



City of Phoenix
INFORMATION TECHNOLOGY SERVICES

REQUEST FOR QUALIFICATIONS

Project Title:
Qualified Vendor List
for Information Technology Professional Services

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**REQUEST FOR QUALIFICATIONS
for
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

1. INTRODUCTION

The City of Phoenix (hereinafter referred to as "City") is developing a one-year Qualified Vendor List for Information Technology (IT) Professional Services (hereinafter referred to as the "QVL"). The QVL will be used to supplement current City staff in accordance with the provisions, specifications, and instructions provided in this document.

Firms who qualify and are placed on the QVL may be selected without a further Request for Qualifications (RFQ) or Request for Proposal (RFP) process to provide IT professional services as defined in this document to specific departments/functions of City.

The list that will be developed may be used by a department in cases where a relatively minor engagement of services is needed, a quick selection of a firm is needed, the scope of work is not sufficiently defined to permit an RFP process, a type of service is routinely used, or other such reasons. City, however, reserves the right to waive use of the QVL on any IT project where, in City's judgment, competitive bids through an RFP process or other forms of solicitations may be more appropriate, such as in major or complex procurement of services.

Once it has been determined that use of the QVL is appropriate and approval is given, the department/ function requiring IT professional services will contact firms on the QVL whose service offerings closely match services needed. Those firms will be asked to provide specific qualifications and price quotes for the project at hand in order for an appropriate decision to be made by City prior to final recommendations and contract award being made. Qualifications and specific skills will be equally considered, along with cost, in determining the most responsive firm in meeting the needs for a contract award.

The types of IT Professional Services that may be contracted for by City are provided in Section 3 of this RFQ. The placing of firms on the QVL will be based on an evaluation conducted by a Selection Committee to determine overall qualifications. An overview of the evaluation and selection criteria that will be used is provided in Section 6 of this RFQ. IT Professional Services may be provided by independent contractors whose occupation is the rendering of such services. While not limited to licensed occupations, the services are considered "professional," and contracts may be awarded to partnerships, firms, or corporations as well as individuals.

A list of firms recommended for the QVL will be submitted to the City Manager's Office for consideration and approval. Once approval is received, the QVL will become effective on July 1, 2009, and will be in effect for one (1) year, through June 30, 2010.

2. GENERAL INSTRUCTIONS

The following general instructions are provided to assist in preparation of RFQ responses (hereinafter referred to as "Responses"). Included in these instructions are specific requirements for Responses.

2.1. Invitation

City invites Responses to this RFQ as described in this document.

Responses will be received by Gloria Elliott, Contracts Specialist, City of Phoenix Information Technology Services, 251 West Washington Street, 6th Floor, Phoenix, Arizona 85003, until 2:00 p.m. on Friday, May 1, 2009, at which time no further Responses will be accepted. Late Responses will not be considered. Electronic or faxed submissions will not be accepted.

Section 4 of this document specifies the exact format for Responses, and Section 5 specifies the required number of copies that must be submitted.

2.2. Pertinent Dates

RFQ Date of Issue April 1, 2009

RFQ Closing Date May 1, 2009

Acceptance and Publication July 1, 2009

2.3. Inquiries

For all inquiries concerning this request, or requests for alternate formats of this material (large print, Braille, audiocassette, or diskette), please contact:

Gloria Elliott, Contracts Specialist
City of Phoenix Information Technology Services
251 West Washington Street, 6th Floor
Phoenix, Arizona 85003-2295

Telephone: (602) 261-8481
FAX: (602) 534-4119
TDD/TTY: (602) 534-5500
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2.4. Affirmative Action Requirements

2.4.1. All suppliers, lessees, contractors, and subcontractors who wish to be considered responsible to a request from City shall comply with Chapter 18, Articles IV and V of the Phoenix City Code by submitting the following reports on the forms prescribed and supplied by the Equal Opportunity Department (EOD).

2.4.1.1. Firms who employ less than fifteen (15) employees must submit only "Part D: Employer of Fewer than 15" of the prescribed forms.

2.4.1.2. Firms who employ fifteen (15) or more employees must submit "Part A: Employer Information Report," "Part B: Employer Equal Opportunity Workforce Profile," and "Part C: Affirmative Action Plan."

2.4.2. All documents required under Chapter 18, Articles IV and V of the Phoenix City Code must be submitted **prior to the date and hour of the date set for submission of your Response to this RFQ**. The EOD reserves the right to verify the completeness and accuracy of the required form submittal and will evaluate and make a determination whether the firm is responsive and responsible under Chapter 18, Articles IV and V. Documents must be submitted to:

City of Phoenix EOD
Business Relations Section
251 West Washington, Seventh Floor
Phoenix, Arizona 85003
(602) 262-6790

2.4.3. All firms who contract with City, or become part of a QVL through an RFP or RFQ process, must maintain their eligibility under Articles IV and V for the term of the contract or the list. Renewal of required documents is every twelve months for firms employing fifteen (15) or more employees. Renewal for firms with fourteen (14) or less employees is every twenty-four months.

2.4.4. It is required that the following clause appear in all contracts and leases between City and suppliers and lessees covered by this article/contract:

"Any supplier/lessee in performing under this contract shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, gender, national origin, age or disability nor otherwise commit an unfair employment practice. The supplier and/or lessee will take affirmative action to ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, gender or national origin, age or disability. Such action shall include but not be limited to the following: Employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The supplier further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this contract.

Supplier/lessee further agrees that this clause will be incorporated in all subcontracts, job-consultant agreements or subleases of this agreement entered into by supplier/lessee."

2.4.5. **Failure to meet the affirmative action requirements of City shall be cause for considering the response non-conforming in a material respect** with these Articles. Such non-conformance shall cause the response to be declared non-responsive or non-responsible and not eligible for consideration. Failure to maintain ongoing eligibility during the full term of a contract or list with City shall authorize the cancellation, termination, and/or suspension of the contract or inclusion on a list.

2.4.6. The EOD has the authority to enforce these Articles, and shall monitor the employment policies and practices

of contractors, suppliers, and lessees as deemed necessary. Monitoring activities of the EOD may include, but not be limited to, on-site compliance reviews to audit personnel and payroll records. Submittal of a Response to this request is an implied agreement to this review policy.

2.5. M/W/SBE Commitment

- 2.5.1.** City extends to each individual, firm, vendor, supplier, contractor, and subcontractor equal economic opportunity to compete for City business and strongly encourages voluntary use of Minority, Woman-Owned and Small Business Enterprises (M/W/SBEs), to reflect both the industry and community ethnic composition.
- 2.5.2.** The use of such businesses is encouraged whenever practical. City publishes a directory of certified M/W/SBEs through the EOD. Persons responding to a business opportunity with City are encouraged to contact the EOD at (602) 262-6790 for assistance in identifying minority and woman-owned firms. The TDD/TTY number for the EOD is (602) 534-1557.

2.6. Addenda

City shall not be responsible for any oral instructions given by any employee of City in regard to the Response instructions as described in this RFQ. Any changes will be in the form of an addendum posted on City's website: www.phoenix.gov/BUSINESS/itdqml.html.

No addenda will be posted on the website later than ten (10) working days prior to the date for receipt of Responses except an addendum which, if necessary, postpones the date for receipt of Responses or cancels the RFQ.

2.7. Respondent Incurred Costs

Respondent shall be solely responsible for all costs incurred in preparing or responding to this RFQ. All materials and documents submitted in response to this RFQ become the property of City and will not be returned.

2.8. Modification or Withdrawal of Response

A Response may be withdrawn or canceled by a Respondent following the submittal date, and Respondents placed on the QVL may request in writing that their organization be removed from the current QVL for future contract consideration. Responses to the RFQ may not be modified or added to after the submittal date.

Responses may be withdrawn, altered, and/or resubmitted at any time prior to the submittal date. Notice of pre-submittal date withdrawal must be in writing over the signature of the Respondent and must have been mailed and postmarked on or before the submittal date.

Withdrawn Responses may be resubmitted up to the submittal date and time, provided that they are then fully in conformance with these general terms and conditions.

2.9. Respondent Errors or Omissions

City is not responsible for any Respondent errors or omissions.

2.10. Indemnification

The Respondents shall indemnify, defend, save and hold harmless City and its officers, officials, agents, and employees (hereinafter referred to as "Indemnatee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Respondent or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of Respondent to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is agreed that Respondent will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of any contract, Respondent agrees to waive all rights of subrogation against City, its officers, officials, agents and employees for losses arising from the work performed by the selected for City. The obligations of Respondent under this Section shall survive the completion, termination or expiration of any agreement.

2.11. Inconsistency or Error in the RFQ

Any Respondent believing that there is any ambiguity, inconsistency or error in the RFQ shall promptly notify City of the apparent discrepancy. Failure to so notify will constitute a waiver of claim of ambiguity, inconsistency or error.

2.12. Rejection of Responses

City expressly reserves the right to reject any or all Responses and/or to waive any discrepancies or technicalities.

2.13. Respondent Certification

By submission of a Response, Respondent certifies that Respondent has not paid or agreed to pay any fee or commission, or any other item of value contingent on the placement of Respondent on the QVL, to any employee or official or current contracting consultant of City.

2.14. City's Right to Disqualify for Conflict of Interest

City reserves the right to disqualify any Respondent on the basis of any real or apparent conflict of interest that is disclosed by the Response submitted or any other data available to City. This disqualification is at the sole discretion of City.

2.15. Applicable Law

Any and all legal disputes arising out of the Response herein shall be governed according to the laws of the State of Arizona, and Respondent shall agree that the venue for any action shall be in the State of Arizona, County of Maricopa.

2.16. Public Records Law

By submitting a Response, each Respondent acknowledges that City is a public entity and is subject to Arizona's public records law.

2.17. Tax Responsibility Qualification

Qualified Respondents, for placement on the QVL, may be required to establish to the satisfaction of City that any and all fees and taxes due City or the State of Arizona for any License or Transaction Privilege Taxes, Use Taxes, or similar excise taxes are currently paid (except for matters under legal protest).

Respondents agree that submission of the Response constitutes a waiver of the confidentiality provisions contained in City Finance Code and any similar confidentiality provisions contained in the statutes of the State of Arizona relative to State Transaction Privilege Taxes or State Use Taxes.

Respondents further agree that submission of a Response hereunder is, and shall constitute, a written authorization to the Finance Department of the City of Phoenix and to the State Department of Revenue of the State of Arizona to release tax information relative to Arizona Transaction Privilege Taxes, Arizona Use Taxes, City Privilege License Taxes, and City Use Taxes to the procuring agency in order to assist that department and City in evaluating such Respondent qualifications as a responsible contracting party.

2.18. Non-Waiver of Liability

City, as a public entity supported by tax monies, in execution of its public trust, cannot agree to waive any lawful or legitimate right to recover monies lawfully due it. Therefore, any Respondent submitting a Response herein agrees that it will not insist upon or demand any statement whereby City agrees to limit in advance or waive any right City might have to recover actual lawful damages in any court of law under applicable Arizona law. (Phoenix City Code, Chapter 42, Sec. 42-13.)

2.19. Contract Terms and Conditions

Submission of a Response herein constitutes the Respondent's agreement that any contract to be drawn, as the result of being selected for contractual service from the QVL, will be prepared by City. The submission of a Response further constitutes the agreement of each Respondent that it will not insist on the use of standard contract agreements, documents or forms, and that it waives any demand for the use of its standard agreements. Pursuant to

the City Charter, the language of the contract(s) to be executed will be drafted under the supervision of the City Attorney and shall be the controlling document.

3. WORK TO BE PERFORMED

This section contains a brief description of the types of service that may be needed from a Respondent as a result of this RFQ process. These services are categorized based on focus areas that are addressed within City. Respondents may elect to respond on specific types of service they can provide within any of the category definitions, or multiple categories of service according to the capabilities of the firm.

3.1. IT Professional Services Categories

The IT Professional Services that may be needed fall into one or more of the areas defined below. Some overlapping of service definitions may occur due to technology relationships. The categories of service have been defined to allow for ease of identifying the types of support that may be needed and to assist with on-going maintenance of the QVL. Respondents should describe in detail, by category, the level and types of support and experience they can provide, including specific technologies and skills.

Section 4 of this RFQ provides additional information on the Response format and information that is required.

3.2.1. Professional Service Categories

The categories identified in this section are intended to assist in responding to this RFQ. Respondents should only provide the necessary information for those services for which they desire to be considered for placement on the QVL. Responses must follow the format described in Section 4.

CATEGORY 1 Information Technology Security

Major service-areas for security include planning, implementation and on-going management of data, network, physical facilities and disaster recovery programs.

CATEGORY 2 Software Asset Management Program

The City has a significant investment in software. The City is committed to safeguarding this investment and ensuring that appropriate controls are in place to protect those assets and to comply with applicable laws on licensing and copyright protection.

CATEGORY 3 Management, Architecture, and Planning Consulting

The complexities and management issues surrounding the planning, implementation, and management of IT and its various disciplines require significant coordination and control. Issues such as the merging of technologies (i.e. data and image) will require significant planning and support.

CATEGORY 4 Business Continuity Planning, Design and Implementation

Services in this category include business continuity and disaster recovery planning, enterprise data protection, data backup, data asset distribution and redundancy, and distributed storage management and planning.

CATEGORY 5 Information Technology Training

Training may be needed in any of the following broad areas: IT Platforms (computer utilization, installation, management, and controls - PC, mainframe, network); Software Development and Support (applications, technical, process control); Telecommunications Planning and Support (computer networks, voice, radio, video, and related technologies); Office Automation (desktop software end user training, Lotus Notes environment development training and end user training); and General Support Services (management, business consulting, process re-engineering, project/applications design and development, end-user training, etc.).

CATEGORY 6 Information Technology Audit/Review

Auditing or reviewing the use of information technology covers many of the areas addressed in the other categories. Services in this area include conducting or assisting with reviews of governance, security, business continuity, and system controls. Examples include: reviews of the City's technical infrastructure (network, databases, operating systems, and technology centers), enterprise computer applications (SAP, PeopleSoft), telecommunications (such as billing analysis) Internet/Intranet, firewalls, and other areas.

CATEGORY 7 Computer Applications Systems Design, Analysis and Programming

Computer applications within the City are developed on multiple hardware platforms, ranging from PCs to mainframes. Applications may be designed and built in-house or purchased as a package. Development

has moved toward SOA. Integration/linking of mainframe, minicomputer, and LAN-based applications is growing. Future development will be focused on open architecture, use of high-level languages, and web-based technology, although resources continue to be required in support of legacy systems.

CATEGORY 8 Imaging Applications Technology Design and Implementation

The City has a major imaging system operating in a client/server environment; additional systems exist on a smaller scale. The City is expanding the use of imaging with a focus on the integration of imaging with data-based applications. Departments are exploring and moving toward electronic document management systems. These systems include imaging, workflow management, document management, archiving, and full document lifecycle.

CATEGORY 9 Multimedia Applications Technology Design and Implementation

Several multimedia services are in place, and use of multimedia solutions will continue as the City expands its IT services directly to the citizens.

CATEGORY 10 Office Automation Technology Design, Implementation, and Support

The City has a major office systems environment operating in a LAN and client/server environment. Support areas involve application development using Microsoft Office 2000 and XP products (WORD, EXCEL, ACCESS), macro writing, and query applications against the City's major databases. There may also be a need for workflow management products.

CATEGORY 11 Internet/Intranet Applications Services

The City's presence on the Internet resides on a Unix-based operating system, using TCP/IP, firewalls, routers and web-server software, providing staff, citizens and other agencies access to web-based services. A Wide Area Network (WAN) uses frame relay to serve workstations in public facilities and requires a means to constrain Internet access to selected and controlled Internet sites. Extensive security is implemented, with routers and network management software. The system uses HTML, JAVA, and CGI/PERL scripts, HAHTSite interactive development environment, and accesses Oracle and legacy databases on dissimilar platforms to support E-government and E-commerce services.

CATEGORY 12 GIS Technology

The City has established an enterprise geographic information system (GIS). A GIS database is maintained which includes digital orthophotography and a wide variety of geographically related local government data. The enterprise GIS is shared among City departments in an RDBMS, multi-tiered, Web-based, and desktop application environment. GIS development efforts focus on automation and improvement of City business functions that use property, transportation, utilities, public facilities, political and administrative boundaries, and other geospatial data. Many GIS applications are also linked to, or integrated with, department business transaction systems. The technical environment for GIS includes ESRI's ArcGIS, ArcIMS and ArcSDE; Oracle RDBMS and Oracle Spatial; and the .NET and J2EE platforms.

CATEGORY 13 PeopleSoft Technology

The City has a PeopleSoft environment for its human resources system. Services in this category include Analyst/Business Analyst (HR, Benefits, Benefits Administration, Flexible Spending and Payroll), Developer/Programmer (PeopleTools, Operator Security, and SQR), and/or Technical Infrastructure Support (Unix-based server configuration, database administration, and library management and synchronization).

CATEGORY 14 SAP Technology

The City has an SAP R/3 environment for its financial management systems. Services in this category include Analyst/Business Analyst, Developer/Programmer, and/or Technical Infrastructure Support. The SAP modules include: Financial, Controlling, Treasury, Sales & Distribution, Materials Management, Plant Management, Project Management, and Workflow. Specific support services include SAP BASIS and SAP ABAP/4 programming.

CATEGORY 15 Lotus Notes/iNotes Technology

The City has a Lotus Notes environment and has currently installed the electronic mail and calendar modules. The City may have the need for professional services in the design and development of Lotus Notes applications and Lotus Notes technical environment design and implementation.

CATEGORY 16 Database Management Systems Design, Programming and Administration

Database system development continues to incorporate client/server technology. Database Management Systems such as DB2, IDMS, Oracle, Informix, Access, and Microsoft SQL Server are currently used and supported. Other products such as database monitors, database administration tools and utilities are utilized.

CATEGORY 17 Operating Systems/Technical Software Support

Technical software support may be needed for hardware ranging from PCs to mainframes. Support areas include IBM MVS/OS-390 and AIX, DEC, HP/UX, SUN Solaris, Linux OS, and Microsoft NT/Windows 2000, among others.

CATEGORY 18 Data Administration

The City has a data administration program that progresses as the need for data sharing, data access, and system integration increases. It includes elements such as standards, policies, guidelines and models, and will expand as needed to support concepts such as repositories, data warehouses, etc.

CATEGORY 19 Local and Wide Area Network Planning, Design, Installation, Maintenance, and Support

The City has multiple local networks connected to the City backbone. A fiber-based backbone is now in place with both routers and switches interconnecting most departments within the City. Ongoing planning, installation, and administration of this metropolitan area network may be required, including management of the existing cable plant. Data communications demands continue to grow with establishment/review of standards, equipment (routers, hubs, switches), fiber, ATM, FDDI, CDDI, Packet Switching, Optical Switching, etc., and the growing use of networks. Support areas include server implementation and support. The City is currently using Novell 5.x and Novell 6.5.

CATEGORY 20 Telephone and Telecommunications Services

Systems Consulting, Application Development, System Design, and Project Management - The telephone system and telecommunications infrastructure within the City includes: a 25,000 port Ericsson MD-110 PBX and three hundred key systems; an AVST voicemail system; an SAP telemanagement system that handles call accounting, internal customer billing, and work order processing; and an extensive copper and fiber optic cabling infrastructure. Future development will be focused on network migration and convergence strategy. Required services may include: telephone system evaluation and specification, procurement options analysis, RFP development, proposal evaluation, contract negotiations, and installation project management; ISP and OSP telecom infrastructure mapping including auditing, database building and Oracle database sharing and integration; customized telecommunications application development; and fiber optic network planning and design.

CATEGORY 21 Common Carrier/Cable Service Planning and Consulting

Use of this technology is expanding as programs to connect government with its citizens are developed and become more demanding. Interaction and planning with various cable companies is critical in this endeavor.

CATEGORY 22 Two-Way Radio Systems Analysis and Design

Two-way radio systems are critical to City operations. Two-way radio systems include voice, data, microwave, and System Control and Data Acquisition (SCADA) in many frequency bands. The following are examples of the largest systems in use by the City. Police, Fire and Municipal users currently use a Motorola Astro Integrated Voice and Data, Project 25 compliant, 800 MHz, digital trunked radio system. Digital trunked network operations, subscriber equipment, maintenance management, and regional systems planning and management are critical areas where the City may require consulting support. Microwave services are included as part of two-way radio. Microwave serves as a primary link between major transmission points within the City. It is interconnected with fiber resources to provide a SONET, OC-3, ring topology to provide increased bandwidth and redundancy.

CATEGORY 23 Wireless and Mobile Systems Design, Implementation and Management

The City uses a wide variety of wireless and mobile communications devices, including pagers, wireless data modems, cell phones and other hand-held cellular devices. The City's may require assistance with managing mobile devices, applications, and remotely accessed systems.

3.2. Procedures for Obtaining Services

The following paragraphs describe the process that shall be followed to obtain services from qualified Respondents that have been placed on the QVL as a result of this RFQ. These procedures are representative for this RFQ and may vary according to specific needs and other changes that may be undertaken by City.

3.2.1. When a City department/function finds need for IT Professional Services, as defined in this RFQ, it will initiate the process by obtaining approval to use the QVL to obtain such services.

3.2.2. The department/function will solicit at least three (3) written proposals from listed vendors. At least one (1) of the proposals shall be solicited from a certified M/W/SBE when available. The solicitation should include the

following:

- 3.2.2.1.** Project or service description
- 3.2.2.2.** Discussion of time limitations
- 3.2.2.3.** List of required qualifications, including personnel requirement, if known
- 3.2.2.4.** Department/function contact name available to answer technical questions

- 3.2.3.** Department/function representatives will evaluate the proposals and select the offeror to provide the required professional services.

3.3. Special Contracting Terms and Conditions

Special terms and conditions to be considered for contracting services as a result of this RFQ will include at a minimum, but not be limited to the following:

- 3.3.1.** City reserves the right to consider other alternatives if enough qualified personnel cannot be found among the firms asked to respond to the work statement or, if in City's judgment, no firms on the QVL meet the needs of the project or work description provided.
- 3.3.2.** City will not approve any of the Respondent's individual personnel if such individual is currently a City employee.
- 3.3.3.** All persons providing services under a contract must be employees of Respondent, except that subcontract employees may be used with the express written approval of City.
- 3.3.4.** Prior to any specific work assignment under a contract, City must receive a résumé for each employee proposed for a specific task.
- 3.3.5.** Respondent personnel furnished under this solicitation must be capable of operating in City IT environment as specified at time of contract negotiation.
- 3.3.6.** All work completed by Respondent personnel will comply with published City standards for the specific IT area at the time services are engaged.
- 3.3.7.** The work week is normally 40 hours. No overtime will be allowed without prior permission of City. City holidays will be observed.
- 3.3.8.** Respondent will submit invoices in accordance with terms of agreement to the contracting department or function.
- 3.3.9.** Personnel may be released without notice at any time for any breach of security or unusual business conduct.
- 3.3.10.** If a Respondent's employee who is assigned to a specific work assignment, requiring "start-up" training and/or learning curve prior to becoming fully effective, terminates before the work assignment is completed, the Respondent shall:
 - 3.3.10.1.** whenever possible assign a new employee to work with the terminating employee for a period of at least one (1) week; and
 - 3.3.10.2.** not charge City for the first two (2) full weeks of the new employee's time. This condition does not apply if City requested the employee be relieved of City work assignments.
- 3.3.11.** City will require a background investigation and a polygraph be completed for any Respondent personnel assigned to do work for City in selected areas.

4. REQUIRED RESPONSE CONTENT AND FORMAT

Responses to this RFQ should be prepared simply and economically, providing a straightforward description of the specific categories of services that the Respondent can provide, along with qualifications. Emphasis should be on clarity of content.

Respondents **must not** include brochures or business publications in the body of their Responses to this RFQ. One copy of company brochures or business publications may be provided separately, but will only be retained for possible future

use, and will not be included in or used for the evaluation process.

Respondents **must** submit their Responses in accordance with the outline specified below, and in the sequence specified below. **Any section of the required portions of the Response that is missing shall be considered grounds for disqualification.**

4.1. Letter of Transmittal

Lack of a Letter of Transmittal, as specified in this section, **shall** be considered grounds for disqualification. The Letter of Transmittal must be the first page(s) of the Response and include the following:

- 4.1.1. Statement indicating the submission of a formal Response to the RFQ;
- 4.1.2. An affirmative action compliance statement;
- 4.1.3. Statement indicating whether or not Respondent is certified with City as a M/W/SBE;
- 4.1.4. General description of Respondent business;
- 4.1.5. Signature by a person with full authority to enter into any future binding agreement on behalf of the Respondent as a result of being placed on the QVL.

4.2. Affirmative Action/Equal Opportunity

Affirmative Action compliance is **mandatory** for anyone wishing to do business with City. See Section 2.4 of this RFQ for detailed Affirmative Action requirements.

If the Respondent is currently registered with City's Affirmative Action program, new Affirmative Action forms need not be submitted, but the expiration date of the current registration **must** be stated in the Letter of Transmittal and will be verified.

If the Respondent is NOT currently registered with City's Affirmative Action program, the Affirmative Action paperwork **must** be completed and returned to the Equal Opportunity Department prior to the RFQ Response submission. Affirmative Action forms are available on line at: <http://phoenix.gov/BUSINESS/certbus.html>

If the Respondent is not currently Affirmative Action compliant with City prior to RFQ Response submission, that **shall** constitute grounds for disqualification.

The Letter of Transmittal should state if the firm is currently registered with City as a M/W/SBE firm, as outlined in Section 2.5, and the expiration date of such registration. The expiration date will be verified. If the firm is not so registered, the Letter of Transmittal should state that it is not so registered.

4.3. General Description of Respondent Business

The Letter of Transmittal must contain a brief summary of Respondent background, types of services provided, and overall relevant experience in the service areas submitted for consideration. Lack of such summary of Respondent background **shall** constitute grounds for disqualification.

4.4. Respondent Company Profile - Summary of Service Categories Supported

Respondents must submit a brief narrative paragraph for each service category and specific technology supported as referenced in Section 3.1 of this RFQ. The format must follow the sample form provided as Exhibit A "Information Technology Professional Services 2009 Company Profile" (hereinafter referred to as "Company Profile"). **Please limit your description to six lines or less per service category.**

A blank Company Profile is provided at the end of this document for your convenience. It may be replicated as long as the format is followed exactly, with company name, company address, etc., repeated on every page submitted. In addition to including the Company Profile in your Response, you **must** provide an electronic copy of the Company Profile on a diskette or CD labeled with the company name.

NOTE: The Company Profile is used to create the approved QVL that is published on City's Intranet for use by all City departments and functions. As the Company Profile is used to generate the electronic QVL, the Response **must not** include language such as "confidential," "proprietary," or "do not duplicate" that would limit the ability of City to duplicate and publish the document.

During the term of the QVL, changes to contact information will be made upon written notification if the electronic

media is editable by City and does not contain any restrictions.

Lack of a Company Profile listing service category summaries **shall** be considered grounds for disqualification.

4.5. Representative Résumés

For each service category that could require the Respondent to provide personnel, Respondents must submit a résumé that represents an example of the type of person Respondent could provide. This résumé is for evaluation purposes, and should indicate the skills that the Respondent can provide for the category. Such representative résumés will not be construed as a commitment to provide a specific person for a specific service. A person's job title may be substituted for a person's name.

At the top of each résumé, indicate company name and the category(s) for which a résumé is representative (i.e., "Category 1, 4, 16"). Therefore, it is possible to have fewer résumés than the number of service categories applied for. Failure to provide résumés **shall** be grounds for disqualification.

4.6. Representative Costs

Respondents must include representative costs and/or range of costs in the categories responded to for the types of personnel that may provide services. These costs should be provided on a separate page headed "Representative Costs," along with the company name of the Respondent.

Costs will be considered, along with experience and technology skills, for determining which Respondents to contact for further discussion and possible contract consideration. Failure to provide costs **shall** be grounds for disqualification.

4.7. References

The Respondent must supply a minimum of three (3) prior customer references representative of the work the company does as described in Section 4.1.4 under "General Description of Company Business." References must include contact name and telephone number at the reference's place of business. References should be provided on a separate page headed "References", along with the company name of the Respondent. Failure to provide references **shall** be grounds for disqualification.

4.8. Attestment to Financial Condition

Respondents are required to execute and submit, as part of the Response, the attached Exhibit B, "Attestment to Financial Condition". Failure to include a signed Attestment to Financial Condition **shall** be grounds for disqualification.

5. COPY REQUIREMENTS

Respondents must provide two (2) separate and complete copies, one labeled "Master" and the other labeled "Evaluation." In summary, the submission **must** include the following:

5.1. Letter of Transmittal (must include all items as described in Section 4.1)

5.2. Company Profile (must include diskette or CD of Company Profile only - do not submit entire Response electronically)

5.3. Representative Résumés

5.4. Representative Costs

5.5. References

5.6. Attestment to Financial Condition

6. EVALUATION AND SELECTION CRITERIA

Each Response to this RFQ that is received by the due date and time will be reviewed and evaluated by a Selection Committee representing IT and various other disciplines within City. Information Technology Services will serve as the overall coordinating organization for this RFQ. The Selection Committee Evaluation Process will determine the Responses that accommodate the needs identified in this RFQ, taking into consideration the summary factors listed in this section.

Responses will be judged on the overall completeness and quality of response to this RFQ, in keeping with City's best interests. City retains the right of sole discretion over whether the Responses received represent adequate responses to this RFQ and over evaluations of the relative quality of the Responses received.

Each of the outlined areas of response detailed in Section 4 is considered necessary for the Response to be considered complete. **Incomplete Responses will be eliminated without evaluation.**

The evaluation process will be based on a "Pass" or "Fail" score addressing the three (3) criteria listed below. A fail score on any one of the three (3) criteria will be sufficient to eliminate the Respondent from inclusion in the QVL. All Respondents will be notified by the IT Department when all evaluations are completed regarding the final pass/fail score of their company and recommendation to City Manager for final certification.

City will validate Respondent claims by any means it deems necessary. Validation may include the review of information supplied in the Responses and any other documentation submitted, the verification of references, Respondent presentations on selected material, and possible site visits by City personnel.

6.1. Complete Response

The Response must be complete in accordance with Section 4 of this RFQ. Special attention should be paid by the Respondent to the Affirmative Action requirements and procedures detailed in Section 2.4. Affirmative Action forms will be evaluated separately by the City Equal Opportunity Department. Failure to complete the forms accurately or to submit them in the prescribed way may result in the Affirmative Action requirements not being met according to City standards, and the Response will be immediately eliminated from consideration.

6.2. Qualifications

This includes the extent to which the Respondent has personnel or resources to perform any services needed in the categories of specialization provided. The submission of résumés which clearly documents the necessary skill sets and training required for successful support will assist in this analysis.

6.3. Professional Competence

This addresses the extent to which the Respondent has demonstrated competence in performing work and when appropriate, the extent of former client satisfaction. Corporate stability and reputation, recent government or corporate experience in the categories proposed, and appropriate supporting staff represent some elements taken into consideration.

EXHIBIT A (sample)
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
2009 COMPANY PROFILE

Company Name: XYZ Corporation

Company Address: 12345 S Any Street, Suite ABC, Mycity, AZ 85000-0000

Telephone No: (602) 123-4567, ext. 890

Fax No: (602) 123-4567, ext. 890

Contact Person: Thisis Myname

Email Address: Thisis.myname@XYZCorporation.com

Category	Expertise (Brief statement in narrative form. 6 lines or less is preferred for EACH service category.)
16	Information Technology Security: extensive expertise in conducting computer security and integrity reviews in a variety of operating environments, as well as similar experience in reviewing personal computing environments with mission-critical systems on networked servers.
17	Software Asset Management Program: extensive experience in conducting asset management and PC software compliance reviews.
18	Management, Architecture and Planning Consulting: have consolidated and analyzed strategic plans with an aggregate budget in excess of \$51M, identifying enabling and emerging technologies and ensuring compatibility with corporate objectives. Have also evaluated and monitored more than \$15M annually in large-scale, technology-related capital investment projects.

EXHIBIT A
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
2009 COMPANY PROFILE

Company Name: _____

Company Address: _____

Telephone No: _____

Fax No: _____

Contact Person: _____

Email Address: _____

[illegible]

EXHIBIT B

ATTESTMENT TO FINANCIAL CONDITION

The undersigned herein attests that the individual or firm represented in this Request For Qualifications Response possesses a sound financial condition and can fiscally perform any and all work as described in the Response. The undersigned further agrees to provide a Statement of Financial Condition, compiled in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants, if requested, prior to contracting with or performing work for City of Phoenix.

RESPONDENT (Typed Company Name)

AUTHORIZED SIGNATURE

Date of Signature

Printed NAME and TITLE