

REQUEST FOR PROPOSAL

**CITY OF LOS ANGELES
MAYOR'S OFFICE
HOMELAND SECURITY AND PUBLIC SAFETY**

DATE ISSUED: March 31, 2011

TITLE: Sahana: Mass Care and Shelter Registration Software Development

DESCRIPTION:

The City of Los Angeles is seeking to acquire and implement a customized software package ("Sahana") for use within local disaster relief operations. The software shall focus on key system management components and/or modules which include volunteer and donation management. Sahana is a web based collaboration tool that addresses common coordination problems during disasters.

The selected contractor is responsible for creating, configuring, implementing and customizing data for the Sahana software to support the City's response to an emergency. Sahana will supplement the City's current emergency management system and will fully integrate with other City applications. Also, the contractor is responsible for training users on the Sahana software for regular use by the City of Los Angeles. This project will be managed by the City of Los Angeles Emergency Management Department ("EMD").

PRELIMINARY SCHEDULE:

Event

Date

Request for Proposal Released

March 31, 2011

Proposers' Conference (MANDATORY)

April 14, 2011
10:00 a.m. (Pacific Time)

DEADLINE FOR SUBMITTING PROPOSAL:

May 12, 2011
3:00 p.m. (Pacific Time)

PROPOSAL DELIVERY ADDRESS:

Gabriela Jasso, Contracts Specialist
Mayor's Office
200 N. Spring Street, Room 303
Los Angeles, CA 90012
Gabriela.Jasso@lacity.org
Fax: 213-978-0718

TECHNICAL ASSISTANCE:

Requests should be made in writing, using the attached form (Exhibit N) by email or fax no later than 12:00 p.m. (noon) Pacific Time <Date> to Email: Gabriela.Jasso@lacity.org Fax: 213-978-0718

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I. BACKGROUND

A. Administrative Entity

The Office of the Mayor, through Homeland Security and Public Safety, administers the Regional Catastrophic and Preparedness Grant Program (RCPGP) for the City of Los Angeles and serves as the administrative entity for this Request for Proposal (RFP). The RCPGP originates from the United States Department of Homeland Security (DHS), which awards funding to select regions for emergency planning projects. The source of funds for this RFP is from the Fiscal Year 2007-2008 RCPGP grant ("FY07-08 RCPGP"). The Office of the Mayor, Homeland Security and Public Safety Department ("Office of the Mayor") has been authorized to release this RFP (Council File No. 08-0897, 11/17/09).

The City of Los Angeles Emergency Management Department ("EMD") General Manager, working in cooperation with the Office of the Mayor, is the Coordinator for this project and is responsible for all day-to-day coordination of emergency preparedness programs. The EMD General Manager will appoint a Project Manager for this Project.

B. Overview

1. Project Overview

The Contractor is responsible for creating and customizing data for the Sahana software to support the City's response to an emergency. Sahana will supplement the City's current emergency management system and will fully integrate with other City applications.

Sahana will be managed by EMD. The EMD General Manager shall designate one (1) person to serve as a Project Manager who will oversee completion of the project. The EMD Project Manager shall provide overall direction of the project, and will manage the Contractor, project schedule, the implementation of the project and the acceptance of deliverables.

II. SPECIFICATIONS

A. Services Solicited and Project Objectives

This Request for Proposal (“RFP”) seeks a Contractor to acquire, develop/configure, implement, integrate and train users on the Sahana software for regular use by the City of Los Angeles. Subsequently, the City will expand the software to include: the Counties of Los Angeles, Ventura, San Bernardino, Orange, and Riverside. The Contractor will work under the direction of the Los Angeles EMD Project manager.

Key system management components and/or modules include volunteer and donation management. Furthermore, the software must allow for component modification and/or alterations. In particular the following software components must allow for modifications and/or alterations:

- Missing Person Registry,
- Organizational Registry,
- Request Management System,
- Inventory Management,
- Flexible Deployment Strategy, and
- Documentation Component

The Contractor must also be responsible for the project development components:

- A Detailed Project Schedule,
- User Requirements,
- Research requirements and proper protocol of volunteer management and donation management components,
- Data and/or information gathering on volunteer management and donation management components,
- Customization to the software based on EMD insight and recommendations,
- Provide a Reporting mechanism for non-technical users,
- Audit Trail

The Contractor is also responsible for implementation of software and customizations. When implementation and customizations are complete the contractor will provide the City with assurances that all software is consistent with current City technology operating systems. Furthermore, the Contractor will provide EMD with a full training on the Sahana software and all the training materials incorporated therein. Finally, the Contractor will provide the City with full software maintenance and support for all system maintenance inquiries.

B. Scope of Work

Part 1: Acquisition

Sahana is Free and Open Source Software (“FOSS”) which makes the software available at no cost to anyone to use, modify, and distribute as needed to accomplish project goals.

http://freeopensourcesoftware.org/index.php?title=Main_Page

The Contractor shall acquire/download the Sahana software, a web-based collaboration tool, in its current form. The Contractor is responsible for any and all licensing and/or reporting requirements that should arise from acquiring/downloading said software.

Part 2: Development/Configuration

When formulating, devising, and customizing the Sahana software, the Contractor must act under the direction of the Project Manager in order to meet the needs of the City of Los Angeles. Once this software is developed and integrated to meet the needs of the City, expansion of the software may be developed at a later date. Details outlining said expansion are listed below.

Software Needs are outlined below:

1. **Functionality and Features** – The software package must contain a suite of web based sub-applications. These applications should allow for storage and/or retrieval of information required for coordination of resources during a disaster. The sub-applications are as follows: Mass Care and Shelter Registration, Volunteer Management, and Donation Management. These applications should link to and support EMD’s Mass Care and Shelter Registration project.
2. **User Friendly** – The software must be intuitive and well-structured. It should have a practical graphic user interface and superior data design. The software should allow for easy to use information management.
3. **Technical Features** – The architectural framework of the system must provide the following features:
 - Plug-in Architecture: The system must allow for new and independent software components. Integration must be simple and without the need of any further software and/or code adjustments
 - Low Hardware Requirements: A standalone system must have the capability to run on a basic laptop without dependency on the internet. The full network system must be hosted within the City’s network on a virtual machine (VM); located on a server in the City’s “DMZ”.
 - Mobility: The system must have the capability of cloning/duplicating the program for use in any location whether in the field or being used by a central server

- Portable Universal Serial Bus (“USB”): The system must operate without installation of a USB drive, but as a portable application. The Sahana: Mass Care and Shelter registration software program and all codes associated hereto must be contained in the USB flash drive
- Granular Security: The system must have secured access to the software; whether performing a specific software role or accessing an individual page of information. The system must have multiple layers of security to ensure data entered, stored and transmitted is secure; Lightweight Directory Access Protocol (“LDAP”) integration is a plus.
- Public Interface: The software must have a web based public interface that can be accessible in multiple languages including, but not limited to the following 7 languages: English, Spanish, Korean, Japanese, Chinese, Tagalog, and Vietnamese.
- Disabilities: The software must be accessible to people with disabilities and must follow Section 508 of the Web Content and Accessibility Guidance (“WCAG”). Developers must ensure compliance with standards of Section 508 of the Rehabilitation Act available on www.section508.gov.
- Adaptable User Interface: The software design must allow for changes in the layout and adapt to the needs of the user. The software must be compatible with a Personal Digital Assistant (“PDA”) or cell phone for selected data transmission and/or queried reports.
- Graphic User Interface: The Contractor should use the basic frame of Sahana modules utilized for Shelter Registry, Volunteer Management, and Donations Management. This will be customized to the legal policies and procedures of the City of Los Angeles.
- Horizontal Scaling: There must be allowances for the system to accommodate a greater load by adding more servers in parallel cluster.
- Data Exchange: The Contractor will provide technical mechanisms for data exchange from Sahana modules to the other City public safety applications. The City will provide a standard file format of data to be provided from Sahana modules.
- Browser Agnostic: The system must be browser agnostic.

A. **Key System Management Components and/or Modules:**

(1) **Volunteer & Donation Management Overview**

- a. **Volunteer Management:** This software must have tracking and reporting features to locate all disaster relief volunteers and to pinpoint all project sites and locations. Volunteer and location/project site data will be entered and tracked by users in order to support the Mass Care and Shelter Registration Project. The software must easily capture data entered into the system and allow users to use said data to develop and process reports and charts. See Attachment 1 for examples of volunteer management software component.

- b. **Donations Management:** This software must have tracking and reporting features to trace and account for all goods and services donated for disaster relief victims within the City of Los Angeles. The software must also have features for managing victim's unmet needs and coordinating with agencies and volunteers to fulfill said needs.

Donation management data will be entered into a data base and tracked by the user(s) in order to support the Mass Care and Shelter Registration Project. This component will capture stored data and allow users the ability to develop and process reports from the system data base. See Attachment 2 for examples of donation management software component.

(2) **System Management Modifications**

- a. **Modifications & Alterations:** The software must allow for component modification and/or alterations.

***Please note:** The following software components are not required for customization at this time. However, the City may develop and customize these components at a future undetermined time. Such customization development shall be separate and independent from the work contemplated under this RFP. As such, the system developed by the Contractor should have the ability to expand to include the following software components without the use of contractor's proprietary software:

- i. **Missing Person Registry:** The Missing Person Registry must capture relevant missing person's information, such as, but not limited to: name, age, physical features, current/previous location. Also, said registry must include a separate link that includes contact information for those seeking out missing persons.
- ii. **Organization Registry:** The Organization Registry must manage the distribution of disaster relief in affected areas and coordinate relief with agencies. The registry should also capture information on the range of services available, such as, but not limited to: shelter, food, clothing, medical assistance, pet accommodations, etc. Also, the registry must include information regarding shelter assistance organizations in the affected areas to provide for a gap analysis.
- iii. **Request Management System:** The Request Management System must register, document the date and time of entry, and track all incoming requests for disaster support and relief. It must be a central online repository where all relief organizations, relief workers, government entities, donors and shelters can effectively match requests of aid and supplies to pledges of support.
- iv. **Inventory Management:** Inventory Management must track the location, quantities, and expiration dates of supplies stored in shelter facilities for use in a disaster. Future development and implementation of a bar code system in the Donations Management Module will allow the ability to interface with this module.
- v. **Flexible Deployment Strategy:** The Contractor must provide the City a software system that will deploy a variety of software models. The models will range from operating systems that run on a single notebook computer (with or without a portable Wireless LAN) to a fully distributed, network platform.

The system must synchronize data gathered in multiple software capacities, allowing users to capture data in the field and seamlessly exchange information with others using USB flash drives or CDs.

- vi. **Documentation:** The contractor must provide all program code and full systems/developer documentation. Documentation should include workflow, network and server architecture and related hardware/software configurations. Acceptance of all documentation is dependent upon City review.

4. **Development** – The Contractor must provide the following:

- **Project Schedule:** The Contractor shall provide a project schedule and status reports to the Project manager (“PM”), and will be updated biweekly.
- **User Requirements:** The Contractor will meet with the PM and representatives from various City departments who play a critical role in the EOC during activation. A list of department representatives will be provided to the contractor following the initial meeting of the contractor and PM.

User requirement meetings will occur on a regular basis during the software development phase to: (1) gather input for development of the user requirements, and (2) review user requirements. The exact amount of times will be determined following the initial meeting between the contractor and the PM.

The Contractor will have (2) weeks to complete the user requirements, before submitting its findings to the City. Upon the City’s approval and acceptance, the user requirements may be implemented into the system. If they are not approved, the Contractor has three (3) days to revise and re-submit to the City for its review, evaluation, and possible approval.

- **Research:**
 - (1). ***Volunteer Management and Donations Management*** – The Contractor may utilize information such as skill listings and valuation tables from various volunteer and emergency response organizations. Incorporation of such information into the system data bases must be disclosed by the Contractor and approved by the City prior to implementation.

- Data/Information:
 - (1). Volunteer Management and Donations Management –The contractor may utilize any templates that have been developed by other entities as a Sahana tool, if available, for tracking these types of activities as a model in developing these tracking tools for the City.
- Customization: The Contractor shall make all customizations to the software based on interviews with representatives from City departments who play a critical role in the EOC during activation. A list of department representatives will be provided to the Contractor following the initial meeting with the Contractor and PM. The customization shall be based on EOC needs. In particular, those needs associated with an activation of the EOC. These are including but not limited the following: Number of available shelters, number of beds, residential displacement by geographic area, and large or small pet displacement. Please note, the City will own the customization code to this system.
- Reports: The Contractor will develop a reporting mechanism to allow non-technical users the ability to run queries (pre-defined and ad hoc), sort, and print information for broad categories in Volunteer Management and Donations Management Modules.
- Audit Trail: The Contractor will develop an audit trail mechanism to capture the user, date, and time of input of data into the system.

Part 3: Implementation of Software and Customizations

Upon completion of the Contractor's software alterations and customizations, the Contractor will perform a software demonstration to the PM and other Emergency Managers. This demonstration must account for all features/components outlined in the RFP. The PM will determine presentation attendees. All documentation must be updated and submitted at final sign off; post implementation.

Part 4: System Integration Requirements by the City's Information Technology Agency ("ITA")

The Contractor shall make written assurances to the City that all software is consistent with current City technology operating system(s).

The PM will coordinate meeting(s) between the Contractor and a representative from ITA to discuss applicable integration needs.

The software and electronic data must have the ability to interface efficiently with existing emergency management software used by the City and its partner agencies, such as: The American Red Cross, the Salvation Army, the Federal Emergency Management Agency, the County of Los Angeles Office of Emergency Management, as provided by the PM.

The software system must be interoperable with software systems used by the emergency management community nationwide and have the ability to upload and share information and data.

The Contractor and/or personnel that has direct access to the City network is subject to a City criminal background check including credit check for bonding purposes due to the sensitive nature of handling City networking information.

Part 5: Training Documentation Materials and Training

- Training Documentation Materials

The Contractor shall create and submit to the PM training materials in the form of a manual that will guide users easily through the software. Also, the PM shall review and approve the manual and other training materials prior to the completion of the implementation phase. Upon approval of the training documentation materials, Contractor will provide 25 copies to the PM.

Training Documentation Materials Review

Upon completion and delivery of the Training Documentation Materials for the system software for the Volunteer Management and Donations Management components to the EMD Project Manager, the Contractor shall participate in a formal project review meeting with the EMD Project Manager and ITA Representative.

If the City does not approve and accept the Training Documentation Materials, the Contractor will have one (1) week to revise and resubmit the Training Documentation Materials to the City for the City's review, evaluation, and possible approval.

- Training – Software Utilization

The Contractor shall train the PM, Emergency Managers, and designated staff as selected by the PM on software utilization. The Contractor will provide up to three additional training sessions, if deemed necessary, by the PM at no additional charge.

The Software Utilization Training will commence after the EMD Project Manager has approved the deliverable for the Training Documentation Materials. The contractor will allow the EMD Project Manager to

schedule training two (2) weeks after the deliverable of the Training Documentation Materials has been approved.

- Training – System and Administration

The Contractor will provide system and administration training to the City's ITA technical personnel. Training will consist of: hard/software setup, configuration, and core support/maintenance functions.

Part 6: Maintenance and Support

- Support – The Contractor will be available to provide live support either through a site visit to the City of Los Angeles offices or via telephone for technical issues relating to the installation and use of the customized software. The telephone support will be available Monday through Friday between the hours of 6 a.m. – 5 p.m, Pacific Standard Time. The support telephone number will be provided to the PM by the Contractor. If the Contractor is not available to answer a support call when first contacted, the Contractor must return the call within 2 hours of the initial support call.

The Contractor will make available to the City an emergency phone number wherein live support is available 24 hours a day and 7 days a week at no additional charge to the City.

The support period will be in effect for one (1) year after acceptance of the system and completion of the contract, at no extra charge.

- Maintenance – The Contractor will be responsible for maintenance on the system for a minimum of one (1) year from the date of system acceptance. Maintenance will included:
 - a.) Modifications required to address application “bug” fixes;
 - b.) Modifications required as a result of software and/or database, patches, releases and/or new versioning;
 - c.) Modifications required to address security and/or access issues;
 - d.) Modifications required as a result of legal mandates which may occur post implementation.

The Contractor will also be responsible for an annual system review and tuning, and will provide a report to the City of the review's findings, recommendations, and suggested methodology/solution.

The Contractor will also conduct and provide maintenance procedures to the City archive, restore, and maintain the Sahana database(s).

C. Eligible Proposers

Proposals will be accepted only from Contractors that meet all of the following requirements:

1. The Proposer must be qualified to conduct business in the State of California;
2. Must be in good standing with the Secretary of State, if a Corporation or Limited Liability Company;
3. The Proposer has not been determined to be non-responsible nor has the Proposer been debarred by the City pursuant to the Contractor Responsibility Ordinance;
4. The Proposer has not been debarred by the federal government, State of California, or local government;
5. If the Proposer has contracted with the State of California or the City of Los Angeles, it must not have an outstanding debt which has not been repaid or for which a repayment agreement plan has not been implemented. If it has contracted with the City of Los Angeles, it must not have an outstanding disallowed cost or other liability to the City;
6. Financial stability and ongoing ability to provide the services proposed;
7. Availability of adequate staffing, including support and backup staff, with sufficient experience and technical expertise;
8. Successful performance in conducting focus groups for multiple audiences and age groups; and writing strategic marketing plans
9. Knowledge of emergency preparedness, response and recovery concepts as they relate to individual and family preparedness, business preparedness and community preparedness; and
10. Be familiar with DHS Grant Programs.

D. Source of Funds and Funds Available

The source of funds for this RFP is the Regional Catastrophic Preparedness Grant Program (“RCPGP”) Grant for the Fiscal Year 2008, with an ending period on August 29, 2011. This RFP is for an amount up to approximately \$300,000.

Funding for all periods of this RFP and subsequent contract is subject to City of Los Angeles Council approval and the continuing availability to the City of federal funds for this project.

E. Budget

The budget for this contract shall not exceed \$300,000. The Agreement with the selected applicants will be on a fixed-price contract basis.

F. Contract Term

The contract period shall be up to approximately 2 months.

G. Preliminary Schedule

<u>Event</u>	<u>Date</u>
Request for Proposals Released	March 31, 2011
Proposers' Conference (MANDATORY)	April 14, 2011
DEADLINE FOR SUBMITTING PROPOSAL:	May 12, 2011 at or before 3:00pm (Pacific Time)

H. Technical Assistance

All technical assistance questions must be submitted by e-mail or fax, using the attached Technical Assistance Request Form (Exhibit N). E-mail is the preferred way to contact City staff. Please identify the RFP title on the subject line of your message.

To ensure the fair and consistent distribution of information, all questions will be answered by a Question-and-Answer (Q&A) document available on the City of Los Angeles Business Assistance Virtual Network at www.labavn.org. No individual answers will be given. The Q&A document will be updated on a regular basis to ensure the prompt delivery of information. If you do not have access to the Internet, the Q&A document will be available by fax or for pick-up at the address on the front cover.

Technical Assistance questions submitted after May 10, 2011, 3:00pm Pacific Time will NOT be accepted.

I. Attendance at Proposer's Conference

Attendance at the Pre-Proposal Conference is **mandatory**. Proposers who do not attend the mandatory pre-proposal conference will not be eligible to submit proposals. No minutes will be taken at the Pre-Proposal Conference. Attendees at the conference will be responsible for taking their own notes. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please refer to technical assistance guidelines.

Questions raised at the Proposers' Conference may be answered orally. If any substantive new information is provided in response to questions raised at the pre-proposal conference, it will also be memorialized in a written addendum to this RFP, which will be posted on the website at www.labavn.com.

BRING YOUR OWN COPY OF THE RFP. NO COPIES WILL BE PROVIDED AT THE CONFERENCE.

J. Deadline for Submission of Proposals

The original proposal, together with five (5) complete copies, must be hand-or courier-delivered in a sealed package by the deadline date on the cover of this document. The original must be marked "Original" on the cover and must bear the actual "wet" signature(s) of the person(s) authorized to sign the proposal. The copies must be numbered on the upper right hand side of the cover to indicate "Copy No. ___." Staple all pages firmly in the upper left-hand corner. If the amount of pages makes it difficult to staple, proposers may bind the proposal. Specialized coverings, **paper clips, spiral wire binding or other removable fasteners are not acceptable. Proposals must be submitted by 3:00pm (Pacific Standard Time) on May 12, 2011).**

Proposals must be addressed to:

Gabriela Jasso, Contracts Specialist
Office of the Mayor
Homeland Security and Public Safety Team
200 N. Spring Street, Room 303
Los Angeles, CA 90012

The envelope containing the proposal must clearly identify the RFP for which the proposal is being submitted with the following statement:

Sahana: Mass Care and Shelter Registration Software Development

Persons who deliver a proposal will be issued a "Notice of Receipt of Proposal." The original copy of the submitted proposal will be marked with a time and date stamp. Timely submission of the proposal is the sole responsibility of the Proposer. The City reserves the right to determine the timeliness of all submissions. Late proposals will not be reviewed. All proposals delivered after the stated deadlines will not be accepted and will be returned unopened to the Proposer.

Proposals submitted via U.S. Mail, facsimile, or e-mail will not be accepted.

K. Evaluation Factors

Proposals shall be evaluated on the following categories and may include consideration of any or all of the listed factors at the City's sole discretion.

SELECTION CRITERIA	POINTS
Project Plan (see Narrative 1)	50
Staff Experience and References (see Narrative 2)	20
Contractor's Demonstrated Ability (see Narrative 3)	20
Cost (see Narrative 4)	10
Total Possible	100

Should your agency be selected to provide an oral presentation, an additional 30 point scale will be used.

ORAL PRESENTATION CRITERIA	POINTS
Knowledge	10
Methodology	10
Understanding of UASI/RCPGP	10
Understanding of Emergency Management Procedures	10
Total Possible	40

1. Project Plan (50 points)

- Thoroughness, quality, and completeness of responses to questions outlined in Narrative 1.
- Practicality, efficiency, and effectiveness of the proposed strategies and methodologies.

2. Staff Experience (20 points)

- Depth and quality of staff experience relating to their assigned role.
- Staff knowledgebase.
- Quality and relevance of any references provided.

3. Contractor's Demonstrated Ability (20 points)

- The Contractor's financial stability and ability to provide the services proposed.
- Availability of adequate staffing, including support and backup staff, and the experience and technical expertise of assigned staff.
- Depth and quality of the Contractor's experience in developing strategic documents and completing projects related to this project.
- Quality and relevance of any references provided.
- The contractor must be experienced with PHP programming language with the Symfony framework and Python / Web2Py programming language for this project and must have experience of a minimum of 5 full-time years programming in this programming language. Contractor may provide any certificates to substantiate their experience with required programming language.

- The contractor must be knowledgeable and experienced in developing websites complying with Section 508 of the Rehabilitation Act ensuring access for people with disabilities.

4. Cost (10 points)

- Accuracy and completeness of submitted budget(s).
- Allowableness/allocability, reasonableness, and necessity of costs.
- Feasibility of budget(s). Costs will be related to the Schedule of deliverables attached as Exhibit S to determine whether sufficient resources are dedicated to tasks and deliverables to ensure a quality product on time.

NOTE: Proposed costs may be compared against other proposers and against independent cost estimates. The lowest cost proposer may not be determined to be the best proposer when all the evaluation factors have been considered.

The City reserves the right to require a pre-award interview, site inspection and/or telephone conference call with applicants.

5. Oral Presentation (40 points)

Following the evaluation of the written proposals, **up to three (3)** proposers receiving the highest scores **may** be invited to give an oral presentation (power point and other demonstration tools are acceptable) related to their proposal to the selection committee. The presentation shall last not more than twenty (20) minutes and shall address the following topics:

- Knowledge and understanding of the project (up to 10 points);
- Proposer's methodology (up to 10 points); and
- Proposer's understanding of the unique nature of the Los Angeles/Long Beach Urban Area, the Regional Catastrophic Preparedness Grant Program and the Los Angeles County Operational Area (up to 10 points).
- Understanding of Emergency Management Procedures (up to 10 points)

After the presentation, the panelists may ask for clarification or explanation of the written proposal or oral presentation.

The selection committee shall award points for each element of the presentation, up to a total **40 points** for the oral presentation. Points from the presentation shall be combined with the points assigned for the written proposal. The selection committee shall recommend the highest scoring proposer for funding.

L. Proposal Review Process

The proposal review process shall include the following major activities to ensure that the procurement meets audit standards:

1. All proposals shall be reviewed to determine that the minimum eligibility requirements have been met. Ineligible proposers will be informed in writing;
2. All eligible proposals shall be reviewed, scored, and ranked;
3. Each eligible proposal shall be reviewed for costs that are reasonable, allowable, necessary, and competitive, as measured by a review of the line-item budget, the project design, and its competitive standing as compared to all other proposals;
4. At the City's sole discretion, oral interviews may be held with top scoring proposers. The results of the oral review will determine the final funding recommendations; and
5. Proposers shall be notified in writing about funding recommendations.

M. Contract Award

The selection of any proposal shall not imply acceptance by the Approval Authority or City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby.

If a satisfactory contract cannot be negotiated in a reasonable time, the EMD Project Manager, in its sole discretion, may terminate negotiations with the selected proposer and begin contract negotiations with the next proposer ranked by the Selection Committee.

N. Proposal Appeal Process

All applicants shall have the opportunity to appeal Department funding recommendations.

1. Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the individual designated in Section II.J, below, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the individual designated in Section II.J, below, promptly after discovery, but in no event later than five working days before the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

2. Objections to RFP Terms

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten (10) calendar days after the RFP is issued, provide written notice to the City setting forth with specificity the grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

3. Change Notices

The EMD Project Manager may modify the RFP, prior to the proposal due date, by issuing Change Notices, which will be posted on the labavn.com website. The proposer shall be responsible for ensuring that its proposal reflects any and all Change Notices issued by the EMD Project Manager prior to the proposal due date, regardless of when the proposal is submitted. Therefore, the City recommends that the proposer consult the website frequently, including shortly before the proposal due date, to determine if the proposer has downloaded all Change Notices.

4. Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

5. Revision of Proposal

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

III. GENERAL RFP INFORMATION

A. General Proposal Conditions

1. Costs Incurred by Proposers

All costs of proposal preparation shall be borne by the proposer. The City shall not, in any event, be liable for any pre-contractual expenses incurred by proposers in the preparation and/or submission of the proposals, including mandatory attendance at the Pre-Proposal Conference, a post-submission interview, and field evaluation, do so solely at their own expense. Proposals shall not include any such expenses as part of the proposed budget.

2. Best Offer

The proposal shall include the proposer's best terms and conditions. Submission of the proposal shall constitute a firm and fixed offer to the City that will remain open and valid for a minimum of ninety (90) days from the submission deadline.

3. Accuracy and Completeness

The proposal must set forth accurate and complete information as required in this RFP. Unclear, incomplete, and/or inaccurate documentation may not be considered. Falsification of any information may result in disqualification.

If the proposer knowingly and willfully submits false performance or other data, the City reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance or other data submitted in response to this RFP, the City reserves the right to terminate the contract.

Unnecessarily elaborate or lengthy proposals or other presentations beyond those needed to give a sufficient, clear response to all the RFP requirements are not desired.

4. Withdrawal of Proposals

Proposals may be withdrawn by written request of the authorized signatory on the proposer's letterhead or by telegram at any time prior to the submission deadline.

5. General City Reservations

The City reserves the right to extend the submission deadline should this be in the interest of the City. Proposers have the right to revise their proposals in the event that the deadline is extended.

The City reserves the right to withdraw this RFP at any time without prior notice. The City makes no representation that any contract will be awarded to any proposer responding to the RFP. The City reserves the right to reject any or all submissions.

If an inadequate number of proposals is received or the proposals received are deemed non-responsive, not qualified or not cost effective, the City may at its sole discretion reissue the RFP or execute a sole-source contract with a vendor.

The City shall review and rate submitted proposals. The proposer may not make any changes or additions after the deadline for receipt of proposals. The City reserves the right to request additional information or documentation, as it deems necessary.

The City reserves the right to verify all information in the proposal. If the information cannot be verified, and if the errors are not willful, the City reserves the right to reduce the rating points awarded.

The City reserves the right to require a pre-award interview and/or site inspection.

The City reserves the right to waive minor defects in the proposal in accordance with the City Charter.

If the selection of the proposer is based in part on the qualifications of specific key individuals named in the proposal, the City must approve in advance any changes in the key individuals or the percentage of time they spend on the project. The City reserves the right to have the contractor replace any project personnel.

6. Contract Negotiations

Proposers approved for funding shall be required to negotiate a contract with the City on an offer/counter-offer basis. The best terms and conditions originally offered in the proposal shall bind the negotiations. The City reserves the right to make a contract award contingent upon the satisfactory completion by the proposer of certain special conditions. The contract offer of the City may contain additional terms or terms different from those set forth herein.

As part of the negotiation process, the City reserves the right to:

- fund all or portions of a proposer's proposal and/or require that one proposer collaborate with another for the provision of specific services, either prior to execution of an agreement or at any point during the life of the agreement;
- use other sources of funds to fund all or portions of a proposer's proposal;

- require that a funded proposer utilize a facility designated by the City for purposes of implementing its project;
- elect to contract directly with one or more of the identified collaborators;
- require all collaborators identified in the proposal to become co-signatories to any contract with the City.

7. Standing of Proposer

Regardless of the merits of the proposal submitted, a proposer may not be recommended for funding if it has a history of contract non-compliance with the City or any other funding source, poor past or current contract performance with the City or any other funding source, or current disputed or disallowed costs with the City or any other funding source.

Contractors/Organizations that have been sanctioned because of non-compliance with Single Audit Act requirements for managing grant funds will be eligible to apply; however, they will not be eligible to receive any funding, if awarded under this RFP process, until this sanction is removed.

The City will enter into an agreement only with entities that are in good standing with the California Secretary of State.

8. Contractor Responsibility Ordinance

Every Request for Proposal, Request for Bid, Request for Qualifications or other procurement process is subject to the provisions of the Contractor Responsibility Ordinance, Section 10.40 et seq. of Article 14, Chapter 1 of Division 10 of the Los Angeles Administrative Code, unless exempt pursuant to the provisions of the Ordinance.

This Ordinance requires that all proposers/bidders complete and return, with their response, the responsibility questionnaire included in this procurement. Failure to return the completed questionnaire may result in the proposer/bidder being deemed non-responsive.

The Ordinance also requires that if a contract is awarded pursuant to this procurement, that the contractor must update responses to the questionnaire, within thirty calendar days, after any changes to the responses previously provided if such change would affect contractor's fitness and ability to continue performing the contract.

Pursuant to the Ordinance, by executing a contract with the City, the contractor pledges, under penalty of perjury, to comply with all applicable federal, state and local laws in performance of the contract, including but not limited to laws regarding health and safety, labor and employment, wage and hours, and licensing laws which affect employees. Further, the Ordinance, requires each contractor to: (1) notify the awarding authority within thirty calendar days after receiving notification that any governmental agency has initiated an investigation which may result in a

finding that the contractor is not in compliance with Section 10.40.3 (a) of the Ordinance; and (2) notify the awarding authority within thirty calendar days of all findings by a government agency or court of competent jurisdiction that the contractor has violated Section 10.40.3 (a) of the Ordinance.

9. Proprietary Interests of the City

All proposals submitted in response to this RFP shall become the property of the City of Los Angeles and subject to the State of California Public Records Act. Proposers must identify all copyrighted material, trade secrets or other proprietary information that the proposers claim are exempt from the California Public Records Act (California Government Code Section 6250 et seq.).

In the event a proposer claims such an exemption, the proposer is required to state in the proposal the following:

"The proposer will indemnify the City and its officers, employees and agents, and hold them harmless from any claim or liability and defend any action brought against them for their refusal to disclose copyrighted material, trade secrets or other proprietary information to any person making a request therefore."

Failure to include such a statement shall constitute a waiver of a proposer's right to exemption from this disclosure.

10. Discount Terms

Proposers agree to offer the City any discount terms that are offered to its best customers for the goods and services to be provided herein, and apply such discount to payments made under this agreement which meet the discount terms.

11. Equal Benefits Ordinance

Bidders/Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2.1, Equal Benefits Ordinance (EBO). Bidders/Proposers shall refer to F for further information regarding the requirements of the Ordinance.

All Bidders/Proposers shall complete and return, with their proposal, the Equal Benefits Ordinance Compliance Form (three (3) pages) in the Exhibit F. The Application for Reasonable Measures Determination (one (1) page) and the Application for Provisional Compliance (two (2) pages) have been included in the Exhibit F but should be submitted only if applicable. Unless otherwise specified in this procurement package, Bidders/Proposers do not need to submit supporting documentation with their bids or proposals. However, supporting documentation verifying that the benefits are provided equally shall be required of the Bidder/Proposer that is selected for award of a contract.

The EBO forms included with this RFP are as follows:

- EBO Summary: Questions and Answers (4 pages)
- Instructions for Completing EBO forms (1 page)
- EBO Compliance Form (3 pages)
- Application for Reasonable Measures Determination (1 page)
- Application for Provisional Compliance (2 pages)

12. Statutes and Regulations Applicable To All Grant Contracts

Statutes and regulations applicable to all grant contracts and to this particular grant contract are attached as Exhibit L. Contractor shall be required to abide by these statutes and regulations as these statutes and regulations shall be incorporated into the Contract between the City and the Contractor regarding this project.

13. Slavery Disclosure Ordinance - not applicable to this agreement

14. Americans With Disabilities Act

Any contract awarded pursuant to this RFP/RFQ shall be subject to the following:

The Contractor/Consultant hereby certifies that it will comply with the Disabilities Act 42, U.S.C. Section 12101 et seq., and its implementing regulations. The Contractor/Consultant will provide reasonable accommodations to allow qualified individuals with disabilities to have access to and to participate in its programs, services and activities in accordance with the provisions of the Disabilities Act. The Contractor/Consultant will not discriminate against persons with disabilities or against persons due to their relationship to or association with a person with a disability. Any subcontract entered into by the Contractor/Consultant, relating to this Contract, to the extent allowed hereunder, shall be subject to the provisions of this paragraph.

15. Child Support Assignment Orders

Any contract awarded pursuant to this RFP/RFQ shall be subject to the following:

This Contract is subject to Section 10.10 of the Los Angeles Administrative Code, Child Support Assignment Orders Ordinance. Pursuant to this Ordinance, Contractor/Consultant certifies that it will (1) fully comply with all State and Federal employment reporting requirements applicable to Child Support Assignment Orders; (2) that the principal owner(s) of Contractor/Consultant are in compliance with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally; (3) fully comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment in accordance with California Family Code Section 5230 et seq.; and (4) maintain such

compliance throughout the term of this Contract. Pursuant to Section 10.10.b of the Los Angeles Administrative Code, failure of Contractor/Consultant to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment Orders and Notices of Assignment or the failure of any principal owner(s) of Contractor/Consultant to comply with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally shall constitute a default by the Contractor/Consultant under the terms of this Contract, subjecting this Contract to termination where such failure shall continue for more than ninety (90) days after notice of such failure to Contractor/Consultant by City. Any subcontract entered into by the Contractor/Consultant relating to this Contract, to the extent allowed hereunder, shall be subject to the provisions of this paragraph and shall incorporate the provisions of the Child Support Assignment Orders Ordinance. Failure of the Contractor/Consultant to obtain compliance of its subcontractors shall constitute a default by the Contractor/Consultant under the terms of this contract, subjecting this Contract to termination where such failure shall continue for more than ninety (90) days after notice of such failure to Contractor/Consultant by the City.

Contractor/Consultant shall comply with the Child Support Compliance Act of 1998 of the State of California Employment Development Department. Contractor/Consultant assures that to the best of its knowledge it is fully complying with the earnings assignment orders of all employees, and is providing the names of all new employees to the New Hire Registry maintained by the Employment Development Department as set forth in subdivision (1) of the Public Contract Code 7110.

16. Assurances

As a condition to the award of a contract under this RFP, the contractor shall assure that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.

The contractor shall also assure that it will comply with all regulations implementing the laws listed above. This assurance applies to the contractor's operation of the program or activity. The contractor understands that the United States and the City of Los Angeles have the right to seek judicial enforcement of this assurance.

B. Documents Required with Proposal

1. Proposers Workforce Information (Exhibit B)
2. Statement of Non-Collusion (Exhibit C)
3. Contractor Responsibility Questionnaire (Exhibit D)
4. Pledge of Compliance with Contractor Responsibility Ordinance (Exhibit E)
5. EBO Compliance Forms (Exhibit F)
6. Non-Discrimination/Equal Employment Practices/Affirmative Action Documents (Exhibit G)
7. MBE/WBE/OBE Outreach Forms (Exhibit H)
8. Certification and Disclosure Regarding Lobbying (Exhibit I)
9. Certification Regarding Debarment (Exhibit J)
10. Drug-Free Workforce Form (Exhibit K)
11. Bidder Certification Form (Exhibit L)

C. Contract Execution Requirements

If recommended for funding, the proposer shall be required to enter into an agreement with the City of Los Angeles and comply with the requirements listed below.

Failure to comply with these requirements will result in non-execution of the contract. A copy of the City's Standard Agreement is available upon request. The agreement with the selected proposer(s) will be on a **FIXED** fee-for-performance basis OR on a line item cost reimbursement basis as may be applicable.

1. Insurance Certificates
Contractors may be required to maintain insurance at a level to be determined by the City's Risk Manager, with the City named as an additional insured. Contractors who do not have the required insurance should include the cost of insurance in their bid. Contractors will be required to provide insurance at the time of contract execution. Bidders/Proposers shall refer to Exhibit A for City of Los Angeles Insurance Requirements.
2. Secretary of State Documentation
All contractors are required to submit one copy of their Articles of Incorporation, partnership, or other business organizational documents (as appropriate) filed with the Secretary of the State. Organizations must be in good standing and authorized to do business in California.
3. Corporate Documents
All contractors who are organized as a corporation or a limited liability company are required to submit a Secretary of State Corporate Number, a copy of its By-Laws, a current list of its Board of Directors, and a Resolution of Executorial Authority with a Signature Specimen.

4. City Business License Number
All contractors are required to submit one copy of their City of Los Angeles Business License, Tax Registration Certificate or Vendor Registration Number. To obtain a Business Tax Registration Certificate (BTRC) call the City Clerk's Office at (213) 473-5901 and pay the respective business taxes. The address is as follows: City of Los Angeles, City Hall, Room 101, Office of Finance, Tax and Permit Division, 201 North Main Street, Los Angeles, CA 90012.
5. Proof of IRS Number (W-9)
All contractors are required to complete and submit Proof of IRS Number (W-9) Form.
6. Certifications
Contractor shall provide copies of the following documents to the City:
 - A. Certification Regarding Ineligibility, Suspension and Debarment as required by Executive Order 12549, is attached as Exhibit J.
 - B. Certification and Disclosure Regarding Lobbying (not required for contracts under \$100,000). Bidders/Proposers shall refer to Exhibit I for Certification form.
 - C. Contractor shall also file a disclosure Form at the end of each calendar quarter during which any event requiring disclosure, or which materially affects the accuracy of the information contained in any previously filed Disclosure Form, occurs.
 - D. A Certificate Regarding Drug-Free Workplace Requirement is attached as K.
 - E. A Bidder Certification Form as required by Los Angeles Municipal Code Sections 10.40.1 (h) and 10.37.1 (i) (b) is attached as Exhibit L.
7. Non-Discrimination/Equal Employment Practices/Affirmative Action Plan
All contractors who are awarded contracts in excess of \$5,000 are required to comply with the City's Affirmative Action Policies and must submit an Affirmative Action Plan if awarded the contract (Exhibit G).
8. Collaboration
The City may, at its discretion, require two or more proposers to collaborate as a condition to contract execution.

D. Contractor Evaluation

At the end of the contract, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of work product or service performed, the timeliness of performance, the Contractor's compliance with budget requirements, and the expertise of personnel that the Contractor assigns to the contract. A copy of the Contractor Evaluation Form is available upon request. The Contractor will be provided with a copy of the final City evaluation and allowed fourteen (14) calendar days to respond. The City will use the final City evaluation, and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other contracts.

IV. PROPOSAL PACKAGE

A. General Preparation Guidelines

If a proposer does not follow these instructions and/or information is left out or a particular exhibit is not submitted, the proposer may be ineligible and excluded from the review.

1. The proposal must be submitted in the legal name of the firm or corporation and the corporate seal must be embossed on the original proposal. An authorized representative of the applicant organization who has legal authority to bind the organization in contract with the City must sign the proposal.
2. Proposers must submit one original together with five (5) stapled copies. The original must be marked "Original" on the cover and must bear the actual "wet" signature(s) of the person(s) authorized to sign the proposal. The copies must be numbered on the upper right hand side of the cover to indicate "Copy No. ___." Staple all pages firmly in the upper left-hand corner. **Specialized coverings, paper clips, spiral wire binding or other removable fasteners are not acceptable.**
3. All proposals must be accompanied by a cover letter that should be limited to **one page**. The letter must:
 - Include the title, address, telephone number, fax number, and e-mail of the person(s) who will be authorized to represent the proposer and each collaborator;
 - Be signed by the person(s) authorized to bind the agency to all commitments made in the proposal and, if applicable, be accompanied by a copy of the Board Resolution authorizing the person(s) to submit the proposal. If a Board Resolution cannot be obtained prior to proposal submission, it may be submitted no later than **three (3) calendar weeks** after the proposal submission deadline;
 - Identify the individual or firm which prepared or assisted in preparing the proposal. If that individual or firm will not participate in the implementation of the project, describe how the transfer of responsibility will occur to ensure timely implementation
 - Proposals must be submitted in the English language. Numerical data must be in the English measurement system; costs must be in United States dollars.

4. Narratives are limited to the number of pages indicated and must follow these standards:
 - Font size – 12 points
 - Margins – At least 1 inch on all sides
 - Line spacing – Single-spaced
 - Single-sided, plain white paper

Pages in excess of the stated limits will not be read and will not be considered in scoring.

5. Each page of the proposal, including exhibits, must be numbered sequentially at the bottom of the page to indicate Page __ of __.
6. Please use the indicative mood (will, shall, etc.) in narratives rather than the subjective (would, should, etc.) so that proposals can be easily converted to contract form.
7. The Proposal Checklist lists all narratives, exhibits and certifications that must be included in the proposal. In assembling the completed proposal, please insert the exhibits and certifications where they are indicated in the Proposal Checklist. The Proposal Checklist will serve as your Table of Contents.
8. Answers should be as concise as possible while providing all the information requested.
9. In completing the narratives and exhibits, including the budget, please include and clearly identify the services to be provided by and the demonstrated ability of subcontractors, if any.

B. Narratives

1. Narrative 1 – Project Plan – limit 10 pages

a. Table of Contents

The table of contents should outline, in sequential order, the major sections of the proposal as listed below, including all other relevant documents requested for submission. All pages of the proposal, including the enclosures, should be clearly and consecutively numbered and correspond to the table of contents.

Maximum 2 pages

b. **Executive Summary**

The executive summary should summarize your firm's qualifications and experience, describe the overall approach to and methodology of the project and identify the key project tasks and deliverables.

Maximum 2 pages

c. **Overall Approach and Methodology**

Address each of the Sahana components, including:

- How will you ensure that all applicable and/or necessary licensing and reporting requirements for the Sahana software are met in order to accomplish project goals;
- What process(es) will you utilize in the development/configuration of the customization of the software in the following features/components: Functionality and Features; User Friendly; Technical Features; Missing Person Registry; Organization Registry; Request Management System; Shelter Registry; Volunteer Management; Inventory Management; Situation Awareness; Flexible Deployment Strategy,

How will you ensure the above referenced areas/components are completed and functioning as required and requested;

- How will you perform and in what manner will you conduct the software demonstration to the PM and other Emergency Managers;

How will you ensure consistency with the current City of Los Angeles technology operating systems; the ability to interface efficiently with existing emergency management software used by the City of Los Angeles and their partner agencies; interoperability with software systems used by the emergency management community nationwide; and ability to upload and information and data sharing;

- What method(s) will you utilize in the development of training tools and materials
- How will you deliver and conduct training; and
- How you will prioritize goals, objectives, and tasks.

2. Narrative 2 – Staff Experience and References – limit 3 pages (page limit does not include references)

Describe project staff qualifications, technical experience, and capability to provide the services solicited. The following are some guidelines; you do not need to answer questions individually:

- A list of all principals, owners or directors.
- A description of the Proposer's organizational history and structure.
- Indication whether the City has previously awarded any contracts to the Proposer.
- Explain staff knowledgebase of emergency management, information management, database management, and shelter management; and
- Provide no more than one written reference for each staff member; references should pertain to staff member's work that is similar in content or nature to the work that he/she will perform on this project.

3. Narrative 3 – Contractor's Demonstrated Ability – limit 2 pages (page limit does not include references)

- Indicate the Contractor's financial stability;
- Describe the availability of adequate staffing, including support and backup staff;
- Describe the Contractor's experience in developing strategic documents and completing projects related to this project; and
- Optional: Provide no more than three written client references for the Contractor; references should pertain to projects and services that are similar in nature.

4. Narrative 4 – Cost Proposal – limit to 3 pages

- Create an accurate and complete budget(s);
- Substantiate how your proposed budget(s) will ensure sufficient dedication of resources so that a quality product will be completed according to the Schedule of Deliverables; and
- Describe allowableness/allocability, reasonableness, and necessity of costs.

5. Narrative 5 (optional) – Additional Information – limit to 2 pages

Present any critical information that has not been requested in this RFP.

C. Documents to be completed

Proposers must complete and submit all of the Attachments, Exhibits and Certification forms. **Do not assume that any document is not applicable.** Use the Proposal Checklist as a guide. Failure to complete and submit any of these documents may result in your ineligibility at the discretion of the City.

D. Proposal Checklist – Documents to be Submitted with Proposal

1. Narrative 1 – Project Plan
2. Narrative 2 – Staff Experience and References
3. Narrative 3 – Contractor’s Demonstrated Ability
4. Narrative 4 – Cost Proposal
5. Narrative 5 – (optional) – Additional Information
6. Proposer Workforce Information – Exhibit B
7. Affidavit of Non-Collusion – Exhibit C
8. Contractor Responsibility Questionnaire – Exhibit D
9. Pledge of Compliance with Contractor Responsibility Ordinance Exhibit E
10. EBO Compliance Forms – Exhibit F
11. Non-Discrimination/Equal Employment Practices/Affirmative Action Documents – Exhibit G
12. MBE/WBE/OBE Outreach Forms – Exhibit H
13. Certification and Disclosure Regarding Lobbying – Exhibit I
14. Certification Regarding Debarment – Exhibit J
15. Drug-Free Workforce Form – Exhibit K
16. Bidder Certification Form – Exhibit L