their leisure by entering requests anytime via the web and mobile app. Most importantly, this system will have the ability to track customer satisfaction on the fulfillment of their request.

We would also like to begin building a knowledge base of resolutions. The knowledge base would be available internally and externally via the web so that our staff is better informed and Citizens and other customers can find answers easily also.

II. BACKGROUND

Current state of processes:

- *Request Receipt Channels* are: via phone, person, email, website, postal mail and fax.

- *Call Logs*: Many departments do not log calls. If calls are logged they are done so manually. Some are trying to manually classify and tally the types of requests for their department. Without this data is it difficult to determine processes efficiencies.

- *Manual research* is being conducted for escalation requests and routing of misplaced requests. This can be time consuming. A single department could handle 30 plus different requests, some with standard answers and some with unique resolutions.

- *Misplaced citizen calls* to the incorrect department take staff time to research the correct department to forward the citizen on to.

- When transferring a call, staff may have difficulty getting a live person, which citizens prefer.

- *Request turnaround time*: Each City department manages citizen requests based on department procedures. Response time to citizen requests will vary by department.

- *Complaints:* Each department uses an Excel spreadsheet to log citizens' requests. Many departments do not keep any formal information on complaints unless correspondence is necessary.

- *Citizen Special Needs:* English and Spanish are the two languages spoken by our residents.

- *Hearing impaired customers*: The City currently does not use a TDD line or provide translation services for meetings.

III. REQUIREMENTS AND SCOPE OF WORK

A. User Interface

1. Citizens will access the Citizen Request Management system from anywhere within our current City website and by smartphone app.

2. The Citizen Request Management system proposed must be a hosted web-based solution.

3. We should have the ability to make the Citizen Request Management user interface to look like our current web site.

4. The Citizen Request Management Web interface will be used by both staff and citizens.

5. The system needs to be easy to use with little or no training for Citizens.

6. In an effort to ease data entry time the system should have easy navigation, field tabbing, and pull down menus.

7. To ensure all necessary data is captured the first time, we need the ability to mark fields as required.

8. The system should have the ability to create logons and passwords and a link for users to retrieve forgotten passwords or user names. The system should have the flexibility to allow for a customer to create multiple accounts.

9. The system should allow for customized forms, questions and responses.

10. In an effort to reduce data entry the system should be able to pre-populate fields already in the database. Additionally, the system should be able to accept a data import of our customer information from an already existing system.

11. There should be an online help feature.

12. The system should allow residents and non-residents to log requests in the system.

13. Access to knowledge base if a resident has a particular question?

B. Features

1. Work flow will be critical to a successful implementation of a Citizen Request Management system for the City.

    a. Workflow should be customizable by request type with the ability to edit or remove components.
    b. Reminder and escalation notices should be generated on a predefined interval by request type.
    c. Workflow should allow for sequential and parallel tasks.
    d. Closing of a task should trigger a notification to the next task owner to alert them that their portion of the work needs to occur.
    e. Closing the last task in the work flow should automatically close the request.
    f. Closing of a request should automatically notify the requestor the request is completed.
    g. Workflow should have the ability to assign tasks based on location or other criteria.

2. User accounts can be created for staff or external customers.

3. There should be a visual map of workflow to aid in creation and fine tuning.

4. Request should be automatically assigned a unique tracking identification number.

5. The system should allow the ability to customize data fields by request type.

6. There should be an audit trail for each request to determine who worked on the request and what was done.

7. Users should be able to attach documents to a request like a picture, map or letter.

8. The system should have a spell check feature.

9. The system should allow comments or notes to be marked as "private" or "public".

10. The system should allow request types to be private or public.

11. If a citizen's question can be answered automatically, the system should provide the requestor with a prepared response immediately (such as FAQ's). If the question is more unique in nature, the system should allow for customized responses. Employees that have institutional knowledge will be able to build the city knowledge base for others to draw on.

12. Automatically email the requestor the request has been received and include the unique request identification number.

13. Allow for an alternative designee for notification, escalation, or task assignment, while staff is out of office or on vacation.

14. Generate a customer survey upon request completion and store customer responses so they can be reported on.

15. Allow for statistical reporting (i.e.: time to complete request, # of similar requests)

16. Please include a listing of additional functionality in your Citizen Request Management system not listed above.

17. The system should have the ability to receive information from other systems and send information to other systems.

18. The Citizen Request Management system must integrate with our GIS system.

C. Reports

1. Standard and Customized reporting.

    a. Please provide list of standard reports.

    b. The system should allow for custom reports and allow users to customize the look and feel including adding our City Logo.

D. Support

1. Please provide us with an example of a Service Level Agreement for support, ticket prioritization, support tiers, guaranteed turnaround time and support hours.

2. The ability to have 24 by 7 support for system down issues.

3. Please detail your support staff size, experience and level of expertise.

4. The ability to submit issue ticket on-line.

5. Please detail required upgrade cycles and the impact of upgrades in terms of dollars and hours.

E. Professional Services

1. Please provide previous experience with similar projects.

2. Please provide your approach to implementing the system with detailed costs and timeline associated with configuration, design and creation. Please estimate the hours and costs.

F. Training of Staff

1. Training will be an important factor to success. Please detail your approach to training for front line staff entering in requests and managers reporting and assigning tasks.

IV. PROPOSAL REQUIREMENTS AND CONTENTS

The proposals submitted for this project are to follow the outline described below and must address all requested information. Any additional information that the vendor wishes to include should be included in an appendix to the proposal.

TECHNICAL PROPOSAL

SECTION 1 – Introduction
Provide a brief description of the vendor and a statement of qualifications for performing the requested services.

SECTION 2 – Experience
Provide a summary of the vendor's prior experience with similar projects. This section should include specific and detailed descriptions of similar projects performed previously project results, client name, and year completed.

SECTION 3 – Project Overview
Provide a narrative description of the project, based on the scope of work presented in the RFP. Include any issues that you believe will require special consideration for this project. Identify any unique approaches or strengths your firm may have related to this project. City staff will assess your understanding of all aspects of the project based on the overview.

SECTION 4 – Detailed Work Plan
Respond to all requirements defined in the scope of work. If any of the requirements cannot be supported, provide a recommendation for an alternative approach. Provide a description of the required tasks for the implementation and post-production support of the implementation and system.

Citizen Request Management, as described in the scope of work. Include the steps needed to complete all tasks and any recommended additions to the list of tasks. Also, document assumptions used in development of the work tasks, including assistance needed from City staff, and required hardware and software.

SECTION 5 – Project Team
Identify the project team (including proposed sub-consultants), with key tasks and associated responsible personnel. Provide an organization chart depicting the project team members proposed by the vendor, and a brief resume for each team member. Identify the geographic locations of the vendor and key personnel.

SECTION 6 – References
Provide a description of projects similar in nature and scope that the vendor has completed in the last 5 years. Include client names, addresses, and telephone numbers. If a team or joint venture is proposed for this project, indicate which vendor was involved with the listed project. Identify project team members that worked

on the project and their respective roles and responsibilities. Only include those projects where there is significant involvement from individuals who are part of the proposed project team.

SECTION 7 – Project Schedule: Citizen Request Management System
Include a project schedule for each key focus area of the Citizen Request Management System project, as identified in the scope of work. This schedule should contain key project milestones and timelines for deliverables. Identify assumptions used in developing the schedule.

SECTION 8 – Project Cost
Provide a cost proposal for Citizen Request Management System development, implementation, and ongoing maintenance. This section should be in table form, with costs for each task, each key area of focus, total project implementation cost, and ongoing post-production maintenance costs for our Citizen Request Management System. The matrix should include the name of the project team member and hourly rate for each task. Identify all costs to be billed to the project, including out-of-pocket expenses such as travel and office support. Within this section please propose a payment schedule.

SECTION 9 – Project Alternatives
We are looking to leverage your previous experience of implementing Citizen Request Management systems. Describe how the cost of the proposal could be reduced if necessary, by identifying tasks that could be eliminated or scaled back. Or describe any items that are necessary in your professional opinion to have a successful Citizen Request Management System, but have not been listed as a requirement.

SECTION 10 – Conflicts of Interest
Vendors submitting a proposal in response to this RFP must disclose any actual, apparent, direct, indirect, or potential conflicts of interest that may exist with respect to the vendor, management, or employees of the vendor, employees of the City of Edinburg (including but not limited to business partners, relatives, etc.), or any other persons relative to the services to be provided. If a vendor has no conflicts of interest, include a statement to that effect in the proposal.

SECTION 11 – Insurance
Provide summary of the vendors (and sub-consultant's) insurance coverage. Please refer to general information.

SECTION 12 – Citizen Information
Vendors submitting a proposal in response to this RFP must provide a statement that none of the data containing citizen information will be kept by the vendor in the event the City of Edinburg decides to cancel services. All proposals shall become the property of the City once submitted.

SECTION 13 – Standard Agreement
If your company has a standard agreement, please submit your standard agreement with terms and conditions.

SECTION 14 – Signatures (ATTACHMENT I)
The proposal shall be signed by an official authorized to bind the vendor and shall expressly state that the proposal is valid for 60 days.

V. PROPOSAL SUBMITTAL

Submit three (3) copies of the proposal to:
City of Edinburg, Texas
City Secretary's Office
415 W. University Drive
Edinburg, Texas 78540

The deadline for proposal submittal is **3:00 pm, Monday, February 02, 2015**. Proposals delivered after the deadline or to the wrong location will be rejected and returned un-opened.

VI. PROPOSAL TERMS AND CONDITIONS

A. ASSURANCE OF DESIGNATED PROJECT TEAM - In order to assure that the designate project team is used for the project, the City shall have an unconditional right of refusal for any departure or reassignment of, or substitution for, any member of the designated project team.

B. COST OF PROPOSAL PREPARATION – The City will not pay any costs incurred by the vendor in preparing or submitting the proposal. The City reserves the right to modify or cancel, in part or in its entirety, this RFP. The City reserves the right to reject any or all proposals, to waive defects or informalities, and to offer to contract with any vendor in response to any RFP. This RFP does not constitute any form or offer to contract.

C. NOTIFICATION OF WITHDRAWAL OF PROPOSAL- Proposals may be modified or withdrawn prior to the date and time specified for proposal submission with a formal written notice by an authorized representative of the proposer. Proposals submitted will become the property of the City after the proposal submission deadline.

D. RIGHTS TO PERTINENT MATERIALS - All responses, inquiries, and correspondence related to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation submitted as part of the proposal shall become the property of the City after the proposal submission deadline.

E. RIGHT OF THE CITY TO REJECT PROPOSALS - The City reserves the right to reject any and all proposals or any part of any proposal, to waive minor defects or technicalities, or to solicit new proposals on the same subject or on a modified project which may include portions of the originally proposed project as the City may deem necessary in its interest.

F. OTHER CONDITIONS - All responses to the RFP submitted shall be deemed confidential during the evaluation period.

VII. SELECTION PROCESS

Subject to approval by the City Council, the selection of the most highly qualified vendor will be based upon the following criteria:

- Total project cost

- Acceptability of vendor's agreement terms and conditions – including support service and uptime availability
- Proposer's ability to meet city requirements

If a vendor cannot be selected based solely on the proposals submitted, up to three vendors will be invited for interviews at a time designated by the City. The proposed project manager must be present at the interview, and up to four others may attend at the discretion of the vendor.

The vendors will be notified about the outcome of the interview process, and the City staff will then enter into contract negotiations with the highest rated vendor.

Following successful negotiations, a recommendation will be made to the City of Edinburg City Council to award the contract.

In the event the cost negotiations are not successful, the City reserves the right to enter into negotiations with the other ranked vendors.

VII. PROPOSAL QUESTIONS

All questions regarding the proposal documents and proposal should be directed in writing, via e-mail to:

Leo Gonzales Jr., Information Technology Director
415 W. University Drive
Edinburg, Texas 78540
(956) 388-8201 Voice
lgonzales@cityofedinburg.com

ATTACHMENT I
SIGNATURE PAGE

By signing the attachment and/or the proposal, the Respondent certifies compliance with the ***signature authority required in accordance with state and/or local law. The person signing the proposal must be:***

A current corporate officer, partnership member, or other individual specifically authorized to submit a proposal as reflected in the appropriate records on file with the City Secretary's Office; or an individual authorized to bind the company as reflected by a corporate resolution, certificate or affidavit; or other documents indicating authority which are acceptable to the COE.

I have read and understood the requirements set forth in this RFP #2015-011 and agree to comply except as noted. The cost proposal includes all shipping and handling and detailed pricing as required by the City of Edinburg.

Does the Company have an office located in Edinburg, Texas? Yes _____ No_____

Has the Company ever conducted business with the City of Edinburg? Yes _____ No_____

SUBMITTED BY: _____

PROPOSER: _____

SIGNED: _____

NAME (PRINT):_____

TITLE: _____

ADDRESS: _____

CITY/STATE: _____ ZIP: _____

TELEPHONE: (_____) _____
Area Code

FAX: (_____) _____
Area Code

FEDERAL TAX IDENTIFICATION NUMBER: _____

EMAIL ADDRESS: _____