



Amendment No. 5
to
Contract No. 5600 15051400019
or
Grant Management System
between
GrantAnalysts.com LLC, dba Zoom Grants
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be July 14, 2018 through July 13, 2019. One (1) option will remain.
- 2.0 The total contract amount is increased by \$14,500.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 07/14/2015 – 07/13/2016	\$9,000.00	\$9,000.00
Amendment No. 1: Option 1 – Extension 07/14/2016 – 07/13/2017	\$8,500.00	\$17,500.00
Amendment No. 2: Administrative Increase	\$6,000.00	\$23,500.00
Amendment No. 3: Administrative Increase	\$2,000.00	\$25,500.00
Amendment No. 4: Option 2 – Extension & Administrative Increase 07/14/2017 – 07/13/2018	\$14,500.00	\$40,000.00
Amendment No. 5: Option 3 – Extension & Administrative Increase 07/14/2018 – 07/13/2019	\$14,500.00	\$54,500.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: M. Greenlee 6/5/18

Printed Name: Martin Greenlee
Authorized Representative

Sign/Date: J. Howard 6/5/18

Printed Name: JAMES T. HOWARD
Authorized Representative

GrantAnalysts.com LLC dba Zoom Grants
~~8455 East Fairmount Drive #1221~~ 44 Cook St. Ste. 100
Denver, Colorado ~~80230~~ 80206
Martin.greenlee@zoomgrants.com
866-323-5404 x4

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 4
to
Contract No. 15051400019
for
Grant Management System
between
GrantAnalysts.com LLC, dba Zoom Grants
and the
City of Austin

- 1.0 The City hereby amends the above-referenced contract to add an annual amount of \$6,000.00 for each remaining option and exercises the extension options. Effective July 14, 2017 the term for the extension option will be July 14, 2017 through July 13, 2018 and there are two (2) options remaining. \$6,000.00 will be added to Amendment No. 4 and annually to each option as shown below:

Option 2: Add \$6,000
Option 3: Add \$6,000
Option 4: Add \$6,000

- 2.0 The total contract amount is increased by \$14,500.00 for the current extension option period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 07/14/2015 – 07/13/2016	\$9,000.00	\$9,000.00
Amendment No. 1: Option 1 – Extension 07/14/2016 – 07/13/2017	\$8,500.00	\$17,500.00
Amendment No. 2: Administrative Increase	\$6,000.00	\$23,500.00
Amendment No. 3: Administrative Increase	\$2,000.00	\$25,500.00
Amendment No. 4: Option 2 – Extension & Administrative Increase 07/14/2017 – 07/13/2018	\$14,500.00	\$40,000.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

 7/5/17

Printed Name: Martin Greenlee
Authorized Representative

GrantAnalysts.com LLC dba Zoom Grants
8155 East Fairmount Drive # 1221
Denver, Colorado 80230
Martin.greenlee@zoomgrants.com
866-323-5404 x 4

Sign/Date:

 07/05/17

Paula Barriffe
Procurement Specialist I - IT Procurement
City of Austin
Purchasing Office



Amendment No. 3
to
Contract No. 15051400019
for
Grant Management System
between
Grant Analysts.com LLC, dba Zoom Grants
and the
City of Austin

- 1.0 The City hereby exercises an administrative increase to the above-referenced contract in the amount of \$2,000.00. Effective date of this change is 02/27/2017.
- 2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 07/14/2015 – 07/13/2016	\$9,000.00	\$9,000.00
Amendment No. 1: Option 1 – Extension 07/14/2016 – 07/13/2017	\$8,500.00	\$17,500.00
Amendment No 2: Administrative Increase	\$6,000.00	\$23,500.00
Amendment No 3: Administrative Increase	\$2,000.00	\$25,500.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

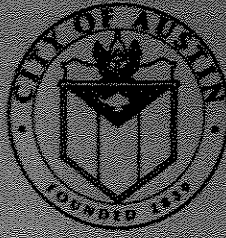
2/27/17

Sign/Date:

2/28/17

Printed Name: Martin Greenlee
Or other Authorized Representative
Grant Analysts.com LLC dba Zoom Grants
8155 East Fairmount Drive #1221
Denver, Colorado 80230
Martin.greenlee@zoomgrants.com
866-323-5404 x 4

Sai Purcell
Senior Buyer Specialist
City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 2
to
Contract No. 15051400019
for
Grant Management System
between
Grant Analysts.com LLC, dba Zoom Grants
and the
City of Austin

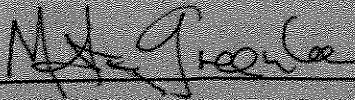
- 1.0 The City hereby exercises an administrative increase to the above-referenced contract in the amount of \$6,000.00. Effective date of this change is 08/24/2016.
- 2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 07/14/2015 – 07/13/2016		
	\$9,000.00	\$9,000.00
Amendment No. 1: Option 1 – Extension 07/14/2016 – 07/13/2017	\$8,500.00	\$17,500.00
Amendment No 2: Administrative Increase	\$6,000.00	\$23,500.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

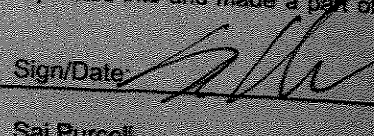
Sign/Date:

 8.24.16

Printed Name: Martin Greenlee
Or other Authorized Representative

Grant Analysts.com LLC dba Zoom Grants
8155 East Fairmount Drive #1221
Denver, Colorado 80230
Martin.greenlee@zoomgrants.com
866-323-5404 x 4

Sign/Date:

 8/25/16

Sai Purcell
Senior Buyer Specialist
City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 1

Contract No. 15051400019
for
Grant Management System
between
Grant Analysts.com LLC, dba Zoom Grants
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be effective July 14, 2016 to July 13, 2017. Three options will remain.
- 2.0 The total contract amount is increased by \$8,500.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 07/14/2015 – 07/13/2016	\$9,000.00	\$9,000.00
Amendment No. 1: Option 1 – Extension 07/14/2016 – 07/13/2017	\$8,500.00	\$17,500.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

Printed Name: Martin Greenlee

Or other Authorized Representative

Grant Analysts.com LLC dba Zoom Grants

8155 East Fairmount Drive #1221

Denver, Colorado 80230

Martin.greenlee@zoomgrants.com

866-323-5404 x 4

Sign/Date:

Joe Barrios

Contract Compliance Specialist Senior

City of Austin

Purchasing Office

124 W. 8th Street, Ste. 310

Austin, Texas 78701



City of Austin

Purchasing Office, Financial Services Department

P.O. Box 1088, Austin, TX 78767

July 14, 2015

Grant Analysys.com LLC. (dba "Zoom Grants")
Martin Greenlee
Manager
8155 E. Fairmount Drive #1221
Denver, CO 80230

Dear Zoom Grants:

The Austin City Purchasing Department approved the execution of a contract with your company for Grant Management System for Cultural Arts Division Department in accordance with the referenced solicitation.

Responsible Department:	Cultural Arts Division
Department Contact Person:	Jesus Pantel
Department Contact Email Address:	Jesus.Pantel@austintexas.gov
Department Contact Telephone:	512-974-9315
Project Name:	Grant Management System
Contractor Name:	Grant Analysys.com LLC, dba Zoom Grants
Contract Number:	MA 5600 15051400019
Contract Period:	June 14,2015 to June 13,2016
Dollar Amount	Not to Exceed \$9,000.00 initial contract term
Extension Options:	Four twelve month extension option at \$8,500.00 for each option
Requisition Number:	RQS 5600 14102700029
Solicitation Type & Number:	JXH0504
Agenda Item Number:	N/A
Council Approval Date:	N/A

Thank you for your interest in doing business with the City of Austin. If you have any questions regarding this contract, please contact the person referenced under Department Contact Person.

Sincerely,

Jonathan Harris
Senior Buyer Specialist
City of Austin
Purchasing Office



City of Austin

Purchasing Office, Financial Services Department
P.O. Box 1088, Austin, TX 78767

cc: Jesus Pantel

**CONTRACT BETWEEN THE CITY OF AUSTIN ("City")
AND
GrantAnalyst.com LLC (dba "ZoomGrants") ("Contractor")
for
Grant Management System
MA 5600 15051400019**

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between ZoomGrants having offices at 8155 E. Fairmount Drive #1221 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City ("Effective Date").

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number 5600 JXH0504.

1.1 This Contract is composed of the following documents:

- 1.1.1 This Contract
- 1.1.2 The City's Solicitation, Request for Proposal, RFP 5600 JXH0504 including all documents incorporated by reference
- 1.1.3 ZoomGrants' Offer, dated December 1, 2014, including subsequent clarifications

1.2 Order of Precedence. Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

- 1.2.1 This Contract
- 1.2.2 The City's Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference
- 1.2.3 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications.

1.3 Term of Contract. The Contract will be in effect for an initial term of 12 months and may be extended thereafter for up to four 12-month extension option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

1.4 Compensation. The Contractor shall be paid a total Not-to-Exceed amount of \$9,000.00 for the initial Contract term and \$8,500.00 for each extension option as indicated in the Bid Sheet, IFB Section 0600. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

1.5 Quantity of Work. There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order

1.6 Clarifications and Additional Agreements. The following are incorporated into the Contract.

1.6.1 Exhibit A, ZoomGrants.com Privacy Statement and Terms of Use Agreement

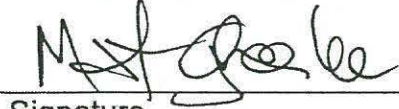
This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

ZoomGrants

MARTIN GREENLEE

Printed Name of Authorized Person



Signature

Manager

Title:

July 12, 2015

Date:

CITY OF AUSTIN

Jonathan Nannis

Printed Name of Authorized Person



Signature

Senior Buyer Specialist

Title:

7.14.15

Date:

Exhibit A

Supplement Terms

1. Professional Liability Insurance.

The Contractor shall provide coverage, at a minimum limit of \$1,000,000 per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission, or breach of security (including but not limited to any confidential or private information) arising out of the performance of professional services under this Agreement. The required coverage shall extend to technology licensed and/or purchased, including any Software licensed or Hardware purchased under this Contract.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.

2. Data Storage.

DATA LOCATION: The service provider shall provide its services to the City and its end users solely from data centers in the U.S. Storage of City data at rest shall be located solely in data centers in the U.S. The service provider shall not allow its personnel or contractors to store City data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The service provider shall permit its personnel and contractors to access City data remotely only as required to provide technical support. The service provider may provide technical user support on a 24/7 basis using a Follow the Sun model, unless otherwise prohibited in this contract.

Import and Export of Data: The City shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the City to import or export data to/from other service providers.

SERVICE LEVELS:

A. **Responsibilities and Uptime Guarantee:** The service provider shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing, and maintaining the environments are the responsibilities of the service provider. The system shall be available 24/7/365 (with agreed-upon maintenance downtime), and provide service to customers as defined in the SLA.

B. **Web Services:** The service provider shall use Web services exclusively to interface with the City's data in near real time when possible.

C. **Encryption of Data at Rest:** The service provider shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data, unless the City approves the storage of personal data on a service provider portable device in order to accomplish work as defined in the statement of work.

ACCEPTANCE OF INCOMPLETE OR NON-CONFORMING DELIVERABLES

A. **"Personal Data"** means data that includes information relating to a person that identifies the person by name and has any of the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, passport), financial account information, including account number, credit or debit card numbers, or protected health information (PHI) relating to a person.

B. **"Protected Health Information" (PHI)** means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv), and employment records held by a covered entity

in its role as employer. (U.S. Department of Health and Human Services, National Institute of Health, HIPAA Privacy Rule, Definitions.)

C. Data Ownership: The City will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access City user accounts or City data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract, or (4) at the City's written request.

D. Data Protection: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of City information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of City information and comply with the following conditions:

i. The service provider shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.

ii. All data obtained by the service provider in the performance of this contract shall become and remain property of the City. The service provider will maintain shared copyrights to the information for the purpose of presenting such information to appropriate parties who should have access to the data for regular business purposes.

iii. All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included in the service level agreement (SLA), or otherwise made a part of this contract.

iv. Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit. The City shall identify data it deems as non-public data to the service provider. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.

v. At no time shall any data or processes – that either belong to or are intended for the use of a City or its officers, agents or employees – be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the City.

Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

Security in Compliance with Chapter 521 of the Texas Business and Commerce Code: Service provider shall comply with all requirements under Chapter 521 of the Texas Business and Commerce Code, including but not limited to being responsible for a program that protects against the unlawful use or disclosure of personal information collected or maintained in the regular course of business. The program shall include policies and procedures for the implementation of administrative, technical, and physical safeguards, and shall also address appropriate corrective action for events of any security breach and proper methods of destroying records containing sensitive personal information.

TERMINATION AND SUSPENSION OF SERVICE:

A. In the event of a termination of the contract, the service provider shall implement an orderly return of City data in a CSV or another mutually agreeable format at a time agreed to by the parties and the subsequent secure disposal of City data.

B. During any period of service suspension, the service provider shall not take any action to intentionally erase any City data.

C. In the event of termination of any services or agreement in its entirety, the service provider shall not take any action to intentionally erase any City data for a period of:
10 days after the effective date of termination, if the termination is in accordance with the contract period

30 days after the effective date of termination, if the termination is for convenience

60 days after the effective date of termination, if the termination is for cause

After such period, the service provider shall have no obligation to maintain or provide any City data and shall thereafter, unless legally prohibited, delete all City data in its systems or otherwise in its possession or under its control.

D. The City shall be entitled to any post-termination assistance generally made available with respect to the services unless a unique data retrieval arrangement has been established as part of the SLA.

E. The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the City. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the City.

Exhibit B

ZoomGrants.com Privacy Statement and Terms of Use Agreement

This Privacy Statement and Terms of Use Agreement discloses the practices and policies for the ZoomGrants.com web site. If you have questions regarding these posted policies, or if you feel that this company is not abiding by these posted policies, you should first contact our Customer Support by writing to Customer Support, ZoomGrants.com, 8155 E Fairmount Dr #1221, Denver, Colorado 80230 or sending an email to Questions@ZoomGrants.com.

ZoomGrants.com may change, add, or remove any part of this document at any time and without prior notice. Should this happen ZoomGrants.com will post changes on the ZoomGrants.com site. No other changes (additions or deletions) will be accepted by ZoomGrants.com. YOUR CONTINUED USE OF THE ZOOMGRANTS.COM SITE WILL BE DEEMED TO INDICATE YOUR ASSENT TO SUCH TERMS.

Information Collection and Use

In general, when you visit ZoomGrants.com and access information you remain anonymous. We do not require you to register or provide personal information to us to view our site.

There are occasions when we will ask for additional information in order to provide you with services that may be valuable to you. For example, personally identifiable information will be collected in order for you to become a client of ZoomGrants.com. This information is used to contact the user about the services on our site for which they have expressed interest and to connect users that have requested contact with other users by the nature of the use of this site.

In consideration of your use of the Service, you agree to: (a) provide true, accurate, current and complete information about yourself and/or your company as prompted by the Service's registration form (such information being the "Registration Data") and (b) maintain and promptly update the Registration Data to keep it true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete, or ZoomGrants.com has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, ZoomGrants.com has the right to suspend or terminate your account and refuse any and all current or future use of the Service (or any portion thereof).

~~ZoomGrants.com is the sole owner of the information collected on this site, and will, according to contractual obligations inherent in the services being rendered, make that information available to relevant clients of ZoomGrants.com.~~

ZoomGrants.com will make your information, including personally identifiable information, available to other appropriate ZoomGrants users that you have voluntarily entered your information to be provided to, implying your consent to share the information. Additionally, ZoomGrants.com will make your information available when we respond to subpoenas, court orders, or legal process; or we believe that your actions violate applicable laws, ZoomGrants.com Terms of Use or any usage guidelines for specific products or services, or threaten the rights, property, or safety of ZoomGrants.com, our users, or others.

Customers with appropriate access to information who are required by law to make that information available will be responsible for all necessary redactions of that information.

With respect to information you submit or make available for inclusion on the site, you grant ZoomGrants.com the following worldwide, royalty free and non-exclusive license(s), as applicable: the license to use, distribute, reproduce, modify, adapt, publicly perform and publicly display such information on the site solely for the purposes of providing and promoting the specific and potential ZoomGrants.com client(s) to which such information was submitted or made available. This license exists only for as long as you elect to continue to include such information on the site and will terminate at the time you remove or ZoomGrants.com removes such information from the site.

We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement.

Because of the financial nature of our business, ZoomGrants.com is not designed to appeal to children under the age of 18. ZoomGrants.com operates in compliance with the Children's Online Privacy Protection Act and does not permit registration by, and will not knowingly collect or use personally identifiable information from, anyone under 18 years of age. This requirement is clearly posted during the registration process.

Passwords

You are responsible for maintaining the confidentiality of your information and password. You shall be responsible for all uses of your password, regardless of whether these uses are authorized by you. You agree to notify ZoomGrants.com immediately of any unauthorized use of your registration or password.

How You Can Access Or Correct Your Information

If you have created an account, you can access to review all your personally identifiable information that we collect at any time by browsing to <http://www.ZoomGrants.com> and logging in with your UserID and Password. You may then change your login information by selecting the Edit Profile link. We use this procedure to better safeguard your information. If you have forgotten your password, contact Customer Support via email at Questions@ZoomGrants.com.

General Practices Regarding Use and Storage

You acknowledge that ZoomGrants.com may establish general practices and limits concerning use of the Service, including without limitation

the maximum number of days that Content will be retained by the Service. You agree that ZoomGrants.com has no responsibility or liability for the deletion or failure to store any Content maintained or transmitted by the Service beyond these normal practices and limits. You acknowledge that ZoomGrants.com reserves the right to log off accounts that are inactive for an extended period of time. You further acknowledge that ZoomGrants.com reserves the right to change these general practices and limits at any time, in its sole discretion, with or without notice.

Acceptable Use Guidelines

ZoomGrants.com encourages users to participate in the Internet experience, to voice their views, and to benefit from interactive experiences. Nonetheless, it is imperative that you are very aware that there are rules and standards that must be adhered to as a ZoomGrants.com user.

Users are solely responsible for their conduct while using any part of ZoomGrants.com, including, but not limited to, the content of any interactions you generate, transmit, or maintain via ZoomGrants.com. ZoomGrants.com takes no responsibility for any such online distribution or publication by you or by any other party.

ZoomGrants.com cannot and will not review every message or other content you or any other party may generate or post, and ZoomGrants.com is not responsible for the content thereof.

By using any of the services of ZoomGrants.com, you agree not to do any of the following:

1. Upload to, distribute or otherwise publish through the ZoomGrants.com site any message, data, information, text or other material ("Content") that is unlawful, libelous, defamatory, obscene, pornographic, indecent, lewd, harassing, threatening, invasive of privacy or publicity rights, abusive, inflammatory, or otherwise objectionable.
2. Upload or transmit any Content that would constitute or encourage a criminal offense, violate the rights of any party, or would otherwise create liability or violate any local, state, federal or international law.
3. Upload or transmit any Content that may infringe any patent, trademark, trade secret, copyright, or other intellectual or proprietary right of any party. By posting any Content, you represent and warrant that you have the lawful right to distribute and reproduce such Content.
4. Impersonate any person or entity or otherwise misrepresent your affiliation with a person or entity.

ZoomGrants.com does not pre-screen Content and therefore takes no responsibility and assumes no liability for any information posted or uploaded by you or any third party that you may encounter. ZoomGrants.com reserves the right, but not the obligation, to remove any materials it deems objectionable. You agree to hold harmless ZoomGrants.com and its affiliates and parties with whom ZoomGrants.com has contracted for purposes of communications made, or materials posted by others, or the use of third parties of this Site.

Under no circumstances will ZoomGrants.com be liable in any way for any Content, including, but not limited to, for any errors or omissions in any Content, or for any loss or damage of any kind incurred as a result of the use of any Content posted, emailed, transmitted or otherwise made available via the Service.

As a ZoomGrants.com user, should you or anyone using your privileges, violate the terms of this agreement (as determined in ZoomGrants.com's sole discretion), ZoomGrants.com reserves the right to delete, move, or edit any such items, and ZoomGrants.com may take other actions against you ranging from the issuing of a warning about a violation to the termination of user privileges without advance notice. Whether or not to take such actions at any time shall be at the sole discretion of ZoomGrants.com.

Data Security

This website takes every precaution to protect our users' information. When users submit sensitive information via the website, your information is protected both online and off-line. While we use UserID's and Passwords to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices or the offices of our contractors who are similarly bound to protect your information. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information.

Security of Credit Card Information

Payment arrangements will be made through PayPal.com/eCheck.com and all credit card information will be collected and used by PayPal.com/eCheck.com and not ZoomGrants.com. At no time will ZoomGrants.com view or collect credit card information. Information you submit to the site will not be available for the services being rendered until payment has been received and processed. Payment may also be made by sending a check, payable to ZoomGrants.com, to:

Billing Department
ZoomGrants.com
8155 E Fairmount Dr #1221
Denver, Colorado 80230

Access to Services

You shall be responsible for obtaining and maintaining any equipment or ancillary services needed to connect to or access the site or otherwise use the services, including, without limitation, modems, hardware, software, and long distance or local telephone service.

To become a ZoomGrants.com client, you must be at least 18 years of age or, if less than 18 years of age, have obtained parental consent. This Agreement is void, and your use of the Services is not allowed, where prohibited by law.

Modifications to Service

ZoomGrants.com reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Service (or any part thereof) with or without notice. You agree that ZoomGrants.com shall not be liable to you or to any third party for any modification, suspension or discontinuance of the Service.

Web Site Security Rules

Users are prohibited from violating or attempting to violate the security of ZoomGrants.com, including, without limitation, (a) accessing data not intended for such User or logging into a server or account which the User is not authorized to access; (b) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization; (c) attempting to interfere with service to any user, host, or network, including, without limitation, via means of submitting a virus to the ZoomGrants.com site or network, overloading, "flooding," "spamming," "mail bombing," or "crashing;" or (d) sending unsolicited email, including promotions and/or advertising of products or services. Violations of system or network security may result in civil or criminal liability. ZoomGrants.com will immediately terminate, without warning, any account which it believes, in its sole discretion has breached this section.

ZoomGrants.com will investigate occurrences that may involve such violations and may involve, and cooperate with, law enforcement authorities in prosecuting users who are involved in such violations. ZoomGrants.com reserves the right to cooperate with any and all law enforcement agencies, including complying with warrants, court orders and subpoenas. ZoomGrants.com is entitled to disclose to law enforcement agencies any information about you, the User, and anything you do with respect to the ZoomGrants.com site and its tools. By your use of the ZoomGrants.com site and its tools, you authorize ZoomGrants.com to take such action.

Termination

Notwithstanding any of these terms and conditions, ZoomGrants.com reserves the right, without notice and in its sole discretion, to terminate a User's ability to access and use the ZoomGrants.com site. ZoomGrants.com does not provide mail or web page forwarding at termination. You may also terminate this Agreement and your account by discontinuing your use of the ZoomGrants.com services. Any fees collected will be considered forfeit at that time and will not be refunded.

Warranty

THE SOFTWARE, DATA AND SERVICES PROVIDED BY ZOOMGRANTS.COM SHALL BE PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ZOOMGRANTS.COM DOES NOT WARRANT THAT ITS SOFTWARE OR SERVICES WILL BE ERROR FREE OR WITHOUT INTERRUPTION. ZoomGrants.com does not guarantee or warrant that any content or data you may have in your account will not be subject to inadvertent damage, corruption, or destruction. If ZoomGrants.com stores any data, messages, or other content in your account on its system and that media becomes damaged, lost, or corrupted in any way, ZoomGrants.com will have no obligation or liability to you.

ZOOMGRANTS.COM MAKES NO WARRANTY THAT (i) THE SERVICE WILL MEET YOUR REQUIREMENTS, (ii) THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR EXPECTATIONS, AND (v) ANY ERRORS IN THE SOFTWARE WILL BE CORRECTED.

ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT YOUR OWN DISCRETION AND RISK AND THAT YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY SUCH MATERIAL.

Indemnity

~~You agree to indemnify and hold ZoomGrants.com, its parents, subsidiaries, affiliates, officers, and employees harmless, including costs and attorneys' fees, from any claim or demand made by any third party due to or arising out of your access to the site, use of the services, the violation of this Agreement by you, or the infringement by you, or any third party using your account, of any intellectual property or other right of any person or entity.~~



CITY OF AUSTIN, TEXAS
Purchasing Office
REQUEST FOR PROPOSAL (RFP)
OFFER SHEET

SOLICITATION NO: JXH0504

COMMODITY/SERVICE DESCRIPTION: Grant Management System
for Cultural Arts Division

DATE ISSUED: November 3, 2014

REQUISITION NO.: RQS 5600 14102700029

PRE-PROPOSAL CONFERENCE TIME AND DATE: N/A

COMMODITY CODE: 20811

LOCATION: N/A

**FOR CONTRACTUAL AND TECHNICAL
ISSUES CONTACT THE FOLLOWING
AUTHORIZED CONTACT PERSON:**

PROPOSAL DUE PRIOR TO: 3:00pm CST on December 3rd, 2014

PROPOSAL CLOSING TIME AND DATE: 3:00pm CST on December
3rd, 2014

Jonathan Harris
Senior Buyer Specialist

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

Phone: (512) 974-1771

E-Mail: Jonathan.Harris@austintexas.gov

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired,
as shown below:

P.O. Address for US Mail	Street Address for Hand Delivery or Courier Service
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed	Purchasing Office-Response Enclosed
P.O. Box 1088	124 W 8 th Street, Rm 310
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

To ensure prompt delivery, all packages SHALL BE CLEARLY MARKED ON THE OUTSIDE "Purchasing Office-Response Enclosed" along with the offeror's name & address, solicitation number and due date and time. See Section 0200 Solicitation Instructions for more details.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL, 3 COPIES, AND 1 ELECTRONIC COPY OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	8
0500	SCOPE OF WORK	15
APPA	APPENDIX A, CTM TECHNICAL REFERENCE MODEL AND STANDARDS	25
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	7
EXHA	EXHIBIT A COST PROPOSAL	2
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	1
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1

* Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

I agree to abide by the City's MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.



Company Name: _____

Company Address: _____

City, State, Zip: _____

Federal Tax ID No. _____

Printed Name of Officer or Authorized Representative: _____

Title: _____

Signature of Officer or Authorized Representative: _____

Date: _____

Email Address: _____

Phone Number: _____

*** Proposal response must be submitted with this Offer sheet to be considered for award**

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS
RFP JXH0504

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office not later than November 17, 2014 at 5:00 PM. Submissions may be made via email to: jonathan.harris@austintexas.gov or via fax at (512) 974-2388.

2. **INSURANCE:** Insurance is required for this solicitation.

A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

- i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
- ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
- iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

City of Austin Purchasing Office
P. O. Box 1088
Austin, Texas 78767

B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

- i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee.
 - (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage
- ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are \$500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
 - (1) The policy shall contain the following provisions:
 - (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
 - (b) Contractor/Subcontracted Work.
 - (c) Products/Completed Operations Liability for the duration of the warranty period.
 - (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.

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- (2) The policy shall also include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
 - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident.
 - (1) The policy shall include these endorsements in favor of the City of Austin:
 - (a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
 - (b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
 - (c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

Professional Liability: If your project requires professional liability insurance, call Risk Management (i.e., Carol Vance). Below is a sample of the language we've used in the past. Add this language to paragraph 3.B.
- IV. **Cyber Risk / Technology Errors and Omission** coverage of not less than \$1,000,000 each claim and annual aggregate providing coverage for claims arising from (1) breach of network security, (2) alteration, corruption, destruction or deletion of information stored or processed on a computer system, (3) invasion of privacy, including identity theft and unauthorized transmission or publication of personal information, (4) unauthorized access and use of computer systems, including hackers (5) the transmission of malicious code, and (6) website content, including claims of libel, slander, trade libel, defamation, infringement of copyright, trademark and trade dress and invasion of privacy. (6) Licensor's acts, errors and omissions in delivering or failing to deliver its professional Services.

Endorsements: The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. **TERM OF CONTRACT:**

- A. The Contract shall be in effect for an initial term for the purchase and implementation and then after final acceptance by the City, may be extended thereafter for up to five additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.
- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
- D. Prices are firm and fixed for the initial contract term. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

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PURCHASING OFFICE
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4. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)

- A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	Cultural Arts Division, Economic Development Department
Attn:	Megan Crigger
Address	201 E. 2 nd Street
City, State Zip Code	Austin, Texas 78701

- B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

5. **RETAINAGE:** The City will withhold ten percent (10%) retainage for the initial contract term until completion of all work required for final acceptance by the City. The Contractor's invoice shall indicate the amount due, less the retainage. Upon final acceptance of the work, the Contractor shall submit an invoice for the retainage to the City and payment will be made as specified in the Contract. Payment of the retainage by the City shall not constitute nor be deemed a waiver or release by the City of any of its rights and remedies against the Contractor for recovery of amounts improperly invoiced or for defective, incomplete or non-conforming work under the Contract.

6. **CODE INTEGRITY:** Proposers will warrant that their software does not and will not contain any program routine, device, code or instructions (including any code or instructions provided by third parties) or other undisclosed feature, including, without limitation, a time bomb, virus, software lock, drop-dead device, malicious logic, worm, Trojan horse, bug, error, defect or trap door (including year 2000), that is capable of accessing, modifying, deleting, damaging, disabling, deactivating, interfering with or otherwise harming the City's software, any computers, networks, data or other electronically stored information, or computer programs or systems (collectively, "disabling procedures"). If the solution incorporates into the City's software programs or routines supplied by other Vendors, licensors or contractors, the Proposer shall obtain comparable warranties from such providers or shall take appropriate action to ensure that such programs or routines are free of disabling procedures. Notwithstanding any other limitations in this agreement, the Proposer agrees to notify the City immediately upon discovery of any disabling procedures that are or may be included in the software, and, if disabling procedures are discovered or reasonably suspected to be present in the software, the Proposer agrees to take action immediately, at its own expense, to identify and eradicate such disabling procedures and carry out any recovery necessary to remedy any impact of such disabling procedures.

7. **LIVING WAGES**

- A. The minimum wage required for any Contractor employee directly assigned to this City Contract is \$11.00 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City

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may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.

- B. The City requires Contractors submitting Offers on this Contract to provide a certification (**see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than \$11.00 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.
- C. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).
- D. The Contractor shall provide with the first invoice and as requested by the Department's Contract Manager, individual Employee Certifications (**see the Living Wages Employee Certification included in the Solicitation**) for all employees directly assigned to the contract. Employee Certifications shall be signed by each employee directly assigned to the contract. The Employee Certification form is available on-line at https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.
- E. Contractor shall submit employee certifications quarterly with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The quarterly Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes in that quarter. If no changes, submit a Contractor's Certification Form indicating no change.
- F. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph C above to verify compliance with this provision.

8. **HAZARDOUS MATERIALS:**

- A. If this Solicitation involves hazardous materials, the Offeror shall furnish with the Offer Material Safety Data Sheets (MSDS), (OSHA Form 20), on all chemicals and hazardous materials specifying the generic and trade name of product, product specification, and full hazard information including receiving and storage hazards. Instructions, special equipment needed for handling, information on approved containers, and instructions for the disposal of the material are also required.
- B. Failure to submit the MSDS as part of the Offer may subject the Offer to disqualification from consideration for award.
- C. The MSDS, instructions and information required in paragraph "A" must be included with each shipment under the contract.

9. **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING:**

- A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

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- B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.
- D. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit, certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: <http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

10. **NON-SOLICITATION:**

- A. During the term of the Contract, and for a period of six (6) months following termination of the Contract, the Contractor, its affiliate, or its agent shall not hire, employ, or solicit for employment or consulting services, a City employee employed in a technical job classification in a City department that engages or uses the services of a Contractor employee.
- B. In the event that a breach of Paragraph A occurs the Contractor shall pay liquidated damages to the City in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation; or (ii) 100 percent of the employee's annual compensation while employed by the City. The Contractor shall reimburse the City for any fees and expenses incurred in the enforcement of this provision.
- C. During the term of the Contract, and for a period of six (6) months following termination of the Contract, a department that engages the services of the Contractor or uses the services of a Contractor employee will not hire a Contractor employee while the employee is performing work under a Contract with the City unless the City first obtains the Contractor's approval.
- D. In the event that a breach of Paragraph C occurs, the City shall pay liquidated damages to the Contractor in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation or (ii) 100 percent of the employee's annual compensation while employed by the Contractor.

11. **WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):**

- A. Contractors are required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").
- B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report.].
 - i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
 - ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or

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- iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.
- C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.
- D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.
- E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.
- F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.
- G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.
- H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.
- I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.
- J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

12. **ECONOMIC PRICE ADJUSTMENT:**

- A. **Price Adjustments:** Prices shown in this Contract for maintenance and support and hourly wages shall remain firm for the first twelve month option period of the Contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor on the anniversary date of the Contract or as may otherwise be specified herein. The percentage change between the contract price and the requested price shall not exceed the percentage change between the specified index in effect on the date the solicitation closed and the most recent, non-preliminary data at the time the price adjustment is requested. The requested price adjustment shall not exceed five percent (5%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the

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change in one or more line items made pursuant to this provision. Prices for products or services unaffected by verifiable cost trends shall not be subject to adjustment.

- B. **Effective Date:** Approved price adjustments will go into effect on the first day of the upcoming renewal period or anniversary date of contract award and remain in effect until contract expiration unless changed by subsequent amendment.
- C. **Adjustments:** A request for price adjustment must be made in writing and submitted to the other Party prior to the yearly anniversary date of the Contract; adjustments may only be considered at that time unless otherwise specified herein. Requested adjustments must be solely for the purpose of accommodating changes in the Contractor's direct costs. Contractor shall provide an updated price listing once agreed to adjustment(s) have been approved by the parties.
- D. **Indexes:** In most cases an index from the Bureau of Labor Standards (BLS) will be utilized; however, if there is more appropriate, industry recognized standard then that index may be selected.
- i. The following definitions apply:
 - (1) **Base Period:** Month and year of the original contracted price (the solicitation close date).
 - (2) **Base Price:** Initial price quoted, proposed and/or contracted per unit of measure.
 - (3) **Adjusted Price:** Base Price after it has been adjusted in accordance with the applicable index change and instructions provided.
 - (4) **Change Factor:** The multiplier utilized to adjust the Base Price to the Adjusted Price.
 - (5) **Weight %:** The percent of the Base Price subject to adjustment based on an index change.
 - ii. **Adjustment-Request Review:** Each adjustment-request received will be reviewed and compared to changes in the index(es) identified below. Where applicable:
 - (1) Utilize final Compilation data instead of Preliminary data
 - (2) If the referenced index is no longer available shift up to the next higher category index.

iii. **Index Identification:**

Weight % or \$ of Base Price: 100%	
Database Name: Producer Price Index	
Series ID: WPU34	
X Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Group: Software Publishing	
Item: Software Publishing Base Date : 200906	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: Maintenance Fees/Hourly rates	

- E. **Calculation:** Price adjustment will be calculated as follows:

Single Index: Adjust the Base Price by the same factor calculated for the index change.

Index at time of calculation
Divided by index on solicitation close date
Equals Change Factor

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS
RFP JXH0504

Multiplied by the Base Rate
Equals the Adjusted Price

- F. If the requested adjustment is not supported by the referenced index, the City, as its sole discretion, may consider approving an adjustment on fully documented market increases.

14. INTERLOCAL PURCHASING AGREEMENTS: (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

15. CONTRACT MANAGER: The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Megan Crigger

Cultural Arts Program Manager

Megan.Crigger@austintexas.gov

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

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1.0 INTRODUCTION

1.1 Purpose of Request for Proposal

The City of Austin (COA) is seeking a Commercial Off-the-Shelf (COTS) web based, grant management system that will provide the Cultural Arts Division (CAD) of the Economic Development Department customers and staff the ability to manage applications, selection panel reviews, awards, deadlines, correspondence, and reports. A primary goal is to allow customers to submit and monitor applications online. Additionally, the information contained in the system should be available to CAD employees in the management of the grants.

1.2 Business Goals

- To ensure access by citizens, grant-seekers, and grantees to the Cultural Arts Funding Program to support arts and cultural activities in Austin.
- To obtain a system that will allow applicants to monitor their application for funding.
- To obtain a system that will automate the processes of managing applications, selection panel reviews, awards, deadlines, correspondence, and multi-year reports.
- To increase consistency in data entry, to ensure efficiency of staff resources and streamline CAD functions.

1.3 Project Scope

1.3.1 General Information

The City will provide network infrastructure and facilities to support the system. The selected Vendor must furnish and install a fully functional system that meets the requirements specified in a negotiated contract. Details regarding the City's responsibilities and the Vendor's responsibilities are noted below. The final contract will dictate specifics of the scope of work for both City and Vendor.

The City of Austin is seeking to implement a grants management system and desires an automated web-based application system that efficiently:

- provides external (general public) access to COA funding program guidelines and application;
- stores, utilizes, and retains current and historical information;

- allows applicants to apply for cultural funding and provides a cost effective method for submitting required supplemental materials in digital format;
- allows CAD employees to manage grant awards and related contracts;
- manages awards, payments and notices to contractors;
- maintains applicant and contractor information for users;
- provides reporting capabilities to applicants and contractors

1.3.2 City's Responsibilities

The City of Austin shall be responsible for the following:

- Facilities, including telephones, personal computer hookups, and access to copy and fax machines.
- HVAC and AC power feed and generator backup for City systems
- Local Area Network/Wide Area Network
- Approval of milestones and deliverables
- Access to subject matter experts

1.3.3 Vendor's Responsibilities

The selected Vendor shall be responsible for the following:

- All system design, installation, programming, testing, performance tuning, training, documentation and implementation required for the software. If third-party software is required, Vendor shall assume full responsibility for its inclusion in this solution.
- The acquisition and installation of any required hardware. (Note: The City reserves the right to purchase hardware from other sources.)
- All technical documents for the proposed system and its components. These documents shall include administrator and end user manuals about product installation and maintenance, including detailed design documents for customized system application and test plans. The supplier shall grant the City the authorization to reproduce any provided documents for internal use.
- Assist in the development of an acceptance test plan and assist in the performance of testing the entire system. During testing, the Vendor must be available for assistance and correction of any error detected. Testing must be successfully performed before the City approves the final sign-off for the acceptance of the system.

- Be available via a toll-free number for technical support and problem resolution during City business hours (5:00 a.m. - 10:00 p.m. CST, Monday through Friday) during implementation.
- Provide a detailed list of the necessary resources and expertise, complete with personnel job descriptions, which shall be required for the City to maintain the system once implemented.
- Provide technical training to a minimum of four (4) users AND system administration training to a minimum of two (2) users AND end-user training to a minimum of four (4) users.

2.0 DESCRIPTION OF EXISTING SYSTEM(S)

2.1 Business Context

Enhancing citizens' access to their government's services contributes to the City of Austin's vision of being the most livable city in the country. By increasing arts and cultural organizations' awareness and access to information and CAD programs, citizens will be able to access the benefits of the city's support of arts and cultural activities more conveniently. Currently, applicants are limited to submitting applications in paper format, and CAD employee are required to process over 30,000 papers during a single application cycle.

CAD has 3 funding programs: 1) Core Funding and 2) Cultural Expansion Funding, which have annual applicants cycles, and 3) Community Initiatives Funding Program, which is a monthly funding program for events and marketing activities. The City currently does not accept online applications. The Cultural Arts Funding Program allocates approximately \$8 million in grant funds annually. In fiscal year 2014, there were almost 300 applications and over 250 of those applicants were awarded grant funds and contracted for services.

2.2 Current System

CAD currently uses Pearl, a product provided by Bromelcamp Company LLC, to manage the database of applicants and contracts, applications, award amounts and payments. CAD does not currently have an online application system for managing the grants.

3.0 REQUIREMENTS INFORMATION

3.1 Organization of Requirements

Requirements are grouped into three areas:

- **Functional Requirements:** These requirements describe product features and functionality requested by end users.
- **Technical Requirements:** Developed by the City's Communication and Technology Management staff, these requirements describe the technical specifications to support the Functional Requirements and the constraints for security and networking.
- **Project Implementation Requirements:** These requirements describe the project management resources, processes, documentation and training that ensure effective product implementation and accomplishment of project objectives.

3.2 Qualifiers for Functional and Technical Requirements

3.2.1 Requirement Description

The "Requirement Description" describes the requirement.

3.2.2 Required Response

The purpose of the "Required Response" is to guide vendors in describing the item, product feature, or system customization that satisfies the requirements as stated in the "Requirement Description." The verbiage of the "Required Response" is intended to elicit responses that propose creative solutions.

3.2.3 Importance Rating

"Importance Rating" indicates how critical the requirement is to achieving product and project objectives. End users assign priorities to Functional Requirements and Communications and Technology Management staff assign Technical Requirement priorities. The three "Importance Levels" are:

- **Must Have:** These requirements may or may not be industry standards but are highly critical to the project. They must either be satisfied by the system's base functionality or the vendor must offer an alternative such as customization.
- **Expected:** These requirements are important to the end users of the system and generally are features that are industry standards. The majority of these requirements need to be satisfied.
- **Desired:** These requirements add value, but are not critical to end users. These features would be considered optional.

4.0 FUNCTIONAL REQUIREMENTS

4.1 Definitions

The term “user” in the following requirements refers to both internal City of Austin users and external customers of the Cultural Arts Division. City users have different roles in the system, requiring additional rights and permissions, but may perform the same actions as external customers.

4.2 Table of Functional Requirements

Req#	Requirement Description	Required Response	Importance Rating
F001	The system shall allow external (Public) users and internal users (City staff) to set a user name and password for their account.	Describe the ways that users can create an online profile.	Must Have
F002	The system shall allow external users to securely submit applications over the internet.	Describe the profile security.	Must Have
F003	The system shall allow users to create an account with the system to store their information and history.	Describe how user accounts are created.	Must Have
F004	The system shall allow City users with appropriate permissions to attach a limited number of multiple file formats (doc, pdf, image or video) to an application.	Describe the types of files that can be attached to applications.	Must Have
F005	The system shall provide automatic calculations for budget data entered by the user.	Describe the functionality of calculations for budget data	Must Have
F006	The system shall not allow an applicant to submit more than one application within the same funding program within the same year. The external user may be able to edit information prior to the deadline.	Describe how the system restricts duplicate applicants.	Must Have
F007	The system shall allow unique profiles of the external user based on user names and passwords so so that the external user may access historical data and multiple funding programs.	Describe how the system relates the data.	Must Have
F008	The system shall allow multiple users to be linked to the fiscal agent. The fiscal agent may or may not also be an applicant.	Describe how the system links applicants to the fiscal agent/applicant.	Must Have

F009	The system shall allow multiple internal users and multiple external users with appropriate permissions to simultaneously access the system.	Describe how the system can be accessed simultaneously.	Must Have
F010	The system shall allow City users with appropriate permissions to enter and edit descriptive funding program and application guidelines.	Describe what information the system stores.	Must Have
F011	The system shall not accept applications after deadlines established by the City user with appropriate permissions.	Describe how a user can restrict acceptance of applications.	Must Have
F012	The system shall allow City users with appropriate permissions to set the Fund, Department, and Unit budget codes that payments for the facility will be counted under. The fields must store at least 30 characters to meet City of Austin standards.	Describe how the system stores accounting information.	Must Have
F013	The system shall allow users with appropriate permissions to set certain data fields to be required when creating a profile.	Describe how the system will require certain fields.	Must Have
F014	The system shall allow City users with appropriate permissions to set restrictions (based on age or eligibility criteria) on who may submit an application.	Describe how a user can restrict applications.	Must Have
F015	The system shall allow users to access the profile and edit the data fields in an existing application profile before the application deadline.	Describe how an application profile is updated.	Must Have
F016	The system shall allow City users to track user payments and balances.	Describe the system's budget tracking and payment processes.	Must Have
F017	The system shall allow City users with appropriate permissions to confirm or deny applications before they are finalized in the system.	Describe the approval process for reservations.	Must Have
F018	The system shall allow City users with appropriate permissions to cancel an application.	Describe how a user can withdraw an application.	Must Have
F019	The system shall send an automated message upon submission of completed		Must Have

	application. City user with appropriate permissions shall have access to edit the automated message.		
F020	The system shall allow users to create a contract form in the system.	Describe how the system can be used to create a contract.	Must Have
F021	The system shall allow users to enter data into the fields of a contract form.	Describe how users can add information to a contract for a facility reservation.	Must Have
F022	The system may allow for electronic signature on contract form	Describe how users can apply a digital signature to a form.	
F023	The system shall allow City users to enter and edit comments about a particular applicant and contract record.		Must Have
F024	The system shall have fields for calendar dates for City user to enter insurance expiration dates, task completion dates, contract execution dates, and invoice deadlines and final report deadlines	Describe the calendar feature	Must Have
F025	The system shall track whether or not certain documents have been received (i.e. revised narratives, certificates of insurance, final reports) has been received from each external user, and monitored automatically on deadline dates	Describe how the system tracks waivers received from users.	Expected
F026	The system shall send automated notifications to users when insurance dates expire or 30 prior to final report deadlines.	Describe when and how the system sends notifications.	Must Have
F026	The system shall allow multiple users (evaluators) with appropriate permissions to securely access and review applications, score and provide comments for each application.	Describe how the system can create a user profile for evaluators; describe the interface for application review and scoring for each application.	Must Have
F027	The system shall calculate evaluators' total scores based on a formula provided by the City user	Describe the ability to apply complex formulas in calculations.	Must Have
F028	The system shall allow users to create an account with the system to store their information and history.	Describe how user accounts are created.	Must Have
F029	The system shall store personal	Describe the information the	Must Have

	information about a customer account (i.e. name, address, phone number, district, etc.)	system can store regarding a user account.	
F030	The system shall store information based on funding program categories (i.e. Core, Cultural Expansion Program, Communities Initiatives), with the ability to add new funding programs	Describe the information the system can store regarding a user account.	Must Have
F031	The system shall not allow users to create a duplicate account for the same billing address without manager approval.	Describe how the system restricts the creation of duplicate user accounts.	Expected
F032	The system shall record time since the last activity performed by the account.	Describe how the system tracks account activity.	Expected
F033	The system shall allow users to recover a forgotten password.	Describe the system's password recovery procedures.	Must Have
F034	The system shall allow users to edit an existing customer account.	Describe how users can edit their user accounts.	Must Have
F035	The system shall retain a history of all changes made to a customer account.	Describe how the system tracks changes to user accounts.	Expected
F036	The system shall allow City users with appropriate permissions to deactivate a customer account.	Describe how user accounts can be deactivated.	Must Have
F037	The system shall send a notification to the account holder any time account information is changed.	Describe how and when the system sends notifications.	Expected
F038	The system shall retain a history of payment balance for each account (both positive and negative).	Describe how the system stores payment history by account.	Must Have
F039	The system shall retain a record of City resident status for each user, based on their address.	Describe how the system maintains records of City resident status.	Expected
F040	The system shall allow City users to create customized reports (i.e. by name, year and date range, funding program category, district, etc.)	Describe the system's reporting functions.	Must Have
F041	The system must transfer electronic payments to the City within two days of receipt.	Describe the turnaround time for payment transfers to the City of Austin.	Must Have
F042	The system shall allow City users to create communications to send to users.	Describe the types of communication that the system can create (i.e. email, fax, text messages, mail).	Must Have

F043	The system shall retain records of notifications sent to users.	Describe the records kept by the system regarding notifications.	Expected
F044	The system should integrate with commercially available individual labelling systems for mailing.	Describe how the system integrates with labelling systems.	Desired
F045	The system shall allow City users to create custom reports based on any fields in the database.	Describe the system's reporting functions.	Must Have
F046	The system shall allow City users to save created reports to run again in the future.	Describe how reports are saved.	Must Have
F047	The system shall be able to export reports to external formats (i.e. Excel, PDF, etc.)	Describe the formats that the system can export reports into.	Must Have
F048	The system shall allow City users to create report templates.	Describe how users can create report templates for reuse.	Must Have
F049	The system may interface with the Cultural Data Project, an online financial management, data collection, and research tool designed to strengthen the arts and cultural sector.	Describe how the system may integrate with the Cultural Data Project.	Desired
F050	The system shall support at least 50 concurrent users without any modification.	Describe the number of concurrent users supported by the system.	Must Have
F051	The system shall support the import of the City's current customer, facility, and activity data.	Describe the formats that the system can import (i.e. Excel, comma delimited text, etc.)	Expected

5.0 TECHNICAL REQUIREMENTS

5.1 Technology Environment at the City of Austin

The City has a heterogeneous environment using various server and desktop operating systems. It is important that software applications allow the City the flexibility to choose among LAN vendors and desktop vendors in the future. Thus, Web-based and RFC compliant systems are given preference.

City workstations are Windows 7-based. Most systems have CPU speeds of 1.2GHz and above, with a minimum of 256MB memory and 30GB hard drives used for all software applications. The selected solution must accommodate MS Office 2003 or higher, including Office XP and the latest version now in beta testing format.

The LAN environment is mostly Active Directory 2003 but the selected solution should provide support for the Windows 7 operating system. The solution should also support NFS and NIS for UNIX platforms. Being LDAP compliant is important to the City, as it will allow the software application to use various authentication systems.

The City of Austin maintains its own 400-mile private wide-area fiber optic Ethernet network using TCP/IP protocols. The City of Austin will design, purchase and install network components needed for selected solution via a separate contract using specifications and network recommendations provided in the Vendor's proposal.

The Vendor should assume 100/1000 Mbps, full duplex, data transfer rates for server-to-server and server-to-switch connections. Standard workstation communicate with the network at a speed of 100 Mbps, full duplex. The network has a few DSL and/or broadband cable connected sites that may need to be considered in the Vendor's proposal. Network time source will use NTP protocol and is available on the TCP/IP network.

If the proposed solution includes Wi-Fi connections or other wireless connections, the City of Austin requires that they be secured with firewalls, and that they utilize WPA, and digital certifications.

The City of Austin uses Wi-Fi standards 802.11n, 802.11a, 802.11b and 802.11g. Due to RF congestion around the metro area, the City prefers 802.11n and a access points. A VPN solution is required to encrypt the data and authenticate the user/keys, if the n, a, b, or g solution is proposed. If the vendor proposes using an 802.11i (for encryption) and 802.1x (for authentication) then a VPN solution is no longer required.

The City of Austin standard for 802.11n or 802.11a connection to its wired network is a 100/1000 Mbps full duplex interface. The City of Austin standard for 802.11b and g connection to its wired network is a 10/100 Mbps full duplex interface.

The City of Austin manages and monitors its private fiber network via Computer Associate's Spectrum Management System on its wired network.

The public front-end Web servers are standardized on Apache and Red Hat for security reasons. Database platforms have been standardized on IBM AIX P Series and Oracle. Windows systems are acceptable for other tiers of a system if appropriate.

5.2 Technical Requirements

Req#	Requirement Description	Required Response
4.1	System Administration Model: System should be managed with minimal City resources and/or support decentralized, role based administration.	Provide detailed staffing requirement chart indicating positions and skill level necessary to support the system post go-live. Include daily time

		commitment of each staff member. Describe how/if the proposed system can be utilized and administered by multiple departments independently.
4.2	System Upgrades: The system should maintain the integrity of data at all times including implementation of changes.	Describe how system upgrades or patches impact any customized code, configurations or data (including archived data). Describe technical infrastructure configuration and change management methodology activities, procedures, tools and templates. Describe how system upgrades or patch changes are documented and communicated.
4.3	Configuration Management: Solution should be configuration oriented and include procedures/tools for ensuring the integrity of programs and configuration settings.	Describe how system configuration changes would be documented and controlled in all environments (Development, Testing, Production, Disaster Recovery, etc.).
4.4	Solution Scalability: The solution should be scalable for future growth.	Provide the number of concurrent users the proposed system can support, and explain the software and hardware changes required to allow growth. Include the licensing structure and the cost levels.
4.5	Recovery Plan: The Vendor should provide (and maintain, if Vendor hosted) a recovery test plan and recovery test procedures that result in a full recovery of the system and data following full and partial system failures.	Provide a copy of your recovery test plan and procedures, and provide documentation of periodic tests performed. Specify, where possible, the Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) supported by the proposed solution and the proposed outage notification process and tools used.
4.6	Performance: The proposed system should be capable of meeting service performance targets by modifying, adding capacity, increasing bandwidth, etc.	Explain expected performance of the proposed system components and how the system may be modified to meet expected performance with expanded or long term use. Provide any file size restrictions or recommendations.
4.7	Availability: The proposed solution shall be capable of providing 99.9% uptime if the City chooses to require it. This level of availability may be directly supported by	If the proposed solution provides high availability level of service, specify the components required (such as Oracle RAC or Data Guard), and indicate if

	the proposed solution, or may use third-party tools and methods to achieve 99.9% uptime.	such components are included in the proposal. Indicate the Availability metric proposed based on the City's objectives.
4.8	Security Auditing: The system shall provide the ability to log, based on user-defined criteria, each authorized and/or unauthorized access attempt. Log information includes, but is not limited to, user identification, IP address, date, time, transaction type, and type of access (e.g. read, modify).	Describe how the proposed system provides for monitoring and auditing of transactions for confidentiality and integrity. Indicate the format in which the logs are stored. Provide a sample report/set of log entries.
4.9	Security Monitoring: System access shall be able to be monitored regularly to thwart attempts at unauthorized access and to confirm that access control standards are effective.	Describe how authorized users monitor (in near real-time) and report on activities performed by or to a particular user, group, application, device, or file.
4.10	Interfaces/Integration: Solution shall be able to operate separately or interface/integrate with one or more systems.*	Describe how the recommended solution will interface/integrate with existing systems and how the solution will be open and flexible enough to interface/integrate with systems (including SaaS) in the reasonably foreseeable future. Include any exceptions or limitations, explanation of real-time or near real-time data interchanges, and how data is made available to other modules or external applications.
4.11	Technical and Solution Architecture: The system must conform to the City's Technical Reference Model and Standards. Refer to Appendix A.	Provide a detailed system architecture drawing that fully describes the technical environment envisioned for the City in order to achieve its stated objectives. Describe any deviations or gaps between the City's technical specifications and the proposed solution. Identify any technical standard that is not supported by the proposed solution. Highlight any licenses that may be required (ex: Oracle clients).
4.13	Record Management: The system shall provide the ability to maintain and enforce the City record retention policy.	Describe how the system enables the City to purge or archive data in compliance with retention policies.

		while ensuring data integrity is intact.
4.14	File Management: The solution shall provide the ability to organize and retrieve electronic files.	Describe how the solution enables users to manage, organize, search, retrieve and download electronic files. List the file types fully supported by the proposed solution.
4.15	Mobile Compatibility: The system shall be compatible with multiple mobile operating systems, devices and touch screen devices.	Describe any special features and/or limitations of the system with regard to use on multiple operating systems, devices or touch screen devices.
4.16	Collaboration Compatibility: The system shall be compatible with collaboration tools such as Adobe Connect or SharePoint.	Describe any special features and/or limitations of the system with regard to its use in conjunction with collaboration tools. Describe collaboration features, if any, included in the proposed solution.
4.17	User Management: The system shall provide role-based security access to constrain features and functions based on business role.	Describe supported authentication models, including user account creation and management. Describe how user roles are managed in both integrated and non-integrated environments.
4.19	Workflow Use and Configuration: Implementation of workflow is an optional feature of the solution. The City prefers solutions that do not duplicate functionality of existing systems. Workflow configuration tables are easily created/modified using a GUI process and do not require programming or scripting to maintain.	If the solution includes a workflow component, describe how the workflows are configured as both a standalone tool or as part of an integrated environment with a permitting system which also manages workflow.
4.20	User Help: The system shall provide online, interactive help.	Describe how end users are supported with online, interactive help features in the system. Highlight ways in which the help feature can be configured or customized for organization specific needs.
4.21	System Monitoring: The system shall provide the ability to monitor, track and log system uptime and transaction response times in order to provide information for	Describe how the proposed solution will be monitored to meet Service Level agreements or objectives.

SLA monitoring.

*The Proposer is responsible for carefully reading and recognizing any Functional requirement which (viewed in light of the Proposer's system capabilities) will require an interface. It is critical that prospective Proposers demonstrate an understanding of the general nature of the interface requirements and make a good faith attempt to account for and describe the planned approach to accomplish the task.

5.2.1 Maintenance

The Vendor must provide a plan for support and maintenance for a four year period. The plans should include information on how to contact the Vendor, the availability of the Vendor support team, and levels of service and associated response times. In addition, the plan should include information regarding what software/hardware is supported in the maintenance plan, the cost of the plan, information about warranties, and information about enhancements and upgrades.

Communications and Technology Management Technical Reference Model and Standards

Appendix A

TECHNICAL REFERENCE MODEL		
Area	Category	Standard
Application Technology		
<i>Development Tools</i>	Analysis, Design and Modeling	UML
	Requirements Management	RSA (Rational Software Architect)
	Software Change and Configuration Management Tools	GIT CVS MS Team Foundation Server Subversion GIT
	Web Authoring Tools	Drupal (outward) Plone (Inward)
<i>Software Engines</i>	Search Engines	Solr
	Geographic Information System (GIS) Engines	ESRI ArcGIS for Desktop ArcGIS for Server ArcGIS Online Smallworld Electronic Office ArcSDE FME
	Business Rules Engines	BPM BPMN
	Business Process Management Engines	Websplora
<i>Application and Web Server Software</i>	Application Server Software	ASP.NET ArcGIS Server (includes server extensions) FME Server
	Web Server Software	Apache

Communications and Technology Management Technical Reference Model and Standards

Appendix A

		Internet Information Services (IIS) Cold Fusion IBM Websphere Oracle WebLogic
<i>Integration Software</i>	Enterprise Service Bus (ESB)	
	Service Registry	
	SOA Governance	
	Messaging Oriented Middleware (MOM)	
	Device Integration	
<i>Application Testing Software</i>	Debugging Test Tools	Visual Studio PL/SQL Developer Fiddler Chrome Developer Tools Firebug (Firefox plugin) IE Developer Tools
	Function Testing Tools	PL/SQL Developer
	Load and Performance Testing Tools	PL/SQL Developer Visual Studio
	System Testing Tools	Visual Studio PL/SQL Developer
	Unit Testing Tools	Visual Studio PL/SQL Developer
Information Management Technologies		
<i>Business Intelligence & Data Warehouse Platforms</i>	Business Intelligence Platforms	Microstrategies Qlikview Cognos
	Web Reporting Tools	Google Analytics Crystal Reports

Communications and Technology Management Technical Reference Model and Standards

Appendix A

		DBNetGrid Birt CADReports Microcall
	Dashboard/Scorecard Tools	Microstrategies
	Data Mining Tools	Oracle Discoverer PL/SQL Developer
	Data Warehouses	Oracle SQL Server
	Geospatial Tools	ArcGIS Desktop
	Data Analytics (Statistical Analytics, Prediction, and Modeling)	ERWin Visio
	Unstructured Data/ Natural Language Processing	EDIMS OS File CIFS
<i>Data Management</i>	Database Connectivity	PL/SQL Developer Oracle SQL Developer Oracle SQL *Net ODBC/OLE DB
	Object Oriented DBMS	Oracle
	Relational DBMS	Oracle SQL Server My SQL
	Columnar DBMS	Oracle SQL Server
	Database Related Management Tools	Oracle Enterprise Manager IDERA PL/SQL Developer
<i>Data Integration</i>	Database Replication and Clustering	PL/SQL Developer FME Oracle Real Applications Cluster (RAC)

Communications and Technology Management Technical Reference Model and Standards

Appendix A

		SQL Server Cluster
	Data at Rest	EMC NetApp Storage
	Data Synchronization	GeoWorx Sync DFS
	Extract, Transform, Load (ETL)	SQL Server Integration Server PL/SQL Developer FME Server FME Desktop SQLLoader Microsoft SSIS Oracle
	Data in Motion (Common Message Terminology and Semantics)	SQL *Net TCP/IP BigIP
Collaboration and Electronic Workplace		
<i>Collaboration Software</i>	Content Management	Sharepoint GIT Subversion Drupal CMS Plone CMS
	Electronic Messaging	Microsoft Exchange
	Unified Messaging	
	E-Mail and Calendaring	Microsoft Outlook
	Real Time and Team Collaboration	Sharepoint GOTOMYPC GoToMeeting Cisco VPN NetMotion Citrix Adobe Connect Vidyo

Communications and Technology Management Technical Reference Model and Standards

Appendix A

		tWiki FTP
	Shared Whiteboard	SmartBoard BMC Service Desk Express
	Process and Schedule Synchronization	Tivoli Windows Mobile Device Center
	Computer Based Training (CBT)	Adobe Connect
<i>Productivity Software</i>	Accounting and Finance	AIMS
	Desktop Publishing	Microsoft Publisher
	File Manager and Viewer	EIDMS (Opentext) Adobe Acrobat
	Enterprise Faxing	Captaris Rightfax
	Graphics Design Software	
	Health Care	ePCR
	Multimedia Software	Adobe Createsuites
	Standard Office Suite	Microsoft Office 2010
	Miscellaneous Productivity Tools and Utilities	HTML – RIT Snagit
	Web Browsers	Internet Explorer (Internal staff) Firefox (Internal Staff) Safari (not patched) Chrome (not patched)
	Case Management	AMANDA BMC Magic Service Desk Express FDM Versadex LIMS
	Surveys	Survey Monkey Survey Builder Sharepoint
Systems Management		
<i>Systems Management Tools</i>	Alert management	Nagios

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		Orion Solarwinds Puppet Microsoft SCCM Ideara Tivoli Trend IWSVA Netbotz ISX Environmental Monitoring Avaya ASA Avaya Session Manager ADV NMS
	Application Management	Tivoli
	Data Center Automation Software	Appsense Idera Microsoft SCCM EMC Networker APC Structureware Prologics Active Directory
	Disaster Recovery	NetApp VSC Replistor
	Monitoring	Nagios Orion Solarwinds
	System Change and Configuration Management	Puppet Microsoft SCCM
<i>Network Infrastructure</i>	Switching and Routing	CISCO ADVA
	Load Balancing and Failover	F5 Big IP
	Network Name and Address	Windows DHCP Windows DNS IP IPv6 (not used yet)

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		IPsec WINS BIND DNS
Network and Telecommunications		
<i>Transport</i>	Local /Campus Area Network (LAN/CAN)	Cisco Brocade
	Wide Area Network (WAN)	Cisco ADVA
	Telecommunications	GAATN Fiber COATN Fiber AT&T Connections Avaya equipment Nortel equipment
	Cabling	BICSI
<i>Wireless and Mobile Networks</i>	Cellular Networks	AT&T (Public Safety) Verizon (Public Safety) AT&T (AVL- Public Safety) Verizon (AVL) Sprint (AVL)
	Secure WiFi	Cisco WAP
	Public WiFi	Cisco WAP
	Radio	P25 Motorola
	Satellite	
	Pagers	USA Mobility
	Aircards	Sprint Verizon AT&T
<i>End User Computer Devices</i>	Personal Computers (PCs)	Dell Optiplex Dell T3500 Dell T5500 Dell Latitude 6520

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	Mobile Hardware	Win Mobile ipad iphone android smartphones
	Hardened laptops	Panasonic Dell
Platforms and Storage		
<i>Operating Systems</i>	OS - Desktop/Laptop	Win 7 Win 8
	OS – Mainframe	AIX
	OS – Mobile Device	Android Windows IOS
	OS – Server	Windows Server AIX Redhat CentOS
	OS – Cluster and Availability	VMWare HAEMP
	Application and OS Deployment	Puppet SCCM WDS
	OS Tools	Hyena
<i>Cloud Services / Virtualization</i>	Cloud Technologies	ArcGIS Online
	Virtualization Software	VMWare Citrix Xen Server Cisco VPN Client VirtualBox
<i>Storage</i>	Long Term Back-up	EMC Networker

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		NetApp Avamar Legato
	Operational Recovery	EMC Networker NetApp Avamar
	Production	EMC Networker NetApp
<i>System Management Tools</i>	Network Performance Optimization	Microsoft SCCM Trend Antivirus Puppet GitHub PKI GPO Squid (caching) IBM HMC
	Logging	Splunk
	Patch Management	WSUS

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TECHNICAL STANDARDS				
ID#	Topic	Description	Priority - City Hosted	Priority - SaaS Only
Technical Architecture				
1	General	The system shall have web-enabled components of the application that meet the Rehabilitation Act of 1973 Section 503, W3C and industry standards for graphics and design; speed; reliability; and security for dynamic content and user interaction.	Mandatory	Mandatory
2	Application Architecture	The system shall provide all screens, reports and transactions through a web browser.	Preferred	Preferred
2.1	Application Architecture	No requirement to deploy application code to client workstations (Note: Java Runtime Environment (JRE) is an exception)	Mandatory	Mandatory
3	Application Architecture	The system shall provide the ability to automate the deployment of software and updates to user workstations including, but not limited to web-based deployment tools, push/pull software to the desktop. (Note: Applicable only to run-time environment, like Java)	Mandatory	Mandatory
4	Application Architecture	The system shall provide built-in application and system configuration tables accessible by all modules	Mandatory	Mandatory
5	Application Architecture	The system shall provide customizable user portals including, but not limited to the ability to customize menus and forms, by user without modification of program code.	Preferred	—
6	Application Architecture	The system shall provide (if needed) the ability to manage automatic job scheduling (i.e. batch jobs, billing) including, but not limited to the interface with external job schedulers and automatic notification capabilities when a job abnormally terminates. The City currently support UNIX CRON, Tivoli work Scheduler, Oracle DBMS_JOBS, and MS SQL DTS.	Mandatory	—
7	Application Architecture	The system shall provide forms-based data validation (field level validation) and display error messages when validation fails (i.e., user enters text in a numeric field).	Mandatory	Mandatory
7.1	Application Architecture	Copy, cut, paste, and undo capability from data fields and screens to other applications	Mandatory	Mandatory

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8	Application Architecture	The system shall provide the ability to perform mass changes to a defined group of transactions, with appropriate selection criteria.	Mandatory	Mandatory
9	Application Architecture	The system shall provide the ability to effective date transactions and table updates including, but not limited to future and retroactive changes, based on user-defined criteria.	Mandatory	Mandatory
10	Application Architecture	The system shall provide the ability to drill down from a transaction view to the supporting source document or record, regardless of the module source	Mandatory	Mandatory
11	Database Architecture	The system shall provide standard data extraction Application Program Interface (API) to allow import and export of data to other systems.	Mandatory	Mandatory
12	Database Architecture	The system shall provide the ability to import and export information to/from external applications and formats including but not limited to the following:	Preferred	Preferred
12.1	Database Architecture	MS Word	Preferred	Preferred
12.2	Database Architecture	MS Excel	Preferred	Preferred
12.3	Database Architecture	MS Access	Preferred	Preferred
12.4	Database Architecture	PDF	Preferred	Preferred
12.5	Database Architecture	XML	Preferred	Preferred
12.6	Database Architecture	Comma delimited	Preferred	Preferred
12.7	Database Architecture	Tab delimited	Preferred	Preferred
12.8	Database Architecture	Space delimited	Preferred	Preferred
12.9	Database Architecture	Quotation delimited	Preferred	Preferred
12.10	Database Architecture	ASCII	Preferred	Preferred
12.11	Database Architecture	HTML	Preferred	Preferred
13	Database Architecture	The system shall provide the ability to encrypt sensitive data by column.	Preferred	Preferred
14	Database Architecture	The system shall provide the ability to encrypt sensitive data by row.	Preferred	Preferred
15	Database Architecture	The system shall provide Structured Query Language (SQL) capabilities for database queries.	Mandatory	—

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16	Database Architecture	The system shall provide the ability to exchange database information using industry accepted standards and formats including the following:	Mandatory	Mandatory
16.1	Database Architecture	XML	Mandatory	Mandatory
16.2	Database Architecture	JSON	Mandatory	Mandatory
17	Database Architecture	The system shall provide the ability to utilize enterprise-defined naming conventions and standards including, but not limited to data elements, entities, tables, programs, report names, etc.	—	Preferred
18	Database Architecture	The system shall provide the ability to copy, archive and retrieve data to external storage media (e.g. tape, DVD, SAN) based on user-defined selection criteria.	Mandatory	Mandatory
19	Database Architecture	The system shall provide the ability to perform database maintenance including, but not limited to backup and upgrades without requiring system downtime during core business hours.	Mandatory	Mandatory
20	Infrastructure	Utilizes industry standard virtualization infrastructure capabilities to support load balancing.	Mandatory	Mandatory
21	Integration Architecture	The system shall provide the ability to set up appropriate approval, audit trail, and reconciliation procedures for all inbound and outbound interfaces.	Mandatory	Mandatory
22	System Administration Toolkit	If the proposed system is Simple Network Management Protocol (SNMP) compliant, the Vendor shall provide standard Management Information Base (MIB) files for all SNMP-enabled components.	Mandatory	—
23	Application Architecture	The system shall provide the ability to apply future upgrades and patches without impacting existing application user interface customizations (e.g., user-defined forms/fields, web interface, etc.).	Mandatory	Mandatory
24	Infrastructure	If the proposed solution includes electronic hardware such as servers or network devices, all network-enabled hardware must support auto-negotiation of network speeds and duplex settings, including 10 mbps, 100 mbps and Gigabit Ethernet, if applicable.	Mandatory	==
25	Infrastructure	The proposed application should NOT require static network routes.	Mandatory	==

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26	Infrastructure	The proposed solution must be capable of operating over routed subnetworks (does not require components to be co-located on the same subnetwork).	Mandatory	==
27	Database Architecture	The proposed solution shall include a method of purging record data from the database(s) ensuring referential integrity with master/ child records.	Mandatory	Mandatory
28	Application Architecture	The proposed solution shall support Distributed File System (DFS) shares for file access.	Mandatory	Mandatory
29	Database Architecture	The proposed solution shall use the same data validation criteria for bulk data loads as it does for manual data entry.	Mandatory	Mandatory
30	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) shall have display screens that are readable in conditions ranging from darkness to direct sunlight.	Mandatory	Mandatory
31	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) shall be resistant to heat, cold, moisture, dust and shock.	Mandatory	Mandatory
32	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) shall be capable of receiving program or firmware updates via network connections.	Mandatory	Mandatory
33	Infrastructure	The Vendor shall use standard Domain Name Services (DNS) for identifying all server components in the system.	Mandatory	Mandatory
34	Infrastructure	The proposed solution shall use an accurate, NIST time source for a traceable time stamp, which is applied to various transactions or key events.	Mandatory	Mandatory
35	Infrastructure	If the solution back-end components use date/time stamping, the client-side components shall be synchronized with the back-end servers.	Mandatory	Mandatory
Solution Architecture				
36	System Flexibility	The system shall provide highly configurable screens including, but not limited to repositioning fields, renaming fields, removing or inactivating unused fields, and allowing the addition of custom-defined fields.	Preferred	Preferred

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37	System Flexibility	The system shall provide the ability to accommodate long fields (e.g. long names, unicode, hyphenated names).	Preferred	Preferred
38	System Flexibility	The system shall provide the ability to define business rules based on user-defined criteria (e.g. organizational level, account code, bargaining unit, location, program, grant).	Mandatory	Mandatory
39	System Flexibility	The system shall provide the ability to create and/or modify user-defined business rules to validate data at the at the time of entry.	Preferred	Preferred
40	Security & Authentication	The system shall provide the ability to restrict access to the application for remote, by client IP address or network address range.	-	Mandatory
41	Security & Authentication	The system shall comply with all applicable City mandated security protocols and standards.	Mandatory	Mandatory
42	Security & Authentication	The system shall provide adequate protection of data covered by regulatory or other compliance requirements (e.g. U.S. Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA)).	Mandatory	Mandatory
43	Security & Authentication	The system shall provide the ability to use a single user sign-on for all modules with security configured for each module (i.e. user to gain access to the database associated with the application without re-entering the user ID and password). The single sign-on capability shall be compatible with the user's operating system sign-on.	Preferred	Preferred
44	Security & Authentication	The system shall provide the ability to create user IDs with an expiration date and time and link the user logon ID to the employee or contractor Information including, but not limited to identification number, assigned locations, etc.	Preferred	Preferred
45	Security & Authentication	The system shall provide the ability to support 128-bit SSL or higher or TLS, between the client browser and all application modules.	Mandatory	Mandatory
46	Security & Authentication	Provide encryption capability for application data exchanged between the front-end user system and the back-end servers.	Mandatory	Mandatory
47	Security & Authentication	The system shall provide protection against unauthorized access to data by persons and other software programs.	Mandatory	Mandatory

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48	Security & Authentication	The system shall provide the ability to display, at logon, the last date and time the user accessed the system.	Preferred	Preferred
49	Security & Authentication	The system shall allow an administrator to inactivate user access	Mandatory	Mandatory
50	Security & Authentication	The system shall provide the ability to suspend user access based on a table-driven parameter (i.e. employment status).	Preferred	Preferred
51	Security & Authentication	The system shall allow the ability to manage user permissions centrally for all modules of the applications.	Mandatory	Mandatory
52	Security & Authentication	The system shall mask (i.e., substituting password characters with '*') passwords as they are entered into the system.	Mandatory	Mandatory
53	Security & Authentication	The system shall provide the ability to support using tokens and/or passwords for user logons.	Mandatory	Mandatory
54	Security & Authentication	The system shall provide the ability to for users to change password and allow users to periodically change their password and allow password expiration.	Mandatory	Mandatory
55	Security & Authentication	The system shall provide the ability to suspend user-access after a user-defined period (e.g. 90 days) of inactivity.	Preferred	Preferred
56	Security & Authentication	The system shall provide the ability to configure passwords including, but not limited to the following:	Mandatory	Mandatory
56.1	Security & Authentication	A minimum password length of at least eight characters.	Mandatory	Mandatory
56.2	Security & Authentication	Support passwords that are case sensitive, contain numbers, alphanumeric characters, and special characters.	Mandatory	Mandatory
56.3	Security & Authentication	Require complex passwords based on user defined criteria.	Mandatory	Mandatory
56.4	Security & Authentication	Prevent trivial passwords (e.g. repeat characters, keyboard strings).	Preferred	Preferred
56.5	Security & Authentication	Prevent re-use of passwords	Preferred	Preferred
56.6	Security & Authentication	Require non-dictionary-based passwords	Preferred	Preferred
57	Security & Authentication	The system shall provide the ability to record the date and time the password was changed.	Mandatory	Mandatory

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58	Security & Authentication	The system shall provide the ability to deny user access after a City-defined number of unsuccessful attempts to logon.	Mandatory	Mandatory
59	Security & Authentication	The system shall provide the ability to log, based on user-defined criteria, each authorized and/or unauthorized access attempt. Log information includes, but is not limited to, user identification, IP address, date, time, transaction type, and type of access (e.g. read, modify).	Mandatory	Mandatory
60	Security & Authentication	The system shall provide the ability to record and maintain past security profiles (i.e. history of security access for an employee) when changes are made to an employee's security profile.	Preferred	Preferred
61	Security & Authentication	The system shall provide the ability to assign application access rights for the entire suite of applications at a single point of entry.	Mandatory	Mandatory
62	Security & Authentication	The system shall provide the ability to control access to all activities (e.g. online transactions, batch processing, report writer, query, system utilities) including, but not limited to the following levels:	Mandatory	Mandatory
62.1	Security & Authentication	System	Mandatory	Mandatory
62.2	Security & Authentication	Database	Mandatory	Mandatory
62.3	Security & Authentication	Module	Mandatory	Mandatory
62.4	Security & Authentication	Field	Mandatory	Mandatory
62.5	Security & Authentication	Inquiry	Mandatory	Mandatory
62.6	Security & Authentication	Report	Mandatory	Mandatory
62.7	Security & Authentication	Approval	Mandatory	Mandatory
62.8	Security & Authentication	Transaction	Mandatory	Mandatory
62.9	Security & Authentication	Table	Mandatory	Mandatory
62.10	Security &	Individual	Mandatory	Mandatory

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	Authentication			
62.11	Security & Authentication	Group	Mandatory	Mandatory
62.12	Security & Authentication	Organization (e.g. department, division)	Mandatory	Mandatory
62.13	Security & Authentication	User Role (e.g. supervisor, data entry, review only) across all functional areas.	Mandatory	Mandatory
62.14	Security & Authentication	User Site (i.e. location) across all functional areas.	Mandatory	Mandatory
62.15	Security & Authentication	Position across all functional areas.	Mandatory	Mandatory
62.16	Security & Authentication	Period	Mandatory	Mandatory
63	Security & Authentication	The system shall provide the ability to create and maintain security profiles to control access including, but not limited to the following:	Mandatory	Mandatory
63.1	Security & Authentication	Employee Level	Mandatory	Mandatory
63.2	Security & Authentication	Module	Mandatory	Mandatory
63.3	Security & Authentication	Field	Mandatory	Mandatory
63.4	Security & Authentication	Transaction Type	Mandatory	Mandatory
63.5	Security & Authentication	Employee Group	Mandatory	Mandatory
63.6	Security & Authentication	Standard Report	Mandatory	Mandatory
63.7	Security & Authentication	Ad hoc Report	Mandatory	Mandatory
64	Security & Authentication	The system shall provide the ability to automatically log users off the system when there has been no activity for a pre-defined period.	Mandatory	Mandatory

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65	Security & Authentication	The system shall provide the ability to generate summary and detail reports including, but not limited to user access, usage logs, audit logs, failed and/or unauthorized access attempts based on user defined parameters (e.g. audit requirements). The system shall also provide the ability to alert the application administrator when any of these events exceed a specific threshold.	Mandatory	Mandatory
66	Security & Authentication	The system shall provide the ability to utilize session encryption methods necessary to ensure the secure electronic transfer of sensitive information.	Mandatory	Mandatory
67	Database Architecture	The system shall provide the ability to set up log event triggers to automatically notify the system administrator when user-defined database conditions are met. (Note: If a hosted solution, provide access to configurable alerts)	Mandatory	
68	Audit	The system shall provide user-defined audit features for all transactions in solution including, but not limited to all historical changes, date, time, and User ID of the person making the change.	Mandatory	Mandatory
69	Audit	The system shall provide the ability to prevent audit records from being deleted or altered, except as part of a system administration archival process.	Mandatory	Mandatory
70	Audit	The system shall provide the ability for audit-tracking reports including, but not limited to user access and usage logs.	Mandatory	Mandatory
71	Audit	The system shall provide the ability to archive and restore audit logs.	Mandatory	Mandatory
72	Data Storage & Archiving	The system shall provide online access to the current year plus unlimited previous years of all types of data retained in the system, and shall provide archive capabilities thereafter.	Mandatory	Mandatory
73	Data Storage & Archiving	The system shall provide the ability to archive data to external storage media and support partitions, based on user-defined including, but not limited to number of years.	Mandatory	Mandatory

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74	Data Storage & Archiving	The system must be capable of exporting all the content, including all the metadata entered by users as well as system generated metadata and any digital objects associated with the content, into non-proprietary file formats (e.g. xml/csv/txt and Tiff/PDF/JPG etc.) and all exported content must be linked either through naming conventions or metadata elements. This shall include the following capability:	Preferred	Preferred
74.1	Data Storage & Archiving	For content that is of permanent value, the system shall have a mechanism of extracting that content, and all associated metadata, from the system on a pre-defined time schedule, as well as by ad hoc requests.	Preferred	Preferred
75	Business Continuity and Disaster Recovery	The system shall provide full recovery and system backup capabilities for all online and batch transactions according to City-specified timeframes.	Mandatory	Mandatory
76	Business Continuity and Disaster Recovery	The system shall provide the ability to restore transactions from the database transaction log.	Mandatory	Mandatory
77	Business Continuity and Disaster Recovery	The system shall provide software redundancy, including but not limited to:	Mandatory	Mandatory
77.1	Business Continuity and Disaster Recovery	Software crash tolerance (i.e. server and client software shall maintain its integrity in case of power failures and abrupt shutdowns).	Mandatory	Mandatory
77.2	Business Continuity and Disaster Recovery	Redundancy in the application server tier with automated cut-over	Mandatory	Mandatory
77.3	Business Continuity and Disaster Recovery	Redundancy in the database server tier with automated cut-over	Mandatory	Mandatory
77.4	Business Continuity and Disaster Recovery	Restart and recovery capability after system/server failure with no loss of data or software components.	Mandatory	Mandatory
77.5	Business Continuity and Disaster Recovery	Roll-back capability	Mandatory	Mandatory

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77.6	Business Continuity and Disaster Recovery	Integrity checking capability to identify the existence of program and/or system discrepancies and issue an alert to the appropriate systems operations team.	Mandatory	Mandatory
77.7	Business Continuity and Disaster Recovery	File protection capability to limit the types of operations (e.g. read, write, delete, data dictionary modification) that can be performed by individual users on given data or program files.	Mandatory	Mandatory
77.8	Business Continuity and Disaster Recovery	Incremental, differential, and full backups and restores of the database, core and customized software, software and database configuration options, user preferences and rights, etc. This includes the ability to recover specific data records and/or files from backup and/or near-line storage.	Mandatory	Mandatory
78	Business Continuity and Disaster Recovery	The system shall provide the ability for authorized users to view and print application error logs online.	Preferred	
79	Business Continuity and Disaster Recovery	The system shall provide the ability to alert specified users when key components are unavailable (e.g., DBMS, servers, interfaces, network transport, etc.).	Mandatory	Preferred
80	Business Continuity and Disaster Recovery	The proposed solution shall permit the administration of application updates and operating system security patches without downtime.	Preferred	Preferred
81	Security & Authentication	The system shall be PCI-compliant when handling credit card transactions.	Mandatory	Mandatory
82	Security & Authentication	The system shall ensure the City's data is not made available to any other parties not specifically authorized to view or access the data. (ASP Hosted)	—	Mandatory
83	Security & Authentication	If, as a result of annual security assessments, high vulnerabilities are discovered, they must be remediated within one month of discovery.	—	Preferred
84	Security & Authentication	The vendor must conduct a 3rd party annual security assessment of all tiers of its hosting facility, including application servers and network devices. Copies of the security audit reports must be provided to the City of Austin annually. (ASP Hosted)	—	Mandatory

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85	Data Storage & Archiving	The vendor shall provide the City a complete copy of current and archived data hosted by an ASP provider in the event of contract termination. (ASP Hosted)	—	Mandatory
86	Data Storage & Archiving	Hosted solutions shall support off-line storage of the City's data at the City's site. (ASP Hosted)	—	Mandatory
87	Data Storage & Archiving	The solution shall support future releases of the application without rendering the archived data unusable.	Mandatory	Mandatory
88	Security & Authentication	The proposed solution shall not require operating system administrator privileges on the client workstation(s) to run or receive application updates.	Mandatory	Mandatory
89	Security & Authentication	If bulk data loads via the Internet are supported by the solution, a secure network transport method for bulk data shall be supported.	Mandatory	Mandatory
90	Security & Authentication	When new users are created, the security permissions assigned to the new accounts shall default to least privileged.	Mandatory	Mandatory
91	Security & Authentication	Authorized users shall have the ability to monitor (in near real-time) and report on file access activities for a particular user, group, application, device, and file.	Preferred	Preferred
92	Security & Authentication	The solution shall display a configurable security banner upon login.	Preferred	Preferred
93	Security & Authentication	The proposed solution shall include re-assignable application ports to maintain network security.	Preferred	Preferred
94	Security & Authentication	The proposed solution shall provide a method to rename built-in system accounts (i.e. Administrator, Admin, Super, etc.)	Preferred	Preferred
95	Security & Authentication	The proposed solution shall provide a method to change the passwords for built-in system accounts (i.e. Administrator, Admin, Super, etc.)	Mandatory	Mandatory
96	Security & Authentication	When the vendor is connected to the City's VPN for solution support purposes, single tunneling shall be required (which means that they are disconnected from their local network during the VPN session).	Mandatory	Mandatory

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97	Security & Authentication	Passwords must NOT be included in automated sign-on procedures, stored unencrypted in cache, or transmitted as clear text over the network.	Mandatory	Mandatory
98	Security & Authentication	The application shall provide a transaction log related to changes made to security (roles/groups/permissions).	Mandatory	Mandatory
99	Security & Authentication	To help enforce City's security policies, the solution shall allow the application administrator to disconnect a particular user and to lock out a user during an active session.	Mandatory	Mandatory
100	Security & Authentication	The application shall allow the Application Administrator to restrict generic logins.	Mandatory	Mandatory
101	Security & Authentication	The application shall allow the Application Administrator to set the number of concurrent logins for a particular user on the same or on multiple workstations. The application shall generate an alert if a user attempts or exceeds this number.	Preferred	Preferred
102	Data Storage & Archiving	The solution shall be capable of utilizing computer storage devices (SAN).	Mandatory	—
103	Data Storage & Archiving	The City shall be able to accurately plan for storage and backup requirements, both for initial implementation and for future growth.	Mandatory	—
104	Data Storage & Archiving	The proposed solution shall be capable of dynamically accepting changes to network configurations with little or no impact on solution availability (i.e. installing additional servers/workstations and changing the IP or subnet of any of the servers).	Mandatory	—
Solution Technology				
105	End-User Interface	The system shall provide end-user interfaces capabilities including, but not limited to the following:	Preferred	Preferred
105.1	End-User Interface	Consistent look and feel across all modules.	Preferred	Preferred
105.2	End-User Interface	Ability to customize views throughout all modules at the field and record level.	Preferred	Preferred

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105.3	End-User Interface	Enable the user to complete each step in the workflow process within a given screen (i.e. the end-user shall not be required to navigate to multiple screens to complete a task(s) in the workflow).	Preferred	Preferred
106	End-User Interface	The system shall provide a variety of ways to navigate the system including, but not limited to the following:	Preferred	Preferred
106.1	End-User Interface	Menu-driven	Preferred	Preferred
106.2	End-User Interface	Drop-down lists for selection of valid responses	Preferred	Preferred
106.3	End-User Interface	Icon-based	Preferred	Preferred
106.4	End-User Interface	Kiosk, mobile device presentation	Preferred	Preferred
107	End-User Interface	The system shall allow customizable views, including but not limited to the ability to accommodate both the casual and power users requiring different views, and the integration of information from multiple modules into a unified end-user display	Preferred	Preferred
108	End-User Interface	The system shall provide "out of the box" functionality which allows end-users data entry and/or inquiry access from mobile/devices/PDAs.	Preferred	Preferred
109	End-User Interface	The system shall support multiple languages for specific transactions including, but not limited to time entry and public portal.	Preferred	Preferred
110	End-User Interface	The system shall meet Web Accessibility standards including, but not limited to the ability to support ADA and compliant with Section 508 of the Federal Rehabilitation Act (see http://www.access-board.gov/sec508/summary.htm). (Web based applications must be ADA compliant following the specifications of 508c of the Americans With Disabilities Act. If compliance is not possible, reasonable alternatives may be considered.)	Mandatory	Mandatory
111	Data Entry Support & On-Line Help	The system shall provide field level edit checks for transactions during data entry and provide immediate user feedback including, but not limited to error messages, potential possible corrective actions, warnings, data validation from external sources (e.g. GIS data for address validation, USPS for zip code validation).	Preferred	Preferred

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112	Data Entry Support & On-Line Help	The system shall provide online help that displays data field definitions for all user-entered data fields.	Preferred	Preferred
113	Data Entry Support & On-Line Help	The system shall provide the ability to design a preferred sequence to make data-entry columns and fields match the order of information in organization source documents.	Preferred	Preferred
114	Data Entry Support & On-Line Help	The system shall provide the ability to describe the nature of data entry errors and potential solutions.	Preferred	Preferred
115	Data Entry Support & On-Line Help	The system shall provide the ability to allow data entry fields to default to the last entry for applicable data fields as determined by the City.	Preferred	Preferred
116	Data Entry Support & On-Line Help	The system shall provide the ability to auto-fill an entry based on the transaction and/or field entry (e.g., dates, city, state, zip, etc.)	Preferred	Preferred
117	Data Entry Support & On-Line Help	The system shall provide the ability to restrict free form entry (e.g. require use of drop-down calendar for date field).	Mandatory	Mandatory
118	Data Entry Support & On-Line Help	The system shall provide the ability to accept mass data entry from an external source, including the ability to load through automated interface.	Preferred	Preferred
119	Security	The system shall have the ability to encrypt data (e.g. medical records, personal information)	Preferred	Preferred
120	Data Entry Support & On-Line Help	The system shall provide the ability to perform intelligent spell checking of text fields.	Preferred	Preferred
121	Data Entry Support & On-Line Help	The system shall provide the ability to minimize the use of the mouse when an end-user performs data entry functions.	Preferred	Preferred
122	Data Entry Support & On-Line Help	The system shall provide the ability for user to receive confirmations and notifications for user transactions, batch transactions, and system administrator transactions.	Preferred	Preferred
123	Data Entry Support & On-Line Help	The system shall provide the ability for end-users to receive clear and non-technical error messages including, but not limited to the following:	Preferred	Preferred
123.1	Data Entry Support & On-Line Help	The exact status of the transaction.	Preferred	Preferred

Communications and Technology Management Technical Reference Model and Standards

Appendix A

123.2	Data Entry Support & On-Line Help	The options for on-line help.	Preferred	Preferred
123.3	Data Entry Support & On-Line Help	The options for additional help including phone, fax number, and a pre-formatted e-mail problem report.	Preferred	Preferred
124	Data Entry Support & On-Line Help	The system shall provide customizable auto-save functionality that periodically retains data in case data entry is suspended or interrupted.	Preferred	Preferred
125	Data Entry Support & On-Line Help	The system shall provide the ability for the City's authorized users to create and/or modify the content of on-screen error messages.	Preferred	Preferred

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1. **PROPOSAL FORMAT**

Prefacing the proposal, the Proposer shall provide an Executive Summary of three (3) pages or less, which gives in brief, concise terms, a summation of the proposal, an explanation of the proposed project methodology and approach, tasks, and proposed timelines. The proposal itself shall be organized in the following format and informational sequence:

A. **Business Organization**: Response should include the following:

- i. Legal firm name, headquarters address, local office addresses if any, and state of incorporation.
- ii. Listing of principal officers of the company including name, title, and tenure.
- iii. Is your firm legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas?
- iv. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.
- v. List all claims, arbitrations, administrative hearings, and lawsuits brought by or against your firm, its predecessor organization(s), or any wholly owned subsidiary during the last five (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.
- vi. List and describe all criminal proceedings or hearings concerning business related offenses in which your firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.
- vii. Has your firm ever failed to complete any work awarded to you? If so, where and why?
- viii. Has your firm ever been terminated from a contract? If so, where and why?

B. **System Concept and Solution**: Define in detail your understanding of the requirements presented in the Scope of Work of this request for proposal and your system solution. Provide all details as required in the Scope of Work and any additional information you deem necessary to evaluate your proposal. Specifically address how your solution will address the following requirements:

1. **Functional Requirements**: Response to section 4.2 of the Scope of Work, Table of Functional Requirements

Responses for each functional requirement should include:

- Reference to the requirement number
- Indication of how/if the requirement or associated feature shall be met. Unless otherwise specified, each response will be considered classified as base functionality:
 - base (out of the box)
 - configuration
 - 3rd party solution
 - Customization
 - not available

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2. Technical Requirements : Response to section 5.2 of the Scope of Work, Technical Requirements

Responses for each technical requirement should include:

- Reference to the requirement number or ID
- Description of how the solution will meet the objective of the described need
- Any applicable references to industry best practices
- Documentation or evidence as requested in the required response

3. Grant Management

New system must:

- (a) Centralize grant-related information and documentation, maintaining comprehensive profiles of each grant to track details, including contact information, narratives, budget information, reporting periods, notes and custom fields.
- (b) Import archival data from Bromelkamp/PEARL database
- (c) Support grant applications and management and include; (3) program-specific online applications with ability to add new programs, online panelist portals to securely and remotely access with login to view and to score applications, back office management (including but not limited to panel assignments, track panelist review process such as scores, manage and track awards and payments, and ability to issue & monitor contracts.) It is preferred to have a future interface with Cultural Data Project's API application protocol interface, a statewide third party database, to be implemented as part of a second phase of implementation.
- (d) Contain fields for commentary notes and dates for insurance expiration, final reports, with preference for automatic email to grantees when deadlines expire.
- (e) Multiple staff and evaluators need to have simultaneous access to the database system.
- (f) Calculate Demographic information including but not limited to City Council districts, Council precincts and State districts, ethnicity, and tax status (individual/unincorporated group, State of Texas nonprofit, or 501c3 nonprofit).
- (g) Be able to generate and export customized reports such as notices of awards, insurance expiration dates, final report deadlines, and delinquent notices and merge labels; Must be able to export reports in multiple file formats such as in Microsoft Excel, Word, and Adobe PDF.
- (h) Be able to report across multiple fiscal years in the same report or create all reports that cross fiscal years.
- (i) Allow ability for applicants to upload multiple file formats such as Microsoft Word, Microsoft Excel, PDF, and media files such as JPG, mp3, mp4, .mov formats.

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- (j) Have capability to access hyperlinks outside of the database to Guidestar (www.guidestar.org), and Microsoft Outlook to generate email communication
- (k) Have reliable/ available technical support for staff; Applicant technical support is preferred.
- (l) Have ability to archive information for a minimum of 5 years with automatic backup.

4. Software Vendor Requirements

- (a) Product Support – Annual phone with unlimited support requests.
- (b) Maintenance – Enhanced versions, upgrades and patches as necessary.
- (c) Training – Availability of onsite training by staff experienced in nonprofit accounting and expertise with the software.
- (d) User Groups – Local user groups to provide ongoing up-to-date product information and training.

5. Consulting Services

- (a) Planning and Evaluation of clients database environment to identify proper setup of software.
- (b) Installation and implementation of all required modules.
- (c) Training of staff to operate all modules, enter all required information and produce detailed, customizable reports.
- (d) Support for resolution of any questions or issues.

5. What are the Hardware System Requirements?

- C. **Program and Schedule:** Describe your technical plan for accomplishing required work. Include such time-related displays, graphs, and charts as necessary to show tasks, sub-tasks, milestones, and decision points related to the Scope of Work and your plan for accomplishment. Specifically indicate:
- i. A description of your work program by tasks. Detail the steps you will take in proceeding from Task 1 to the final tasks.
 - ii. A proposed schedule to complete the work
 - iii. The amount of progress payments you are requesting upon successful completion of milestones or tasks, deducting ten percent (10%), which will be paid upon final acceptance by the City.
 - iv. A statement of your compliance with all applicable rules and regulations of Federal, State and Local governing entities. The Proposer must state his compliance with terms of this Request for Proposal (RFP).
- D. **Project Management Structure:** Provide a general explanation and chart which specifies project leadership and reporting responsibilities; and interface the team with City project management and team personnel. If use of subcontractors is proposed, identify their placement in the primary management structure, and provide internal management description for each subcontractor.
- E. **Prior Experience and References:** Describe a minimum of three prior projects of similar size and scope to this Scope of Work. Include only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Do not include experience prior to 2009. Supply the project title, year, detailed project description including system configuration and your role

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as consultant and/or design engineer, version number of software and network configuration, date of system installations and timeframe of implementation from start to finish, detail if project was completed on time and budget as applicable, and include a contact name, title, e-mail address, present address, and phone number of principal person for whom prior projects were accomplished.

- F. **Personnel:** Include names and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title. Provide all resumes.
- G. **Local Business Presence:** The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.
- H. **Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying:**
- i. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2-7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.
 - ii. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
 - iii. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.
 - iv. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

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- I. **Proposal Acceptance Period:** All proposals are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal
- J. **Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.
- K. **Authorized Negotiator:** Include name, address, e-mail address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.
- L. **Part XII - Cost Proposal:** Information described in the following subsections is required from each Proposer. Your method of costing may or may not be used but should be described.

Proposer must submit the completed cost proposal (Attachment A) in a separate envelope marked cost proposal. Proposer must provide all costs associated with this project such as:

- Hourly rate
- Travel expenses, if required (see below)
- Estimated (not to exceed) timeframe for each project phase
- Cost to produce each required deliverable
- Project Management Services
- Others (if applicable)

Along with the cost proposal, provide a proposed payment schedule with deliverables and acceptance criteria for each.

- i. Travel expenses. All travel lodging expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Solicitation will be reviewed against the City's Travel Policy as published and maintained by the City's Controller's Office and the Current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

<http://www.gsa.gov/portal/category/100120>

No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of detailed receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulations.

2. EXCEPTIONS:

Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal. Provide a "Matrix of Exceptions" to the requirements of the RFP. Identify the requirement, describe the nature of the deviation and provide an explanation or an alternative.

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This matrix shall include any exceptions for all sections of the RFP and Scope of Work.

3. PROPOSAL PREPARATION COSTS:

All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.

4. EVALUATION FACTORS AND AWARD

A. **Competitive Selection:** This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined in Paragraph B below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with Proposers after proposals are received. Proposals should, therefore, be submitted on the most favorable terms.

B. **Evaluation Factors:**

i. 100 points.

- (1) System Concept and Solutions Proposed (35 points) – As per section B above (Grasp of the requirement and its solution(s), responsiveness to terms and conditions, completeness and thoroughness of the technical data and documentation.)
- (2) Demonstrated Applicable Experience and References, Personnel Qualifications, and Project Management Structure (25 points) – As per sections E, F and G above
- (3) Total Evaluated Cost (20 points) – As per section L above - Proposer with lowest cost to the City will be given maximum number of points, remainder given on a percentage ratio basis
- (4) Program and Schedule (10 points) – As per section C above
- (5) LOCAL BUSINESS PRESENCE (Maximum 10 points)

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

Evaluation Factor No.	Title	Maximum Point Value
1	System Concept and Solutions Proposed (Grasp of the requirement and its solution(s), responsiveness to terms and conditions, completeness and thoroughness of the technical data and documentation.)	35

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Evaluation Factor No.	Title	Maximum Point Value
2	Demonstrated Applicable Experience and Personnel Qualifications, Project Management Structure	25
3	Cost Proposal	20
4	Program/Schedule Proposed	10
5	Local Business Presence	10

- ii. Interviews/Demonstrations Optional. Interviews and/or demonstrations may be conducted at the discretion of the City. Maximum 25 points

The City reserves the right to require short listed vendors selected for demonstrations or presentations to provide a minimum of two (2) most recent years of audited annual reports that evidence the financial health of the organization. In the event that audited financial statements cannot be provided, the Vendor must provide financial information that will enable the City to accurately assess financial stability and viability. Vendors unwilling to provide this information or whose financial information is deemed as not demonstrating financial stability will not be considered for award.

EXHIBIT A: COST PROPOSAL

The City anticipates purchasing any additional servers, storage solutions, and associated system software through existing contracts when possible. Proposers may include such items as alternates for consideration; however all specifications, unit pricing, discount pricing, installation, and warranty information must be clearly provided and described. Despite how the required hardware and system software is purchased, the Proposer must accept responsibility for defining the technical requirements and associated configuration required to meet the City's stated objectives. The City reserves the right to award in our best interest including options such as the software without services, etc.

Software and Maintenance Costs

Description	Initial Purchase	Year One Cost	Year Two Cost	Year Three Cost	Year Five Cost	Year Five Cost
Software						
Licensing*						
Hosting Fees (if Vendor hosted)						
Annual Maintenance and Support						
Other Costs if Required*						
Per Year Total						

*Include information on licensing model and type of user licenses proposed (concurrent, per seat, etc.) as well as any quantity driven price breaks, if applicable.

**Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3rd party software, or any packaged hardware referenced in the response to Requirements.

Implementation Costs

Proposer must submit a detailed breakdown of services included as part of the implementation.

Description	Cost
Implementation Services	
Legacy Data migration/scrubbing	
Training	
System Integrations	
Other Costs if Required	
Total Cost	

Additional Services, Custom Development

Fixed hourly rate for custom development requested by the City of Austin for software functionality not included in the base software licensing agreement.

Description	Year Two	Year Three	Year Four	Year Five
Customer Requested Development (fixed per hour cost)				

Describe any complementary solutions that may benefit City, including functional description and cost. The cost of any complementary items will not be considered as part of the total cost of the proposal.

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

Section 0835: Non-Resident Bidder Provisions

Company Name _____

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: _____

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: _____ Which State: _____

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: _____



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ZoomGrants™ Response to RFP 5600 JXH0504 Grant Management System

for the

City of Austin Cultural Arts Division

Executive Summary:

Today, local governments and departments like the City of Austin - Cultural Arts Division (CAD) are asked to do more with less. Balancing the resources available to effectively govern can be a challenge. ZoomGrants is a leader in online grant management allowing local, state, and federal grant programs to do more with less and maximize their valuable human and financial resources.

ZoomGrants' strength and expertise is in providing online grant management services to the following Federal, State and Local funding programs:

- U.S. Department of Housing and Urban Development funding programs
 - Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), HOME Investment Partnerships Programs (HOME), Continuum of Care, Housing of People with Aids (HOPWA), etc.
- Local Government General Fund Grants
 - Neighborhood Associations, Park Improvements, Public Safety, Arts Programs, Scholarships, Energy Efficiency, Solar Infrastructure, Facade Improvements, etc.
- Global/National Grants or Scholarships
 - Judicial District Grants, Victim and Law Enforcement Grants, Certification/Training Scholarships, .

Currently our ZoomGrants technology is being used by applicants from 140 different countries with varying language needs. Customer base includes approximately 40 local/state governments and 10 privately held companies/organizations with with online cloud-based grant management services.

The ZoomGrants solution in online grant management starts with hands-on technical implementation and ongoing monitoring of the CAD grant administrative needs. While CAD will have access to the entire ZoomGrants team, ZoomGrants will assign a specialized internal group to serve the CAD account that will include Geoff Hamilton, Founder and President of ZoomGrants, Martin Greenlee, Customer Relations Manager, and Emily Wilson, Customer Support and Creative Manager.



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On a daily basis ZoomGrants delivers "best practices" and industry leading expertise in serving grant programs across the country. This up-to-date execution of project management; strategies, tools, and safeguards ensures the highest performance for the CAD required services.

ZoomGrants is constantly advancing our technologies in equipment, software and firmware to continually meet our customers' evolving considerations.

Unlimited customer service is part of the ZoomGrants promise to all of our customers. CAD can expect the same high level of training and on-going support.

The entire ZoomGrants team is committed to using our advanced technology, experience, and human resources in working with the City of Austin to shape the P.R.I.D.E. its citizens and employees have in their organization.

A. Business Organization:

i. Legal Name: GrantAnalyst.com LLC. (Doing Business As: ZoomGrants)
 Address: 8155 E. Fairmount Drive #1221
 Denver, Colorado 80230
 Incorporated: State of Colorado

ii. Officer(s): Geoff Hamilton, President and Founder since 2002

iii. Business License: Currently ZoomGrants is not authorized to do business

in

the State of Texas and we are aware and familiar with these sort filings/registrations. Registration will occur immediately upon notification of award.

iv. Bankruptcy Petitions: None

v. Claims/Lawsuits: None

vi. Criminal Proceedings: None

vii. Failure to Complete: Never

viii. Contract Termination: Never

B. System Concept and Solution:

The scope of work defined in RFP # 5600 JXH0504 is clear and ZoomGrants presents a solution to your desired needs. Specifically, ZoomGrants is an online/cloud-based grant management system that is a powerful and intuitive 'best practice' in grantmaking. As it relates to the City of Austin's needs, our technology provides external/public access to program guidelines and application in a very easy-to-use and friendly format. Program guidelines and the application can be embedded into your website or a link can be uploaded to your website or announcement/advertisement materials. Applicants can preview the application before they



ALL INFORMATION ON THIS PAGE IS PROPRIETARY INFORMATION OF ZOOMGRANTS create a profile and apply. We are proud to be known for being the easiest tool to use, and for providing the best customer service in the online grants industry.

Our technology commonly receives accolades similar to the comment recently provided below:

*Hi, Sheila and George, (staff with the City of Spokane, WA and customer of ZoomGrants)
I'm really happy to report a very good experience with ZoomGrants. The language and instructions are very clear. All the buttons work as expected. It's easy to get around. The common link to multiple apps by the same agency is simple. The attach/unattach tool is perfect (and it seems that we can attach multiple docs to any online). We get to name the attachments, not just a filename. Refreshes fast, even on my satellite uplink. No surprises in the character counter. Bravo to all for a good vendor choice, and good management of the content. I've used dozens of different proposal tools, and this one's the best!
- Sincerely, John Hancock - Deep Creek Consulting*

As a triple bottom line company, ZoomGrants focuses on saving money and natural resources for clients while increasing their social capacity in the community. Quite simply, ZoomGrants wants the grant process to be better than it has ever been before. That means using best available technology within the grant proposal process, making it more efficient, more cost effective and easier to manage. ZoomGrants helps streamline the often times routine, mundane and costly mountains of paperwork generated through grant management. ZoomGrants provides the capacity to manage all of the necessary components online in a way that is intuitive, well organized, highly affordable, and environmentally sound. ZoomGrants, a Limited Liability Company, is financially solvent, and our team is competent to perform the services required under this RFP.

One of the many benefits of utilizing ZoomGrants for your grant management system is the ability to store current and historical data storage to meet lengthy reporting requirements and document retention requirements. One feature that highlights the capturing of historical data could be the ability to see the history of funding for a particular organization/applicant. ZoomGrants also has the ability to upload pre-ZoomGrants history into the system.

Utilizing ZoomGrants allows your applicants to save a lot of time preparing answers, copying documents and producing a formal response to the funding availability. Additionally, applicants/grantees find significant savings in managing their grant electronically post-award and commonly become huge fans of ZoomGrants as they no longer need to hand-deliver/mail invoices or reports.

For CAD employees, managing your grants is amazingly easy and with our tasks/checklists and automatic reminder features nothing will get by you. Because the ZoomGrants system is static and in the "cloud"; any changes are instant. Static changes could be to an address of a



ALL INFORMATION ON THIS PAGE IS PROPRIETARY INFORMATION OF ZOOMGRANTS Contractor or an updated report on how the grant funding is being utilized so you can quickly analyze the report and get back to the Contractor why it is still fresh in their minds.

The ZoomGrants system will allow the City of Austin CAD staff to fully customize the application. Staff can create the proposal/application exactly the way they want, collecting the data needed to make funding decisions as well as data for reporting back to their stakeholders. Below is a list of some of the many features ZoomGrants has developed.

- Pre-Application/Eligibility screening or Letter of Intent (LOI)
- Proposal/Application Questions
- Program Budget (Sources and Uses) and Narrative
- Electronic tables to capture unique data with customizable calculations
- Document Attachments (unlimited)
- Post-Funding Reporting and Invoicing (with automatic reminders)
- Activity and Audit Logs (automatically generated)

Once proposals/applications are received, the CAD decision team can get started with the review process, even before the deadline arrives. They can also view who is working on an application prior to deadline. For each proposal, the reviewers can provide input for the following:

- Custom scoring criteria
- Private notes
- Committee discussion
- Voting recommendations
- Allocation recommendations

Designed to be a grant manager's personal assistant, our easy-to-use tools enable CAD staff to maintain full control of the process while managing all other users in an effective and reliable manner. With a special emphasis on decision tools, reporting, and communications, ZoomGrants makes the process faster and better.

- Workflow dashboards
- Proposal comparison features
- Weighted scoring comparisons
- Custom email notification templates
- Invoice & payment tracking
- Post-funding reporting
- Export data as a .csv, .xls (spreadsheet), or .pdf

As ZoomGrants is compared against its competitors, one of ZoomGrants' priorities is to have unrestricted access, therefore some things just shouldn't have limits placed on them. Below are some of those unlimiting features ZoomGrants provides.

- Number of Users
- Proposals Received
- Document Attachments



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- Technical Support

Our highest priority is ensuring that CAD staff, your reviewers, and your applicants have the best grant application experience ever. While that may not mean that everyone receives funding, it does mean that the process was so smooth that the focus was on the content and not the process itself.

1. Functional Requirements:

Req#	Response	Plan
F001	Users create a profile from the City of Austin's website (using ZoomGrants embedded application) or by clicking on a unique link to preview the CAD application prior to creating the profile.	Base
F002	First, all users are required to login with their own userid and password, giving them access only to the information that they are authorized to access. Once logged in, they are automatically logged out after a period of inactivity.	Base
F003	User accounts are created by the applicant who gained access from the City of Austin's website/unique link to their ZoomGrants application or CAD's ZoomGrants embedded application.	Base
F004	The following are supported document extensions in ZoomGrants: .DOC , .XLS , .DOCX , .DOCM , .XLSX , .TXT , .RTF , .WPS , .SXW , .ODT , .TAB , .CSV , .WKS , .SXC , .ODS , .PPT , .PPS , .SXI , .ODP , .PDF , .GIF , .JPG , .PNG , .MW , .WAV , .AIF , .MP3 , .MP4 , .MID , .MPG , .MOV ,	Base

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	<p>.WMV , .RM , .JPEG , .SHP , .SHX , .DBF , .KML , .KMZ</p> <p>ZoomGrants also allows for applicants to link to any document extension by providing a link to where that document is stored (i.e. Dropbox, cloud-storage). Additional formats can be accommodated if they are not listed above, send us any formats you think your applicants will need and we will update our supported extensions.</p>	
F005	<p>ZoomGrants automatically totals the vertical column totals within the Budget tab and CAD staff can add a variety of horizontal calculations (i.e. percentage of funding/match, subtotals, subtraction, multiplication, etc.). Additionally, ZoomGrants has a unique Tables feature that has some robust features to really drill down on that complex budget or performance measurement tracking.</p>	Base
F006	<p>ZoomGrants has a feature that can be turned on that can limit the submission of one application per applicant.</p>	Base
F007	<p>Data is connected to each login. It is recommended that each unique organization applying for CAD funds have one login and password in ZoomGrants.</p>	Base
F008	<p>ZoomGrants allows multiple administrative users to be set up in the system with each having different roles (i.e. Financial, Reporting, Pre-Application). When an invoice is submitted for example, the notification and any questions will go directly to the Financial administrative user to complete and not that of the Reporting person if they are different.</p> <p>ZoomGrants has the functionality to allow for grant writers to submit on behalf of another entity. Grant writers can also be sought out using ZoomGrants utilizing our listing of professional grant writers.</p>	Base
F009	<p>ZoomGrants can be accessed simultaneously by multiple users using the same login. The caveat is if the user "X" is in the same field as user "Y" whoever saves first wins. If the users are editing different questions in the application nothing is effected.</p>	Base
F010	<p>ZoomGrants stores whatever information you want it to store for as long as you want it stored.</p>	Base

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F011	At any time the administrative user can close the acceptance of applications by checking a box in the system. Additionally, ZoomGrants can automatically open and close your application depending upon the user setting up the open and close dates in the system. Once the deadline occurs, applicants that have not already submitted will not have access to complete the application. If the applicant is given special privileges, CAD could turn on that one application to allow them to submit post-deadline without have to open it up to the general public.	Base
F012	ZoomGrants can store any information you request.	Base
F013	ZoomGrants allows for setting certain fields as "required". Specifically, in the Document uploads not all documents are "required" therefore you can check a box if a particular document is required (i.e. 501(c) (3) certification). Setting a particular document as "required" does not allow the applicant to submit the application without a document uploaded into that "required" slot. ZoomGrants requires all questions to be answered, therefore alleviating any non-complete applications. The technology allows for a branching question so a certain set of questions can be "required" for a particular type of request.	Base
F014	If a question is asked, the administrative users can restrict their application based on how they answer the questions. ZoomGrants also has a pre-application/eligibility/letter-of-intent process available to pre-screen applicants for age or eligibility criteria before they proceed with the full application	Base
F015	There is a feature that can be turned on in ZoomGrants that allows applicants to edit their application after it has been submitted and prior to the deadline.	Base
F016	ZoomGrants system can customize individual invoicing to track budgeting and payment status'.	Base
F017	ZoomGrants has a pre-screening/pre-application feature that allows applicants to submit answers to some upfront questioning in order to determine approval to move to next level of questioning.	Base
F018	ZoomGrants has a feature that allows the user to un-	Base



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	submit their application by clicking on a button.	
F019	CAD can customize their own unique Application Submittal Notice that automatically gets sent upon application submittal.	Base
F020	ZoomGrants has the ability to complete electronic contracts via document uploads or physically customizing the application electronically in the system with digital approvals.	Base
F021	ZoomGrants has merge fields capabilities to produce necessary contracts or users can data export certain fields via .CSV to merge into a Microsoft Word developed contract for example.	Base
F022	Digital signatures are currently being completed by referencing your application and IP address	Base
F024	ZoomGrants currently has a task/checklist feature with dates/calendar features built in. Insurance documentation could be uploaded into ZoomGrants with a task to send a reminder of insurance expiration to the contractor. Reporting/Insurance/Invoicing deadlines can be unique to each applicant	Base
F025	Similar to the question above through the ZoomGrants task/checklist feature, users can track anything and everything they want. Waivers would be uploaded into the Documents tab and tracked there.	Base
F026	Automatic reminders can be set up to 14 days in advance and they come as an email to your inbox from Notices@ZoomGrants.com	Base
F026	Unlimited amount of evaluators can access the ZoomGrants system. Each evaluator will be provided a login and password determined by the CAD administrator. Once logged in the evaluators can easily review, score, and make a decision to approve, decline, or abstain/recuse. Additionally the evaluators can provide a recommended funding amount if CAD so chooses. That recommended amount can be averaged amongst all evaluators. Copy or click the following link to a video on the evaluator experience: http://youtu.be/mz5jdOTNh2g	Base

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	Evaluators also have robust reporting features that allow for a streamlined experience in how they review or compare applications. Private notes that are only viewable by the evaluator are also available as well as a discussion (Forum) type feature where all evaluators can participate in.	
F027	Currently, complex scoring calculations in ZoomGrants can include weighted scoring if needed and auto sums the scores. If more complex scoring calculations are necessary, ZoomGrants can easily add those. Note, there are two scoring sections; Committee (subjective), and Administrative (Objective). The system uses a scoring report to drill down to individual evaluators, partial scores, overall, etc. The scoring report is an extremely useful tool that can help speed up the allocation process. You must see it to believe it.	Base
F028	<p>User (Administrative) accounts are created internally by the lead administrator/manager of the contract with ZoomGrants. By going to the "Manage Users" tab administrative users can be added by providing their email address and a preferred password.</p> <p>User (Applicant) accounts are created from the City of Austin's website or by clicking on a unique link to preview the application. Once a decision is made to apply, the applicant will create a profile to continue to submit an application. Each user will be asked to provide some information related to their account (i.e. email address, password, first and last name)</p>	Base
F029	Name, address, phone and fax numbers, email address, website, password, past funding history, Tax ID #, DUNS # and whatever information you choose to request of each applicant.	Base
F030	ZoomGrants can track pretty much whatever you ask of your applicants. The specific user account information is very basic (i.e. name, address, phone and fax numbers, email address, website, password, past funding history, Tax ID #, DUNS #, etc.). As far as tracking multiple funding sources, ZoomGrants has that flexibility as well as the ability to add new funding programs.	Base
F031	ZoomGrants prevents applicants from creating	Base

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	duplicate accounts.	
F032	ZoomGrants tracks most everything in the system through its Activity Log and Audit Log. The Activity Log tracks a summary of activity changes (i.e. application created, submitted, decision modified, reports and invoices submitted, etc.). The Audit log tracks every change and what computer IP address made the change. This level of tracking was created on behalf of one a ZoomGrants customer who manages a Department of Justice grant program.	Base
F033	ZoomGrants provides a "Forgot Password?" feature directly below the login area. Users can click on the "Forgot Password?" to change their password. Users can change their password at any time. ZoomGrants encrypts user id's and passwords. Passwords are a combination of alpha-numeric characters with minimum requirement of 8.	Base
F034	At any time, the user can click a tab that says "Account Profile" near the top of the screen which allows them to change their information at anytime. Additionally, if a particular applicant/user changes their phone number or address it automatically updates all applications submitted previously.	Base
F035	Audit log is kept on each user account and available for viewing at your leisure.	Base
F036	User accounts within ZoomGrants belong to the user and not that of the City, therefore user accounts can not be deactivated. Applicants can be disqualified/declined.	Base
F037	ZoomGrants currently does not send a notification to users when their account information is changed. Since CAD expects this feature, ZoomGrants can customize that feature prior to contract.	Customization
F038	ZoomGrants tracks and stores all aspects of invoice amounts and payments both positive and negative at the individual application level and the whole funding program. Actual location of this data can be found under the Financial/Invoice tab.	Base
F039	Applicant locations are automatically plotted on a map when the deadline arrives.	Base

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F040	ZoomGrants' robust reporting features allows CAD users to report on pretty much anything you ask of the applicant. Under the Data tab of ZoomGrants, users can generate reports on any question asked, standard fields, reports, and/or internal research questions.	Base
F041	Feature deleted per Q&A results. However, ZoomGrants allows the ability for CAD users to enter payment data to track payments.	Base
F042	ZoomGrants has a built in messaging system where CAD users can generate unique messaging that has full mail merge features that can be sent to applicants/grantees. Sending emails within your preferred program (i.e. Microsoft Outlook, Gmail, etc.) is also available. Exporting all of your contacts within ZoomGrants is also very quick and can easily be transferred via mail merge to physical letters mailed through the post office.	Base
F043	ZoomGrants maintains your messages within the system and a copy of the message along with a report of who it was sent to is also provided.	Base
F045	One of our favorite features, ZoomGrants has robust reporting possibilities. At any time you can quickly run a report on any given data point within the system. If you ask for it you can report on it. You can also have some pre-saved reports that your evaluators can look at, or CAD staff can quickly look at to see how they are meeting performance measures, who has submitted their reports/invoices on time, or who has met the minimum match funding requirements, etc.	Base
F046	Reports within ZoomGrants can easily be selected as a "Saved Report". From the Dashboard of your program, a list of saved reports are provided for quick access. Saving a report is easy, from the Data tab you choose to run a report and at the bottom of the report it asks if you would like to save this as a "Saved Report". Saved reports within ZoomGrants can also be used as a streamlined approach to evaluating applications for both administrators and evaluators.	Base
F047	Reports can be exported to an XLS external format. CAD can also generate reports that are instantly viewable within ZoomGrants by sending the results to a sorted table view or printer friendly view (including	Base



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	page breaks/horizontal lines between each application).	
F048	Reports within ZoomGrants can easily be selected as a "Saved Report". From the Dashboard of your program, a list of saved reports are provided for quick access. Saving a report is easy, from the Data tab you choose to run a report and at the bottom of the report it asks if you would like to save this as a "Saved Report". Saved reports within ZoomGrants can also be used as a streamlined approach to evaluating applications for both administrators and evaluators.	Base
F049	ZoomGrants can be integrated via an API.	Base
F050	Unlimited concurrent users can be supported.	Base
F051	.CSV or comma delimited text.	Base

2. Technical Requirements

Req. #	Description
4.1	<p>Staffing: The personnel specifically assigned to work on the City of Austin CAD Grant Management System is:</p> <p>> Geoff Hamilton is ZoomGrants lead technical supervisor and chief architect, his involvement assures the highest technical support.</p> <p>> Martin Greenlee, is a ZoomGrants Customer Relationship Manager and held the position of a Grants Administrator with a local government in Washington State for 13 years. Martin is a former customer and user of the ZoomGrants technology for five years and his hands-on experience as a ZoomGrants user is a valuable asset for the City and the CAD.</p> <p>> Emily Wilson, Customer Support and Creative Manager is one of our most experienced customer support personnel. She is responsible for answering all technical related questions and support as well as providing training videos, etc.</p> <p>ZoomGrants can be utilized and administered by multiple departments</p>

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	independently. Staff is fully committed to the City of Austin CAD staff. Martin Greenlee and Emily Wilson can commit a minimum of 1-3 hours per day as needed. Geoff Hamilton's commitment will be determined as needed. Since ZoomGrants is so intuitive, the need for daily assistance is not foreseeable. The City of Austin will be assigned three of our most experienced ZoomGrants staffers to implement and service your online grant management needs.
4.2	Updates occur when needed and rolled out system wide.
4.3	System changes are announced and instantly available to all users.
4.4	<p>Unlimited concurrent users can be supported in the ZoomGrants system. There are no software or hardware changes required as ZoomGrants is a cloud/browser based solution. Cost level is simple, \$2,500 Annual Subscription for the City of Austin, \$2,000 per Annual Grant Application/RFP/Proposal (can be opened and closed as many times within a calendar year before having to pay again, One time Account Activation fee of \$500.</p> <p>CAD is proposing to run three Grant Programs: (1) Core Funding (\$2,000), (2) Cultural Expansion Funding (\$2,000), and (3) Community Initiatives Funding Program (\$2,000). The total annual cost for the City of Austin and CAD is \$8,500 (not including the \$500 one-time account activation fee).</p>
4.5	Not for public information
4.6	System currently meets all performance requirements of existing users. There are no file size limitations as we present a unlimited solution.
4.7	ZoomGrants is a cloud-based SaaS solution, therefore this question is irrelevant.
4.8	<p>Log entries are date stamped, user stamped, and IP address stamped for each field changed.</p> <p>EXAMPLE OF ACTIVITY LOG:</p> <p>11/8/2013 1:59:42 PM (Bryan Monroe) Email sent to applicant (message template 1) 11/8/2013 2:07:19 PM (Bryan Monroe) Email sent to applicant (message template 1) 11/14/2013 4:06:59 PM () Grant maker action requested: Pre-Application submitted and waiting for approval 11/18/2013 10:27:04 AM (Peggy Sheehan) Pre-Application Status changed to APPROVED 11/21/2013 11:30:48 AM (Bryan Monroe) Email sent to applicant (message template 2) 1/6/2014 4:45:46 PM (Peggy Sheehan) Email sent to applicant (message template 1) 1/8/2014 8:24:42 AM Application submitted 1/31/2014 10:58:02 AM (Peggy Sheehan) Applicant action requested: Please respond to questions under the "Extra" tab in Zoomgrants by end of day February 4, 2014. 2/6/2014 2:11:19 PM () Applicant action completed: Additional Questions have been answered 7/9/2014 8:50:30 AM (Peggy Sheehan) Official decision modified 7/9/2014 9:36:50 AM (Peggy Sheehan) Official decision modified 7/9/2014 9:36:54 AM (Peggy Sheehan) Official decision modified 10/6/2014 12:10:39 PM (Danell Norby) Official decision modified</p> <p>EXAMPLE OF AUDIT LOG:</p> <p>2013-11-04 10:48:19{record created}</p>



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	<p>2013-11-04 10:49:03 173.164.95.50 GrantWriter@shareVancouver.org {proptitle} 2013-11-04 10:49:11 173.164.05.50 GrantWriter@shareVancouver.org {reqamt} 2013-11-04 10:49:27 173.164.45.50 GrantWriter@shareVancouver.org {preappa10} 2013-11-04 10:50:01 173.164.35.50 GrantWriter@shareVancouver.org {preappa41} 2013-11-04 10:50:53 183.164.85.50 GrantWriter@shareVancouver.org {preappa40} 2013-11-04 10:51:13 173.124.85.50 GrantWriter@shareVancouver.org {preappa13} 2013-12-20 15:02:57 173.164.85.50 GrantWriter@shareVancouver.org {budget12b} 2013-12-20 15:03:10 183.164.85.80 GrantWriter@shareVancouver.org {budget12c} 2013-12-20 15:03:24 163.164.85.70 GrantWriter@shareVancouver.org {budgetitem13} 2013-12-20 15:03:37 171.164.85.50 GrantWriter@shareVancouver.org {budget13b} 2013-12-20 15:03:51 179.164.85.50 GrantWriter@shareVancouver.org {budgetitem14} 2014-01-08 08:24:41 172.164.85.50 GrantWriter@shareVancouver.org {application submitted} 2014-01-08 08:24:42{notified} 2014-01-29 14:18:15 56.4.191.258 {eq1} 2014-01-29 14:19:57 44.4.391.224 {eq2} 2014-01-31 10:55:55 64.4.291.214 {eq3} 2014-02-06 14:03:40 183.164.85.51 GrantWriter@shareVancouver.org {ea1} 2014-02-06 14:08:15 173.163.85.50 GrantWriter@shareVancouver.org {ea2} 2014-02-06 14:10:39 173.164.86.50 GrantWriter@shareVancouver.org {ea3} 2014-02-11 10:14:11 85.4.180.31 peggy.sheehan@cityofvancouver.us {committeeassigned} 2014-02-11 10:14:22 83.4.180.01 peggy.sheehan@cityofvancouver.us {committeeassigned} 2014-02-11 10:14:25 64.4.530.91 peggy.sheehan@cityofvancouver.us {committeeassigned} 2014-07-09 08:50:30 74.4.191.954 peggy.sheehan@cityofvancouver.us {DECISIONSTATUS} 2014-07-09 09:36:50 64.4.191.354 peggy.sheehan@cityofvancouver.us {DECISIONSTATUS} 2014-07-09 09:36:54 24.4.191.244 peggy.sheehan@cityofvancouver.us {DECISIONSTATUS} 2014-10-06 12:10:39 94.4.187.137 Danell.Norby@cityofvancouver.us {DECISIONSTATUS}</p>
4.9	Audit logs are available in the custom reports feature
4.10	Data is exported at anytime via .CSV, the most common data export in the world.
4.11	All City users will access ZoomGrants via their internet browser. Additional information is unnecessary and proprietary.
4.12	Non-sequential numbering in RFP - No answer
4.13	Data can be exported at anytime to your servers for your own purposes.
4.14	<p>The following are supported document extensions in ZoomGrants:</p> <p>.DOC , .XLS , .DOCX , .DOCM , .XLSX , .TXT , .RTF , .WPS , .SXW , .ODT , .TAB , .CSV , .WKS , .SXC , .ODS , .PPT , .PPS , .SXI , .ODP , .PDF , .GIF , .JPG , .PNG , .MW , .WAV , .AIF , .MP3 , .MP4 , .MID , .MPG , .MOV , .WMV , .RM , .JPEG , .SHP ,</p>

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	<p>.SHX , .DBF , .KML , .KMZ</p> <p>ZoomGrants also allows for applicants to link to any document extension by providing a link to where that document is stored (i.e. Dropbox, cloud-storage). Additional formats can be accommodated if they are not listed above, send us any formats you think your applicants will need and we will update our supported extensions.</p>
4.15	ZoomGrants is fully available by any internet enabled device (touchscreen, mobile phone, tablet, etc.).
4.16	ZoomGrants is a cloud-based SaaS solution, therefore this question is irrelevant.
4.17	User accounts are exclusively controlled through SSL encrypted connections that are not integrated with any single sign on solutions.
4.18	Non-sequential in RFP - No answer
4.19	Users create their own workflow within ZoomGrants. Workflows do not integrate with any other system. This would be a stand-alone tool.
4.20	Online Help features are available, including videos, tip sheets, and slideshows. Administrative users are able to customize their own specific help features and place within the ZoomGrants system as well.
4.21	City staff will notify vendor of any questions that arise during the agreement period and ZoomGrants staff will address those immediately.

3. Grant Management

New system must:

- (a) ZoomGrants provides for a centralized grant management portal, streamlining access to everything related to your grant program including but not limited to; documentation, comprehensive profiles, contact information, narratives, budget, reporting, notes, and custom fields.
- (b) Importing data to ZoomGrants from Bromelkamp/PEARL database can be accomplished.
- (c) ZoomGrants does not have limits when it comes to the number of users, programs, applications, users, evaluators, etc. Therefore, ZoomGrants meets your needs in this category. Assigning and managing panelists/evaluators is very easy, secure, and efficient. Interfacing via API with the Cultural Data Project is achievable.
- (d) Notes, insurance expiration date tracking, final reporting, and automatic notifications are currently features operating powerfully within ZoomGrants.
- (e) Multiple users/staff/evaluators can have simultaneous access within ZoomGrants.
- (f) Calculating demographic information unique to the City of Austin and CAD is



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feasible. Additional information would need to be provided to accurately complete this requirement.

- (g) Exporting reports and data in different formats is a strong suit for ZoomGrants and will have no problem meeting this requirement.
- (h) ZoomGrants meets your reporting requirements.
- (i) Uploading multiple file formats is a tried and tested feature within ZoomGrants
- (j) A link to Guidestar and email configuration with the Microsoft Outlook system are both achievable features
- (k) ZoomGrants technical support and customer service is and will be the reason you choose us as your Grant Management System. Our technical support is unlimited for all users (administrators, reviewers, and applicants). Our technical support team is available during business hours and typically most non-business hours too. Although not technical support is not available during sleeping hours, unless we are up pulling an all nighter.
- (l) Storing your data is easy and keeping it for a minimum of 5 years is even easier. At anytime you can export your data to be retained for as long as you need.

4. **Software Vendor Requirements**

- (a) Product Support: 866-323-5404 x2 or Questions@ZoomGrants.com
- (b) Maintenance: updates, patches, new versions occur statically and do not require delays. Most maintenance updates occur in the middle of the night with a minor delay of up to several minutes if any.
- (c) Training: Training for the various user types can be accomplished in three different ways, listed below. ZoomGrants recommends one, comprehensive, on-site training for administrative users in order to achieve the best results for City users. ZoomGrants is able and willing to train reviewers and applicants as well, however, they can also easily be trained by CAD staff if CAD would like to save the expense for additional on-site training sessions if those sessions are on a different date than the administrative training..

Personal, on-site (City CAD facilities) training is available at the rate of \$1,000 per day, and can be scheduled according to the Project Timeline listed above. Administrative users should expect full training to take 3-6 hours depending on the level of program detail requested or the number of different programs training during the same session. Reviewers and applicants are easily trained in thirty minutes or less for their respective sessions.

Online training sessions (free) can also be arranged for administrative users, or smaller groups of reviewers and applicants. These sessions can be scheduled any time, and often can be impromptu, shorter sessions based on specific topics instead of thorough, full-program training sessions.

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Self training (free) is always available to any users. When they are logged in, a 'Help' link is available to connect the users to role-specific training videos, slideshows and tip sheets. These resources can be found at <https://zoomgrants.com/overview.asp> in the column on the right.

- (d) User Groups - ZoomGrants currently conducts user group meetings where customers are grouped regionally and/or by special request. ZoomGrants also has a feature that allows users to sign up for a forum where they can communicate and post questions of other ZoomGrants users.

5. Consulting Services

- (a) Because our system is cloud-based, planning and evaluation can be completed online to identify proper setup, etc.
- (b) Installation and implementation is all electronic via the internet and all modules can be tested online.
- (c) Training: Training for the various user types can be accomplished in three different ways, listed below. ZoomGrants recommends one, comprehensive, on-site training for administrative users in order to achieve the best results for City users. ZoomGrants is able and willing to train reviewers and applicants as well, however, they can also easily be trained by CAD staff if CAD would like to save the expense for additional on-site training sessions if those sessions are on a different date than the administrative training..

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Self training (free) is always available to any users. When they are logged in, a 'Help' link is available to connect the users to role-specific training videos, slideshows and tip sheets. These resources can be found at <https://zoomgrants.com/overview.asp> in the column on the right.

- (d) Support for resolution of any questions or issues can be made by contacting staff at 866-323-5404 x2 or by email at Questions@ZoomGrants.com.

6. Hardware System Requirements:



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No hardware required besides an internet enabled device. ZoomGrants is considered a Commercial Off-the Shelf (COTS) Software as a Service (SaaS) solution.

C. Program and Schedule

ZoomGrants is well prepared to **accommodate any schedule requested by the City of Austin CAD**, and we propose the following timeline to prepare for full implementation with a targeted launch date of June 1, 2015. ***These dates are flexible pursuant to any accelerated needs that the City may present.***

(i) Description of work by task (see below)

(ii) Proposed schedule (see below)

Testing Site Availability <ul style="list-style-type: none"> includes 1 RFP/Application created includes testing credentials <i>(to be provided upon approval of proprietary agreement)</i> 		March 15, 2014
City Staff Testing/Editing <ul style="list-style-type: none"> Testing and editing will be with 'live' data to be used as the final product Timespan ranges from the deadline for this RFP to the launch date to reflect that editing can be done spanning the County decision period all the way through contracting and full implementation Includes free, unlimited technical support via telephone and email from ZoomGrants 		March 15 - April 15, 2015
Contract Awarded		May 1, 2015
Data Integration		May 1 - 15, 2015
City Staff Training		May 14, 2015

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<ul style="list-style-type: none"> Personal, on-site training can be available earlier than this date if necessary Includes a full review of the three (3) RFPs with the goal of being fully prepared to launch 		
City Website Integration <ul style="list-style-type: none"> Concurrent with Staff Training 		May 14, 2015
Public Launch		June 1, 2015

(iii) Payment in full is required as ZoomGrants is a service and not that of a product. Amount due \$9,000.00 (annually) prior to going live with the Public Launch of your grant application.

(iv) It is the intent of ZoomGrants to submit a response to RFP # 5600 JXH0504 that is in compliance with terms of this RFP and all applicable rules and regulations of Federal, State, and Local governing entities.

D. Project Management Structure

Martin Greenlee will be the lead project manager for this solution. He can be reached at 866-323-5404 x4 or by emailing Martin.Greenlee@ZoomGrants.com. All reporting, data integration, testing, questions, etc. shall be directed to him. Martin will move any questions to our leadership team and/or development team if needed. Subcontractors will not be used to fulfill this contract.

E. Prior Experience and References

All of the references and prior experiences listed below were installed/implemented on time and within the budget agreed upon. Each installation took approximately several weeks to two months at the most.

2009 - Current: City of Pleasanton, California - Scott Erickson, Housing Specialist, City of Pleasanton Housing Division, 925-931-5007, serickson@cityofpleasantonca.gov. The City of Pleasanton manages a Federal pass-through funding from the U.S. Department of Housing and Urban Development as well as a local Civic Arts Grant program. <http://www.cityofpleasantonca.gov/resident/housing/grant/application.asp>

City of Pleasanton Housing Division
 Scott Erickson
 123 Main Street



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Pleasanton, CA 94566

2013-Current: City of Saint Paul, Minnesota - Amy Filice, Program Administrator, 651-266-6568, amy.filice@ci.stpaul.mn.us . The Cultural STAR grant program promotes economic growth by strengthening the arts and cultural sector and by supporting downtown Saint Paul as a vital cultural center. <http://stpaul.gov/index.aspx?NID=1166>

City of Saint Paul
Cultural STAR Program
25 W. 4th Street, Suite 1400
Saint Paul, MN 55102

2009- Current: City of Las Vegas, Nevada - Shawn Bolster, Grant Program Coordinator, 702-229-4912, sbolster@lasvegasnevada.gov Utilizes Federal pass-through funds to provide funding for housing and community development related projects in the community that benefit low-and moderate-income persons. <http://www.lasvegasnevada.gov/Apply/20724.htm>

City of Las Vegas Neighborhood Services Department
495 S Main Street
Las Vegas, NV 89101

2013 - Current: City of Fort Collins, Colorado - Jill Stillwell, Cultural Services Director, 970-416-2935, jstillwell@fcgov.com . Utilizes the Cultural Development and Programming Account and Tourism Programming Account to fund cultural related projects in Fort Collins (aka. Fort Fund). <http://www.fcgov.com/fortfund/>

Lincoln Center Administration Office
417 West Magnolia
Fort Collins, CO 80521

F. Personnel

Staffing. The personnel specifically assigned to work on the City of Austin CAD Grant Management System is:

> **Geoff Hamilton** is ZoomGrants lead technical supervisor and chief architect, his involvement assures the highest technical support.

> **Martin Greenlee**, is a ZoomGrants Customer Relationship Manager and held the position of a Grants Administrator with a local government in the Pacific Northwest for 13 years. Martin is a former customer and user of the ZoomGrants technology for five years and his hands-on experience as a ZoomGrants user is a valuable asset for the City and the CAD. Martin will also be the main contact and project manager for this RFP.



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>**Emily Wilson**, Customer Support and Creative Manager is one of our most experienced customer support personnel. She is responsible for answering all technical related questions and support as well as providing training videos, etc.

ZoomGrants can be utilized and administered by multiple departments independently. Staff is fully committed to the City of Austin CAD staff. Martin Greenlee and Emily Wilson can commit a minimum of 1-3 hours per day as needed. Geoff Hamilton's commitment will be determined as needed. Since ZoomGrants is so intuitive, the need for daily assistance is not foreseeable. The City of Austin will be assigned three of our most experienced ZoomGrants staffers to implement and service your online grant management needs. Resumes are proprietary information and therefore not included in this response.

G. Local Business Presence

ZoomGrants does not have a local business presence but would welcome the idea of relocating to wonderful Austin, Texas if there was business to be done in Austin.

H. Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying

ZoomGrants fully complies and adheres to requirements related to Austin City Council Ordinance No. 20111110-052 amending Chapter 2-7, Article 6 of the City Code. See attached signed certification.

I. Proposal Acceptance Period

ZoomGrants understands and confirms the proposal acceptance period of 180 calendar days subsequent to the RFP closing date of 12/3/14.

J. Proprietary Information

All pages of this response are considered to be the proprietary information of ZoomGrants and shall not be publicly disclosed unless required by the Attorney General of the State of Texas.

K. Authorized Negotiator

Martin Greenlee
ZoomGrants Customer Relations Manager
8155 E Fairmount Drive #1221
Denver, CO 80230
(866) 323-5404 x4
Martin.Greenlee@ZoomGrants.com

L. Part XII - Cost Proposal

ZOOMGRANTS

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ZoomGrants pricing is as follows and is based on an annual subscription and a one-time charge annually to open an RFP (although you can open and close it as many times as you want in a calendar year).

Cost Description	Quantity	Base Price	Total
Account Activation (one time - first year only)	1	\$500	\$500.00
Annual Subscription (unlimited users)	1	\$2,500	\$2,500
Program/Application Fee (RFP)	3	\$2,000	\$6,000
First Year Total:			\$9,000
Subsequent Year Totals (year 2 through year 5):			\$8,500

EXHIBIT A: Cost Proposal

Description	Initial Purchase	Year One Cost	Year Two Cost	Year Three Cost	Year Four Cost	Year Five Cost
Software	included	included	included	included	included	included
*Licensing	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500
Hosting Fees (If vendor hosted)	included	included	included	included	included	included
Annual Maintenance and Support	included	included	included	included	included	included
*Other Costs if Required	\$500					
Per Year Total	\$9,000	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500

*Licensing includes \$2,500 annual subscription fee for unlimited number of users and \$2,000 per RFP (CAD proposes to have three RFP's - Core funding, Cultural Expansion funding, and Community Initiatives funding)

**Other Costs (\$500) is a one-time account activation fee

Implementation Costs



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Description	Cost
Implementation Services	included
Legacy Data migration/scrubbing	8 hours included and \$120/hour beginning on the 9th hour and beyond
Training	>\$1,000 per day when the training is on-site > Online/phone training is included and unlimited
System Integrations	8 hours included and \$120/hour beginning on the 9th hour and beyond
Other Costs if Required	none forseen
Total Cost	\$0.00 <i>(unless certain requests take longer than 8 hours or the training is on-site)</i>