



ADDENDUM I

SUBJECT: On-Call General Technology Consulting Services for SAAS, (RFQ 24-173, 6100018529),
Scheduled to Close: February 5, 2025; Date of Issue: December 23, 2024

FROM: Jessie Hinojosa
Procurement Manager

DATE: February 3, 2025

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST
FOR QUALIFICATIONS**

**THE ABOVE MENTIONED REQUEST FOR QUALIFICATIONS IS HEREBY AMENDED AS
FOLLOWS:**

- 1. Add: Pre-Submittal Conference Sign In Sheet, this document will be posted as a separate file.**
- 2. Add: List of DBE Firms, this document will be posted as a separate file.**
- 3. Modify: The RFQ submission deadline is hereby extended to February 26, 2025, 11:00 AM Central Time.**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE:

On Wednesday, January 15, 2025, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the On-Call General Technology Consulting Services for SAAS. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: DBE forms require percentage and dollar amounts that are to be directed. How do you recommend the estimates since a specific scope has not been outlined?

Response: Even without a finalized scope, you likely have some idea of the project's general components. Recommendation for providing DBE percentages would be to break it down into potential work packages or categories (e.g., computer systems design services and other scientific and technical consulting). The more granular you can get, the better. We will provide a list of the identified DBE firms that have the capabilities to perform work within those potential project categories. Don't focus yet on specific scopes, just on the types of work they could do.

Since it is difficult for Respondents to develop fee proposals in order to provide estimated dollar amounts for DBE participation, respondents should express their DBE participation goals as percentages in the required forms. Dollar amounts are not required for this RFQ.

Question 2: We provide all services in house and are not small business, but are we still expected to reach out to DBE firms even though we typically don't subcontract at all for our work.

Response: A 4% DBE contract specific goal has been established for this RFP; therefore, the respondent must make Good Faith Efforts in meeting such goals or submit documentation detailing Good Faith Efforts to meet the established DBE goals is required in response to this RFP.

Question 3: Do the firms need to provide in-house personnel to perform the services?

Response: Firms are expected to provide personnel who, over time, become familiar with SAT internal processes and technologies and can use that knowledge to improve solicitations and provide advice on best fit for new technologies that improve our internal processes and systems.

Question 4: Are firms working on the terminal program precluded from participating on this contract?

Response: Yes.

Question 5: For the three reference letters requested, would you like formal letters from the contacts listed in the proposal, or do you intend to reach out to these references directly for further information?

Response: City will not reach out to references listed. Please provide signed formal letters from the contacts listed in response to RFQ Attachment A, Part One – References page 47- 48. References and reference letters may not be provided by City of San Antonio staff.

Question 6: Can you clarify the conflict-of-interest language under this contract. Does this conflict out of all SAAS subsequent contracts or just conflict out of any subsequent technology and technology implementation contracts?

Response: This would conflict for currently awarded contracts to include the new terminal development project.

Question 7: The Preferred Qualifications are mentioned on page 5. Are those mandatory in nature?

Response: They are preferred but will be considered as part of experience, background and qualifications.

Question 8: Please confirm if this RFQ is for recruiting candidates for BA, Senior BA, Data Analyst, etc.

Response: Please see response to question 3

Question 9: Please clarify pages 5, 6, and 7 - Key personnel.

Response: Key personnel are Sr Project Manager, IT Systems Engineer, RCDD, Sr IT Solutions Architect in Aviation Systems.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS ON COMMUNICATION:

Question 10: If Prime is DBE certified, does Prime need to mention its own details in DBE Form 5?

Response: The respondents, including DBE certified Primes, do not need to include their own details in DBE Form 5, however they must provide information on ALL prospective subcontractor(s) who submitted bids/quotations in support of this solicitation and complete their information listed on the bottom of the form.

- Question 11: If Prime is DBE certified, Do we need to provide ATTACHMENT D-2 - Letter of Intent (DBE Form 2) in the proposal response? If Prime will self-perform the DBE goal, Do we still need to submit DBE Form 2?
- Response: If Prime is DBE certified and will self-perform the DBE goal, the Prime does not need to complete the Letter of Intent for itself; however, it must be submitted if the Prime is subcontracting to other DBE certified firms at the time of submission.
- Question 12: We understand that ATTACHMENT D-3 - DBE Regular Dealer Distributor Affirmation Form (DBE Form 3) will be filled out after the award of the contract. Could you please confirm?
- Response: DBE Regular Dealer Distributor Affirmation Form (DBE Form 3) must be submitted at the time of proposal submission for all DBE suppliers identified on the Final Schedule of Subcontractors (DBE Form 4) and on DBE Form 2 whose participation is submitted for a regular dealer or distributor credit. SAT must make a preliminary counting determination for each DBE listed as regular dealer or distributor, as defined by federal regulations. Subject to SAT approval, DBE Form 3 may also be used post award with the respondent's contract, showing the materials the DBE regular dealer or distributor is supplying.
- Question 13: In DBE Form 3, what do we need to fill in Total Subcontract/Purchase Order Amount?
- Response: On DBE Form 3, respondent should fill in the total cost of materials and supplies to be provided by the DBE supplier under Total Subcontract/Purchase Order Amount.
- Question 14: In DBE Form 3, Do we need to select Yes or No for following questions: "Will all items sold or leased be provided from the on-hand inventory at your establishment?" "Will you deliver all bulk or specialty items using distribution equipment you own (or under a long-term lease) and operate?"
- Response: All questions asked (including Yes or No) on DBE Form 3 must be answered, in order for SAT to make a preliminary counting determination for each DBE supplier listed as a regular dealer or distributor to assess its eligibility for 60 or 40 percent credit, respectively, of the cost of materials and supplies based on its demonstrated capacity and intent to perform as a regular dealer or distributor.
- Question 15: Do we need to submit technical proposals as a single file or separate files for each section to be uploaded on the portal?
- Response: Each of the required documents must be uploaded as a separate attachment, labeled with the heading indicated on Section 008 – Proposal Requirements.
- Question 16: Do we need to submit the cost proposal as a separate file?
- Response: Respondents will be evaluated for their demonstrated ability to provide all, or any of the subset of services listed in RFQ Section 004 – Scope of Service. No cost proposal should be submitted at this time.
- Question 17: Would you accept references of commercial clients? Would the reference of commercial clients be equally evaluated as a reference of government clients? Would you give more score or weightage to the references of the government clients as compared to the commercial references?
- Response: References from Commercial Aviation Clients are acceptable.
- Question 18: Is it mandatory to provide details of Airport client's projects in RFQ ATTACHMENT A, PART TWO?

Response: Yes, as they relate to your experience, background and qualifications.

Question 19: Do we need to provide the resume of a Business Analyst, Senior Business Analyst, Product Analyst, and other job titles mentioned on pages 5 to 7?

Response: Resumes for any key personnel should be provided as outlined on page 49. Additionally, resumes would be provided as part of SOW development.

Question 20: Could you please confirm whether Proposed Key Personnel refers to IT staff such as Business Analysts and Product Analysts or staff who will handle the project requirements, such as Account Manager and Recruitment Manager?

Response: Key personnel refer to those who will be assigned to work on various tasks under this contract. Business Analyst, Product Analysts, Account Managers and Recruitment Managers would not be considered as key personnel.

Question 21: Methodology – Outline Respondent's approach and proposed methodology for planning work and undertaking the responsibilities as set out below, including: a. Project and resource management for small to large size IT projects. b. Serving as the technology solutions architect: planning and present appropriate technology options in support of project governance. c. Aviation Master Planning and or/ Strategic Planning Services. Do we need to provide a single approach covering all (a to h) or methodology for each (a to h)?

Response: We are seeking an understanding from the respondent that they could perform a full-scope deployment of a new service to solve an existing problem therefore a single approach covering a – h would be acceptable.

Question 22: What existing vendor relationships and systems need to be maintained/integrated during the terminal expansion project?

Response: The successful vendors will receive a list of the existing vendor relationships at time of contract negotiations.

Question 23: How do you envision the selected firm(s) coordinating with your Information Technology Services Department on system architecture and security standards?

Response: Selected respondents will be provided with ITSD system architectures, deployment and technology standards. ITSD, selected respondents and Aviation will work collaboratively on SOW development and meet to discuss and resolve project issues that develop to include compliance with standards and project deliverables. Successful respondents will work with ITSD throughout project to maintain alignment to ITSD standards.

Question 24: Can you elaborate on the expected breakdown between strategic planning work versus day-to-day operational support?

Response: Day-to-day work is usually limited to situations when key personnel have left the City and a stop gap support is needed. This does not happen routinely.

Question 25: What are your key performance indicators for measuring the success of technology implementations?

Response: Successful delivery of all milestones outlined within the SOW and conformance to ITSD documented standards.

Question 26: Given the Ground Load Facility opening in 2025 and terminal expansion in 2028, what are your most critical technology milestones in the next 12-24 months

Response: The majority of this work is already underway. Future installations will require security controls (badge access readers, gate controls, security cameras); Network (router, switch, voice gateways, Access point installations); and AV (Crestron panels, monitors, cameras, etc.). Vendors have already been selected for this work. The SAT has several existing key applications which will be extended into the new terminal and work must be completed to assess the current system to be able to take on the additional load from the new terminal.

Question 27: What are your top 3 pain points with current technology systems that need to be addressed during the terminal expansion?

Response: Validation of all system technology roadmaps (5-year roadmap) which will be extended to the new terminal. We will need to confirm product viability, upgrades and/or expansion necessary to integrate with the new terminal

Question 28: Can you clarify expectations for standby/on-call response times and how that factor into your evaluation of local vs. remote resources?

Response: Standby/On-call situations will be rare but if they do occur, 24-hour response time would be acceptable.

Question 29: How will task orders be prioritized and assigned if multiple firms are selected?

Response: Based on skill sets and availability of resources. Balancing the budget between the contractors is a second level priority but is taken into consideration.

Question 30: What's your vision for balancing cloud adoption with on-premises requirements, especially for critical airport systems?

Response: Foundational, mission critical or business critical services can live in the cloud as long as any on-premises dependencies can still retain full function during a cloud outage.

Question 31: Beyond the stated 4% DBE goal, what specific capabilities are you looking for from DBE partners?

Response: DBEs must perform a commercially useful function on the contract. DBE is responsible for execution of the work of the contract and is carrying out its responsibilities by actually performing, managing and supervising the work involved.

Question 32: The Compliance with Information Technology Services Department Requirements section of the RFP reflects the preferred qualifications of vendors. Are these qualifications mandatory? Will bidders not aligned with the qualifications be disqualified or negatively impacted?

Response: Qualification of resources to perform to the technical requirements of the SOW will be considered.

Question 33: The RFP states that the prime firm and all subconsultants will be conflicted from participating in subsequent contracts with SAAS to include but not limited to the design, planning, project management/implementation support and general engineering or technical consulting. We are seeking clarity around how this confliction would work. Please see the examples below:

Example A: Vendor 1 provided insight/advisory services through this contract on project 1, project 1 goes to bid. Would vendor 1 be conflicted from bidding?

Example B: Vendor 1 had no insight/advisory on project 2, project 2 goes to bid. Would vendor 1 be conflicted from bidding?

Is the selected respondent conflicted from any and all future solicitations that come from the work of this vehicle OR conflicted specifically on future solicitations they advised on?

Response: IT On-call contractors will be working on multiple small to medium projects which are not planned for solicitation. They would also be assisting SAT in the development of supporting documents for large projects to be solicited at a future date. SAT does not propose to allow IT-On Call contractors to respond to on solicitations or be a subcontractor to an awarded solicitation.

Question 34: If we need to provide on-call services, then please confirm ideal timeline for a vendor to source candidates/ Is there a guaranteed number of hours for each assignment?

Response: The expectation is that the successful respondent has core employees that can service the contract readily available. Temporary employees who must be retrained on SAT operating procedures, systems and applications would not be considered

Question 35: Areas of Focus: Are there specific areas within the RFQ where you would like respondents to concentrate their efforts to provide the most value?

Response: It is all important.

Question 36: Formatting Requirements: Could you please clarify if there are any specific formatting guidelines for the RFQ submission? For example, are there page limits, minimum or maximum lengths for sections, or preferences regarding font type, size or spacing?

Response: There are no specific formatting guidelines for this RFQ.

Question 37: Previous Management: Could you provide background on how the services outlined in this RFQ have been managed previously? For instance, has there been a prior agreement or provider delivering these services, and are there any lessons learned or key considerations from that arrangement?

Response: SAT has awarded and managed IT-on call contracts similar to this for at least 10-15 years. Key lessons learned are that contractors should employ core personnel to service the contract.

Question 38: During the pre-submittal meeting, it was mentioned that subcontracting is permissible for non-essential roles, while permanent personnel are required for key roles. To ensure our submission is fully compliant, could you please confirm which of the 14 roles listed in the RFQ are considered key personnel? Additionally, we would like to verify if resumes are required to be included for all roles in the RFQ submission or just the key ones.

Response: Please refer to the response to question 9.

Question 39: Can you please clarify which labor categories you expect to see resumes as part of the proposal to the RFQ to be submitted on the due date? Or are resumes due after the RFQ is awarded and COSA requests the personnel for each specific project with a more defined SOW?

Response: Resumes for all personnel assigned to a project should be submitted as part of an SOW.

Question 40: Can you please clarify which labor categories are key personnel? Additionally, can you please define what key personnel means to you and your expectations from these resources?

Response: Please refer to the response to question 9. Key personnel and expectations are outlined in RFQ Section 004 - Scope of Service.

Question 41: If the prime contractor is a DBE in the state of Texas, can it self-perform the 4% DBE goal?

Response: DBE prime contractors can count their self-performance toward meeting the contract specific goal, but only for the scope of work and at the percentage level they will self-perform. Work subcontracted to Non-DBEs does not count towards the goal.

Question 42: Can a certified firm propose as a prime contractor and be a subcontractor of another company?

Response: Yes, a certified DBE firm can propose as both a prime contractor and a subcontractor of another company.

Question 43: In the RFQ's Preferred Qualifications section on page 5, is experience with Airport Systems stated as a mandatory requirement?

Response: These are preferred qualifications. The solicitation overall requires that the successful respondents of the IT On-Call contract have extensive experience with Aviation operations and systems.

Question 44: We understand that DBE Form 3 is not applicable for this RFP as this is IT consulting contract. Could you please confirm?

Response: While DBE Form 3 is included in our solicitations due to DOT's Final Rule changes, it appears not applicable given the nature of consulting services versus materials / supplies. It is unlikely any DBE suppliers would be involved in this RFP. If respondent is not submitting a DBE supplier, then DBE Form 3 is not applicable.

Question 45: DBE Form 5 is in Excel format. Can we attach the snapshot of that in the proposal pdf file or do we need to upload DBE Form 5 as a separate Excel file on the portal?

Response: It is acceptable to receive pdf file of DBE Form 5 as long as it captures all the information.

Question 46: What NAICS Code are you considering for this RFP?

Response: The NAICS Codes used to determine the DBE goal were 541512, 5416 and 541690.

Question 47: Could you please share the location of services?

Response: Services are located in San Antonio, Texas. The San Antonio International Airport ("SAT") is one of two airports in the San Antonio Airport System ("SAAS"). Stinson Municipal Airport, the designated general aviation reliever for SAT, is the second airport operated by the City.

Question 48: DBE Form 7 is only for DBE LLC/Joint Venture Information firms- Do we need to submit if not applicable?

Response: Respondent does not need to submit DBE Form 7 if it is not applicable.

Question 49: If prime will self-perform, which DBE forms don't we need to fill?

Response: Primes that will self-perform, must submit DBE Form 1, DBE Form 4 and copy of letter of certification. Also, submit a DBE Narrative statement to receive up to 10 points.

Question 50: Do we need to submit CIQ, CIQ A form with a proposal response, or after the award of the contract?

Response: Do not include these forms with your proposal. These forms shall be mailed to: Office of the City Clerk, P.O. Box 839966, San Antonio, TX 78283-3966. These forms shall be filed

not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed.

Question 51: List the number of IT design and consulting projects, IT program management support projects, IT project management and/or master planning projects the Respondent has completed for airport clients in the last 5 years. (Add as many lines to the table as needed.) Can we provide details of our other IT projects apart from Airports?

Response: The expectation is that the successful respondents have extensive experience delivering IT On-Call services for airport systems.

Question 52: List the number of IT design and consulting projects, IT program management, IT project management and/or master planning projects the Respondent is currently performing (especially airport clients). (Add as many lines to the table as needed.) Can we provide details of our other IT projects apart from Airports?

Response: Please refer to the response to question 51.

Question 53: Can the same subconsultant be on multiple teams with awarded On Call General Technology Consulting Services for SAAS contracts?

Response: Yes, as long as the subconsultant can staff all awarded projects.

Question 54: Page 7: Conflict of Interest: Our firm is currently serving as a Prime for providing Airport Planning Services on behalf of SaaS. Would this planning contract be deemed a Conflict of Interest which would preclude us from participating on the Technology On-Call contract RFQ 24-173?

Response: Yes.

Question 55: Please clarify the conflict language regarding the extent and time frame of “subsequent contracts” prime firms and subconsultants would be conflicted from participating.

Response: The successful respondents of the IT On-Call contract may be awarded work to monitor or provide oversight to existing projects run by other contractors. A conflict would exist if the successful respondent to the IT On-Call contract were also awarded a solicited project

Question 56: Ref. 008-Proposal Requirements, Disadvantaged Business Enterprise (DBE) Program Requirements, RFQ Page 17: After receiving an Award of Contract, can our firm include additional DBE firms as part of the proposed Project Team if it is determined that an opportunity may support incorporating additional DBE team members?

Response: Yes, DBE firms can be added after contract has been awarded by submitting a Request for Approval of Change to Final Schedule of Subcontractors, to the DBELO.

Question 57: There are a few sections requested that require documentation in addition to filling out forms such as: Table of Contents; Executive Summary; Experience, Background and Qualifications; and Proposed Plan. Does the City have a preference of whether Respondents submit each as separate PDF documents versus one PDF document?

Response: Please refer to the response to question 15.

Question 58: If the City desires sections all be submitted as separate documents, what items should be in the Table of Contents (since a table of contents is typically generated based on a single document)?

Response: Table of Contents should list all the items uploaded to ensure all required information is uploaded and included in the correct order.

Question 59: Under "FINANCIAL INFORMATION," the RFQ requests that Respondents submit a Dun and Bradstreet financial report. Typically, clients ask that Respondents provide their Duns number, and the client pulls the report. Just confirming: is the City requesting that Respondents pull and provide their own report, or that Respondents just provide the City with their Duns number?

Response: Please provide a Dun & Bradstreet report with your response.

Question 60: One of the exhibits notes the following: "e) Contractor shall submit a "heat safety plan" as part of Contractor's proposal." Does this apply for this proposal?

Response: Yes.

Question 61: As a proposing Prime Contractor, our question goes toward clarifying whether work performed for a specific contract relationship counts toward DBE participation goal. We understand that in the instance that where a non-DBE company is subcontracted to one of our DBE subcontractors, work performed by the non-DBE company does not count toward the Prime's DBE participation. Our question is does the work performed by a 1099 contractor (male and non-minority), who is contracted to one of our DBE subcontracting companies, count toward the Prime's DBE participation goal? If it does count, are there any specific details that must be addressed in the contract and/or proposal to ensure this compliance?

Response: When a DBE subcontracts part of the work of its Contract to another firm at any tier, the value of the subcontracted work may be counted towards the DBE goal only if the DBE's subcontractor is itself a DBE. Work that a DBE subcontracts to a non-DBE does not count toward the DBE goal. A 1099 contractor who is not certified as a DBE does not count towards DBE Participation.

Question 62: Is it a requirement to have a Texas business address or have a physical presence to have consideration to be chosen for this RFP opportunity?

Response: No, it's not a requirement to have a Texas business address for this RFQ. However, recommended firms must be registered with the Texas Secretary of State and Comptroller of Public Accounts prior to contract award.

Question 63: Attachment F states" 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:

<https://www.sa.gov/Directory/Departments/Fina>

Response: In order to submit a response through the Vendor Portal or CVR, vendor must be registered. The City's Procurement link is:

<https://www.sa.gov/Directory/Departments/Finance/About/Divisions/Procurement>. If you have any trouble with this link, please call Vendor Support Line at 210-207-0118 or e-mail vendors@sanantonio.gov

Question 64: Attachment A Parts 1-2-3 is provided in PDF format, which may make it challenging to include detailed narrative responses. Would it be acceptable to maintain the same questions and use another style and format?

Response: Yes, this is acceptable, however, it is preferred that these Attachment A Part One formatting is not changed.

Question 65: What is the total spend per incumbent for the duration of the previous contract?

Response: This information will not be shared at this time.

Question 66: What is the anticipated budget for this contract?

Response: The value of the work contracted as a result of this solicitation will not exceed \$9 million.

Question 67: How many vendors do you intend to award?

Response: The City may award up to three contracts as a result of this solicitation.

Question 68: Related to "FINANCIAL INFORMATION," does the City require audited financial records to be submitted with this proposal? If so, and if a Respondent does not have audited financial records available, what alternative documentation would be acceptable?

Response: Please refer to RFQ Section 008 – Proposal Requirements.

FINANCIAL INFORMATION. Submit a recent copy of a Dun and Bradstreet financial report, or another credit report, on Respondent and its partners, affiliates, and subtenants, if any.

Question 69: Related to "FINANCIAL INFORMATION," the RFQ asks for information from the "Respondent and its partners, affiliates, and subtenants, if any." Is the same information needed from the Respondent also needed for its subcontractors? In other words, does the Respondent need to have its DBE and other subcontractors provide financial information as part of the proposal?

Response: Financial information is required from Prime contractors, Joint Ventures and/or Co-Respondents. Subcontractors are not required to submit financial information.



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