CITY OF SAN ANTONIO
CONVENTION & SPORT FACILITIES DEPARTMENT

REQUEST FOR PROPOSAL
(“RFP”) for

AUTOMATED TICKETING SYSTEM
(RFP 19-002)

Release Date: January 11, 2019
Proposals Due: February 12, 2019

This solicitation has been identified as High-Profile.

PROHIBITED CAMPAIGN CONTRIBUTIONS

Notice Regarding Prohibition on Campaign or Officeholder Contributions for Individuals and Entities Seeking High-Profile Contracts. Under Section 2-309 of the Municipal Campaign Finance Code, the following are prohibited from making a campaign or officeholder contribution to any member of City Council, candidate for City Council or political action committee that contributes to City Council elections from the *10th business day after a contract solicitation has been released until 30 calendar days after the contract has been awarded (“blackout” period):

1. legal signatory of a high-profile contract;
2. any individual seeking a high-profile contract;
3. any owner or officer of an entity seeking a high-profile contract;
4. the spouse of any of the above individuals;
5. any attorney, lobbyist, or consultant retained to assist in seeking the contract.

Subcontractors are also subject to the prohibition against contributions. A high-profile contract cannot be awarded to the individual or entity if a prohibited contribution has been made by any of these individuals during the “blackout” period.

*For this solicitation, the first-day contributions are prohibited is Monday, January 28, 2019. The first day contributions may be made is the 31st day after the contract is awarded at City Council “A” Session.

RESTRICTIONS ON COMMUNICATIONS

In accordance with §2-61 of the City Code, Respondents are prohibited from communicating with 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFP or proposal from the time the RFP has been released until the contract is posted for consideration as an agenda item during a meeting designated as an A session; and 2) City employees from the time the RFP has been released until the contract is awarded.

Restrictions extend to “thank you” letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFP and/or proposal submitted by Respondent.

Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent’s proposal from consideration.

For additional information, see the section of this RFP entitled “Restrictions on Communication”.
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003 - BACKGROUND

The City of San Antonio, Convention & Sports Facilities Department ("City") seeks proposals from qualified Respondents interested in an exclusive agreement to provide an automated ticket system at the Alamodome, Lila Cockrell Theatre within the Convention Center and Carver Community Cultural Center ("Facilities"). The selected Respondent shall be responsible for the design, implementation, maintenance plus support of all software, as well as providing all equipment and service requirements necessary to support all ticketed events and related ticketing functions at the Facilities.

The Alamodome is a multi-purpose sports and entertainment facility that can be configured to accommodate a wide variety of sporting events, concerts, trade shows, and conventions of all types and sizes. It has four levels of seating and a maximum capacity of 65,000. Within the past five years, the Facility has annually averaged approximately over 120 events days and over 850,000 attendees. In the arena configuration, seating for 3,000-30,000, the Facility hosts events such as concerts, boxing, cheer competitions, motor sports, ice shows, conventions, community events, civic events, and basketball games. Examples of arena events include Cheer Power, Disney on Ice, and the small concerts. In a full-stadium configuration, seating for 40,000+, the Facility hosts events such as large concerts, conventions, motor sports, soccer games, football games, plus trade and consumer shows. Examples of full-stadium events include the Valero Alamo Bowl, All-American Bowl, UTSA Football games, and the Monster Jam.

The Lila Cockrell Theatre is located near the West Lobby Entrance of the Henry B. Gonzalez Convention Center. The Lila Cockrell Theatre hosts traditional performing arts events such as ballet, symphony and drama as well as concerts. The Lila Cockrell Theatre is a three-level, 2,319-seat performing arts theatre. The Facility is also utilized for large general assemblies with multi-media presentations.

The Carver Community Cultural Center ("The Carver") has served as the San Antonio Eastside’s foremost gathering place of cultural exchange and performance arts. The Carver hosts approximately 60-75 events annually.

004 - SCOPE OF SERVICE

The selected Respondent shall be required to provide, at a minimum, the following services:

1. A complete computerized system for the sale, printing, scanning, distribution and reporting of event tickets, including all associated design, hardware, software, installation, maintenance and 24/7/365 support services.

2. Complete compatibility and full integration with the ticket sales and distribution systems currently utilized by the, San Antonio Bowl Association (Alamo Bowl), UTSA, Commanders Alliance Football, all of which are currently utilizing the Ticketmaster system.

3. Integration of Ticketmaster’s Access Control System, which the City has purchased, or the provision of another fully-integrated wireless ticket access control system.

4. Internet and telephone ticket sales capabilities with remote printing capability and a toll-free customer call center open 24 hours per day, 365 days per year, with live technical support, ability to see in-stadium available seating locations (360 degree view) – similar to AT&T Center capabilities.

5. Certified to process credit card transactions through the City’s current Merchant Banking Service Provider’s platform, which is currently Chase Paymentech. Should the Merchant Banking Services Provider change, the Respondent must have the capability of adjusting and be required to adjust to accommodate possible changes in the platform utilized. Credit card terminals must be purchased from the City’s current Merchant Banking Services Provider.

6. Full-time local representatives and onsite technical support available during standard and event day Box Office hours.

7. A network of retail outlets locally and regionally in South Texas for ticket sales.

8. Extensive marketing resources including, but not limited to:
   a. For marketing and development purposes, maintain customer demographic and sales history information and provide a digital access system and/or software for Alamodome staff retrieval of information and for The Carver staff retrieval of season ticket holder information. In the event that selected Respondent either stores, manages, or is provided physical or logical access to systems, networks or applications that handle City credit
card transactions, selected Respondent shall comply with Payment Card Industry (PCI) Data Security Standards (DSS);

b. Developing and coordinating national on-sales plans such as verified resale, pre-sales, promotions, up-selling, packaging, online group sales, discreet third-party discounting;

c. Provide mass emailing, text messaging, and patron surveying tools with digital access to customer database and/or segmented lists. Respondent acknowledges that all databases, demographic or sales history information becomes property of the Alamodome and must be provided upon request;

d. Conduct premium market sales, VIP packages, and fan club up-selling, if applicable;

e. Scripting telephone sales for up-selling of events and tickets;

f. Providing value-added services, incentives, and advertising enhancement to the City, its clients and customers, and;

g. Creating strategic partnerships with third-parties for value-added services, incentives, enhancements, strategic benefits or sponsorship opportunities;

h. Customer survey capabilities.

9. A maximum revenue-share model with the City

The City is seeking proposals for a robust, state-of-the-art, user-friendly, and flexible ticketing system, for the creation, manifest, storage, handling, marketing, sale, distribution, accounting and reporting of all tickets for events held in the Alamodome. The selected Respondent must be a progressive ticket distributor, and preferably event marketer as well, that provides a computerized ticketing system employing the use of telephone, internet, and local and regional distribution via retail outlets and other mechanisms.

From the City’s perspective, customer service, convenience and value, as well as event marketing and support, are of paramount importance in the provision of these services. Therefore, the City is seeking proposals from Respondents who are uniquely positioned in the marketplace to provide the most comprehensive and highest level of service to both customers and the Alamodome staff in the most timely, effective and efficient manner. The City expects the selected Respondent to have as its primary mission to provide and ensure the highest levels of customer service and value through convenience, responsiveness, flexibility, and reasonableness of customer fees.

Further, the City is seeking a Respondent who demonstrates the desire, proactiveness and capability to continuously assess and invest in customer and facility needs and to research, invest in and deploy technological and other improvements on an ongoing basis throughout the duration of the agreement to continuously maintain a state-of-the-art system and incorporate the latest trends in the ticket and event industry. The City's goal is to have a modern and sophisticated ticketing system that takes full advantage of present and emerging technology, services, and trends. The ticketing system should not only fully accommodate the City’s current needs, but has the flexibility to allow for growth and change as technology and the event industry evolves.

As the exclusive ticketing provider for the Alamodome, the City expects to increase and maximize its ticketing revenue with an aggressive earnings share arrangement with the selected Respondent for all ticketing service revenue associated with events at the Alamodome.

Proposals should include a turnkey plan for providing the requested system, including detailed information on all costs, if any, for the system and software, licenses, permits, consumables (ticket stock, toner/ink, drums, will call envelopes, but excluding office paper), installation, consulting, training, continuous support and maintenance, data conversion (if any) and implementation. Also, detailed information on all hardware, software, configuration, technical specifications, schematics, cabling diagrams, and warranties is required. In addition, all proposals should detail proposed customer service fees and projections of revenue share between the Respondent and the City.
Following is a list of minimum equipment requirements that the selected Respondent shall provide for the Facilities:

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Equipment and Technical requirements to be provided by the selected Respondent shall:

1. Include all supporting computer, iPads, electrical and telecommunications equipment (i.e. ticket printers, servers, access points, modems, routers, switches, Uninterruptible Power Supply (UPS) with the most advanced equipment available;

2. Include a guaranteed lifespan of at least five (5) years (life of the contract) to coincide with the initial term of the agreement, regardless of any system and/or software updates that may occur during the term.

3. Include all required upgrades and licenses;

4. Include up to four (4) additional sets of point-of-sale equipment, at City’s request, for deployment and use at other sites within the Facility to temporarily provide or augment box office sales.

5. Include all consumables (i.e. ticket stock, toner/ink, drums, etc., excluding office paper);

6. Include all associated cabling, installation, and third-party services.

7. Meet the minimum information technology standards, Exhibit 10, as set forth by the City.

8. Be replaced if outdated, upon City request.

9. Ticket Scanning capabilities to include the extended perimeter (Access Control Points – “ACP’s”) to allow the ability of scanning tickets at the exterior perimeters of the Alamodome or The Carver.

10. The addition of iPads into our ticketing operation for high volume events for our box offices with all the needed programming and software integration.

11. Ticket System integration with the City’s Parking Panda parking POS System.

12. City of San Antonio is required to periodically demonstrate compliance with PCI DSS (Payment Card Industry Data Security Standard). The compliance process requires Vendor to provide a third party QSA Report of Compliance (ROC) for the vendor system implemented at COSA.

13. Vendor will achieve and maintain PCI DSS compliance against the current version of PCI DSS published on the PCI SSC (PCI Security Standards Council). The vendor will be required to provide evidence of compliance when requested, a current Report of Compliance signed by a PCI QSA (Qualified Security Assessor)

14. Vendor will create and maintain reasonable detailed, complete, and accurate documentation describing the systems, processes, network segments, security controls, and dataflow used to receive, transmit, store and secure Customer’s cardholder data. Such documentation will conform to the most current version of PCI DSS. Vendor will, upon written request by COSA, make available such documentation and the Individuals responsible for implementing, maintaining and monitoring those system components and processes.

NOTE: Any information technology components (hardware or software) proposed by the Respondent that will interface with any City information systems or information technology infrastructure must comply with the City’s current information technology standards, Exhibit 9 of the RFP.

The City is highly interested in obtaining a system that maximizes self-service capabilities not just through online and phone purchases, but through remote, wireless, self-service terminals or kiosks in and around the facilities and at other strategic offsite locations in and around the city and region.
Minimum functional requirements for the ticket system are included as RFP Exhibit 10 – Minimum Ticket System Functional Requirements. Respondents should only submit proposals for systems which substantially meet or exceed all of these requirements.

The current system supplied by Ticketmaster is a Windows-based system operating through individual PC points-of-sale which are networked to Ticketmaster’s network router. Daily box office services and ticket sales for ticketed events are administered at the Alamodome’s southwest box office by City staff. Event day ticket sales are accommodated at additional box offices located within each Facility. The operation consists of:

1. Forty four (44) total ticket window points-of-sale in a total of four (4) box offices located at the Alamodome;
2. Four (4) ticket window points-of-sale located in the box office to the right side of the entrance of the Lila Cockrell Theatre;
3. Two (2) ticket window points-of-sale, at the Carver; and
4. Ten (10) remote users who have query/reporting and updating access, but do not sell or print tickets.

Additionally, the City has invested in Ticketmaster’s AccessManager ticket barcode scanning system at the Alamodome. As part of this investment, the City purchased seventy-eight (78) handheld barcode scanning devices, purchased, and installed three (3) routers and seven (7) switches at various locations around the Alamodome. The City also purchased and installed all the associated network hardware and data lines throughout the Alamodome including two (2) servers.

The rights granted in this RFP do not include ticket services for events which are not open to the public, public consumer and trade shows, meeting room events, events with event day only ticket sales (no presale), high school sporting events, events produced or promoted under a separate ticketing services agreement with Licensees such as Feld Entertainment and Feld Motorsports events, certain non-profit sponsored events or non-profit events, and certain events sponsored or hosted by the City of San Antonio, as determined solely by the City.

In addition to the fees associated with the purchase of tickets through the current Ticketmaster system as well as sales tax, the City also collects a $5.50 Facility Access Fee for each ticket sold for most ticketed events at the Alamodome. Patrons do not have to pay the fees associated with outlet or phone/internet sales if they purchase tickets in advance at the Alamodome box office. All ticket sales proceeds, sales tax, and Facility Access Fees, less only Ticketmaster ticket fees, along with detailed sales reports are to be remitted to the City on a weekly basis. The City reserves the right at any time throughout the agreement to add or alter City fees associated with ticket sales at any of the Facilities.

The City may add additional facilities or exclude any of the current facilities from the agreement with the selected Respondent.

An Event List detailing ticketed events at each Facility for the period October 2014 through September 2018 is attached as RFP Exhibit 7, Historical Events. The Event List is provided for informational purposes only to give potential Respondents a representation of the quantity and type of ticketed events and attendance. The City offers no guarantee as to the accuracy of the information due to changes caused by additional event bookings and/or cancellations nor does the City guarantee any event mix or number of events.

Ticket Fees and Revenue City

This is a commission-based contract. Respondents are required to propose tickets fees and revenue to City. RFP Exhibit 7, Historical Events, and Exhibit 8, Historical Sales and Commission, are being provided to Respondents for information purposes only and no guarantee is made by the City as to their completeness or accuracy. Failure on the part of the City to meet event projections shall not relieve the Respondent from the obligation to comply with the Agreement.

In addition to commissions from ticket sales, the successful Respondent shall be required to provide an Annual Marketing Fund and Arts and Entertainment Enhancement Fund.

Marketing and Technology Fund: The successful Respondent will be required to provide an Annual Marketing and Technology Fund at a minimum of $25,000.00 to advertise and promote Contractor as the source for advance tickets to attractions at the Facility or less any deductions applied by Contractor for City's use of technology upgrades mutually agreed by both parties.
Arts and Entertainment Enhancement Fund: The successful Respondent will be required to provide the City with annual fee for exclusive rights to this agreement to be used for investing and enhancing a wide range of entertainment opportunities for our diverse community. City may use revenue in any manner, as determined in its sole discretion.

005 - ADDITIONAL REQUIREMENTS

Ownership and Licenses.

In accordance with Texas law, Respondent acknowledges and agrees that all local government records created or received in the transaction of official business or the creation or maintenance of which were paid for with public funds are declared to be public property and subject to the provisions of Chapter 201 of the Texas Local Government Code and Subchapter J, Chapter 441 of the Texas Government Code. Thus, no such local government records produced by or on the behalf of Respondent pursuant to an awarded Contract shall be the subject of any copyright or proprietary claim by Respondent.

The term “local government record” as used herein shall mean any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information recording medium, regardless of physical form or characteristic and regardless of whether public access to it is open or restricted under the laws of the state, created or received by local government or any of its officials or employees pursuant to law including an ordinance, or in the transaction of official business.

Respondent acknowledges and agrees that all local government records, as described herein, produced in the course of the work required by any contract awarded pursuant to this RFP, will belong to and be the property of City. Respondent, if awarded this contract, shall not, under any circumstances, release any records created during the course of the performance of the contract to any entity without City's written permission, unless required to do so by a Court of competent jurisdiction.

In accordance herewith, Respondent, if selected, agrees to comply with all applicable federal, state, and local laws, rules, and regulations governing documents and ownership, access and retention thereof.

006 - TERM OF CONTRACT

The term of the contract shall commence upon the effective date of the contract with the Selected Respondent approved by City Council and shall continue through September 30, 2024. The City may, at its sole option and through appropriate action of the City Council have the right to extend the term of this contract for one (1), five-year (5) extension. However, the City may terminate the contract at any time if service is unsatisfactory or for other reasons provided for in the contract.

007 - PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference will be held at the Alamodome located at 100 Montana St., Room N, San Antonio, Texas 78203, at 2:00 pm, Central Time, on Wednesday, January 23, 2019. Respondents are encouraged to prepare and submit their questions in writing 3 calendar days in advance of the Pre-Submittal Conference in order to expedite the proceedings. City's responses to questions received by this due date may be distributed at the Pre-Submittal Conference and posted with this solicitation. Attendance at the Pre-Submittal Conference is optional but highly encouraged.

This meeting place is accessible to disabled persons. The building located at 100 Montana, San Antonio, Texas 78203, is wheelchair accessible. Auxiliary aids and services are available upon request. Interpreters for the Deaf must be requested at least 48 hours prior to the meeting. For assistance, call (210) 207-7245 Voice/TTY.

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on the City. Only written responses shall be official and all other forms of communication with any officer, employee, or agent of the City shall not be binding on the City. Respondents are encouraged to resubmit their questions in writing, to the City Staff person identified in the Restrictions on Communication section, after the conclusion of the Pre-Submittal Conference.
008 - PROPOSAL REQUIREMENTS

Respondent's Proposal shall include the following items in the following sequence, noted with the appropriate heading as indicated below. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

If submitting a hard copy proposal, submit one (1) COMPLETE original hard copy of your proposal, signed in ink, twelve (12) additional hard copies WITH ONLY TABS and documents for the General Information Form; Experience, Background, and Qualifications; Proposed Plan, etc. (NO Pricing, LPP and/or VOSB forms SHOULD BE INCLUDED in the 12 copies) and one (1) copy of the COMPLETE proposal on compact disk (CD) or USB flash drive containing an Adobe PDF version of the entire proposal. Each of the item requirements listed below must be labeled with the heading indicated below as a separate file on the CD or USB flash drive.

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EXECUTIVE SUMMARY. The summary shall include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service and unique problems perceived by Respondent and its solutions.

GENERAL INFORMATION FORM. Use the Form found in this RFP as Attachment A, Part One.

EXPERIENCE, BACKGROUND & QUALIFICATIONS. Use the Form found in this RFP as Attachment A, Part Two.

PROPOSED PLAN. Use the Form found in this RFP as Attachment A, Part Three.

PRICE SCHEDULE. Use the Price Schedule that is found in this RFP as Attachment B.

CONTRACTS DISCLOSURE FORM. Instructions regarding Contracts Disclosure Form are in RFP Attachment C and restated below:

http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports

Instructions for completing the Contracts Disclosure form:

Download form and complete all fields. All fields/boxes must be completed prior to submitting the form. Click on the "Print" button and place copy in your proposal as indicated in the Proposal Checklist.

LITIGATION DISCLOSURE FORM. Complete and submit the Litigation Disclosure Form, found in this RFP as Attachment D. If Respondent is proposing as a team or joint venture, then all persons or entities who will be parties to the contract (if awarded) shall complete and return this form.

*LOCAL PREFERENCE PROGRAM (LPP) ORDINANCE IDENTIFICATION FORM. Complete, sign, and submit LPP Identification Form found in this RFP as Attachment E.

*VETERAN-OWNED SMALL BUSINESS (VOSB) PREFERENCE PROGRAM IDENTIFICATION FORM. Complete, sign, and submit VOSB Identification Form found in this RFP as Attachment F.

CERTIFICATE OF INTERESTED PARTIES (Form 1295). Complete, sign, and submit Form 1295, found in this RFP as Attachment G.

PROOF OF INSURABILITY. Submit a letter from insurance provider stating provider’s commitment to insure the Respondent for the types of coverages and at the levels specified in RFP Exhibit 2 if awarded a contract in response to this RFP. Respondent shall also submit a copy of their current insurance certificate.

SIGNATURE PAGE. Respondent must complete, sign, and submit the Signature Page found in this RFP as Attachment H. The Signature Page must be signed by a person, or persons, authorized to bind the entity, or entities, submitting the proposal. Proposals signed by a person other than an officer of a corporate respondent or partner of partnership respondent shall be accompanied by evidence of authority.

PROPOSAL CHECKLIST. Complete and submit the Proposal Checklist found in this RFP as Attachment I.
Respondent is expected to examine this RFP carefully, understand the terms and conditions for providing the services listed herein, and respond completely. FAILURE TO COMPLETE AND PROVIDE ANY OF THESE PROPOSAL REQUIREMENTS MAY RESULT IN THE RESPONDENT’S PROPOSAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

009 - CHANGES TO RFP

Changes to the RFP made prior to the due date for proposals shall be made directly to the original RFP. Changes are captured by creating a replacement version each time the RFP is changed. It is Respondent’s responsibility to check for new versions until the proposal due date. City will assume that all proposals received are based on the final version of the RFP as it exists on the day proposals are due.

No oral statement of any person shall modify or otherwise change or affect the terms, conditions, or specifications stated in the RFP.

010 - SUBMISSION OF PROPOSAL

Proposals must submits in hard copy format.

Submission of Hard Copy Proposals.

Respondent shall submit one (1) COMPLETE original signed in ink, twelve (12) additional hard copies WITH ONLY TABS and documents for General Information Form; Experience, Background and Qualifications; Proposed Plan, etc. (NO Pricing, LPP and/or VOSB forms TO BE INCLUDED in the 12 copies) and one (1) COMPLETE copy of the proposal on compact disk (CD) or USB flash drive containing an Adobe PDF version of the entire proposal in a sealed package clearly marked with the project name, “AUTOMATED TICKETING SYSTEM” on the front of the package. The name and address of Respondent, the due date for submission of proposals, RFP number, and title of the solicitation shall be marked on the outside of the envelope(s). All times stated herein are Central Time. Any proposal or modification received after the time and date stated on the Cover Page shall be rejected.

Proposals must be received in the Office of the City Clerk no later than 11:00 a.m., Central Time, on Tuesday, February 12, 2019, at the address below. Any proposal or modification received after this time shall not be considered and will be returned, unopened to the Respondent. Respondents should note that delivery to the P.O. Box address in a timely manner does not guarantee its receipt in the Office of the City Clerk by the deadline for submission. Therefore, Respondents should strive for early submission to avoid the possibility of rejection for late arrival.

Mailing Address:
City of San Antonio - Office of the City Clerk
Attn: RFP 19-002 for Automated Ticketing System
P.O. Box 839966
San Antonio, Texas 78283-3966

Physical Address:
City of San Antonio - Office of the City Clerk
C/o Municipal Archive & Records Facility
Attn: RFP 19-002 for Automated Ticketing System
719 S. Santa Rosa
San Antonio, Texas 78204

Proposals sent by facsimile or email will not be accepted.

Proposal Format. Each proposal shall be typewritten, single-spaced and submitted on 8 ½” x 11” white papers. When submitting the hard copies, ensure that they are securely bound together. The use of recycled paper and materials is encouraged. Unnecessarily elaborate brochures, artwork, bindings, visual aides, expensive paper, or other materials beyond that sufficient to present a complete and effective submission are not required. Font size shall be no less than 12-point type. All pages shall be numbered and printed two-sided. Margins shall be no less than 1” around the perimeter of each page. Websites or URLs shall not be submitted in lieu of the printed proposal. Each proposal must include the sections and attachments in the sequence listed in the RFP Section 008, Proposal Requirements, and each section and attachment must be indexed and divided by tabs and indexed in a Table of Contents page. Failure to meet the above conditions may result in disqualification of the proposal or may negatively affect scoring.
Modified Proposals. Proposals may be modified provided such modifications are received prior to the due date for submission of proposals and submitted in the same manner as original proposal. For hard copy proposals, provide a cover letter with the proposal, indicating it is a modified proposal and that the Original proposal is being withdrawn.

City shall not be responsible for lost or misdirected proposals or modifications.

Certified Vendor Registration Form. If Respondent has not completed City’s Certified Vendor Registration (CVR) Form. Respondent is required to do so prior to the due date for submission of proposals. The CVR form may be accessed at: [http://www.sanantonio.gov/purchasing/](http://www.sanantonio.gov/purchasing/). Respondents must identify the correct name of the entity that will be providing the goods and/or services under the contract. No nicknames, abbreviations (unless part of the legal title), shortened or short hand names will be accepted in place of the full, true and correct legal name of the entity.

Correct Legal Name. Respondents who submit proposals to this RFP shall correctly state the true and correct name of the individual, proprietorship, corporation, and/or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). No nicknames, abbreviations (unless part of the legal title), shortened or short-hand, or local "handles" will be accepted in lieu of the full, true and correct legal name of the entity. These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include the 11-digit Comptroller’s Taxpayer Number on the General Information form found in this RFP as Attachment A.

If an entity is found to have incorrectly or incompletely stated its name or failed to fully reveal its identity on the General Information form, the Director of the Finance Department shall have the discretion, at any point in the contracting process, to suspend consideration of the proposal.

Firm Offer. All provisions in Respondent’s proposal, including any estimated or projected costs, shall remain valid for 180 days following the deadline date for submissions or, if a proposal is accepted, throughout the entire term of the contract.

Confidential or Proprietary Information. All proposals become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted; however, City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by Respondent may not be considered confidential under Texas law, or pursuant to a Court order.

Cost of Proposal. Any cost or expense incurred by the Respondent that is associated with the preparation of the Proposal, the Pre-Submittal conference, if any, or during any phase of the selection process, shall be borne solely by Respondent.

011 - RESTRICTIONS ON COMMUNICATION

Respondents are prohibited from communicating with: 1) City officials, as defined by §2-62 of the City Code of the City of San Antonio, regarding the RFP or proposals from the time the RFP has been released until the contract is posted for consideration as a City Council agenda item during a meeting designated as an A session; and 2) City employees from the time the RFP has been released until the contract is awarded. These restrictions extend to “thank you” letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFP and/or proposal submitted by Respondent. Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent’s proposal from consideration.

Exceptions to the Restrictions on Communication with City employees include:

- Respondents may ask verbal questions concerning this RFP at the Pre-Submittal Conference.
- Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until 3:00 pm Central Time, on Monday, January 28, 2019. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail.

Laura Sambrano, Procurement Administrator
City of San Antonio, Finance Department – Purchasing Division
[laura.sambrano@sanantonio.gov](mailto:laura.sambrano@sanantonio.gov)

- Questions submitted and the City’s responses will be posted with this solicitation.
Respondents may provide responses to questions asked of them by the Staff Contact Person after proposals are received and opened. The Staff Contact Person may request clarification to assist in evaluating Respondent’s proposal. Such additional information must be provided within two business days from City’s request.

Respondents may contact the Vendor Support staff at (210) 207-0118 or by email at vendors@sanantonio.gov for assistance with vendor registration.

Upon completion of the evaluation process, Respondents shall receive a notification letter indicating the recommended firm and anticipated City Council agenda date and a review of the solicitation process.

City reserves the right to contact any Respondent to negotiate if such is deemed desirable by City. Such negotiations, initiated by City staff persons, shall not be considered a violation by Respondent of this section.

012 - EVALUATION OF CRITERIA

The City will conduct a comprehensive, fair, and impartial evaluation of all Proposals received in response to this RFP. The City may appoint a selection committee to perform the evaluation. Each proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated may include the items listed below. The selection committee may select all, some or none of the Respondents for interviews. If the City elects to conduct interviews, Respondents may be interviewed and re-scored based upon the same criteria. The City may also request additional information from Respondents at any time prior to final approval of a selected Respondent. The City reserves the right to select one, or more, or none of the Respondents to provide services. Final approval of a selected Respondent is subject to the action of the City of San Antonio City Council by adoption of an Ordinance.

Evaluation Criteria:

A. Experience, Background, Qualifications (35 points):

B. Proposed Plan (30 points):

C. Price (20 points):

D. Local Preference (LPP) Ordinance (up to 10 points):

10 evaluation points for local businesses headquartered for one year or more within the incorporated San Antonio City limits, OR;

5 evaluation points for a business with an office within the incorporated limits of the City, which has been established for one year or more, from which at least 100 of its employees OR at least 20% of its total full-time, part-time and contract employees are regularly based or a minimum of 100 employees; and from which a substantial role in the business’s performance of a commercially useful function or a substantial part of its operations is conducted by those employees.

E. Veteran-Owned Small Business (VOSB) Preference Program (5 points):

5 evaluation points for a Prime business that is certified as a Veteran-Owned Small Business.

013 - AWARD OF CONTRACT AND RESERVATION OF RIGHTS

City reserves the right to award one, more than one or no contract(s) in response to this RFP.

The Contract, if awarded, will be awarded to the Respondent(s) whose proposal(s) is deemed most advantageous to City, as determined by the selection committee, upon approval of the City Council.

City may accept any proposal in whole or in part. If subsequent negotiations are conducted, they shall not constitute a rejection or alternate RFP on the part of City. However, final selection of a Respondent is subject to City Council approval.

City reserves the right to accept one or more proposals or reject any or all proposals received in response to this RFP, and to waive informalities and irregularities in the proposals received. City also reserves the right to terminate this RFP, and reissue a subsequent solicitation, and/or remedy technical errors in the RFP process.
City will require the selected Respondent(s) to execute a contract with the City, prior to City Council award. No work shall commence until City signs the contract document(s) and Respondent provides the necessary evidence of insurance as required in this RFP and the contract. Contract documents are not binding on City until approved by the City Attorney. In the event the parties cannot negotiate and execute a contract within the time specified, City reserves the right to terminate negotiations with the selected Respondent and commence negotiations with another Respondent.

This RFP does not commit City to enter into a Contract, award any services related to this RFP, nor does it obligate City to pay any costs incurred in preparation or submission of a proposal or in anticipation of a contract.

If selected, Respondent will be required to comply with the Insurance and Indemnification Requirements established herein.

The successful Respondent must be able to formally invoice the City for services rendered, incorporating the SAP-generated contract and purchase order numbers that shall be provided by the City.

**Conflicts of Interest.** Respondent acknowledges that it is informed that the Charter of the City of San Antonio and its Ethics Code prohibit a City officer or employee, as those terms are defined in the Ethics Code, from having a financial interest in any contract with City or any City agency such as City-owned utilities. An officer or employee has a “prohibited financial interest” in a contract with City or in the sale to City of land materials, supplies or service, if any of the following individual(s) or entities is a party to the contract or sale: the City officer or employee; his parent, child, sibling, spouse, or other family member within the first degree of consanguinity or affinity; a business entity in which he or his parent, child or spouse owns ten (10) percent or more of the voting stock or shares of the business entity, or ten (10) percent or more of the fair market value of the business entity; or a business entity in which any individual or entity above listed is a subcontractor on a City contract, a partner or a parent or subsidiary business entity.

Respondent is required to warrant and certify that it, its officers, employees, and agents are neither officials nor employees of the City, as defined in Section 2-42 of the City’s Ethics Code. (Contracts Disclosure – form may be found online at [http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports](http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports))

**Independent Contractor.** Respondent agrees and understands that, if selected, it and all persons designated by it to provide services in connection with a contract, are and shall be deemed to be an independent contractors, responsible for their respective acts or omissions, and that the City shall in no way be responsible for Respondent’s actions, and that none of the parties hereto will have authority to bind the others or to hold out to third parties, that it has such authority.

**State of Texas Conflict of Interest Questionnaire (Form CIQ).** Chapter 176 of the Texas Local Government Code requires that persons, or their agents, who seek to contract for the sale or purchase of property, goods, or services with the City, shall file a completed Form CIQ with the City Clerk if those persons meet the requirements under §176.066(a) of the statute.

By law this questionnaire must be filed with the City Clerk not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Texas Local Government Code.

Form CIQ is available from the Texas Ethics Commission by accessing the following web address:

[https://www.ethics.state.tx.us/filinginfo/conflict_forms.htm](https://www.ethics.state.tx.us/filinginfo/conflict_forms.htm)

In addition, please complete the City’s Addendum to Form CIQ (Form CIQ-A) and submit it with Form CIQ to the Office of the City Clerk. The Form CIQ-A can be found at:


When completed, the CIQ Form and the CIQ-A Form should be submitted together, either by mail or hand delivery, to the Office of the City Clerk. If mailing, mail to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966.

If delivering by hand, deliver to Office of the City Clerk, c/o Municipal Records Facility, 719 S. Santa Rosa, San Antonio, Texas, 78204.

Do not include these forms with your proposal. The Purchasing Division will not deliver the forms to the City Clerk for you.
014 - SCHEDULE OF EVENTS

Following is a list of **projected dates/times** with respect to this RFP:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release Date</td>
<td>Friday, January 11, 2019</td>
</tr>
<tr>
<td>Pre-Submittal Conference</td>
<td>Friday, January 23, 2019, at 2:00 pm CT</td>
</tr>
<tr>
<td>Final Questions Accepted</td>
<td>Monday, January 28, 2019, at 3:00 pm CT</td>
</tr>
<tr>
<td>Proposal Due</td>
<td>Tuesday, February 12, 2019, at 11:00 am CT</td>
</tr>
</tbody>
</table>
If selected to provide the services described in this RFP, Respondent shall be required to comply with the insurance requirements set forth below, which shall be incorporated into Respondent’s contract with the City:

**INSURANCE**

A) Prior to the commencement of any work under this Contract, Contractor shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the City’s Convention and Sport Facilities Department, which shall be clearly labeled “AUTOMATED TICKETING SYSTEM” in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must have the agent’s signature and phone number, and be mailed, with copies of all applicable endorsements, directly from the insurer’s authorized representative to the City. The City shall have no duty to pay or perform under this contract until such certificate and endorsements have been received and approved by the City’s Convention and Sport Facilities Department. No officer or employee, other than the City’s Risk Manager, shall have authority to waive this requirement.

B) The City reserves the right to review the insurance requirements of this Article during the effective period of this contract and any extension or renewal hereof and to modify insurance coverages and their limits when deemed necessary and prudent by City’s Risk Manager based upon changes in statutory law, court decisions, or circumstances surrounding this contract. In no instance will City allow modification whereby City may incur increased risk.

C) A Contractor’s financial integrity is of interest to the City; therefore, subject to Contractor’s right to maintain reasonable deductibles in such amounts as are approved by the City, Contractor shall obtain and maintain in full force and effect for the duration of this contract, and any extension hereof, at Contractor’s sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best’s rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

<table>
<thead>
<tr>
<th>INSURANCE TYPE</th>
<th>LIMITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Workers’ Compensation</td>
<td>Statutory</td>
</tr>
<tr>
<td>2. Employers’ Liability</td>
<td>$1,000,000/$1,000,000/$1,000,000</td>
</tr>
<tr>
<td>3. Commercial General Liability Insurance to include coverage for the following:</td>
<td>For Bodily Injury and Property Damage</td>
</tr>
<tr>
<td>a. Premises/Operations</td>
<td>$1,000,000 per occurrence;</td>
</tr>
<tr>
<td>b. Products/Completed Operations</td>
<td>$2,000,000 general aggregate, or its equivalent</td>
</tr>
<tr>
<td>c. Personal/Advertising Injury</td>
<td>in Umbrella or Excess Liability Coverage.</td>
</tr>
<tr>
<td>d. Contractual Liability</td>
<td></td>
</tr>
<tr>
<td>5. Business Automobile Liability</td>
<td>Combined Single Limit for Bodily Injury and Property Damage of $1,000,000 per occurrence.</td>
</tr>
<tr>
<td>a. Owned/leased vehicles</td>
<td></td>
</tr>
<tr>
<td>b. Non-owned vehicles</td>
<td></td>
</tr>
<tr>
<td>c. Hired Vehicles</td>
<td></td>
</tr>
<tr>
<td>6. Professional Liability (Claims-made Coverage)</td>
<td>$1,000,000 per claim damages by reason of any act, malpractice, error, or omission in the professional service.</td>
</tr>
<tr>
<td></td>
<td>Coverage to be maintained and in effect for no less than two years subsequent to the completion of the professional service.</td>
</tr>
</tbody>
</table>

D) Contractor agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same insurance coverages required of Contractor herein, and provide a certificate of insurance and endorsement that names the Contractor and the City as additional insureds. Contractor shall provide the City with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by City’s Risk Manager, without subsequent City Council approval, when deemed necessary and prudent, based upon changes in
statutory law, court decisions, or circumstances surrounding this Contract. Such modification may be enacted by letter signed by City’s Risk Manager, which shall become a part of the Contract for all purposes.

E) As they apply to the limits required by the City, the City shall be entitled, upon request and without expense, to receive copies of the policies, declaration page, and all endorsements thereto and may require the deletion, revision, or modification of particular policy terms, conditions, limitations, or exclusions (except where policy provisions are established by law or regulation binding upon either of the parties hereto or the underwriter of any such policies). Contractor shall be required to comply with any such requests and shall submit a copy of the replacement certificate of insurance to City at the address provided below within 10 days of the requested change. Contractor shall pay any costs incurred resulting from said changes.

City of San Antonio
Attn: Convention & Sports Facilities
P.O. Box 839966
San Antonio, Texas 78283-3966

F) Contractor agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

- Name the City, its officers, officials, employees, volunteers, and elected representatives as additional insureds by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers’ compensation and professional liability policies;

- Provide for an endorsement that the “other insurance” clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;

- Workers’ compensation, employers’ liability, general liability, and automobile liability policies will provide a waiver of subrogation in favor of the City.

- Provide advance written notice directly to City of any suspension, cancellation, non-renewal, or material change in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

G) Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, Contractor shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Contractor’s performance should there be a lapse in coverage at any time during this Contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this Contract.

H) In addition to any other remedies the City may have upon Contractor’s failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Contractor to stop work hereunder, and/or withhold any payment(s) which become due to Contractor hereunder until Contractor demonstrates compliance with the requirements hereof.

I) Nothing herein contained shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from Contractor’s or its subcontractors’ performance of the work covered under this Contract.

J) It is agreed that Contractor’s insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by the City of San Antonio for liability arising out of operations under this Contract.

K) It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Contract and that no claim or action by or on behalf of the City shall be limited to insurance coverage provided.

L) Contractor and any subcontractors are responsible for all damage to their own equipment and/or property.
INDEMNIFICATION REQUIREMENTS

If selected to provide the services described in this RFP, selected Respondent shall be required to comply with the indemnification requirements set forth below:

INDEMNIFICATION

CONTRACTOR covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, CITY and the elected officials, employees, officers, directors, volunteers and representatives of CITY, individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon CITY directly or indirectly arising out of, resulting from or related to CONTRACTOR’s activities under this AGREEMENT, including any acts or omissions of CONTRACTOR, any agent, officer, director, representative, employee, consultant or subcontractor of CONTRACTOR, and their respective officers, agents employees, directors and representatives while in the exercise of performance of the rights or duties under this AGREEMENT. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CITY, its officers or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT CONTRACTOR AND CITY ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

The provisions of this INDEMNIFICATION are solely for the benefit of the Parties and not intended to create or grant any rights, contractual or otherwise, to any other person or entity.

CONTRACTOR shall advise CITY in writing within 24 hours of any claim or demand against CITY or CONTRACTOR known to CONTRACTOR related to or arising out of CONTRACTOR's activities under this AGREEMENT.

Defense Counsel - CITY shall have the right to select or to approve defense counsel to be retained by CONTRACTOR in fulfilling its obligation hereunder to defend and indemnify CITY, unless such right is expressly waived by CITY in writing. CONTRACTOR shall retain CITY-approved defense counsel within seven (7) business days of CITY’s written notice that CITY is invoking its right to indemnification under this Agreement. If CONTRACTOR fails to retain counsel within such time period, CITY shall have the right to retain defense counsel on its own behalf, and CONTRACTOR shall be liable for all costs incurred by CITY. CITY shall also have the right, at its option, to be represented by advisory counsel of its own selection and at its own expense, without waiving the foregoing.

Employee Litigation – In any and all claims against any party indemnified by any employee of CONTRACTOR, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation provided shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for CONTRACTOR or any subcontractor under worker's compensation or other employee benefit acts.
RFP EXHIBIT 3

LOCAL PREFERENCE PROGRAM (LPP) ORDINANCE

The 82nd Texas Legislature adopted a revision to the law that allowed the City of San Antonio ("City") to adopt a policy that would grant contracting preferences to local businesses for certain types of contracts. The City adopted such a policy, known as the Local Preference Program, by Ordinance No. 2013-03-21-0167, effective for solicitations issued after May 1, 2013.

This solicitation is subject to the Local Preference Program. For more information on the program, refer to the Local Preference Program Identification Form attached to this solicitation.

In order to receive consideration the Local Bidder must complete and return the attached Local Preference Identification Form.
RFP EXHIBIT 4

VETERAN-OWNED SMALL BUSINESS PREFERENCE PROGRAM (VOSBPP) ORDINANCE

Pursuant to Ordinance No. 2013-12-05-0864, effective for solicitations issued after January 15, 2014, all solicitations issued by the City are subject to tracking of Veteran Owned Small Business (VOSB) participation.

For more information on the program, refer to the Veteran-Owned Small Business Program Identification Form attached to this solicitation.

Respondent must complete and return the attached Veteran-Owned Small Business Preference Program Identification Form.
Texas Government Code §2270.002 provides that a governmental entity may not enter into a contract with a company for goods or services, unless the contract contains a written verification from the company that it:

1. does not boycott Israel; and
2. will not boycott Israel during the term of the contract.

"Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

"Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business associations that exists to make a profit.

By submitting an offer to or executing contract documents with the City of San Antonio, Company hereby verifies that it does not boycott Israel, and will not boycott Israel during the term of the contract. City’s hereby relies on Company’s verification. If found to be false, City may terminate the contract for material breach.
Contracts with Companies Engaged in Business with Iran, Sudan, or Foreign Terrorist Organizations Prohibited

Texas Government Code §2252.152 provides that a governmental entity may not enter into a governmental contract with a company that is identified on a list prepared and maintained under Texas Government Code §§2270.0201 or 2252.153. Vendor hereby certifies that it is not identified on such a list. City hereby relies on Vendor's certification. If found to be false, or if Vendor is identified on said list during the course of its contract with City, City may terminate the Contract for material breach.
RFP EXHIBIT 7
HISTORICAL EVENTS

Posted as a separate attachment.
<table>
<thead>
<tr>
<th>Row Labels</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alamodome</td>
<td>(736,720.73)</td>
<td>(819,013.09)</td>
<td>(785,931.48)</td>
<td>(600,125.35)</td>
<td>(1,427,229.29)</td>
<td>(311,515.75)</td>
</tr>
<tr>
<td>Carver</td>
<td>(12,060.95)</td>
<td>(9,110.65)</td>
<td>(7,769.31)</td>
<td>(12,063.38)</td>
<td>(12,052.62)</td>
<td>(15,136.50)</td>
</tr>
<tr>
<td>Convention Center</td>
<td>(70,702.85)</td>
<td>(76,048.73)</td>
<td>(83,708.77)</td>
<td>(38,695.85)</td>
<td>(67,217.19)</td>
<td>(52,982.42)</td>
</tr>
<tr>
<td>Grand Total</td>
<td>(819,484.53)</td>
<td>(904,172.47)</td>
<td>(877,409.56)</td>
<td>(650,884.58)</td>
<td>(1,506,499.10)</td>
<td>(379,634.67)</td>
</tr>
</tbody>
</table>
The City of San Antonio Information Technology Services Department (ITSD) will provide computing and infrastructure services for the selected hardware and software solution in one or both of two datacenters that are currently in operation. The two datacenters are interconnected by redundant high-speed Dense Wavelength Division Multiplexing (DWDM) links with servers and storage hosted in both environments. ITSD will manage the Data Center Layer, Networking Layer, Device Layer, Operating System Layer, and Application Infrastructure Layer for the information technology components of the proposed System in accordance with a SLA to be jointly developed by ITSD, the system provider, and the business owner of the System. Management of the Application Layer (business logic) will be determined by SLA.

To the extent that information technology equipment necessary to support the System must be deployed outside of the City’s managed datacenter environment, the respondent must include in their response the scope necessary to provide appropriate environmental and compliance controls for the proposed System.
**Information Management**

*S=Standard Product(s), P=Preferred Product(s), G=Guidance Info Only.*

If the Information Technology Standards & Guidelines does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

<table>
<thead>
<tr>
<th>Information Management: Section 1</th>
<th>Policy or Product</th>
<th>S/P/G *</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Services</td>
<td>Microsoft Server 2008 R2 Active Directory</td>
<td>S</td>
<td>The City is currently evaluating LDAP-based alternatives</td>
</tr>
<tr>
<td>Enterprise Backup</td>
<td>Symantec NetBackup 7.x</td>
<td>S</td>
<td>The City does not utilize tape media for backups. The City uses a disk based backup solution for all backup operations.</td>
</tr>
<tr>
<td>Relational Database Management Systems</td>
<td>Oracle 11.2.x MS SQL Server 2008 R2</td>
<td>P</td>
<td>Enterprise and large-scale systems with high capacity, complex design and/or high volume transactional requirements</td>
</tr>
<tr>
<td></td>
<td>Oracle 11.2.x MS SQL Server 2008 R2</td>
<td>G</td>
<td>Mid-scale systems with moderate capacity and/or transactional volume requirements</td>
</tr>
<tr>
<td>Database Access</td>
<td>SQL*Plus OCI-compliant client ODBC</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>File Formats</td>
<td>IT guidance</td>
<td>G</td>
<td>Follow IT guidance for recommended file extensions</td>
</tr>
<tr>
<td>Data Administration Implementation</td>
<td>IT guidance</td>
<td>G</td>
<td>IT is currently evaluating the use of tools in this area</td>
</tr>
<tr>
<td>Data Warehousing and Mining</td>
<td>SAP BI 7.01 / NW 7.01 (EHP1) non-unicode / SP16</td>
<td>S</td>
<td>For SAP-based data</td>
</tr>
<tr>
<td>Messaging</td>
<td>Microsoft Exchange 2007 SP3</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>Presentation and Interface Standards</td>
<td>Application Standard Interfaces</td>
<td>P</td>
<td>Follow IT guidance</td>
</tr>
<tr>
<td></td>
<td>Web Services: .Net 3.5 or higher Web Applications: .Net 4.0 or higher API</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mobile Devices</td>
<td>G</td>
<td></td>
</tr>
</tbody>
</table>
Information Distribution
*S=Standard Product(s), P=Preferred Product(s), G=Guidance Information Only
If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

<table>
<thead>
<tr>
<th>Information Distribution: Section 2</th>
<th>Policy or Product</th>
<th>S/P/G</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Mail with Attachments</td>
<td>MS Exchange with outbound SMTP</td>
<td>S,G</td>
<td>See IT for guidance</td>
</tr>
<tr>
<td>• SMTP</td>
<td>Supported for use with smartphones and mobile devices</td>
<td>G</td>
<td>See IT for guidance</td>
</tr>
<tr>
<td>• Active Sync</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>File Transfer Service</td>
<td>SFTP Client (Core FTP LE 2.1 or higher)</td>
<td>S</td>
<td></td>
</tr>
</tbody>
</table>
Applications
*S=Standard Product(s), P=Preferred Product(s), G=Guidance Information Only
If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

<table>
<thead>
<tr>
<th>Applications:</th>
<th>Policy or Product</th>
<th>S/P/G</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Enterprise Resource Planning | SAP ECC6 / EHP7 / NW 7.01 (EHP1) non-unicode / SP5 | S | • Production implementation date was April 2004.  
   • ECC6 upgrade completed April 2009.  
   • SAP Enterprise Portal completed 2010  
   Core modules include:  
   HR  
   FI  
   MM  
   SD  
   PS  
   PM  
   GM  
   The application is accessible from any site or client VPN within the corporate network  
   Current access methods include: client server run-time objects, Citrix, and SAP Enterprise Portal. |
| Procurement   | SAP SRM 7.0 / NW 7.01 (EHP1) unicode / SP14 | S | SAP Enterprise Portal completed 2010  
   Current access methods include: client server run-time objects, Citrix, and SAP Enterprise Portal. |
| Document Management | FileNet P8 v4.5.x | S | The City has plans to upgrade to v5.1 in 2015 |
| Cooperative Work Applications | MS Exchange 2007  
   MS SharePoint 2010 | S | | 
| | SAP  
   IBM FileNet | G | See IT for guidance |
| | Globalscape EFT Server | S | | 
| Content Management | FileNet P8 v4.5.x | G | See IT for guidance |
| Web Server    | IIS 7.0 ???       | S | | 
| Web Content Management | DotNetNuke Enterprise Edition 7.0.x | S | | 
| Web Portal    | Citrix XenApp 5.0  
   DotNetNuke Enterprise Edition 7.0.x | P,G | See IT for guidance |
| Office Automation | MS Office 2007  
   MS Internet Explorer 10  
   MS Internet Explorer 11  
   Firefox 15.x (or higher) | S | Excludes MS Access  
   See IT for guidance on “extensions” |
<p>| | | S,G | See IT for guidance |
| | | P | |
| | | S,G | | |</p>
<table>
<thead>
<tr>
<th>Applications: Section 3</th>
<th>Policy or Product</th>
<th>S/P/G *</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safari 6.x (or higher) Chrome 22.x (or higher) MS Outlook 2007 Adobe Reader 11.x MS Project 2007 Std. MS Visio 2007 Std.</td>
<td></td>
<td>S,G S G</td>
<td></td>
</tr>
<tr>
<td>GIS Mapping ESRI ArcGIS Desktop v10.x ESRI ArcGIS Server v10.x ESRI ArcSDE v10.x</td>
<td></td>
<td>S S G</td>
<td>Using Windows OS Using IIS with SSL if external Using MS SQL Server</td>
</tr>
<tr>
<td>GIS Web Development MS Visual Studio 2013</td>
<td></td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>Web Development Tools MS Visual Studio 2013 MS Visual Studio 2010 MS Visual Studio 2008</td>
<td></td>
<td>S G G</td>
<td>Follow IT guidance in extending legacy systems to the Web and Service-Oriented Architecture</td>
</tr>
<tr>
<td>Digital Signature Pending</td>
<td></td>
<td>G</td>
<td></td>
</tr>
<tr>
<td>Application Development Tools MS Visual Studio 2013 Netweaver 7.x PL SQL</td>
<td></td>
<td>S S S</td>
<td>Follow IT guidance for configuration</td>
</tr>
<tr>
<td>Application Integration Web Services Netweaver XI 7.11 SP13</td>
<td></td>
<td>S G</td>
<td>Follow IT guidance</td>
</tr>
<tr>
<td>Report Writers Business Objects 3.1 Crystal Reports 2008 Xcelsius Dashboards</td>
<td></td>
<td>S G G</td>
<td>Follow IT guidance for data integrity and access</td>
</tr>
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</table>
Computing Resources

*S=Standard Product(s), P=Preferred Product(s), G=Guidance Information Only

If the Information Technology Standards and Guidelines policy does not address a specific technical area, the user should seek guidance from the Director, Information Technology.

<table>
<thead>
<tr>
<th>Computing Resources: Section 4</th>
<th>Policy or Product</th>
<th>S/P/G *</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workstation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Tier 1</td>
<td>2.5GHz Intel Core i5</td>
<td>S</td>
<td>In general, current IT standards provide a minimum baseline. IT will provision best value desktops that efficiently support the Refresh Policy.</td>
</tr>
<tr>
<td>• Tier 2</td>
<td>Two 2.5GHz Intel Core i7</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>• Tier 3</td>
<td></td>
<td>G</td>
<td>For specialized requirements seek IT guidance</td>
</tr>
<tr>
<td>Bus Standards</td>
<td>PCI</td>
<td>G</td>
<td></td>
</tr>
<tr>
<td>Memory (RAM) Standards (EDO, SDRAM, DRAM)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Tier 1</td>
<td>4GB</td>
<td>S</td>
<td>In general, current IT standards provide a minimum baseline. IT will provision best value desktops that efficiently support the Refresh Policy.</td>
</tr>
<tr>
<td>• Tier 2</td>
<td>6GB</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>• Tier 3</td>
<td>8GB (or higher)</td>
<td>G</td>
<td>For specialized requirements seek IT guidance</td>
</tr>
<tr>
<td>Server Hardware Configuration</td>
<td>SUN SPARC64 VI</td>
<td>P</td>
<td>Solaris Database Server: M5000</td>
</tr>
<tr>
<td>UltraSPARC T1</td>
<td></td>
<td></td>
<td>Solaris Application Server: M4000, Blade 6000</td>
</tr>
<tr>
<td>AMD Opteron</td>
<td></td>
<td>S</td>
<td>Windows: 8 core Xeon E5-2665 (or higher) Processor, 20MB Cache, 2.40GHz (or higher), 1600 MHz FSB</td>
</tr>
<tr>
<td>Intel Xeon</td>
<td></td>
<td></td>
<td>Virtual Hosts: Cisco UCS w/B-Series Blade Servers</td>
</tr>
<tr>
<td>Virtual Server Environment</td>
<td>VMWare Vsphere 5.1</td>
<td>S</td>
<td>The City uses a virtualization first approach when provisioning servers.</td>
</tr>
<tr>
<td>Mainframe Environment</td>
<td>IBM z890</td>
<td>G</td>
<td>The IBM z-series mainframe platform is being twilighted by the City</td>
</tr>
<tr>
<td></td>
<td>z/OS 1.10</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Software AG Natural 4.2.4</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Software AG Adabas 8.1.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disk Storage</td>
<td>FC SAN (HDS, Cisco)</td>
<td>S</td>
<td>IT guidance for application specific requirements</td>
</tr>
<tr>
<td></td>
<td>iSCSI (HDS, Nimble)</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>NTFS</td>
<td>S</td>
<td></td>
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<tr>
<td></td>
<td>ZFS</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CIFS\SMB (HDS\BlueArc\Nexsan)</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>Workstation Operating Systems</td>
<td>Windows 7 SP1</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mac OSX 10.x</td>
<td>G</td>
<td></td>
</tr>
<tr>
<td>Desktop Virtualization</td>
<td>VMWare View</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>Application Delivery</td>
<td>VMWare Horizon</td>
<td>S</td>
<td></td>
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### Computing Resources: Section 4

<table>
<thead>
<tr>
<th>Policy or Product</th>
<th>S/P/G *</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server Operating Systems</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• General File &amp; Print Servers</td>
<td>Windows Server 2012</td>
<td>S, P</td>
</tr>
<tr>
<td>• Database Servers</td>
<td>Windows Server 2012, Solaris 10</td>
<td>S, P</td>
</tr>
<tr>
<td></td>
<td>Follow IT guidance</td>
<td></td>
</tr>
<tr>
<td><strong>Telephony</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• IVR</td>
<td>Cisco Unified Communications Manager 9.1.x</td>
<td>P</td>
</tr>
<tr>
<td>• VoIP</td>
<td>Cisco</td>
<td>S</td>
</tr>
<tr>
<td>• ACD</td>
<td>Cisco</td>
<td>S</td>
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## Review and Approval: City of San Antonio Information Technology Standards

**Effective Date:** October 1, 2014  
**Last Reviewed:** September 9, 2014

<table>
<thead>
<tr>
<th>Document Reviewers</th>
<th>Signature</th>
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<tr>
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<tr>
<td>Assistant Director – Applications</td>
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<td>Assistant Director – Customer Service</td>
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<td>Assistant Director – Public Safety</td>
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<tr>
<td>Information Technology Director</td>
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RFP EXHIBIT 10

Minimum Ticket System Functional Requirements

Posted as a separate attachment.
1. **Respondent Information**: Provide the following information regarding the Respondent.

   (NOTE: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

   Respondent Name: ____________________________________________________________
   (NOTE: Give exact legal name as it will appear on the contract, if awarded.)

   Principal Address: ____________________________________________________________
   City: __________________________ State: __________________________ Zip Code: ______________

   Telephone No._________________________ Fax No:____________________________

   Email address: _________________________

   Website address: _______________________

   Year established: _______________________

   Provide the number of years in business under present name: _______________________

   Social Security Number or Federal Employer Identification Number: ______________

   Texas Comptroller’s Taxpayer Number, if applicable: ___________________________
   (NOTE: This 11-digit number is sometimes referred to as the Comptroller’s TIN or TID.)

   DUNS NUMBER: ________________

   Business Structure: Check the box that indicates the business structure of the Respondent.
   __ Individual or Sole Proprietorship  If checked, list Assumed Name, if any: ______________
   __ Partnership
   __ Corporation  If checked, check one:  __ For-Profit  __ Nonprofit
   Also, check one:  __ Domestic  __ Foreign
   __ Other  If checked, list business structure: ___________________________

   Printed Name of Contract Signatory: ____________________________________________

   Job Title: ________________
   (NOTE: This RFP solicits proposals to provide services under a contract which has been identified as “High Profile.” Therefore, Respondent must provide the name of person that will sign the contract for the Respondent, if awarded.)

   Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:
   ___________________________________________________________________________
   ___________________________________________________________________________
   ___________________________________________________________________________

   Provide address of office from which this project would be managed:
   City: __________________________ State: __________________________ Zip Code: ______________

   Telephone No._________________________ Fax No:____________________________

   Annual Revenue: $________________

   Total Number of Employees: ________________
Total Number of Current Clients/Customers: ____________________

Briefly describe other lines of business that the company is directly or indirectly affiliated with:
________________________________________________________________________
________________________________________________________________________
List Related Companies:
________________________________________________________________________

2. **Contact Information:** List the one person who the City may contact concerning your proposal or setting dates for meetings.

Name: ___________________________ Title: ______________________________________
Address: ________________________________________________________________
City: ___________________________ State: ___________________ Zip Code: ___________
Telephone No.: ___________________________ Fax No: ________________________
Email: ________________________________________________________________

3. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?
   Yes ___   No ___

4. Is Respondent authorized and/or licensed to do business in Texas?
   Yes ___   No ___   If “Yes”, list authorizations/licenses.
________________________________________________________________________
________________________________________________________________________

5. Where is the Respondent’s corporate headquarters located? ______________________

6. **Local/County Operation:** Does the Respondent have an office located in San Antonio, Texas?
   Yes ___   No ___   If “Yes”, respond to a and b below:
   a. How long has the Respondent conducted business from its San Antonio office?
      Years _______  Months_______
   b. State the number of full-time employees at the San Antonio office.

   If “No”, indicate if Respondent has an office located within Bexar County, Texas:
   Yes ___   No ___   If “Yes”, respond to c and d below:
   c. How long has the Respondent conducted business from its Bexar County office?
      Years _______  Months_______
   d. State the number of full-time employees at the Bexar County office. ______________

7. **Debarment/Suspension Information:** Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?
Yes ____ No ____ If “Yes”, identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

________________________________________________________________________

________________________________________________________________________

8. **Surety Information**: Has the Respondent ever had a bond or surety canceled or forfeited?
   
   Yes ____ No ____ If “Yes”, state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.
   
   ______________________________________________________________________

9. **Bankruptcy Information**: Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?
   
   Yes ____ No ____ If “Yes”, state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.
   
   ______________________________________________________________________

10. **Disciplinary Action**: Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations?
    
    Yes ____ No ____ If “Yes”, state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.
    
    ______________________________________________________________________

11. **Previous Contracts**:
    
a. Has the Respondent ever failed to complete any contract awarded?
    
    Yes ____ No ____ If “Yes”, state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.
    
    ______________________________________________________________________

    b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?
    
    Yes ____ No ____ If “Yes”, state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.
    
    ______________________________________________________________________

    c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?
    
    Yes ____ No ____ If “Yes”, state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.
    
    ______________________________________________________________________
REFERENCES

Provide three (3) references, that Respondent has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name ____________________________________________________________

Contact Name: __________________________ Title: _________________________________

Address: ________________________________

City: ___________________________ State: ______________ Zip Code: _______________

Telephone No. __________________________ Email: _______________________________

Date and Type of Service(s) Provided: ____________________________________________

Reference No. 2:

Firm/Company Name ____________________________________________________________

Contact Name: __________________________ Title: _________________________________

Address: ________________________________

City: ___________________________ State: ______________ Zip Code: _______________

Telephone No. __________________________ Email: _______________________________

Date and Type of Service(s) Provided: ____________________________________________

Reference No. 3:

Firm/Company Name ____________________________________________________________

Contact Name: __________________________ Title: _________________________________

Address: ________________________________

City: ___________________________ State: ______________ Zip Code: _______________

Telephone No. __________________________ Email: _______________________________

Date and Type of Service(s) Provided: ____________________________________________
RFP ATTACHMENT A, PART TWO

EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Provide an overview of Respondent’s company.
   a. Describe Respondent’s experience relevant to the Scope of Services requested in this RFP.
   b. Include years in business and listing of clients serviced and/or supported locally, regionally, state-wide and nationally.
   c. List and describe relevant contracts of similar size and scope secured initially over the past four (4) years, as well as identify associated results or impacts of your ticketing system for these contracts.
   d. Indicate the number of years of Respondent experience in ticketing. Also, indicate the number of years of Respondent experience in ticketing locally in San Antonio and in Texas.
   e. Indicate the number and locations of markets in which the Respondent operates.
   f. Indicate the number of tickets sold annually through Respondent’s ticketing system and the corresponding dollar value.
   g. Provide a summary of major events for which Respondent currently sells tickets, including type of event, number of tickets manifested, number of tickets sold and value.
   h. Provide a summary of major venues at which Respondent currently sells tickets under agreement, including type of venue, seating capacity, types of events, number of tickets manifested, number of tickets sold and value.
   i. For Respondent’s internet website and local homepage, if applicable, provide annual total visitation, annual new visitation, annual number of tickets sold and value, and internet address(es).
   j. For Respondent’s telephone sales, if applicable, provide the number of annual calls, annual new calls, annual number of tickets sold and value, and phone numbers, locations, days and hours of operation.

2. Describe specific experience with public entities clients, especially large municipalities. If Respondent currently provides or has provided a ticketing system for the City in the past other than for the Facilities for which this RFP solicits, provide information on the contract terms, types and seating capacities of facilities serviced, types of events, responsible department(s), contact information, tickets manifested annually, tickets sold annually, and value of tickets sold annually.

3. Identify any additional skills, experiences, qualifications, and/or other relevant information regarding qualifications.

ACCOUNT MANAGEMENT

1. Provide an overview of overall organization structure. Additionally, provide an organizational chart for this agreement that clearly describes the reporting/supervisory structure between the designated local account manager and the support staff.

2. Describe in detail the qualifications and experience of the proposed local account manager and any support staff dedicated specifically for this agreement. Provide professional resumes of the local account manager and staff to be assigned to this agreement to include relevant experience on agreements of similar size, scope and complexity, percentage of time they were involved with these agreements, and the number and professional qualifications (to include licenses, certifications, associations).

3. State the primary work assignment and the percentage of time the local account manager and support staff will devote to this agreement.
4. List other resources such as number and location of offices (including local and regional offices and number of personnel at each), total number of employees, and number and types of equipment available to support this agreement.

5. Provide a comprehensive operating budget, including revenue and expenses, for this agreement.
RFP ATTACHMENT A, PART THREE

PROPOSED PLAN

PROPOSED SYSTEM

Provide documentation, including product brochures, sample screen shots, and reports as appropriate.

1. SYSTEM OVERVIEW:
   a. Describe in detail all of Respondent’s relevant products, equipment, systems and capabilities.
   b. Describe in detail Respondent’s proposed core technology modules, including ticket access control system and Customer Relationship Management (CRM), and whether they are owned and integrated by Respondent, or provided by third parties.

2. SYSTEM SPECIFICATIONS:
   a. Describe in detail Respondent’s proposed products, equipment, systems and capabilities to specifically address the scope of services of this RFP, including ticket access control and self-service kiosks, if applicable.
   b. Provide a complete inventory of all equipment, including hardware and software, proposed by Respondent based on the scope of services of this RFP, including detailed specifications, to successfully implement and operate the proposed system. Include as applicable all Point-of-Sale (POS) terminals/computers, ticket printers, report printers (if integrated), hand-held scanners, self-service kiosks, Uninterruptible Power Supplies (UPS), modems, servers, routers, hubs, switches, wireless access points, etc. Note: credit card terminals are to be purchased from the City’s current Merchant Banking Services Provider.
   c. Provide a complete list of consumables utilized by Respondent’s proposed system, including as applicable ticket stock, paper, drums, toner/ink, etc.
   d. Describe in detail Respondent’s plan for the upgrade and replacement of Respondent’s products, equipment and systems during the term of the agreement as technology advances and event/ticket trends change.
   e. Describe in detail the energy efficiency of all Respondent’s and third-party proposed systems and equipment, including efficiency ratings (if applicable) as well as annual energy usage and cost.
   f. If Respondent is proposing any equipment to be purchased by the City, provide copies of proposed warranty and service/maintenance agreements for proposed equipment.

3. ON-SITE REQUIREMENTS:
   a. Describe in detail Respondent’s on-site requirements at the facilities and box offices for installation of Respondent’s proposed products and systems, including hardware and software.
   b. Describe in detail any City operating requirements to support Respondent’s proposed systems, if any, and any database software or other third-party supporting software or systems required to be purchased by the City for the Respondent’s proposed system.
   c. Describe in detail any other requirements, hardware or software required or necessary to support Respondent’s proposed system. Include information on any third-party systems or equipment.

4. SYSTEM IMPLEMENTATION:
   a. Describe in detail Respondent’s proposed plan for the implementation of Respondent’s proposed products, equipment, and system, including all hardware and software. Address: i) design; ii) manufacture and procurement; iii) installation; iv) testing; v) transition plan from the current contractor, if applicable; vi) potential issues and proposed resolutions; vii) data migration/conversion; viii) schedules in the form of GANNT charts; ix) staffing and qualifications of transition personnel, and; x) training of City staff.
   b. Provide case studies of system implementation and address important implementation problems encountered and the resolutions developed and implemented to address those problems.

5. SYSTEM MAINTENANCE AND UPDATES:
   a. Describe in detail Respondent’s proposed plan for ongoing system maintenance and software updates/upgrades, including frequency, duration, and method. Identify proposed tasks, schedules and timelines.
   b. Provide historical system downtime/outage statistics, including causes, frequency, duration, and days and times of planned and unplanned outages.
   c. Describe in detail Respondent’s proposed emergency service capabilities for this agreement, including response time.
   d. Describe in detail Respondent’s procedures and protocols for system and power failure. If different, include procedures and protocols for system and power failure during daily facility box office operations and event day sales operations at each facility.
6. SYSTEM SECURITY:
a. Describe in detail Respondent's system security. Address: i) user accounts and levels of access that can be assigned to various system information and capabilities, as well as critical data (i.e. database, module, functional, or field level; ii) counterfeiting, ticket duplication, "hackers" and firewall specifications/implementation; ii) the responsible party for the installation of updates on Respondent's critical servers (i.e. City or Respondent); iv) mail policies relating to timeliness and security, and; v) any additional security features available.

7. DATA AND DISASTER RECOVERY PLAN:
a. Describe in detail Respondent’s proposed plan for data migration/conversion from current contractor (if applicable), backup, recovery and integrity, as well as disaster recovery plan with regard to data and/or system failure? Include: i) the responsible party for the backup of Respondent’s onsite servers (i.e. City or Respondent); ii) the location of the backup (i.e. onsite in system servers or offsite), and; iii) whether the system’s hardware is fully redundant with automatic failover.
b. Provide evidence that the disaster recovery plan is established and proven through successful case studies in which the proposed plan was utilized.

8. RESEARCH & DEVELOPMENT:
a. Describe in detail Respondent’s approach to, and ongoing investment in, research and development, product development, and technology, as well as specific resources to continuously assess event and ticket trends and gauge, develop and implement event and technological advancements and improvements.

CUSTOMER SERVICE

1. Describe in detail Respondent’s customer service philosophy and practices, including citing specific customer service models and tools utilized, and how this philosophy will be conveyed to the customers and licensees of the Facilities.

2. Describe in detail Respondent’s customer service mechanisms for customers outside the metropolitan San Antonio area.

3. Describe in detail Respondent’s customer service complaint and dispute resolution processes. Provide flowcharts, organizational chart and contact information, including web and email addresses, phone numbers, and days and hours of operation of customer service.

4. Describe in detail Respondent’s phone room capabilities and the process for addressing peak demand for single tickets. Include the following: i) number of phone agents and total line capacity specifically for heavy on-sales; ii) normal and extended bandwidth for heavy on-sales and related customer service issues; iii) Interactive Voice Response (IVR) capabilities; iv) details of processes to ensure personalized and informed service to patrons; v) whether staff processes exchanges and refunds, and; vi) whether staff is provided information regarding events and venues (i.e. seating configuration and location, disabled seating and services, house policies, etc.).

5. The Alamodome on occasion sells suites for selected events. Describe how discounted rates or complimentary services that can be offered to ease the process of suites sales for the selected events as well as any needed equipment (i.e.: software, printer, etc.) and any marketing tools they may be able to provide to assist in the suite sales process.

RETAIL OUTLETS

1. Describe in detail Respondent’s ability and/or arrangements to market and sell tickets via retail outlets and any other third-party methods.

2. List all pre-established outlets and retail locations to be utilized by the Respondent in the San Antonio metropolitan area. Provide contract expiration dates for these outlets.

3. List all pre-established outlets and retail locations to be utilized by the Respondent outside of the San Antonio metropolitan area. Provide contract expiration dates for these outlets.

4. Describe the process for identifying, selecting, training and supporting the outlets and retail locations.
TRAINING

1. Describe in detail Respondent’s training plan to provide City staff with initial and ongoing training in the operation and maintenance of Respondent’s proposed system. Include: onsite, offsite and remote training via teleconference or other mechanism; critical, optional, and City-requested training, including training for new box office personnel, software upgrades, and process changes. The successful Respondent will be required to provide and include in its proposal comprehensive onsite training for all Facility box office staff in the complete use of the system initially upon completion of system implementation. The plan should include at a minimum proposed training curricula, schedules, number of sessions, hours per session, number of training staff, qualifications of training staff, and the number of trainees per session.

MARKETING

1. Describe in detail Respondent’s ability to market and sell tickets online via the internet. Include number of potential customers in Respondent’s regional, state and local database(s), as well as third-party internet audiences Respondent provides.

2. Describe in detail Respondent’s marketing resources, sales enhancements and experience specifically with regard to: i) developing and coordinating national on-sale plans, such as verified resale, pre-sales, promotions, up selling, packaging, online group sales, discreet third-party discounting, and unlimited email and text messaging; ii) conducting primary market auctions, VIP packages, and fan club up-selling; iii) proposed system’s ability to manage complex promotions, including case studies of complex promotions, and; iv) providing promotions scripts to telephone staff to facilitate up-selling.

3. Describe in detail Respondent’s philosophy and policies regarding capturing, storing and providing customer information for marketing and development purposes, including the sale or provision of customer information to third parties and affiliates. Address Respondent’s customer privacy policies, including opt-out provisions. If applicable, describe in detail the capabilities of Respondent’s system to capture customer demographic and sales history data for marketing and development purposes. Address whether Respondent’s system interfaces with third party systems to both upload and download data and information and whether Respondent’s system can generate certified mailing lists. In the event that Respondent either stores, manages, or is provided physical or logical access to systems, networks or applications that handle City credit card transactions, Respondent shall comply with Payment Card Industry (PCI) Data Security Standards (DSS).

4. Describe in detail Respondent’s capabilities in responding to additional service needs throughout the term of the agreement.

5. Describe in detail any additional value-added services, incentives and enhancements that Respondent can provide to the City, or any of its clients or customers. This could include, but is not necessarily limited to, the following: signing bonus; marketing bonus; rebates; annual advertising bonus; City revenue-share increases, and; volume incentives.

6. Describe in detail Respondent’s agreements, arrangements, and/or strategic partnerships with third-parties for value-added services, incentives, enhancements, strategic benefits, or sponsorship opportunities.

7. Describe in detail Respondent’s capabilities in leveraging their promoter/event relationships to help increase the potential of booking opportunities throughout the term of the agreement.

SYSTEM FUNCTIONALITY

Provide documentation, including product brochures, sample screen shots, and reports as necessary. Respondents should refer to the Scope of Services of this RFP as well as RFP Exhibit 10 – Minimum Ticket System Functional Requirements for completion of this section.

1. DATABASE:
   a. Provide a comprehensive description of the functionality of Respondent’s proposed system with regard to the interaction of databases to reporting formats and relationships between database and Point-of-Sale (POS) terminals/computers.

2. SALES:
a. Provide a comprehensive description of the functionality of Respondent’s proposed system with regard to the processes to sell live, via internet and phone, both season subscription and single ticket sales, and reconciliation procedures for both types.

3. ACCOUNT CREATION/DATA HISTORY:
   a. Describe in detail the account creation and data storage capabilities of Respondent’s proposed system. Address: i) the types of data, including customer demographic information and historical sales history, that are captured and stored and the file formats; ii) the access of data through outlet, telephone and internet sales; iii) the length of time data, events, reports, and maps are stored and remain accessible, and; iv) archiving of data and access. In the event that Respondent either stores, manages, or is provided physical or logical access to systems, networks or applications that handle City credit card transactions, Respondent shall comply with Payment Card Industry (PCI) Data Security Standards (DSS).

4. DEMOGRAPHIC DATA:
   a. Describe in detail Respondent’s proposed system’s capabilities to capture and store customer information, including demographic and historical ticketing information. In the event that Respondent either stores, manages, or is provided physical or logical access to systems, networks or applications that handle City credit card transactions, Respondent shall comply with Payment Card Industry (PCI) Data Security Standards (DSS).

5. REPORTING:
   a. Describe in detail the reporting capabilities of Respondent’s proposed system. Provide samples and descriptions of all standard reports. Address: i. settlement reports; ii. ticket access control system reports; iii. custom reports, including whether reports have to be created by programmers or can be created by users, and responsibility for accuracy; iv. export capabilities, specifically to Microsoft Office programs and SAP enterprise accounting software; v. advance or daily sales reports or audits; vi. event seating manifests; vii. combined or summary reports; viii. transaction, usage and operator reports

6. Management Access
   a. Describe what tools, apps, etc. you will provide for Alamodome/COSA Management to view reports of realtime sales (tickets/dollars/inventory) of on-sale events, previous events, etc.

TECHNICAL SUPPORT

1. Describe in detail Respondent’s proposed onsite and remote technical support plan for Respondent’s system. Include: i) the experience and location of the specific people who will be responsible for the daily support of these Facilities; ii) the number and qualifications of help desk staff, consultants, developers and trainers employed full-time by Respondent; iii) types of training and education services available to the City, and; iv) hours of operation and after-hours support.

ADDITIONAL INFORMATION AND QUESTIONS

1. Provide any additional plans and/or relevant information about Respondent’s approach to providing the required system and services that may aid the City in comparing qualifications/proposals. Please provide any questions Respondent may have of the City and/or remarks that have not been addressed herein. Respondent may also pose any questions and/or address any issues that have not been addressed herein, or expand on previous answers; however, any questions and/or remarks should be limited to a maximum of two (2) additional pages. All exceptions must be listed, referencing the section of the RFP to which they apply.
Respondent's proposal must be based on the proposed contract term, including renewal periods, stated in this RFP. Proposing a different term of contract, or renewal terms may lead to the disqualification of Respondent's proposal from consideration. As such, Respondent must provide pricing in the manner set forth in the RFP's Ticket Fees and Revenue to City Forms 15a and 15b - Attachment B, posted as separate documents to this attachment. Failure to do so may lead to disqualification of Respondent's proposal from consideration.

This is a commission-based contract. Respondents are required to propose tickets fees and compensation to City. RFP Exhibit 7, Historical Events, and Exhibit 8, Historical Sales and Commission are being provided to Respondents for information purposes only and no guarantee is made by the City as to their completeness or accuracy. Failure on the part of the City to meet event projections shall not relieve the Respondent from the obligation to comply with the Agreement.

**FINANCIAL PLAN**

Respondent should prepare the following information utilizing the Scope of Services and other information contained in this RFP.

1. **HARDWARE AND EQUIPMENT:** Provide a comprehensive financial summary of the hardware and equipment costs to City, if any, associated with Respondent's proposed system. This cost could include: Point-of-Sale (POS) terminals/computers; ticket printers; report printers; hand-held ticket scanners; wireless access points; self-service kiosks; servers; routers, and; hubs. Prepare the summary in table format and include: equipment type; primary function; make and model; quantity; total value (actual cost), and; cost to City, if any, by agreement year. Note: credit card terminals are to be purchased from the City's current Merchant Banking Services Provider.

2. **SOFTWARE:** Provide a comprehensive financial summary of the software costs to City, if any, associated with Respondent's proposed system. This cost could include: ticket sales and distribution; ticket access control; marketing applications such as Respondent's email system; initial setup; software licensing; software updates (required and optional); incremental user and/or usage costs; and; third-party software licensing and updates (i.e. reporting software such as Crystal Reports). Prepare the summary in table format and include: software type; primary function; licensor; quantity; total value (actual cost), and; cost to City, if any, by agreement year.

3. **INTERNET, TELEPHONE AND RETAIL OUTLETS:** Provide a comprehensive financial summary by agreement year of the internet, telephone and retail outlet costs to City, if any, associated with Respondent's proposed system. Prepare the summary in table format, itemizing each type of cost, purpose, total value (actual cost), and cost to City, if any, by agreement year.

4. **TICKET MANIFESTS:** The City currently utilizes multiple manifests for the Facilities depending on the event. Provide a comprehensive financial summary of the cost to the City, if any, for the creation of these manifests in the Respondent's proposed system.

5. **MAINTENANCE AND SUPPORT:** Provide a comprehensive financial summary by agreement year of the ongoing maintenance and support costs to City, if any, associated with Respondent's proposed system. These costs should include: one-time and annual costs for general administration and support; accounting support; sales and marketing support; onsite and remote system technical support; documentation and reference material costs, and; third-party services. Provide the summary in table format, itemizing each type of cost, purpose, total value (actual cost), and cost to City, if any, by agreement year.

6. **CONSUMABLES:** Provide a comprehensive financial summary by agreement year of the ongoing consumables cost to City, if any, associated with Respondent's proposed system. This cost could include: ticket stock; printer drums, and; printer toner/ink. Prepare the summary in table format and include: consumable type; primary usage; manufacturer; estimated annual usage; total value (actual cost); cost per unit, and; cost to City, if any, by agreement year.

7. **IMPLEMENTATION AND DATA MIGRATION/CONVERSION:** Provide a comprehensive financial summary of the initial installation, implementation and data migration/conversion costs to City, if any, associated with Respondent's proposed system. This cost could include: the transfer of any information database from the current Ticketmaster system, if applicable; all electrical and telecommunications cabling and wiring; any Facility modifications required,
and; any third-party services. Prepare the summary in table format and include: type of work/service; purpose; total estimated number of hours; hourly cost; total estimated project cost, and; cost to City, if any.

8. TRAINING: Provide a comprehensive financial summary by agreement year of the initial and ongoing training costs to City, if any, associated with Respondent’s proposed system. This cost could include: onsite, offsite and remote training via teleconference or other mechanism; critical, optional and City-requested training, including training for new box office personnel, software upgrades and process changes, and; ancillary costs, including travel, accommodations, office supplies, printing, and teleconferencing. Prepare the summary in table format and include: training type; location; method; annual number of hours; total value (actual cost); cost per hour; itemized ancillary costs, and; cost to City by agreement year.

9. MARKETING SUPPORT: Provide a comprehensive financial summary by agreement year of the marketing support to be provided to City directly or indirectly as a result of this agreement and associated with Respondent’s proposed system. This could include: annual guarantees; signing bonus; marketing bonus; annual advertising bonus; sponsorships, and; additional value-added services, incentives or enhancements provided by Respondent and/or third parties to the City and/or customers. All marketing support should have a legitimate monetary value based either directly on hard costs or indirectly on incremental sales or other monetary basis. Prepare the summary in table format and include: type of support; purpose; total annual value, and; cost to City, if any, by agreement year.

10. TICKET CHARGES AND FEES: Using Form 15a, provide a comprehensive financial summary by agreement year of the charges and fees Respondent proposes to assess to customers and the City. These charges and fees should include: customer charges; order processing charges; City charges, and; ticket resale charges. Prepare the summary utilizing the formats provided herein, amending only as necessary to conform to Respondent’s proposal.

11. CITY REVENUE: Using Form 15b, provide a comprehensive financial summary by agreement year of the proposed revenue to the City. City revenue could include shared revenue with Respondent associated with: internet, phone and retail sales; secondary sales; ticket exchanges; ticket resale; auctions; mailing fees; electronic payment fees; order processing fees; customer charges; revenue share increases, and; volume bonuses. Prepare the summary utilizing the format provided herein, amending only as necessary to conform to Respondent’s proposal.

In addition to commissions from ticket sales, the successful Respondent shall be required to provide an Annual Marketing Fund and Entertainment Enhancement Fund.

Marketing and Technology Fund: The successful Respondent will be required to provide an Annual Marketing and Technology Fund at a minimum of $25,000.00 to advertise and promote Contractor as the source for advance tickets to attractions at the Facility or less any deductions applied by Contractor for City's use of technology upgrades mutually agreed by both parties.

Arts and Entertainment Enhancement Fund: The successful Respondent will be required to provide the City with annual fee for exclusive rights to this agreement to be used for investing and enhancing a wide range of entertainment opportunities for our diverse community. City may use revenue in any manner, as determined in its sole discretion.
Contracts Disclosure Form may be downloaded at [http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports](http://www.sanantonio.gov/Ethics/ForCompliance/Vendors-And-Conflict-of-Interest-Reports)

Instructions for completing the Contracts Disclosure form are listed below:

1. Download form and complete all fields. Note: All fields must be completed prior to submitting the form.

2. All respondents must include the following information in the required Contracts Disclosure Form at the time the original proposal is submitted:
   a. names of the agency board members,
   b. list of positions they hold as board members, and
   c. names and titles of officers of the organization.

3. Click on the “Print” button and place the copy in proposal response as indicated in the Proposal Checklist.
RFP ATTACHMENT D

LITIGATION DISCLOSURE FORM

Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

   Yes ___  No ___

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

   Yes ___  No ___

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

   Yes ___  No ___

If you have answered “Yes” to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim, or litigation, as applicable. Any such information should be provided on a separate page, attached to this form, and submitted with your proposal.
RFP ATTACHMENT E

LOCAL PREFERENCE PROGRAM IDENTIFICATION FORM

Posted as a separate document.
RFP ATTACHMENT F

VETERAN-OWNED SMALL BUSINESS PROGRAM IDENTIFICATION FORM(S)

Posted as separate documents.
CERTIFICATE OF INTERESTED PARTIES (Form 1295)

The Texas Government Code §2252.908, and the rules issued by the Texas Ethics Commission found in Title 1, Sections 46.1, 46.3 and 46.5 of the Texas Administrative Code, require a business entity to submit a completed Form 1295 to the City before the City may enter into a contract with that business entity.

Form 1295 must be completed online. It is available from the Texas Ethics Commission by accessing the following web address:


Print and sign your completed Form 1295. Submit your signed Form 1295 with your response to this solicitation. Where requested to provide the name of the public entity with whom you are contracting, insert “City of San Antonio”. Where requested to provide the contract number, provide the solicitation number shown on the cover page of this solicitation (e.g. IFB 6100001234, RFO 6100001234, or RFCSP 6100001234).

The following definitions found in the statute and Texas Ethics Commission rules may be helpful in completing Form 1295.

“Business entity” includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency. (NOTE: The City of San Antonio should never be listed as the “Business entity”.)

“Controlling interest” means: (1) an ownership interest or participating interest in a business entity by virtue of units, percentage, shares, stock, or otherwise that exceeds 10 percent; (2) membership on the board of directors or other governing body of a business entity of which the board or other governing body is composed of not more than 10 members; or (3) service as an officer of a business entity that has four or fewer officers, or service as one of the four officers most highly compensated by a business entity that has more than four officers. Subsection (3) of this section does not apply to an officer of a publicly held business entity or its wholly owned subsidiaries.

“Interested party” means: (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) an intermediary.

“Intermediary,” for purposes of this rule, means a person who actively participates in the facilitation of the contract or negotiating the contract, including a broker, adviser, attorney, or representative of or agent for the business entity who:

(1) receives compensation from the business entity for the person’s participation;

(2) communicates directly with the governmental entity or state agency on behalf of the business entity regarding the contract; and

(3) is not an employee of the business entity or of an entity with a controlling interest in the business entity.

Publicly traded business entities, including their wholly owned subsidiaries, are exempt from this requirement, and are not required to submit Form 1295.
RFP ATTACHMENT H

SIGNATURE PAGE

Respondent, and co-Respondent, if any, must complete City’s Certified Vendor Registration (CVR) Form prior to the due date for submission of proposals. The CVR Form may be accessed at: http://www.sanantonio.gov/purchasing/.

By submitting a proposal, Respondent represents that:

If Respondent is a corporation, Respondent is able to provide a certified copy of the resolution evidencing authority to enter into the contract, if other than an officer will be signing the contract.

If awarded a contract in response to this RFP, Respondent will be able and willing to comply with the insurance and indemnification requirements set out in RFP Exhibits 1 & 2.

If awarded a contract in response to this RFP, Respondent will be able and willing to comply with all representations made by Respondent in Respondent’s proposal and during Proposal process.

Respondent has fully and truthfully submitted a Litigation Disclosure form with the understanding that failure to disclose the required information may result in disqualification of proposal from consideration.

Respondent agrees to fully and truthfully submit the General Information Form and understands that failure to fully disclose requested information may result in disqualification of proposal from consideration or termination of contract, once awarded.

Respondent shall comply with the City's Ethics Code, particularly Section 2-61 that prohibits a person or entity seeking a City contract - or any other person acting on behalf of such a person or entity - from contacting City officials or their staff prior to the time such contract is posted as a City Council agenda item.

(S)he is authorized to submit this proposal on behalf of the Respondent.

Acknowledgment of Prohibition regarding Campaign and Officeholder Contributions
I acknowledge that the contract to be awarded pursuant to this RFP has been designated a “high-profile” contract. I have read and understand the provisions regarding high profile contracts that appear on the cover page of this RFP.

If submitting your proposal by paper, complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

________________________________________________
Respondent Entity Name

Signature: _______________________________________

Printed Name: ____________________________________

Title: ___________________________________________

(NOTE: If proposal is submitted by Co-Respondents, an authorized signature from a representative of each Co-Respondent is required. Add additional signature blocks as required.)
RFP ATTACHMENT I

PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

<table>
<thead>
<tr>
<th>Document</th>
<th>Initial to Indicate Document is Attached to Proposal</th>
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<tbody>
<tr>
<td>Table of Contents</td>
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<tr>
<td>Executive Summary</td>
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<tr>
<td>General Information and References</td>
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<td>RFP Attachment A, Part One</td>
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<tr>
<td>Experience, Background &amp; Qualifications</td>
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<td>RFP Attachment A, Part Two</td>
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<td>Proposed Plan</td>
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<td>RFP Attachment A Part Three</td>
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<td>Price Schedule</td>
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<td>RFP Attachment(s) B</td>
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<td>*Contracts Disclosure Form</td>
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<td>RFP Attachment C</td>
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<td>Litigation Disclosure Form</td>
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<td>RFP Attachment D</td>
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<td>*Local Preference Program Identification Form</td>
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<td>RFP Attachment E</td>
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<td>*Veteran-Owned Small Business Program Identification Form</td>
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<td>RFP Attachment F</td>
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<td>*Certificate of Interested Parties (Form 1295)</td>
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<td>RFP Attachment G</td>
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<td>Proof of Insurability (See RFP Exhibit 1)</td>
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<td>Insurance Provider’s Letter AND Copy of Current Certificate of Insurance</td>
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<td>*Signature Page</td>
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<td>RFP Attachment H</td>
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<td>Proposal Checklist</td>
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<td>RFP Attachment I</td>
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One COMPLETE (1) Original, twelve (12) additional hard copies WITH ONLY TABS and documents for General Information Form; Experience, Background and Qualifications; Proposed Plan, etc. (NO Pricing, LPP and/or VOSB forms TO BE INCLUDED in the 12 copies) and one (1) CD or USB flash drive of the COMPLETE proposal in PDF format if submitting in hard copy.

*Documents marked with an asterisk (*) on this checklist require a signature.

Be sure all forms that require a signature are done so prior to submittal of the proposal.