

TABLE OF CONTENTS

I.	Instructions to Offerors	3
A.	Intent	3
B.	Scope & Environment	3
C.	Pre-Proposal Meeting	3
D.	Submission of Proposals	4
E.	Proposal Bonds	4
F.	Preparation of Request for Proposal	5
G.	Criteria for Proposal Acceptance	5
H.	Right to Reject Proposal	5
I.	Inquiries	6
J.	Confidentiality of Offers	6
K.	Alternate & Added Value Propositions.....	6
L.	Current Products	6
M.	System Documentation	6
N.	Acceptance of Offer	7
O.	Award of Contract	7
II.	Proposal Evaluation Process	7
A.	Evaluation Criteria	7
B.	Offerors Presentation	8
III.	Proposal Format Requirements	8
A.	Introduction & Company Overview.....	8
B.	Executive Summary	9
C.	Minimum Functional Requirements.....	9
D.	Minimum Technical Requirements	11
E.	References	13
F.	Fee Structure	13
G.	Maintenance & Warranty	13
H.	Training	13
I.	Sample Contract	14
IV.	City Network & Computer System Requirements.....	14
A.	Infrastructure	14
B.	Work Station Environment	15
C.	Web Environment	15
V.	Insurance Requirements	17

I. INSTRUCTIONS TO OFFERORS

A. Intent

The City of Richardson is seeking proposals for a box office, ticket management, fund-raising/development and membership software system for the Charles W. Eisemann Center for the Performing Arts. All proposals should include a single database software solution; installation requirements, including web-site interface needs, if any; training and on-going support; and information about required hardware.

B. Scope and Environment

The Charles W. Eisemann Center for Performing Arts and Corporate Presentations is located in Richardson, Texas, a suburb of Dallas, Texas, and it is a City of Richardson facility. The Eisemann Center opened in September 2002, and in its last fiscal year 2005-06 hosted 456 performances attended by 192,000 patrons. The Eisemann Center has three principal venues: the Hill Performance Hall, with 1563 seats on two levels; the Countrywide Theatre, with 368 seats in a proscenium set-up, yet has multiple configurations (e.g., thrust, in-the-round); and the Countrywide Hall, which hosts parties, meetings, and recitals. The center serves as a presenter and a rental venue with multiple resident companies; therefore, the proposed solution must be comprehensive and appropriate for each function. The Eisemann Center wants to eventually provide access to the ticketing system to the resident user groups via secondary or satellite box office operations. We already ticket our clients in four off-site venues around the Dallas/Ft. Worth area. The ticketing system must be capable of handling a potential volume of 500,000 tickets annually with at least 25 simultaneous users.

The City of Richardson is seeking a complete solution for a computerized box office, ticket management, fundraising, and membership system for the Charles W. Eisemann Center, which will be implemented in the summer of 2007. We are seeking comprehensive proposals that include software, installation on networked computers and field devices, training, support, implementation and ongoing maintenance. If an Offeror has more than one solution, hosting type, or project approach that will meet the needs of the City, each solution must be proposed separately so that the City can compare and contrast each proposal on its own merits. If necessary, the primary vendor may joint venture or subcontract with professional service consultants and/or other vendors; but any such ventures must be clearly identified in the proposal.

C. Pre-Proposal Meeting

[A pre-proposal meeting will be held on Thursday, March 29, 2007 at 10:00 a.m. in the Finance Department Conference Room 101, Richardson City Hall, 411 W. Arapaho Road, Richardson, Texas 75080.](#) All offerors are highly encouraged to attend. Any questions relative to this request for proposals after the pre-proposal meeting shall be submitted in writing so that answers may be shared with all parties who have expressed an interest in submitting a proposal to the City.

D. Submission of Proposals

Three (3) copies of the proposal shall be enclosed in a sealed envelope or carton and delivered in person, by messenger, or by U.S. Mail to the attention of:

The City of Richardson
Purchasing Department
P.O. Box 830309
Richardson, Texas 75830-0309

Request for Proposals may also be delivered in person to:

The City of Richardson
Purchasing Department
411 West Arapaho Road, Room 101
Richardson, Texas 75080-4542

This request for proposal is being posted on RFPDepot.com as they are our contractor for electronic bidding. However, it is probable that the responses to this request for proposal cannot be processed electronically through RFPDepot.com due to the amount of documentation required to be submitted and the nature of the information requested. Therefore, we are requesting that all proposals be submitted via mail or delivery directly to the address listed above. However, all correspondence and addenda concerning the request for proposal will be disseminated through RFPDepot.com.

Proposals will be received in the Purchasing Department at the above address until 2:00 p.m. April 5, 2007. Proposals shall be privately opened in a manner that avoids disclosure of the contents to competing offerors and keeps the proposals secret during negotiations. All proposals shall be open for public inspection after the contract is awarded, with the exception of trade secrets or confidential information specifically identified in the proposals.

Late proposals will not be considered and will be returned to the offeror unopened.

Failure to follow the instructions in the request for proposals may be cause for rejection of the proposal.

E. Proposal Bonds

Proposals shall be accompanied by a certified or cashier's check on a state or national bank in an amount not less than five percent (5%) of the possible total of the proposal submitted, payable without recourse to the City of Richardson, Texas, or an acceptable bid bond for the same amount from a reliable surety company as a guarantee that the bidder will enter into a contract and execute required Performance bonds within ten (10) days after notice of award of contract. The notice of award of contract shall be given to the successful bidder within ninety (90) days following the opening of the bids.

The successful bidder must also furnish a Performance Bond in the amount of 100% of the contract price from a surety authorized under the laws of the State of Texas to act as a surety on bonds for principals.

F. Preparation of Request for Proposals

It is the responsibility of all Offerors to examine the entire Request for Proposal package and seek clarification of any item or requirement that may not be clear, and to check all responses for accuracy before submitting the proposal. Submission of all required information is essential. Missing or incomplete information may lead to disqualification of the proposal as being non-responsive.

The offeror shall sign the request for proposal and print or type his/her name, address and telephone number on the face page.

The offeror should retain a copy of all documents for future reference. All documents must be signed with the company or firm's name and by an officer or employee having authority to bind the company or firm by his or her signature.

G. Criteria for Proposal Acceptance

Proposals will be evaluated with respect to criteria specifically developed to examine the technical competence and suitability of prospective offerors. However, the contract will be awarded by the City to a responsible offeror only. In order to qualify as responsible, an offeror must meet the following criteria as they relate to this request for proposals.

1. Have adequate technical and financial resources for performance.
2. Have the necessary experience, organization, and technical skills in the field of web based performing arts ticketing and fund-raising software and installation, with significant attention paid to internet transactions.
3. Have a satisfactory record of performance in developing and implementing similar performing arts ticketing and fund-raising software programs and installation.
4. Have acceptable audited financial reports. Upon request, the short list candidates will be required to furnish a copy of their most recent fiscal year's financial reports for evaluation. Financial documents will be considered "confidential information" and will not be open for public inspection following the award of the proposal.

H. Right to Reject Proposal

The City reserves the right to reject any or all proposals and to disregard typographical, mathematical, or obvious errors. The City will not pay cost incurred by any offerors in the preparation of proposals.

I. Inquiries

If at all possible, all questions related to the RFP, any doubts about the requirements contained in this RFP, or any apparent omission or discrepancy should be held until the pre-proposal meeting, as scheduled above. However, if necessary, questions shall be submitted in writing to Ms. Pam Kirkland, Purchasing Manager, at 972-744-5808 (fax) or

email to pam.kirkland@cor.gov. The City will then determine the appropriate action necessary, if any, and issue a written addendum to the RFP. Oral statements or instructions by City Staff will not constitute an addendum or amendment to this RFP.

J. Confidentiality

The Offeror acknowledges that the City of Richardson is a public entity, subject to Texas Public Information Act. Accordingly, submission of a proposal constitutes the Offeror's agreement to waive all rights of confidentiality for any aspect, part, or portion of the proposal. Copyrighted materials, other than manuals (training, operating, maintenance, repair, etc.), should not be included in the proposal. However, submitting a proposal authorizes the City of Richardson to reproduce any Offeror copyrighted material included with the proposal in response to a request under Texas Public Information Act, or to a subpoena or other judicial process, or for its own internal use in evaluating the proposals.

K. Alternate Proposals & Added Value Propositions

It is the intent of the City of Richardson, within this RFP process, to encourage alternate software solutions or added value propositions. Alternate proposals will be analyzed to determine which best meets the needs of the City.

L. Current Products

The proposed solution shall be based on the most recent version that has been formally announced for general marketing purposes. The base product must be currently functioning in a user (paying customer) environment.

M. System Documentation

The Offeror shall provide one copy of the system administration documentation for hardware, operating software and applications software. This system administration documentation should describe installation procedures, configuration, troubleshooting, maintenance, workflow/process flow, and contain a system diagram. In addition, Offerors shall be prepared to supply, in the future, one copy of all user documentation, as well as, training manuals to assist in the product evaluation process.

Documentation may be supplied on CD or diskette. Offerors shall also provide additional system documentation in response to the City's questions. Such documentation shall be considered as an integral part of the Offeror's proposal. The City may reproduce product documentation or samples at no cost for internal use.

The City understands that the Offeror may consider system documentation and training manuals to be proprietary information. The City intends to use these documents during the proposal evaluation phase only. Except for documentation provided by the vendor(s) with whom the City executes a contract, all documentation will be returned to the Offerors when the evaluation is completed.

N. Acceptance of Offer

The signed proposal shall be considered an offer on the part of the Offeror. Such offer shall be deemed accepted upon execution of a signed contract.

O. Award

Award shall be made to the responsible Offeror whose proposal is determined to be the most advantageous to the City, taking into consideration price and all evaluation criteria set forth in the request for proposals. The City shall determine which proposal is the most advantageous.

II. PROPOSAL EVALUATION PROCESS

A. Evaluation Criteria

City staff will evaluate the proposals. City staff may, or may not, initiate discussions with Offerors for clarification purposes. **Offerors shall not initiate any discussions with the City staff or any members of the evaluation panel.** In addition to materials provided in the Proposals, an evaluation team composed of City staff may rely on site visits, demonstrations, or references and/or generally available industry information.

The Proposals will be evaluated using the following general criteria:

1. System Functionality (30 Points) – Each portion of the system's functionality will be evaluated against functional requirements. This area also includes evaluation for ease of use, for the degree of integration between the various components, and the depth/scope of functionality.
2. Service Levels (25 Points) – The proposal is evaluated for warranty levels, proposed system training, and the Offeror's support and service level agreements, including client from user network.
3. Business Issues (15 Points) – This includes Offeror's response to the information requested in the RFP, the information gathered through reference checks, and the Offeror's financial capacity.
4. Technical Fit (15 Points) – The proposal is evaluated against the City's existing technical environment, future technical direction, and other technical requirements.
5. Cost (15 Points) – The preliminary price proposal will be awarded calculated points for pricing.

The maximum proposal evaluation grade will be 100%.

The finalist will participate in a best and final proposal process, including the requirement to provide firm and fixed pricing for their final proposed system configuration.

B. Offerors Presentation

Offerors placed on the short list may be invited to make a presentation. The presentation may require the successful completion of one or more scenarios using data provided by the City. If invited, the Offeror will be notified of the date and time of the presentation along with more details about any scenario(s).

III. PROPOSAL FORMAT REQUIREMENTS

To assure consistency, proposals must conform to the following format:

- Table of Contents
- Sections:
 - A. Introduction & Company Overview
 - B. Executive Summary
 - C. Minimum Functional Requirement Checklist
 - D. Minimum Technical Requirement Checklist
 - E. References
 - F. Fee Structure
 - G. Maintenance & Warranty
 - H. Training
 - I. Sample Contract

A. Section A – Introduction & Company Overview

Each of the following questions must be completely answered and returned in Section A of your proposal. Failure to do so may result in disqualification. Evaluation of this questionnaire will be a major factor in the award of this contract.

1. How long has your firm been in business? (years)
2. How many employees will be assigned to this project?
3. Provide a resume of your firm's work force who will be working on the software conversion.
4. Who will be supervising the work to be performed under this contract and what is the person's experience (years of experience, certification, qualifications, etc.)
5. Provide an overall work plan, including a timeline, for achieving the RFP (i.e. analytical steps involved).
6. Please describe any similar contracts you presently have (or previously had) with other municipalities, local government agencies, or city-owned performing arts organizations?

B. Section B - Executive Summary

Offerors shall include in their RFP an “executive summary” of the proposed solution, including but not limited to, system highlights, significant features, a system overview, general conclusions, other added value propositions, and any other pertinent information regarding the proposed system that will help the City’s network environment and examples of how functions are performed by a system user. Samples of screens, menus, and reports shall be provided.

C. Section C – Minimum Functional Requirement Checklist

The City of Richardson is well aware of the considerable investment of business resources that goes into the preparation and presentation of any proposal, especially one of this magnitude. Therefore, the following list is provided with the intent of giving potential Offerors assistance in determining whether or not to submit a Proposal. The functional requirements listed below reflect the primary high-level requirements mandatory for initial consideration by the City. In addition to these minimal functional requirements, numerous other mandatory requirements are included throughout the RFP and will also be considered in establishing the initial Short List. Accordingly, Offerors whose solutions include the following level of functionality, as a minimum, are encouraged to submit a Proposal. Please include this information as Section C of your Proposal.

1. The Offeror’s proposed solution shall provide the ability to manage ticketing/admissions for performing arts operations including season/series/subscription tickets, flex plans/packages, single tickets and group sales in reserved and general admission platforms through in-house box office and web-enabled environments.
2. The Offeror’s proposed solution must be based on a Microsoft SQL database.
3. The Offeror’s proposed solution’s development should be team-based, with no fewer than four different programmers.
4. The Offeror’s proposed solution must be able to handle potential volume of 500,000 tickets annually, with at least 25 simultaneous users.
5. The Offeror’s proposed solution shall be capable of managing a number of venues, seasons, events, performances, patron accounts, buyer types, price sections, prices and fees sufficient to operate at the level described in the [Scope and Environment](#) section.
6. The Offeror’s proposed solution must manage ticket inventory in a real-time manner. Solutions that only utilize allocation strategies will not be considered.

7. The Offeror's proposed solution shall provide customer relationship management and marketing functionality either as a part of the base system or as an integrated module.
8. The offeror's proposed solution shall handle basic financial management tasks including show/event settlement, subscription settlement, daily operations settlement, online credit card authorization, exchanges, refunds, accounts receivables, and account credits.
9. The Offeror's proposed solution shall provide the ability to utilize current technologies for ticket printing, will call, and access management including thermal printing, print-at-home tickets, and bar coding.
10. The Offeror's proposed solution shall provide City of Richardson control to set and administer flexible and reasonable customer service fees and charges. Preference will be shown to a solution that will not keep or charge a fee for any transaction.
11. The Offeror's proposed solution shall provide a mechanism to handle multiple internal clients/companies simultaneously with both separate and common inventories, financial and transaction data.
12. The Offeror's proposal solution shall provide the ability to create, print and view customized and pre-defined reports. Please provide a list of reports your system will provide.
13. The Offeror's proposed solution shall provide the ability to store, index, and retrieve marketing and ticket sales data for a minimum of two (2) full calendar years and the City of Richardson retains ownership of the data in perpetuity.
14. The Offeror's proposed solution shall provide the ability to enter, store, retrieve, track, and report patron, client, and organization information.
15. The Offeror's proposed solution shall provide a secure transaction that prevents unauthorized individuals from entering or modifying information. This includes the ability to define user groups with varying security levels for editing and visual access to the application and database. Also included is the ability to secure specific transactions to these user groups.
16. The Offeror's proposed solution must utilize real-time technologies. Please detail the technologies used. External customer functions must utilize Browser User Interface (BUI) and operate under supported browsers (see description of City Network and Computer System Environments). Internal customer functions must utilize a BUI, a Graphical User Interface migrating to a BUI, or a Graphical User Interface.

17. The Offeror's proposed solution must have enterprise-capable, open database, ODBC compliant architecture for direct linking, and import/export of ODBC compliant databases as a standard feature with no customization necessary. Data dictionary fully disclosed at time of purchase to allow for data mapping of asset attributes between databases.
18. The proposed solution must work within or integrate with the City's existing computing environment as outlined in the Description of City Network and Computer System Environment.
19. The Offeror's proposed solution must have comprehensive on-site user training and program implementation services, as well as, a strong vendor/client support network.
20. The proposed version of the Offeror's proposed solution must currently be in use at a minimum of ten (10) customer sites, with a strong preference to performing arts sites. The sites must be located within the United States or Canada. The list must be supplied with this RFP.

D. Section D – Minimum Technical Requirement Checklist

Proposals shall include all aspects of operating a customer relationship management solution for a large, multi-venue arts complex of similar operational size and scope, including but not limited to the following. Proposals shall document compliance or non-compliance with each requirement specified below.

1. Allowing virtually unlimited number of venues, seasons, events, performances, patron/customer accounts, buyer types, price sections, prices, and fees
2. Managing ticket inventory, selling and printing tickets, including offering a colored graphical seating chart for ticket selection and navigation
3. Managing subscriptions/season/series tickets, renewals and exchanges in a variety of formats included fixed and a la carte packages across multiple venues with various payment plans possible
4. Managing single tickets, groups sales, gift certificates and passes
5. Patron is able to pick their own seats on-line
6. Customer friendly format on-line, providing a "shopping cart" approach
7. Track web accounts; reduce duplication, ability to merge into existing accounts
8. Allow customers to monitor purchases, memberships and subscriptions
9. Reporting access of virtually any data in the system including event, sales, transactions, financial, patron/customer account and marketing information
10. Comprehensive sales tracking, transaction history and complete audit trails

11. Allowing multiple payment methods in one transaction
12. Transactions can consist of multiple events, including a ticket purchase and a donation
13. Complete financial integrity and accuracy with accounting features including payment processing, allowing refunds and exchanges, accounts receivable, account credits and reconciling all financial information
14. A fully integrated customizable database for patron/customer account information such as contact information, demographics, interests and groupings, transaction history, notes; the ability to identify duplicates, and to de-dup/merge accounts
15. Comprehensive reporting through predefined and custom reporting tools that can be created manually on-demand and through a pre-set schedule
16. Comprehensive marketing support tools such as patron/customer data capture at point of sale, marketing sources, advanced sorting criteria, list management, import/export capability, integration with e-marketing and e-commerce solutions
17. Created lists must be able to be static or dynamic
18. A seamless, real-time, fully integrated e-commerce solution for patron self-service ticket sales, donations, memberships and mail list sign up; member password access to special offers via web
19. Full integration with patron/customer account and database used in ticketing module for management of donors, members, prospects, contacts, specialized notes
20. Robust fund raising capabilities for managing and tracking cash, non-cash and in-kind gifts, membership levels, annual and special campaigns, pledges, special events, solicitations
21. Ability to track and report on Planned Giving activities within the database and with provided reports
Gift restrictions based on date, use and any other user-definable requirement
22. The capability to create automated, customized donor and membership correspondence such as letters, pledge reminders, membership cards, renewal/annual notices
23. Processing payments, allowing for multiple payments and pledges; creating an audit trail, transaction history and reconciling all financial information
24. Tracking and managing benefits associated with membership levels; recognition, verification and application of special benefits at point of sale through ticketing module
25. Ability to manage/offer an integrated patron loyalty club, program or points system

26. Offerors shall provide a complete written specification on how our current data will be converted.

E. Section E - References

This section shall contain names of at least three (3) organizations, most preferable local governmental entities, presently using the system proposed, which must be located within the United States or Canada, and at least three (3) references presently contracting for system maintenance. All systems referenced should be installed and in production at a paying customer site for a minimum of ninety (90) days. Please include organization name, address, telephone number, current contact person and title, system version number, date of installation, and number of workstations that access the system. These references will be contacted by City staff.

F. Section F - Fee Structure

This section should address in detail the fee structure proposed including but shall not be limited to the following:

- Base solution including ticketing and customer relationship management functionality
- License fees (explain all factors that could affect licensing fees)
- System documentation
- One-year maintenance cost to begin after warranty period expires
- Extended maintenance
- Any third party software that must be purchased by the City of Richardson
- Any additional customization to meet our specifications and requirements
- Installation
- Training
- Travel

G. Section G – Maintenance & Warranty

The solution supplied shall be fully guaranteed by the Offeror for a minimum of one (1) year from the date of acceptance by the City of Richardson. During the warranty period, Offeror warrants that the solution will function without any deviation between the solution and its documentation. Any defects of design, workmanship, or materials shall be fully corrected by the Offeror (including parts and labor) without cost to the City. The written warranty shall be included with the Proposal.

The proposal shall include service and/or maintenance agreements for the solution supplied. During the warranty period, the Contractor shall provide a maintenance program starting concurrently with the warranty period. After the expiration of the warranty period, the Contractor shall provide the continuing maintenance program to begin at the date and time of the expiration of the warranty period.

H. Section H – Training

Offerors shall submit a training plan that outlines the proposed training for the system. The training will be on-site at the City of Richardson, Texas and the plan will identify the training staff, hours, materials, and the responsibilities covered under the plan.

I. Section I – Sample Contract

Enclose copies of your standard contract. Indicate any clause(s), which are conditional or nonnegotiable.

IV. CITY NETWORK AND COMPUTER SYSTEM ENVIRONMENTS

The proposed customer relationship management solution will be operated out of the Eisemann Center facilities utilizing existing workstations and network equipment. Servers and datastores must reside in one of the City's datacenters. The hardware and software listed below represent the City of Richardson's computing environment as it relates to the customer relationship management system solution.

A. Infrastructure

WAN (Wide Area Network)

- o TCP/IP transport
- o High-speed infrastructure, minimum speed 100Mbit
- o Fully switched and routed architecture
- o Redundant network entry, multihomed
- o 20Mbit internet access
- o Fully firewalled
- o Internal topology NAT'ed
- o Publicly accessible machines must reside in DMZ
- o No vendor installed/specified network equipment permitted

Remote Access

- o Internet access for service and remote control via VPN Client only.
- o Externally advertised static IP addresses strongly discouraged

Intel-based Servers:

- o Dell PowerEdge (all generations)

Network Operating Systems

- o Active Directory 2003

Server Operating Systems

- o Microsoft 2003 Server
- o Red Hat Enterprise Linux v3,4,5
- o VMWare ESX Server where possible

Data Base Systems

- o Microsoft SQL 2000
- o IBM DB2 on AS/400 (iSeries)
- o Centrally managed SQL servers
- o Strongly discourage local SQL service

B. Work Station Environment

Workstation Hardware (Intel only)

- o Dell Optiplex Desktop PCs with 1GB Memory & 60GB Harddisk
- o Dell Latitude Laptop with 1GB Memory & 60GB Harddisk
- o HP LaserJet and Dell LaserJet printers
- o BOCA Ticketing Printers
- o Internal CD:Readers/Writers
- o HP Scanners (USB)
- o PDA's (various makes/models – USB and Serial)

Workstation Operating System

- o Windows XP
- o The City has not yet adopted Windows Vista

Workstation Software

Software products installed on City workstations are generally maintained at the current 32-bit version (specifics are available upon request).

Standard PC Software

- o Windows XP Professional
- o Microsoft Office 2003 Professional
- o Adobe Acrobat Reader (8.0)
- o Microsoft Internet Explorer (6.0 or 7.0)
- o Lotus Notes (7.0)
- o Artifax
- o McAfee Anti-Virus
- o CounterSpy

C. Web Environment

Web Serving Product Set

- o Microsoft IIS 6.0
- o Apache 2.x
- o .NET framework 1.1
- o Tomcat 4.1.12
- o Java Runtime Environment 1.4.1

Web Development Product Set

- o ASP (v3)
- o PHP
- o JavaScript (v1.3)
- o VBScript

- o Adobe Acrobat Pro
- o Microsoft Visual Studio (v6)
- o Microsoft Visual Interdev (v6)
- o Microsoft FrontPage
- o Java 2
- o XML

Web Management Product Set

- o WebTrends
- o Surf Control filtering software

Web Browser Environment

- o IE 6.0. (Internet facing apps should also support Netscape browsers)
- o Firefox
- o Acrobat Reader, v5.0 plug-in
- o ActiveX and Java applets must be approved through Information Services prior to deployment
- o Media Player
- o Real Audio Player

V. CITY OF RICHARDSON CONTRACTOR INSURANCE REQUIREMENTS

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

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

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

Certificate of insurance: A certificate of insurance evidencing the required insurance shall be submitted with the contractor's bid or response to proposal. If the contract is renewed or extended by the City a certificate of insurance shall also be provided to the City prior to the date the contract is renewed or extended.

Type of Contract

Type and amount of Insurance

Special Events

General Liability insurance for personal injury (including death) and property damage with a minimum of \$1 Million Dollars per occurrence and \$2 Million Dollars aggregate, including coverage for advertising injury and products coverage

Statutory Workers compensation insurance as required by state law

(If the contractor serves alcoholic beverages) Liquor Liability with a minimum of \$1 Million Dollars per Occurrence and \$2 Million Aggregate.

(If high risk or dangerous activities) Umbrella Coverage or Liability Excess Coverage of \$ 2 Million Dollars

(If automobile or limousine service is involved even if volunteers) Automobile Liability with a minimum of \$1 Million Dollars combined single limit.

Public Works and Construction

General Liability insurance for personal injury (including death) and property damage with a minimum of \$1 Million Dollars per occurrence and \$2 Million Dollars aggregate, including advertising injury, products coverage and (XCU) Explosion, collapse and underground (If high risk or dangerous activities) Umbrella Coverage or Excess Liability Coverage of \$2 Million Dollars
Statutory Workers compensation insurance as required by state law

Professional Services

Professional Liability Insurance with a minimum of \$1 Million Dollars per occurrence and \$2 Million Dollars aggregate. (If size or scope of project warrant). Umbrella Coverage or Excess Liability Coverage of \$2 Million Dollars