CITY OF SUNSET VALLEY, TEXAS

REQUEST FOR PROPOSALS

RFP #
CITY WEBSITE REDESIGN

PROPOSAL DUE DATE: March 24, 2020

ISSUED BY:
City of Sunset Valley
3205 Jones Road
Sunset Valley, Texas 78745

City of Sunset Valley, TX

VENDOR ACKNOWLEDGEMENT FORM
RFP #

CITY WEBSITE REDESIGN

The undersigned hereby certifies that he/she understands the Request for Proposal, has read the document in its entirety and that the prices contained in this Proposal have been carefully reviewed and are submitted as correct. Vendor further certifies and agrees to furnish any or all products/services upon which prices are extended at the price offered, and upon conditions contained in the Request for Proposal.

The following information must be filled out in its entirety for the proposal to be considered.

Company Name: ___________________________________________________

Address of Principal Place of Business: ___________________________________________________

Phone/Fax of Principal Place of Business: ___________________________________________________

Address, Phone and Fax of Majority Owner Principal Place of Business: ___________________________________________________

Federal Tax Identification Number: ___________________________________________________

E-Mail Address of Representative: ___________________________________________________

Authorized Representative: ___________________________________________________

Signature    Date

Printed Name

PLEASE INCLUDE THIS COMPLETED PAGE AS THE FIRST PAGE OF YOUR SUBMITTAL.
REQUEST FOR PROPOSAL CHECKLIST
RFP #CITY WEBSITE REDESIGN

Please ensure that you complete and return the following documents and information to the City of Sunset Valley City before the deadline. Late submittals will not be accepted.

1. ____ One (1) ORIGINAL with original signatures, five (5) copies, and one (1) COMPACT DISC of the Request for Proposal packaged in a container clearly marked with the RFP number, title, due date/time, and company name and address on the outside of the container.

2. ____ Vendor Acknowledgement Form. This document MUST be completed in blue or black ink or typewritten. Signatures must be original, in blue or black ink, and by hand. Identify addenda received (if any). (This must be page one of your submittal)

3. ____ Request for Proposal Checklist (This must be page two of your submittal)

4. ____ Table of Contents

5. ____ Insurance Requirement Affidavit (Appendix B) or provide a copy of your current Certificate of Insurance

6. ____ Conflict of Interest Questionnaire (Appendix C)

7. ____ Minority and/or Woman Owned Business Enterprises Form (if applicable) (Appendix D)

8. ____ Certification of Independent Price Determination (Appendix E).

9. ____ References (Appendix F)

10. ____ Technical Proposal to include complete responses requested in VII. Format and Content of Offer and as well as any and all supporting documentation and sample standard reports

11. ____ Price proposal for Complete Implementation of System and Future Maintenance

12. ____ Vendor Sample Contract

FAILURE TO PROVIDE ANY OF THE ABOVE MAY RESULT IN YOUR PROPOSAL BEING DEEMED NON-RESPONSIVE.

PLEASE INCLUDE THIS COMPLETED PAGE AS THE SECOND PAGE OF YOUR SUBMITTAL.
ABOUT THIS DOCUMENT

This document is a Request for Proposal. It differs from an Invitation to Bid in that the City of Sunset Valley is seeking a solution not a bid/quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award recommendation. Sealed proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well an Offeror's approach meets the desired requirements and needs of the City of Sunset Valley. The criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. The City will also utilize its best judgment when determining whether to schedule a pre-proposal conference (before proposals are accepted), or meetings with Offerors (after receipt of all proposals). A purchase order/contract will be awarded to a qualified Offeror submitting the best proposal. The City reserves the right to select, and subsequently recommend for an award, the proposed service which best meets its required needs, quality levels, and budget constraints.

The City of Sunset Valley is aware of the time and effort you expend in preparing and submitting your response. Please let us know of any requirement which causes difficulty in responding to this Request for Proposal. We want to facilitate your participation so that all responsible firms can compete for the City's business. Awards are made approximately two to six weeks after the opening date. Please contact the City of Sunset Valley (512) 892-1383 with questions concerning this request for proposal.
RFP #703-10

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City of Sunset Valley, Texas

REQUEST FOR PROPOSALS
RFP #CITY WEBSITE REDESIGN

I. GENERAL INSTRUCTIONS AND TERMS AND CONDITIONS

A. INTENT

The City of Sunset Valley, hereinafter referred to as “the City”, is soliciting proposals from qualified firms for the purpose of redesigning the City's website

The Offeror submitting the successful proposal must clearly demonstrate its ability to provide website design services.

B. PROPOSAL SUBMISSION PROCESS, DUE DATE, AND REQUIRED DOCUMENTS

One (1) original, five (5) copies and one (1) compact disc of the response, including all required forms and applicable supporting documentation, are required. The original must be clearly marked “ORIGINAL” and the copies must be clearly marked “COPY”.

Proposals are due on March 24, 2020. The responses must be bound and sealed when submitted. The response material must be addressed and delivered to:

City of Sunset Valley
3205 Jones Rd
Sunset Valley, Texas 78745

The outside of the envelope or container must state:

RFP # - Website Redesign

Responses received later than the above date and time will be rejected and returned unopened. Timely proposals will be opened on the date specified in the RFP and will be kept secret during the process of negotiations. All proposals that have been submitted shall be open to public inspection after the contract is awarded, except for trade secrets and confidential information contained in the proposals marked “confidential” by the proper responding party.

Proposals will be opened on March 27, 2020 in the City Hall offices at 2:00 p.m. The only information available at the opening is to acknowledge respondents. No pricing will be discussed at the opening and the proposals are not available for public inspection until after award.

All offers to the request for proposal shall be binding for 120 calendar days after the date of the public proposal opening for review and evaluation purposes.

C. PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be conducted on March 11, 2020 at 2:00 p.m. (CST) at the Sunset Valley City Hall at 3205 Jones Road, Sunset Valley, TX 78745 for the purpose of reviewing the request for proposal and responding to questions concerning its content. Attendance is not mandatory but all offerors are highly encouraged to attend.
D. CLARIFICATION OF REQUIREMENTS

All requests for additional information or clarification concerning this request for proposal must be submitted no later than 5:00 p.m. on March 11, 2020 via email to Sylvia Carrillo-Trevino at scarrillo-trevino@sunsetvalley.org. Responses to all questions submitted will be disseminated as an addendum posted on the City’s website www.sunsetvalley.org.

It is the intent and purpose of the City that this RFP permits competitive proposals. It is the Offeror’s responsibility to advise the City of Sunset Valley if any language, requirements, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source.

E. CONTRACT

The provisions of the proposal responses shall be considered part of any contract and shall control in the event of any conflicts with any other provisions of the contract, notwithstanding any provisions in the contract to the contrary. Proposals should be written in ink or typewritten and signed by a duly authorized officer or employee of the vendor.

F. QUALIFICATIONS OF OFFEROR

By submitting a proposal, the Offeror certifies that they are duly qualified, capable, and otherwise bondable business entity that is not in receivership or contemplates same, nor has filed for bankruptcy. The Offeror must not be indebted to the City and shall not owe any back taxes to the City. The Offeror warrants that they are familiar with all laws, regulations, and customs applicable to the type of business required herein.

The contract will be awarded by the City to a responsible offeror only. In order to qualify as responsible, an offeror must meet the following qualifications as they relate to this request for proposals.

- Have adequate technical and financial resources for performance.
- Have the necessary experience, organization, and skill in the field of website design.
- Have a satisfactory record of performance in website design.
- Have a minimum of five (5) years of website design for similar or larger size municipalities such as the City of Sunset Valley.

G. EXCEPTIONS

Any exceptions to the requirements stated herein must be stated, in writing, in the Offeror’s response. Explanation must be made for each item for which exception is taken, giving in detail the extent of the exception, and the reason for which it is taken, in order for consideration to be given to the proposal.

H. SELECTION AND AWARD PROCESS

1. Responses to this RFP will be reviewed by an Evaluation Committee. A short list of firms may be identified and may be interviewed by the Evaluation Committee.

2. Selection shall be based on the evaluation factors published in this RFP. After the Evaluation Committee makes its initial selection, it shall proceed to negotiate a contract at a fair and reasonable price.
3. If the City is unable to negotiate a satisfactory contract with the most highly qualified person or firm, the City shall formally end negotiations with that person or firm and begin negotiations with the second most highly qualified person or firm.

4. Negotiations shall be undertaken in this sequence until a contract is made. The Evaluation Committee may allow proposal revisions after submission in order to obtain the best final proposal. Following the interviews and negotiations, the Evaluation Committee will recommend a contractor to the Sunset Valley City Council. The City Council will make the final selection of the contractor based on the evaluation committee’s recommendation and whether the qualified Offeror’s proposal is determined to be the most advantageous to the City, considering the evaluation factors set forth in this RFP.

5. No individual of any using department has the authority to legally and/or financially commit the City to any contract, agreement, or purchase order for goods or services unless specifically sanctioned by the requirements of this Request for Proposal.

I. PROPOSED PROCUREMENT SCHEDULE
The following dates are set forth for informational and planning purposes; however, the City reserves the right to change the dates as necessary.

- RFP Release Date 2.14.2020
- Advertising Dates 2.14.2020
- Pre-Proposal Conference 3.11.2020
- Last Day for Questions 3.11.2020
- Release of Questions thru Addendum Each Friday after 2.14.2020 and until 3.11.2020
- Proposals Due prior to 2:00 p.m. CST 3.24.2020
- Evaluation of Proposals 3.27.2020
- Oral Presentations/Demonstrations 3.31.2020
- Selection of Vendor and Contract Negotiations 4.7.2020 and 4.21.2020
- Award Contract through City Council 4.21.2020
- Initial Meetings w/Contractor 4.24.2020
- Development Begins 4.27.2020
- Beta Site 6.27.2020
- Proposed Site Launch Date 8.1.2020
J. RIGHT OF THE CITY TO REQUEST FURTHER DOCUMENTATION

The City reserves the right to request additional documentation that it deems appropriate and necessary for the review and award process during both the initial proposal review process and the negotiation/award/appointment phase.

Financial statements will be requested, at a later date, to determine the eligibility of a bidder to receive a contract. Financial statements shall be composed of a balance sheet, income statement, and appropriate supporting schedules, such as note disclosures or cash flows, as of the end of the company’s most recent fiscal year. Financial statements are to be audited, reviewed, or compiled by an independent Certified Public Accountant. Pro-forma financial statements will not be accepted by the City.

All financial statements are considered confidential information, are reviewed by a member of the City of Sunset Valley Finance Committee, and will be returned to the bidder/proposer upon request.

K. RIGHT OF THE CITY TO CANCEL REQUEST FOR PROPOSALS, ELECT NOT TO AWARD, REJECT PROPOSALS, AND WAIVE INFORMALITIES OR IRREGULARITIES

The City reserves the right to reject any and all proposals. The City, at its option, may waive any and all informalities, minor irregularities and/or technicalities. The City may reject the proposal of a Offeror who is not, in the opinion of the City, in a position to satisfactorily perform the contract. The City may also accept or reject any of the alternates that may be set forth in a proposal. The City reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy that such Offeror is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.

L. EQUAL OPPORTUNITY IN CITY BUSINESS CONTRACTING

Race, religion, sex, color, ethnicity, and national origin will not be used as criteria in the City’s business contracting practices. Every effort will be made to ensure that all persons regardless of race, religion, sex, color, ethnicity and national origin have equal access to contracts and other business opportunities with the City.

M. ADDENDA & MODIFICATIONS

Any changes, additions, or clarifications to the RFP are made by addenda information available over the Internet at www.sunsetvalley.org. Please check for any addenda a minimum of 48 hours in advance of the response deadline. Businesses without Internet access may use computers available at most public libraries.

Any Offeror in doubt as to the true meaning of any part of the RFP or other documents may request an interpretation thereof from the City. In the event the City deems the interpretation to be substantive, the interpretation will be made by written addenda issued by the City. Such addenda issued by the City will be available over the Internet at www.sunsetvalley.org and will become part of the proposal package having the same binding effect as provisions of the original RFP. In order to have a request for interpretation considered, the request must be submitted in writing and must be received by the City of Sunset Valley City Administrator no later than five (5) days prior to the proposal closing date. The City does not assume responsibility for the receipt of any addendum sent to offerors.
N. EXAMINATION OF DOCUMENTS AND REQUIREMENTS

Each Offeror shall carefully examine all RFP documents and thoroughly familiarize itself with all requirements prior to submitting a proposal to ensure that the proposal meets the intent of this RFP.

Before submitting a proposal, each Offeror shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and requirements affecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Offeror from obligation to comply, in every detail, with all provisions and requirements of the Request for Proposal.

O. PROPOSAL COPIES

Offeror must submit one (1) original, five (5) copies and a compact disc of the sealed proposal to the City prior to the response due date and time. Failure to submit the additional copies may result in the proposal being declared non-responsive. The original must be clearly marked “ORIGINAL” and the copies must be clearly marked “COPY”.

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all electronic media, reports, charts, and other documentation submitted by Offerors shall become the property of the City of Sunset Valley when received.

P. PROPOSAL PREPARATION COSTS

Issuance of this RFP does not commit the City of Sunset Valley, in any way, to pay any costs incurred in the preparation and submission of a proposal. The issuance of this RFP does not obligate the City of Sunset Valley to enter into contract for any services or equipment. All costs related to the preparation and submission of a proposal shall be paid by the Offeror.

Q. TRADE SECRETS, CONFIDENTIAL INFORMATION AND THE TEXAS PUBLIC INFORMATION ACT

If you consider any portion of your proposal to be privileged or confidential by statute or judicial decision, including trade secrets and commercial or financial information, clearly identify those portions.

Proposals will be opened in a manner that avoids disclosure of the contents to competing Offerors and keeps the proposals secret during negotiations. All proposals are open for public inspection after the contract is awarded, but trade secrets and confidential information in the proposals are not open for inspection.

The City of Sunset Valley will honor your notations of trade secrets and confidential information and decline to release such information initially, but please note that the final determination of whether a particular portion of your proposal is in fact a trade secret or commercial or financial information that may be withheld from public inspection will be made by the Texas Attorney General or a court of competent jurisdiction. In the event a public information request is received for a portion of your proposal that you have marked as being confidential information, you will be notified of such request and you will be required to justify your legal position in writing to the Texas Attorney General pursuant to Section 552.305 of the Government Code. In the event that it is determined by opinion or order of the Texas Attorney General or a court of competent jurisdiction that such information is in fact not privileged and confidential under Section 552.110 of the Government Code and Section 252.049 of the Local Government Code, then such information will be made available to the requester.

Marking your entire proposal CONFIDENTIAL/PROPRIETARY is not in conformance with the Texas Open Records Act.
R. CONFLICT OF INTEREST

The Offeror shall not offer or accept gifts or anything of value nor enter into any business arrangement with any employee, official or agent of the City of Sunset Valley.

By signing the Request for Proposal, the Offeror certifies and represents to the City the Offeror has not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantage, information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this Request for Proposal.

S. ANTI-LOBBYING PROVISION

During the period between proposal submission date and the contract award, Offerors, including their agents and representatives, shall not directly discuss or promote their proposal with any member of the Sunset Valley City Council or City Staff except in the course of City-sponsored inquiries, briefings, interviews, or presentations, unless requested by the City.

This provision is not meant to preclude Offerors from discussing other matters with City Council members or City Staff. This policy is intended to create a level playing field for all potential Offerors, assure that contract decisions are made in public, and to protect the integrity of the RFP process. Violation of this provision may result in rejection of the Offeror's proposal.

T. AUTHORIZATION TO BIND SUBMITTER OF PROPOSAL

Proposals must show vendor name and address of Offeror. The original proposal must be manually signed by an officer of the company having the authority to bind the submitter to its provisions. Person signing proposal must show title or AUTHORITY TO BIND THEIR FIRM IN A CONTRACT. Failure to manually sign proposal will disqualify it.
II. SCOPE OF WORK

A. DESCRIPTION, PURPOSE AND OBJECTIVES

The City of Sunset Valley desires a redesign of the current public website at www.sunsetvalley.org. The redesign would focus on making the site easier to navigate for our citizens on both standard web browsers and mobile devices. An upgraded look, additional functionality such as a City calendar along with improved, intuitive navigation will enhance usability.

The current website has been organized from a departmental perspective. For those that understand city government, this structure makes sense. For the majority of citizens, however, a more streamlined approach should be available to allow quick access to key information and City services for residential and business residents, visitors and other stakeholders.

The site is currently maintained by city staff. It is necessary that a new content management system be easily understood and easy to operate.

The City is interested in proposals that keep the redesigned site in-house.

Further, the City is engaged in marketing and rebranding discussions. However, the timing of the marketing exercise and the redesign are not in sync; as such it will be necessary to ensure that any background colors, font, or logo use have the ability to be changed.

B. BUDGET

The current budget for this project has a maximum of $30,000.

C. BACKGROUND OF ORGANIZATION

The City of Sunset Valley has approximately 650 residents. Geographically, Sunset Valley consists of 1.14 square miles contained within the City's boundaries, of which, all are located in Travis County.

Sunset Valley is known for its beautiful greenspace, quality of life, and no property tax commitment. Sunset Valley values its resident engagement and the use of technology and this website redesign continues our commitment to providing easy-to-use, accessible, modern city services through a web and mobile presence.

The city staff numbers approximately 30 full time employees.

D. EXISTING TECHNOLOGY, RESOURCES AND INTEGRATION

- The current website will need to be maintained in the new system.

E. AUDIENCE

Stakeholders for this site are:

- Our citizens/residents
- Visitors to the city
- The city council
• Businesses located in, doing business in, or considering doing business in Sunset Valley
• City staff
• Local, regional and national media
• Educational facilities
• County, State and Federal officials
• Surrounding municipalities

III. FUNCTIONAL REQUIREMENTS

The City of Sunset Valley is seeking the services of an experienced website design firm to re-design, develop, and implement a new City website design utilizing posted information on the existing website as well as new information, products, and features as suggested by the City. The basic project is a redesign of the existing City of Sunset Valley website to incorporate desired features, achieve the goals of the site, and promote the City’s image. The primary purpose of the website is as a communication tool between the City and external and internal stakeholders.

The design component is the conceptual development for the look and format of the new website. It includes the scope of information and identification of how pages will be accessed. It includes accessibility, navigational tools, interactivity, search capabilities, ADA compliance, tracking hits to various web pages, and is to be developed as a content management site where the City of Sunset Valley can update and change content when necessary. The City strives for the highest degree of professionalism and the best use of current technologies in its website. Included in the design phase of the City of Sunset Valley website will be regular meetings and updates with City of Sunset Valley designated staff.

The City expects that the Contractor and City will work together to plan and organize information on the site, which most likely will include planning sessions, regular meetings, and continued communication throughout the duration of the website design project.

A. GENERAL REQUIREMENTS

1. Recreate and greatly enhance the City’s existing website to be a resourceful, informative, and marketing asset that provides a citizen/business friendly environment that emphasizes access to City services and information.

2. Develop a highly beneficial, cost-effective, easy to use, interactive, and architecturally sound website that is flexible enough to support the City’s Internet needs.

3. Create a standardized format and enhanced graphical look for all pages; thereby establishing a unified theme throughout the City’s website.

4. Develop a new site organization. It is expected that the Contractor will work closely with the City to develop a site organizational structure.

5. Complete design and coding of the home page of the website.

6. Complete design and coding of templates to be used on interior pages of the site.

7. Organize and convert existing pages in the site to the new design template.

8. Review and edit existing site content to achieve single “voice” of the city.
9. If a new CMS is proposed, aid the City in transitioning to the new website including: staff training and the production of a guide book or instructions on changing/updating the website.

10. Program the actual functionality on the site where needed to incorporate other existing applications

Although the City has some specific requirements, we are also interested in your ideas for content, and more specifically, your approach in re-designing the style, navigation and layout of the City’s website. We encourage respondents to consider and propose alternative solutions and recommendations. Please note special or key features of your product.

B. ADMINISTRATION, TRACKING & REPORTING REQUIREMENTS

1. Web reporting tools to track internal issues such as broken links, misspellings, page counts, load times, load balancing, file synchronization and when a page was last updated, etc.
2. Reporting tools to track customer usage of the website and should have the ability to integrate Google Analytics.
3. Workflow-based approval process to allow web staff to approve content before publishing.
4. Unique logins for Admin, groups, and content editors to provide auditing and granular access to specific parts of the site.
5. Must be able to track changes, and view and restore previous versions of edited pages.
6. URL aliasing for easy redirects of temporary sites or sub-domains.
7. Multivariate testing of web pages.

C. STANDARDS REQUIREMENTS

1. Site must function correctly on multiple browsers.
2. Site to follow Content Accessibility Guidelines.

D. CONTENT REQUIREMENTS

1. Content must be transferred from the current site to the new site.
2. Transferred content should be updated to reflect changes in design and navigation, and to provide the website with a uniform “voice”.

E. REQUIREMENTS FOR ALTERNATE CMS

1. Admin features that allow for template creation, content approval chains, and Department-level content management with the ability to generate email notifications automatically when content is approved or rejected.
2. If an alternate CMS is proposed, the ability to extend the CMS into intranet and other environments to allow different domains and sub domains to have unique sites and individual Templates. Again, the redesign is focused on cor.net only but the tooling needs the flexibility to extend beyond the main site.
3. City personnel will maintain the content of the site. Therefore, a system needs to be in place for maintenance and updating capabilities by non-technical staff a simple editor.
4. CMS should have the ability to integrate into a system for public broadcasting.
5. Updates and patches must be produced and implemented on a regular schedule.
F. APPLICATIONS & INTEROPERABLE REQUIREMENTS

1. Calendar – listing of important events which can be divided according to department or category. Also, there should be an ability to create multiple separate calendars based on category and/or department. Images and attachments could be attached to calendar entries.

2. The ability to integrate Google maps easily by non-technical users.

3. The ability to provide a blog posting mechanism with comments disabled or enabled, as well as the ability to moderate any content. These blogs may be new updates, messages from various departments, etc. An approval chain should be in place to control final posting to website. Blog functionality should include RSS integration.

4. There should be an option to embed video players into the website, store and stream video. YouTube integration is required, primarily in the form of supporting embedded video within the site.

5. Site must be able to run standard ASP pages and ASPX pages as required. A .Net solution preferred to integrate with other applications currently running.

6. RSS capabilities to easily distribute key content to subscribers and allow updating of linked social media sites (Twitter feeds, Facebook status, etc).

7. Ability to accommodate plug-in software modules in the future (as determined by the City) to accommodate expansion of e-government services.

8. The site should take into consideration the City’s future desire to expand e-commerce capabilities to enable secure on-line credit card purchases, verification, fulfillment, and acceptance.

G. SITE ORGANIZATION/NAVIGATION REQUIREMENTS

1. Develop a user-friendly organization and navigation system for the site.

2. Navigation should be consistent across all pages.

3. Users should be able to reach any page with 3 clicks or less from the homepage.

4. Page scrolling should be kept to a minimum.

H. INFRASTRUCTURE & FUNCTIONALITY REQUIREMENTS

1. Mobile device access with auto detection and mobile template.

2. Search – The search should return relevant results similar to Google’s search paradigm. The entire full-text of the site should be searchable, as should alt tags. Additionally content inside PDF’s should also be searchable if created from text.

3. The design should contain templates that allow for flexible placement of content. Content and design elements should be adjustable and editable by city staff. Templates must support multiple content types (i.e. flash, JavaScript, Java, PDF’s, PowerPoint, Flash Paper and others).

4. Reusable design-related scripting and graphics and a template for site pages that can be integrated into other website platforms (ASP, XML, PHP, Domino, etc). Also include the design standards for fonts, colors and specific design elements that are the Sunset Valley Internet “brand”, with the ability to add various design elements for specific departments. This would also include reusable styles and formatting for mobile device content.

5. Translation/internationalization – Users can choose alternate languages to display pages.

6. Capability to maintain an archive of existing and past records such as agendas, minutes,
press releases, newsletters, audio, videos, etc. This data should be easily searched and extracted by non-technical employees for use in open records requests.

7. A site map is required and must include multiple formats such as XML, HTML and standard text for submission to Google, Yahoo, Bing, and other search engine providers.

8. The ability to easily post emergency notices on the website homepage as well as all pages by a single entry.

9. The ability for users to complete various forms, surveys, polls, and questionnaires online. These should provide workflow routing of submissions back to designated employees via email and retain an archive of submissions in a viewable database.

10. City staff must be able to publish city e-newsletters and monthly newspaper using customized template layout.

11. A way for site visitors to submit comments online and have the comments directed to the appropriate City Department or official. Residents would be able to report problems, ask questions, submit comments, voice concerns, etc. and based on the subject, the comment would generate an e-mail to the appropriate City staff member.

12. The ability to easily print any site page.


14. Disaster recovery/failover and load balancing capabilities in case the main web server goes down. Remote site to have the ability to sync content automatically on a regular schedule.

15. The CMS must have the ability to develop new content on a test site and push changes to the live site.

16. Website should be able to do multivariate testing.

17. Meta Data needs to be considered in page layout/design.

I. DESIGN & APPEARANCE REQUIREMENTS

1. Uniform look and feel, but have the ability to create and customize templates by city/web staff if desired.

2. Style and formatting must be standardized. A style guide must be created and presented to the City so that City staff can follow and maintain.

J. INSTALLATION AND TRAINING REQUIREMENTS

1. The proposal should include basic training for a minimum of 25 employees, the training plan, and a timeline for training.

2. Separate training should be provided for Administrative/Technical staff, and should be included in the training plan and timeline.

K. MAINTENANCE, UPDATES AND WARRANTY REQUIREMENTS

1. Vendor must supply information and explain the details of the warranty provided such as length of warranty, maintenance, updates and any additional cost for service contracts.

2. The warranty for the website shall include repair or replacement of any listed product and or
time where the defect is discovered and made known to the vendor.

L. OWNERSHIP AND INTELLECTUAL PROPERTY

1. All screens, graphics, domain names, content and the “look and feel” of the site developed shall be owned solely by the City of Sunset Valley, together with any and all underlying software, object code, digital programming, and source code.

2. In developing the website, the Vendor will not infringe or violate the copyright and/or other intellectual property rights of third parties.

3. All applicable copyright notices will be displayed on the website. Vendor will not, during the website development or thereafter, use the City’s logos, except with the City’s express written approval.

M. NON-ESSENTIAL BUT DESIRED COMPONENTS

1. Portal – Citizens - Ideally a single login would be available to provide a comprehensive overview of information targeted at the logged in user showing information such as current utility bill, tax balance, information about their property, council information, trash days, building permits, etc. in a single screen.

2. Integration with social networking websites, allowing us to selectively update our Facebook and Twitter pages with the content management system as staff updates the website.

3. A way for residents to automatically add or delete an e-mail address from a mass email distribution list meeting ICAAN compliance. This email distribution list should be available in database form for designated city staff to access.

4. Agenda builder for City Council and other agendas.

5. Allow for residents to sign up for alerts on certain topics listed in the agenda.

6. City Directory that allows customers to intuitively find specific City contacts.

7. GIS-based search function to allow customers to see services and facilities in relation to a specific address.

N. OTHER REQUIREMENTS

1. Interface Design
   Please give detailed information on the type of Administrative, group or user interfaces, as well as any and all API functionality. Please indicate whether you will be offering a different CMS and what type and features it offers.

2. Project Management and Quality Assurance
   Each vendor shall describe the approach it employs in the process of website redesign. Specifically, the vendor shall describe the approach for the technical process and inter-organizational process used to develop and update a site with its client.

3. System Training
   Vendor will develop and deliver training for onsite operations, maintenance, configuration,
and customization to Communications and IT project staff, hardware, software, and network support staff, and operations staff in the use of and support of automated tools, systems software, and application software. Please provide a description of how you have provided this type of training in the past.

4. End User Training
Vendor will develop and deliver training best suited to the city staff. Please provide a description of how you have provided this training in the past.

5. Milestones and Deliverables
Each vendor is asked to provide a timeline for implementation of its solution. At this time, the following milestones are anticipated:
- Development of new design styling
- Acceptance of design by the City
- Installation of CMS software (if needed)
- Conversion of existing site content
- Deployment of any custom applications
- Full site Beta test
- Site live and final production acceptance

6. Staffing Specifications
Vendor will provide the names, resumes, and qualifications of the project manager and each of the project leads they propose, the percentage of their time that will be devoted to the project plus the dates (date range) each of them will be onsite during the project. The City reserves the right to approve any replacement of project manager or project lead.

Vendor will provide an inventory of staff by functional role, the numbers of each, the periods during which they will be working on the project onsite and the periods during which they will be working on the project offsite, if any.

7. User Groups
List any user groups that have formed to support your product. Provide the contact person for each group and their phone number. Also include whether or not each group is independent of the vendor, and the frequency of their respective meetings. It is preferred that the system vendor has an on-going and established users group of other City users and a method of communication between them. Please describe if the suggestions from the user groups are given any priority with the vendor.

IV. SITE SPECIFICATIONS
A. MANAGEMENT PARAMETERS
1. City IS department should have full and unlimited access to the website code.
2. Website content management system should allow for City to be able to post unlimited amount of content at no extra cost to City.
3. Website content management system should allow for unlimited amount of system users at no extra cost to City.

B. ACCESSIBILITY/USABILITY
1. As per the Americans with Disabilities Act, the City must provide the same level of service to individuals with visual, hearing, motor, or cognitive disability that we do to the general public. All proposals must include the utilization of 508 and W3C Content Accessibility Guidelines when designing and developing the City’s website. The City expects respondents to offer suggestions regarding accessibility.
2. Site must function correctly with modern browsers and mobile browsers.
3. The site must be designed for 24 hours a day, 7 days a week operation; except for scheduled maintenance downtime which will be limited to the early morning hours for 30 minutes maximum.

C. DISASTER RECOVERY
1. The website should provide for automated failover in case of primary system failure.
2. Active/active or active/passive options can be presented for system failure and/or load balancing scenarios.

D. RETENTION
1. All content should be able to be tagged with a review and retention date. A report should be available to display when content should be reviewed and when it can be removed.
2. If the product proposed supports a full records retention life cycle, this should be indicated.

V. STAFF RESOURCES
1. Rose Cardona, Mayor
2. Sylvia Carrillo-Trevino, City Administrator
3. Matt Lingafelter, Administration
4. Tonya Coley, Administration
5. RaeGene Greenough, City Secretary/Finance
6. Lenn Carter, Police Chief
7. Carolyn Meredith, Public Works
VI. VENDOR QUALIFICATIONS

The City is seeking responses from qualified vendors who can provide:

1. Respondent must demonstrate past success with website development, especially for municipal government sites.
2. Respondent must provide references for at least three (3) organizations, all municipalities. References must be organizations for which the respondent has developed a website that is currently in use.
3. The ability to integrate with current city technology or provide new technology that integrates well with our staff.
4. The ability to maintain the following service levels:

<table>
<thead>
<tr>
<th>Service</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Availability</td>
<td>99.9% general system availability</td>
</tr>
<tr>
<td></td>
<td>24 hours/day, 7 days/week</td>
</tr>
<tr>
<td>Unplanned Outages</td>
<td>Less than 2 per year</td>
</tr>
<tr>
<td>Total Unplanned Downtime</td>
<td>Less than 30 minutes per incident</td>
</tr>
<tr>
<td>User Transaction Response Time</td>
<td>.5 second avg. 90% of the time</td>
</tr>
</tbody>
</table>

5. The ability to enhance the capability for communicating with stakeholders through a quality web design.
6. A flexible management system usable independently by various areas within the city departments for content submission and approval.
7. The services necessary to install, configure, and customize if necessary, the website.
8. The services necessary to train users of the system using an approach that is most cost effective and successful. The services necessary to train Sunset Valley technical staff to perform all functions needed to support the website once the Vendor technical staff has completed assisting with the installation, configuration, and customization.
9. The services necessary to completely document the website as installed, configured, and customized for the City technical support documentation, operational documentation, and end-user documentation.

VII. PROPOSAL FORMAT AND CONTENT OF OFFER
Offerors shall use the prescribed format outlined in this RFP to clearly describe their proposal. These instructions prescribe the format and content of the offer. They are designed to facilitate a uniform review process. Failure to adhere to the proposal format may result in the disqualification of the proposal. It is the request of the City that the following section headings be used in the responses to this RFP and that they be arranged in the order as listed in the proposal. The respondent should provide a table of contents and divider tabs. Responses must be in sufficient detail to permit an understanding and comprehensive evaluation of the offer/qualifications.

Each response will be reviewed to determine if it is complete before evaluation. The City reserves the right to eliminate from further consideration any response that is deemed to be unresponsive to this RFP. The intent of the City is that all responses follow the same format in order to evaluate each response fairly. Proposals will be evaluated based on the material and substantiating evidence presented in the proposal, and not on the basis of what could be inferred. In order to simplify the review process and obtain the maximum degree of comparison, proposals are to be outlined in the manner described below. Be specific about the Offeror’s expertise in the sections that follow. Failure to provide a response, answer questions and/or provide documentation, as requested, will result in loss of points in that section. Begin each section and subsection described herein on a separate page. Number the pages in each section consecutively. Each page shall have the name of the Offeror indicated clearly at the upper right corner.

1. **Table of Contents**
The Offeror must include a table of contents in its offer. Offers must be page numbered sequentially from front to back.

2. **Introduction / Executive Summary**
This section should contain Offerors understanding of the City’s needs and objectives.

3. **Technical Proposal**
Provide complete descriptive literature for each item requested. Offeror is cautioned that any product delivered which does not meet specifications in every aspect will not be accepted.

Proposals should be all encompassing, with a single vendor identified as the “responsible lead vendor.” Please include any sub-contractor(s) that will be required to meet the needs of the proposal or clearly indicate what portion of the services are not included as part of your proposal.

4. **Required Documents**
Provide all required documents requested as indicated in the Proposal Checklist.

5. **References**
This section shall contain names of a minimum of three (3) and no more than six (6) organizations, preferably local governmental entities for which Offeror has provided this service. Please include organization name, address, telephone number and contact person. (See Appendix F)

6. **Pricing**
Provide a fee schedule for your services. This schedule should include a description of the following products and services: hardware, software, development, implementation, installation, configuration, training, documentation, licensing per concurrent user, project management and hourly costs for additional services.

The proposal should contain a total cost of the project, as well as a detailed “line item” breakdown of costs for the project. In addition, please specify:
• “Not to Exceed” Fees (for actual cost of time and materials needed to complete the project).
• “Not to Exceed” Fee (for any reimbursable anticipated during the course of this project).
• Hourly rate schedule for services.
• Any additional costs/charges (such as traveling expenses) must be clearly defined in the proposal.

NOTE: Information and costs for the optional services should be submitted separately.

7. Milestone Payments

The contract resulting from the RFP will provide compensation on the basis of total firm fixed price with payments for implementation services based on completion and approval of required project milestones as detailed below. Milestone payments will be made after review and written approval by the City and after receipt of a valid invoice. The percentage will be tendered after final written acceptance by the City and will be distributed in equal portions over the 12 month warranty period. In the event the warranty period is extended, percentage payments will be suspended until the issue causing the warranty period extension is resolved.

<table>
<thead>
<tr>
<th>Implementation Milestone for Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milestone 1: Development of new design styling</td>
</tr>
<tr>
<td>Milestone 2: Acceptance of design by the City</td>
</tr>
<tr>
<td>Milestone 3: Installation of CMS software (if needed)</td>
</tr>
<tr>
<td>Milestone 4: Conversion of existing site content and deployment of any custom applications (this will be 40% if no new CMS software needed, replacing milestone 3)</td>
</tr>
<tr>
<td>Milestone 5: Full site Beta test</td>
</tr>
<tr>
<td>Milestone 6: Site live and final production acceptance</td>
</tr>
</tbody>
</table>

8. Staffing Specifications

Offeror will provide the names, resumes, and qualifications of the project manager and each of the project leads they propose, the percentage of their time that will be devoted to the website redevelopment project plus the dates (date range) each of them will be onsite at the Court during the project. The City reserves the right to approve any replacement of project manager or project lead.

9. Maintenance

Provide a proposal for future maintenance.

10. Sample Contract

Provide a copy of your standard contract and maintenance offer. Indicate any clause(s) that are conditional or non-negotiable.

11. Confidential Information

If the proposal designates any information in its offer as confidential, the vendor must also submit one (1) copy of the offer from which confidential information has been
excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the offer as possible.

The offer must not contain any promotional or display materials.

Attachments must be referenced in the offer.

VIII. EVALUATION FACTORS

A. OVERVIEW

In order to receive consideration, responses must address all aspects as specified in this RFP. The following general criteria will be used to evaluate the responses:

1. Ability of software to meet the City’s broad requirements;
2. Compatibility with other software and hardware used by the City of Sunset Valley;
3. Operating environment-preference given to systems in an open environment;
4. Software packages available now and enhancements planned;
5. System must be in several installations of comparable size and complexity;
6. Vendor’s ability to support the City;
7. Total cost which considers both initial acquisition and ongoing operating cost;
8. Results of reference checks;
9. Level, quality and type of client training and technical assistance provided;
10. Compliance with legislative mandates, state and federal requirements;
11. Upward compatibility for future growth;
12. Ease of use and operation of the system;
13. Professionalism of project team.

B. EVALUATION CRITERIA

Proposals will be evaluated using the following weighted criteria:

1. Completeness

Each response will be reviewed before the selection process for completeness and adherence to format. A response will be considered complete if all requested sections are included in the proper order.

2. Formal Evaluation

   a. Evaluation Process
The City will appoint an Evaluation Committee to formally evaluate each response. The evaluation process will objectively grade the responses on their merit and responsiveness. Responses will be evaluated based on the material and substantiating evidence presented in the response, and not on the basis of what could be inferred. The evaluation process will include verification of references, verification of project team resumes, confirmation of financial stability, and may also request additional information as determined by the City in its sole discretion.

b. **Grading Format**

All scores will be summed to give the grand total score. The maximum possible grand total score for the RFP response is 100 points.

c. **Point Values**

<table>
<thead>
<tr>
<th>Area</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical approach to project including completeness and quality of overall solution relating to project requirements</td>
<td>20</td>
</tr>
<tr>
<td>Experience with local government website design and implementation</td>
<td>20</td>
</tr>
<tr>
<td>Qualifications and expertise of the vendor and staff assigned, including evaluation of previous published sites, projects, and references</td>
<td>20</td>
</tr>
<tr>
<td>Fit of proposed system into current city environment</td>
<td>20</td>
</tr>
<tr>
<td>Ability to meet the City’s intended completion date</td>
<td>10</td>
</tr>
<tr>
<td>Total cost quoted</td>
<td>10</td>
</tr>
</tbody>
</table>

**MAXIMUM PROPOSAL GRADE** 100 POINTS

3. **Oral Interview**

After the formal evaluations, the City may decide on oral interviews to address specific issues with selected Offerors.

4. **Final Selection/Notification**

Final selection will be made in accordance with Chapter 252, Texas Local Government Code. The evaluation of the RFP responses and the oral interview will be considered. The Offeror with the highest overall evaluation shall be selected. The City will notify the selected firm.

**END OF SPECIFICATIONS**
Appendices
APPENDIX A

CITY OF SUNSET VALLEY CONTRACTOR INSURANCE REQUIREMENTS

Contractors providing goods, materials and services for the City of Sunset Valley shall, during the term of the contract with the City or any renewal or extension thereof, provide and maintain the types and amounts of insurance set forth herein. All insurance and certificate(s) of insurance shall contain the following provisions:

1. Name the City, its officers, agents and employees as additional insured as to all applicable coverage with the exception of workers compensation insurance.
2. Provide for at least thirty (30) days prior written notice to the City for cancellation, non-renewal, or material change of the insurance.
3. Provide for a waiver of subrogation against the City for injuries, including death, property damage, or any other loss to the extent the same is covered by the proceeds of insurance.

Insurance Company Qualification: All insurance companies providing the required insurance shall be authorized to transact business in Texas and rated at least “A” by AM Best or other equivalent rating service.

Certificate of insurance: A certificate of insurance evidencing the required insurance shall be submitted with the Bidder’s RFB/RFQ/RFP. If the contract is renewed or extended by the City a certificate of insurance shall also be provided to the City prior to the date the contract is renewed or extended. All coverage amounts listed shall be in United States dollars.

<table>
<thead>
<tr>
<th>Type of Contract</th>
<th>Type and Amount of Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services</td>
<td>General Liability insurance for Personal Injury (including death) and Property Damage with a minimum of $1 million per occurrence and $2 million aggregate, including Advertising Injury, Products Coverage</td>
</tr>
<tr>
<td></td>
<td>Professional Liability Insurance with a minimum of $1 million per occurrence and $2 million aggregate.</td>
</tr>
<tr>
<td></td>
<td>Workers Compensation insurance as required by state law.</td>
</tr>
</tbody>
</table>

Notices

The Contractor shall notify the City in the event of any change in coverage and shall give such notices not less than 30 days prior the change, which notice must be accompanied by a replacement CERTIFICATE OF INSURANCE. All copies of the Certificates of Insurance shall reference the project name or RFP number for which the insurance is being supplied.

All notices shall be given to the City at the following address:

City of Sunset Valley
3205 Jones Rd
Sunset Valley, Texas 78745
APPENDIX B

RFP #

INSURANCE REQUIREMENT AFFIDAVIT
(SUPPLEMENTAL INFORMATION)

(To be completed by appropriate Insurance Agent)

I, the undersigned agent, certify that the insurance requirements contained in this proposal document have been reviewed by me with the below identified vendor. If the below identified vendor is awarded this contract by the City of Sunset Valley, I will be able, within ten (10) working days after being notified of such potential award, to furnish a valid insurance certificate to the City meeting all of the requirements contained in this proposal.

___________________________________________
Agent’s Name Printed

___________________________________________
Agent’s Signature

___________________________________________
Name of Insurance Carrier

___________________________________________
Address of Agency

___________________________________________
City, State, Zip

___________________________________________
Phone number where Agent may be contacted

___________________________________________
Vendor’s Name (please print or type)

SUBSCRIBED AND SWORN to before me by the above named _________________________
on this the _________________________ day of ______________________, 20____.

_____________________________________________
Notary Public in and for the State of _______________.

NOTE TO BIDDER:
THIS FORM CANNOT BE SUBMITTED ELECTRONICALLY WITH YOUR BID AS IT MUST BE COMPLETED BY YOUR INSURANCE AGENT. FAX THIS FORM TO YOUR INSURANCE AGENT AND HAVE THEM FAX IT TO THE CITY OF SUNSET VALLEY @ 512.892.6108. THIS FORM MUST BE RECEIVED BY THE CITY BEFORE OR WITHIN 48 HOURS OF THE BID CLOSING DATE.

NOTE TO AGENT:
IF THIS TIME REQUIREMENT IS NOT MET, THE CITY HAS THE RIGHT TO DECLARE THIS VENDOR NON-RESPONSIVE AND AWARD THE CONTRACT TO THE NEXT LOWEST BIDDER MEETING THE SPECIFICATIONS. IF YOU HAVE ANY QUESTIONS CONCERNING THESE REQUIREMENTS, PLEASE CONTACT THE CITY OF SUNSET VALLEY CITY AT 512.892.1383.
APPENDIX C

CONFLICT OF INTEREST

A person or business, and their agents, who contract with the city or seek to contract with the city for the sale or purchase of goods, services or property; are required by Texas Local Government Code, Chapter 176, to file a conflicts disclosure questionnaire (FORM CIQ) created by the Texas Ethics Commission which is available online at www.ethics.state.tx.us. The form must be filed with the City of Sunset Valley City Secretary no later than seven (7) days after the date the person or business begins contract discussions or negotiations with the city, or submits an application, response to a request for proposals or bids, correspondence, or other writing related to a potential agreement with the city for the sale or purchase of goods, services or property. Such person and businesses, and their agents, must also file an updated questionnaire not later than September 1 of each year in which the person or business begins contract discussions or negotiations with the city, or submits an application, response to a request for proposals or bids, correspondence, or other writing related to a potential agreement with a city and within seven (7) days after the date of an event that would make as filed questionnaire incomplete or inaccurate.

Please go to www.sunsetvalley.org for a copy of City of Sunset Valley officers subject to conflict of interest disclosure and the Conflict of Interest Questionnaire (CIQ) forms.
APPENDIX D
CERTIFICATIONS AND REPRESENTATIONS M/WBE STATUS

___________________________________________________ IS CERTIFIED AS A:

(CHECK ONE, IF APPLICABLE)

☐ DISADVANTAGED BUSINESS ENTERPRISE
☐ MINORITY-OWNED BUSINESS ENTERPRISE
☐ WOMEN-OWNED BUSINESS ENTERPRISE

A COPY OF THE CERTIFICATION FROM _____________________________ IS ATTACHED.

***** NOTE *****

THIS DATA IS REQUESTED FOR INFORMATIONAL PURPOSES ONLY AND WILL NOT AFFECT THE PROPOSAL AWARD.

(SUBMISSION OF THIS INFORMATION IS NOT A REQUIREMENT.)

CERTIFICATION OF NON-DISCRIMINATION

A. The contractor (successful offeror) and/or any subcontractor(s), if permitted, certifies complete compliance with the Federal Civil Rights Law and the Americans with Disabilities Act, agreeing to non-discrimination based on race, age, color, religion, disability, gender, ancestry, national origin, or place of birth in employment practices, programs and services. These practices, programs, and services shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other compensation; and selection for training, including apprenticeship.

B. The contractor shall in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, age, color, religion, disability, gender, ancestry, national origin, or place of birth.

C. Upon request by the City of Sunset Valley, the contractor shall furnish all information or reports required to investigate his/her payrolls and personnel records, which pertain to current contract(s) with the City for purposes of ascertaining compliance with this non-discrimination certification.
APPENDIX E

CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By submission of this proposal, the offeror certifies, and in the case of a joint offer, each party thereto certifies as to its own organization, that in connection with this procurement:

A. The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other offeror or with any competitor;

B. Unless otherwise required by law, the prices which have been bid herein have not knowingly been disclosed by the offeror and will not knowingly be disclosed by the offeror prior to opening of proposals, directly or indirectly to any other offeror or competitor; and

C. No attempt has been made by the offeror to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.

BID CERTIFICATION

The undersigned hereby certifies that he has read, understands and agrees that acceptance by the City of Sunset Valley of the offer by issuance of a purchase order will create a binding contract. Further, he agrees to fully comply with documentary forms herewith made a part of this specific procurement.

NAME OF COMPANY

_______________________________________________________

- a Corporation, incorporated under the laws of the State of

_______________________________________________________

- a Partnership consisting of

_______________________________________________________

- an Individual trading as

_______________________________________________________

Having principal offices in the City of

_______________________________________________________

AUTHORIZED SIGNATURE

_______________________________________________________

ADDRESS _______________________________________________

CITY AND STATE ________________________ ZIP____________

PHONE NUMBER   ________________________________________
# APPENDIX F

## REFERENCE LIST

*Name of Agency: ________________________________*

Please provide three (3) current public sector clients (preferably in Texas) of similar or larger size than the City of Sunset Valley

<table>
<thead>
<tr>
<th>REFERENCE ONE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Government/Company Name:</strong> ____________________________________________</td>
</tr>
<tr>
<td><strong>Address:</strong> ____________________________________________________________</td>
</tr>
<tr>
<td><strong>Contact Person and Title:</strong> ____________________________________________</td>
</tr>
<tr>
<td><strong>Email:</strong> ______________________________________________________________</td>
</tr>
<tr>
<td><strong>Phone:</strong> _______________ <strong>Contract Period - Begin Date:</strong> ________________</td>
</tr>
<tr>
<td><strong>Fax:</strong> _______________ <strong>Completion Date:</strong> ________________</td>
</tr>
<tr>
<td><strong>Scope of Work:</strong> ________________________________________________________</td>
</tr>
<tr>
<td><strong>Special Notes about this project:</strong> ______________________________________</td>
</tr>
<tr>
<td><strong>Self-Evaluated success of this project:</strong> _________________________________</td>
</tr>
</tbody>
</table>
### REFERENCE TWO

<table>
<thead>
<tr>
<th>Government/Company Name:</th>
<th>___________________________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>___________________________________________________</td>
</tr>
<tr>
<td></td>
<td>___________________________________________________</td>
</tr>
<tr>
<td>Contact Person and Title:</td>
<td>___________________________________________________</td>
</tr>
<tr>
<td>Email:</td>
<td>___________________________________________________</td>
</tr>
<tr>
<td>Phone:</td>
<td>_____________________ Contract Period - Begin Date: ____________</td>
</tr>
<tr>
<td>Fax:</td>
<td>_____________________ - Completion Date: ____________</td>
</tr>
<tr>
<td>Scope of Work:</td>
<td>___________________________________________________</td>
</tr>
<tr>
<td>Special Notes about this project:</td>
<td>___________________________________________________</td>
</tr>
<tr>
<td>Self-Evaluated success of this project:</td>
<td>___________________________________________________</td>
</tr>
</tbody>
</table>
### Reference Three

**Government/Company Name:** 

**Address:**

**Contact Person and Title:**

**Email:**

**Phone:** 

**Fax:**

**Contract Period - Begin Date:**

**- Completion Date:**

**Scope of Work:**

**Special Notes about this project:**

**Self-Evaluated success of this project:**