

CITY OF CHATTANOOGA PURCHASING DEPARTMENT
101 EAST 11th STREET, CITY HALL, SUITE G-13
CHATTANOOGA, TENNESSEE 37402

Request for Proposal No.: **190008**

Ordering Dept.: Finance/Treasury Division

Buyer: Deidre Keylon; e-mail: dmkeylon@chattanooga.gov (NO E-MAILED PROPOSALS ACCEPTED)

Phone No.: 423-643-7231; Fax No.: 423-643-7244

Products or Services Being Purchased: **Tax Billing and Collection System**

SEALED PROPOSALS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN

4:00 P.M. E.S.T. ON OCTOBER 29, 2019

ALL QUESTIONS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN

4:00 P.M. E.S.T. ON OCTOBER 10, 2019

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City. The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin. The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revision_7.18.2018.pdf

NOTE: ALL PROPOSALS MUST BE SIGNED.

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated within Offeror's proposal.

PLEASE PROVIDE THE FOLLOWING:

Company Name: _____

Mailing Address: ____ (for this line, please complete the Supplier Information Form) _____

City & Zip Code: ____ (for this line, please complete the Supplier Information Form) _____

Phone/Toll-Free No.: ____ (for this line, please complete the Supplier Information Form) _____

Fax No.: ____ (for this line, please complete the Supplier Information Form) _____

Contact Person for RFP: _____

E-Mail Address for all RFP communications: _____

COMPLETED COVER PAGE MUST BE RETURNED WITH PROPOSAL

City of Chattanooga, Tennessee
Department of Finance, Treasury Division



Request for Proposal

Tax Billing and Collection System

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Section I: Overview

Introduction

The purpose of this section is to define the scope of the project and describe this Request for Proposal (RFP).

Purpose of RFP

This request solicits proposals to furnish the municipal government of Chattanooga, hereinafter referred to as “The City”, with a **Tax Billing and Collection System**, hereinafter referred to as “tax billing and collection system”, **to include all software and services for the solution.**

Specifications describing the functional and technical requirements of the Tax Billing and Collection System can be found in this document. It is The City’s intent to select the most suitable solution based on responses to this RFP.

This request solicits proposals covering the areas below. The proposals should provide recommendations and service level agreement details (hereinafter referred to as “SLA”) for each area:

- (1) Deployment Time and Upgrades
- (2) Redundancy
- (3) Flexibility and Customized Services
- (4) Security
- (5) Scalability
- (6) Cost benefits

Section II: Requirements for the Proposed System

Introduction

The City plans to use a Tax Billing and Collection System provided by a supplier. This will include all software, hardware, implementation services, and continuous maintenance and support services to meet the City's needs. The required and desired features of a solution for The City are covered here. The vendor may propose additional features and options to be considered. The sequence in which the items appear in this document does not represent an order of importance. The City requests that prospective vendors use these specifications to develop proposals within the guidelines in this document. Responses should be all inclusive of the specifications to be considered valid.

Background

The primary mission of Treasury is to accurately bill and collect property taxes and other miscellaneous fees. The Treasury department is responsible for the billing and collection of real and personal property (personalty) taxes, Tennessee Utilities and Carriers (state assessed properties), and other miscellaneous revenues due the City of Chattanooga, as set forth by statutes of Tennessee and Ordinances of the City of Chattanooga. Annually, the Tax Office bills and collects property taxes from over 84,000 property owners. In addition to billing and processing property tax payments, Treasury processes property assessment changes throughout the year. These assessment changes result from valuation corrections by the Hamilton County Assessor of Property, appeals to the County or State Boards of Equalization, or valuation corrections by the Comptroller of the Treasury, Office of State Assessed Property. Types of taxes billed and collected are as follows:

1. Real Estate (RE) - Tax collected on land & buildings (e.g. home). RE assessments are received each September from the Hamilton County. Tax invoices are generated and mailed before October 1. Parcels identified as having a mortgage with unpaid taxes are mailed a reminder notice in January. Parcels with unpaid tax amounts as of the last day of February are considered past due and are mailed Past Due notices in March.

2. Personal Property (PP) - tax on equipment used in business; PP assessments are received each April from the Hamilton County. Tax invoices are generated and mailed before October 1. Parcels with unpaid tax amounts as of the last day of February are considered past due and are mailed Past Due notices in March.
3. Central Business Improvement District (CBID) - assessments on businesses and residents in the Downtown area. Assessments are received each August from the Board of Directors and reporting is provided to the Board of Directors as requested.
4. Payment-In-Lieu-Of-Tax (PILOT) - tax based on contractual agreements; contract data is received manually and is input into the system by the Tax Manager. PILOT assessments are by negotiated contract and are an incentive program to expand/attract businesses to the City of Chattanooga.
5. Office of State Assessed Property (OSAP) - tax on motor or communication carriers and utilities. SAP assessments are received each December from the State for the previous calendar year. OSAP bills are mailed by January after the file is received from the State.

General Requirements

Vendor Information

In addition to other required information, prospective vendors must provide the following information pertaining to their organization and this project:

- Size of the organization
- Public (only public documents, please) financial records from the past two years
- Client list including those using products recommended by the prospective vendor
- Number of years in business providing similar services
- Number of service and support personnel in the organization
- Frequency of software updates (if applicable)
- A reference list including clients who have used the vendor's services
- A list of all government clients who have used the vendor's services
- A plan on what the average upgrade and implementation of Tax Billing and Collection System would take
- A project start date commitment
- A resource availability date commitment

- Complete references for the prospective vendor’s Project Manager for this project
- A required roles list for initial implementation and for future sustainability.
- A proposed project plan
- Detailed information on prospective vendor’s “discovery” methodology

Prospective vendors, regardless of previous experience with Tax Billing and Collection System, should demonstrate a thorough knowledge of the differences associated with municipal government Tax Billing and Collection System as opposed to those of the private sector with regard to security, open records, data availability and public safety considerations.

Prospective vendors should understand that adherence to all vendor-proposed dates and timelines will become part of said vendor’s contractual obligation should their proposal be selected by The City for its Tax Billing and Collection System.

Training

Proposals must include all training plans and costs. Training must be provided for each city role required for implementation and for future sustainability of the proposed Tax Billing and Collection System. The vendor is expected to be familiar with any software and services recommended in the proposal.

Technical Support Services

Proposals must provide all costs associated with supporting the proposed solution. The Vendor shall provide all support options available to the City that are directed at providing the appropriate response time warranted by a City Treasury function and its personnel (property tax system).

Below are parameters that need to be factored into the support options. The Vendor will provide and list descriptions of all items factored into the support options and the associated costs.

1. 24/7 on-call and email support including holidays and weekends (minimum M-F 8:30am to 5:00pm Eastern Standard Time)
2. One (1) hour resolution from the time notification is received by the Vendor(s), when processing annual tax bills and using the Vendor(s) provided solution or Cashiering functions at City Hall, including cash, checks and credit card payments. Note: Cash application, processing, and depositing is the most critical function to the City Treasury function.

3. Two (2) hours resolution from the time of notification for IVR (Call center processing) and LockBox transactions.
4. Four (4) hours for all other issues.
5. The Vendor(s) must have the ability to replace faulty hardware with locally available parts and within the time frame allotted in the above service levels.

Cost Summary

Vendor must supply a listing of their products and services in the form of a catalog or a line item detail to support the Proposal Cost Summary Form enclosed.

Functional Requirements

A. Property Assessment and Ownership Information

1. Import of property and ownership information from Hamilton County Assessor 's Office software (Assess Pro CAMA) to provide for each tax parcel all information related to assessed values, property and personal property tax (business tax, personalty tax), Business Improvement District (BID) fees, ownership information and mortgage codes.
2. Periodic/monthly import of data from Hamilton County Assessor's Office software including but not limited to:
 - a. Routine maintenance of parcel and tax data;
 - b. Assessment changes;
 - c. Owner name and mailing address changes for all properties and locations.
 - i. maintaining historical data.
 - d. Bankruptcy filing and creditor information.
3. Track ownership for payment in lieu of taxes (PILOTs) arrangements:
 - a. Ownership temporarily transferred to a public entity corporation;
 - b. Variable formulas to calculate;
 - c. Ability to manually add assessment value;
 - d. Ability to add new parcels for payment in lieu of taxes arrangements;
 - e. Track the amounts of taxes due vs what taxes should have been (abated).
4. Track parcels included in Tax Increment Financing (TIF) arrangements based on county use codes.

- a. Produce report showing all payments made by payment type (tax, interest, fees) for each separate TIF.
5. Make and track changes to assessed values:
 - a. For production of tax statements;
 - b. Issuing refunds. Must be able to generate a refund file to interface to the city's AP system;
 - c. Flag parcel that fall under 60 day rule;
 - d. Upload assessment changes electronically.
6. Ability to code parcels for bankruptcies , liens and other special handling.
7. Upload information of new municipal liens filed.
8. Ability to link parcels via some type of reference code or number.
9. The system must be able to identify parcels included in the Business Improvement District (BID) area and apply a BID fee.
10. Property taxes, personality and liens due belong to current owner. (Water Quality stays with owner at assessment time)

B. Water Quality Fee Assessment and Ownership Information

1. Maintain attributes of Water Quality fee data elements and fee structure.
2. Manually change the fee, increase or decrease.
3. Document the reason for change.
4. Maintain billing file within the program to integrate with Property tax billing.
5. Interface with City GIS Database.
6. Multiple fee rates in case the fee needs to be changed in future years.
7. Calculate percentages for Credited Properties.
8. List different types of credits that can be selected to document the reason for credit.
 - a. Rename those specific credit types.
 - b. The system must have the ability for the user to add and update system values to validate data. Such as credit type and exemption types.
9. List different types of exemptions and partial exemptions.
10. Automatically update the fee when Exemption or Credit types are selected.
11. Credit and exemption types in drop down selection boxes.

12. Hyperlink to scanned documents (credit or exemption paperwork for example)
13. Create reports based on any data element.
14. Track audit changes throughout the system that creates a log of all records maintained.
15. Calculate and store Equivalent Residential Units (ERU).
16. Use above in calculating fees based on ERU and Rate.
17. Track owner at time of fee assessment for the water quality portion of the bill. (Property tax is tracked against the parcel)

C. Tax and Fee Billing and Collection

1. Document Tax Rate Certified by Council Ordinance (July).
2. Create property tax rolls and bills in September by incorporating data from various sources:
 - a. Property and Personal Property tax information provided by Hamilton County;
 - b. Calculated Water Quality fee for each tax parcel;
 - c. Municipal Liens data from ECD (Economic and Community Development);
 - d. State tax relief data (ACV) supplied by State of Tennessee.
 - e. Create print file to be sent to vendor for printing and mailing
3. Create additional tax rolls and bills for state assessed utilities by State of Tennessee in December. Send information to vendor for printing and mailing.
4. System must produce a bill file in text file format for an outside vendor by bill type and/or classification.
5. Ability to use emerging technology for eNotices.
6. Create tax roll for mortgage companies.
7. Create State tax roll for ACV and Tax Freeze information per State file layout.
8. Must populate information into appropriate fields on the Tax Bill and identify parcels with past due amounts.
9. The system must be able to print variable length and special character messages on a Tax Bill.
10. All bills must have an OCR-A line that can be read by the City's bank.
11. All bills must have a barcode that contains the parcel number on it.
12. All mailing addresses on bills must meet current postal requirements .
13. System must be able to calculate tax from multiplying assessment times the tax rate divided by 100, except for the tax freeze parcels.

14. System must load and validate parcels in a Business Improvement District (BID).
15. Daily balancing is performed manually by deposit and Transaction Journal report comparisons.
16. Accept the following payment methods (walk-in, mail and online): Cash or money order, Check, Credit card, Debit card, ACH/Wire, eChecks, Auto Draft.
17. Accept partial Prepayments (in advance of being billed).
18. Accept payments in full for current year tax statement.
19. Accept payments of current tax year property tax or water quality fee only.
20. Accept partial payments of property taxes and water quality fees with mandated rules:
 - a. Enforce payment of oldest tax year due first for parcel;
 - b. Enforce payment of interest first starting with water quality fee due unless taxpayer requests that payment be applied to tax due first.
 - c. Ability to to distribute payments manually.
21. Accept delinquent payments from taxpayer, court settlement, or tax sale per defined levels of staff authority by title or individual
22. Ability to process a single check/payment for multiple accounts
23. Ability to process multiple payments for single or multiple parcels
24. Identify payer separately from the owner.
25. Attach all scanned documents related to payment transaction.
26. Alert cashier of exceptional conditions (i.e. bankruptcy, liens, over payments, etc.)
27. Track full audit trail for payment changes (adjustments, transfers, refunds ...)
28. Able to identify mailed in payments, lockbox payments, mortgage payments, bankruptcy payments and electronic payments
29. System must produce a deposit report and a Transaction Journal by register and separating cash and check
30. Transaction Journal's must specify the type of payment, check, money order, cash, credit card, debit card, wire, payment transfer or write-off
31. Access to property tax records via the web with the ability to search by parcel numbers, owner name or property address, etc. City defined criteria to determine what will, or will not be available online in the public domain. This is a dynamic environment and needs to be changeable in a non-programmatic way that could entail role based and rule based tables.
32. Process City Treasury Office walk in payments.

33. All payment types and payment methods accepted.
34. Ability to scan barcode with printed tax statement to access property information.
35. Printed receipt given to customer.
36. Ability to print duplicate receipts.
37. Endorse checks and money orders.
38. Process mailed payments accepted with payment methods of credit card, debit card, check, or money order.
39. Option to choose previous month interest accrued but posted for current business date.
40. Print receipt to be mailed to taxpayer or email receipt where taxpayer has provided email address.
41. Block or create special rights to enter manual payments of parcels that have been turned over to court.
42. Process payments accepted at City's Bank branches (Lockbox).
43. Apply payments from vendor provided transaction file.
44. All bills must have a OCR-A line that can be read by the City's bank.
45. Vendor transfers funds via ACH.
46. Process electronic mortgage company payments.
47. Accept current tax year payments in full.
48. Apply payments from vendor provided transaction file.
49. Vendor transfers funds via ACH.
50. Process payments made online via a browser or mobile device.
51. Allow partial payments or payments in full.
52. Accept current year taxes and water quality fees.
53. Accept prior tax year payments after interest accumulation begins but before court filing and collection agency turnover.
54. Import payment transaction file for authorized payments.
55. Provide reporting tool to review all payments attempted.
56. Transfer funds via ACH.
57. Capability of scheduling interface for completed transactions batches.
58. Accept inbound payment interfaces from all City business partners.

59. Provide outbound interface for all payment transactions to the City's ERP system (Oracle eBusiness Suite) to import into General Ledger.
60. For collection, provide the following:
 - a. Separate cash collection by user and payment type.
 - b. Open and close day functions.
 - c. End of day collection reports.
61. Provide ability to scan statements for faster payment entry.
62. Provide receipts for payments in full, partial payments showing the amount due, ability to email receipt to taxpayer.

D. Treatment of Delinquent Accounts

1. Past due real property and personal property (personalty) taxes and water quality fees (including those not paid in full) accrue interest monthly beginning March of the year after current tax bills are issued.
 - a. Property tax interest rate;
 - b. Water quality interest rate.
2. For delinquent real property and personal property (personalty) taxes, support court filing of delinquent taxes due, the following requirements must be met: (Occurs in March for prior tax year, one year after interest begins to accrue.)
 - a. Responsibility for delinquent taxes due is current property owner ;
 - b. Assess additional fees and track by parcel and owner;
 - c. Disallow standard payments against the property taxes for these accounts;
 - d. Continue to accept payments for delinquent water quality fees;
 - e. Ability to enter a dollar amount that is not turned over to court and the parcels are not coded.

3. For delinquent Water Quality fees, support turnover of past due water quality fees to collection agency for collection assistance, the following requirements must be met. (Occurs in March for prior tax year, one year after interest begins to accrue.)
 - a. Responsibility for delinquent water quality fees remains with the owner originally assessed;
 - b. Continue to accept payments for water quality fees in office;
 - c. Report water quality fees collected in office to collection agency by electronic interface;
 - d. Collection agency retains collection fees for all payments.
4. Back Tax Sale: After four years, parcels with delinquent taxes due are sent to Hamilton County Court to be sold. The following requirements must be met:
 - a. Track number of years in delinquency for parcels;
 - b. Provide data interface for the City's ERP system for Procurement and Accounts Payable processing;
 - c. Create statement for all taxes and liens due per parcel with calculated interest for a future date.
5. Surplus Property Sale: Parcels become the property of the City, County or are jointly owned by the City and County due are sold by Hamilton County in an annual Back Tax Sale. The following requirements must be met:
 - a. Track redemption period for parcels;
 - b. Done Annually;
 - c. Hamilton County manages sales;
 - d. We receive funds from Hamilton County;
 - e. Taxes are written off via resolution.

6. Provide purge of amounts due for uncollectible past due taxes and fees:
 - a. Property tax amounts after 15 years;
 - b. Water Quality fees after 15 years.

E. City Owned Property Management

1. Track lease agreements for City-owned real property. Information includes payment schedules, escalator terms, expiration dates, etc.
2. Track associated information such as insurance policy details, building and business permits, contact information, etc.
3. Attached scanned documents and other images to property record.
4. Provide invoice and payment receipt functionality.
5. Track billing and payment receipt history.

F. Reporting and Taxpayer Online Functions

1. Current and delinquent (separate) official City of Chattanooga Tax Roll.
2. Various collection and aging reports.
3. Various key performance indicator reports.
4. Account statement and tax bill on demand.
5. Delinquent account notices to taxpayers.
6. Delinquent account due from mortgage company (to taxpayer).
7. Provide flexible online lookup for taxes and water quality fees due and paid by various key data fields; suppress amounts due for taxpayers in bankruptcy and delinquent tax amount which includes court fees imposed.

8. Provide file/report of delinquent taxes, fees and liens due with interest Calculated 12 months into the future.
9. Create court summons for parcels with delinquent tax amounts due.
10. Full Audit trail report for all changes.
11. Ability to query on all fields past/present in the tax system.
12. System should link information pertaining to a tax year and parcel in tax freeze records.
13. System must be able to accept, load and process assessment adjustments.
14. System must provide a report that provides the count, the total tax amount and the total assessment amount for the specified tax year for balancing.
15. System must be able to produce a Real Estate and In-Lieu-Of Tax Collection report for current tax year and a combination of all prior tax years.
16. System must be able to produce Delinquent Attorney collection reports listing delinquent collections monthly.
17. System must be able to produce a Tax Increment Financing report for all TIF types.
18. System must be able to produce a CBID summary report that summarizes activity by each tax year for the dates specified in the input parameters.
19. Provide a CBID detail report that provides the count, the total tax amount and the total assessment amount for the specified tax year for balancing.
20. System must be able to interface with city's general ledger postings; system to have its own general ledger.
21. System should produce a Top Taxpayers report annually based on tax year.
22. System must interfacilitate figures and generate exception reports for research and review prior to posting.

23. System must be able to produce detailed reports to support summarized balances posted to general ledger with specified input parameters.

G. Third Party Interfaces

1. Online Bill Payments. Inbound and Outbound. City's merchant service provider. Send account information; Receive payment transaction information. Prefer to integrate within the new system.
2. Delinquent Water Quality Payments. Inbound and Outbound. City's collection agency. Payment and collection fee information. Need ability to post to specific business date.
3. Lockbox Payments. Inbound Vendor: First Tennessee Bank. Payments received at off-site walk-up locations, current tax year only. Need ability to post to specific business date.
4. Delinquent Property Tax Payments. Inbound. Third Party: Hamilton County Court. Payments received for delinquent taxes due that were filed in court.
5. Delinquent water quality fee account balances. Outbound. City's collection agency. Current account balances for vendor reconciliation.
6. Mortgage company bill information. Outbound. Vendors: Various lenders. Provide billed amounts due to mortgage companies.
7. Mortgage company bill payments. Inbound. Vendors: Various lenders. Tax and Water Quality payments from escrow accounts. Need ability to post to specific business date.
8. Property legal, assessment and owner information. Inbound. Third Party: Hamilton County IT Dept. Import values from Assessor and Trustee files and mortgage codes
9. State tax assistance program (ACV) information. Inbound. Third Party: State of Tennessee. Identify taxpayers eligible for tax credits.
10. Water Quality Fee values. Public Works Department. Enters values for Water Quality fees by parcel. Prefer to integrate within the new system.

11. Tax statement information. Outbound. Provide file for vendor to print and mail tax statements.
12. Legal, assessment, and billing information for state assessed properties. Inbound. Third party: State of Tennessee. Secondary tax billing for telecom utilities.
13. Tax statement information. Outbound. Provide file for vendor to print and mail tax statements.
14. Outbound. Delinquent tax court filing. Third Party: Hamilton County IT Dept. File of parcels that were filed in court to collect unpaid taxes billed for real property, personal property, and state assessed property taxes
15. Outbound. Send delinquent water quality fee accounts to collection agency. Vendor: National Recovery Service. Provide account information for the current tax year of water quality fees that are not paid in full.
16. Produce a report showing the appraisal values, assessment values and tax amounts imported loaded into the system from the file received in Sept for tax bill purposes. The report is to show real property and personal property. The real property has three categories, real, commercial and multi use. The report is to balance back to the county import file.

Technical Requirements

Vendor must incorporate the items in the list of standardizations under “Software Standard Requirements” and “Cloud/Hosted Solution Standards” into a contract or exhibit to the City’s Standard Terms and Conditions that is to be agreed upon, if the proposed solution involves software and/or cloud/hosting environment. It is expected that all existing APIs to work with other software and/or cloud/hosted solutions. A data dictionary must be provided.

Software Standard Requirements

The items set forth below are intended to be informational and provide a minimum list of expected requirements for any software product. It is not exhaustive and is not intended to serve as a contract or a replacement for or exhibit to the City Purchase Order Standard Terms and Conditions. It would be expected that the items on this checklist would be incorporated into a contract or exhibit to the City's Standard Terms to be agreed upon and signed by the contracting parties.

Definitions

- **API:** Application Program Interface; functions and procedures available to developers by which certain software functions may be automated.
- **COTS:** Commercial, Off-the-Shelf software. This refers to software packages purchased from the vendor by the City of Chattanooga as opposed to custom software written for the City of Chattanooga (either by a vendor or Applications Development).
- **Geocoding:** A method by which a street address is converted to information for mapping or other geolocation purposes.
- **LTS:** A Long-Term Support version of a given software package. Vendors sometimes alternate between LTS and non-LTS version; LTS should be selected for enterprise use in most cases.
- **No SQL:** A non-relational DBMS. This format is increasing in popularity at the time of this writing.
- **SME:** Subject-Matter Expert; an end-user that is exceptionally well versed in a particular software package, prepared for and available to provide guidance to his or her peers.

Purpose

This document should serve as a guide for the selection, purchase, and implementation of Commercial Off-the-Shelf (COTS) software, as well as any custom software developed for or by the City of Chattanooga.

Scope

This procedure applies to all DIT staff who make decisions with regard to the purchase of COTS software, and DIT partners who seek to purchase and use COTS software. Likewise this applies to custom-developed software created for or by the City of Chattanooga

Responsibility

Any City of Chattanooga staff member, whether a member of the DIT or not, who is involved in the decision-making process for the purchase and selection of COTS software or custom-developed software created for or by the City of Chattanooga.

Policy

- Business Rules

Users should be able to create, read, update and delete data for the purpose of property tax billing.

- Database Systems:

COTS software must use an approved Database Management System (DBMS) from the following list, based upon what is currently in use at the City of Chattanooga and what is regarded as acceptable industry-wide for enterprise use: Microsoft SQL Server, Oracle MySQL/MariaDB, PostgreSQL, NoSQL (MongoDB/Cassandra).

- Data:

- Data Access:

- Vendor must provide an industry-standard method of accessing stored database information:
- Vendor must provide documentation of methods;
- Vendor must provide reasonable support for said methods.

- Data Ownership:

- Data belongs to the City of Chattanooga.
- Provider does not acquire any rights or licenses to use the data for its own

purposes by virtue of the transaction.

- Provider is obligated to return the City's data in both the Provider's format and in a platform-agnostic format.
- Provider does not acquire or may not claim any security interest in the data.

- Upgrades:

- Database as provided must be the current production/LTS version of the DBMS or its -1 version. Vendor should agree to database upgrades as follows:

- A new DBMS release is deemed "current" when it has been in production release for 180 days;
- Upon designation of a new "current" version, the previous "current" version becomes Current -1;
- The previous Current -1 goes into a 270-day countdown period, by then end of which vendor should make available the current version.

- Hosting: *(also refer to Appendix E: Cloud/Hosted Solution Standards)*

- Software must be hosted by vendor or approved alternative. Hosting agreement must include:

- Technical Support

- Test instance(s)

- One (1) or more as deemed necessary;
- Regular clones from production instance to test instance(s) must be provided;
- A mechanism by which an additional test instances can be requested, should be provided.

- Interfaces

- Vendor should provide accessible interface "hooks" via tools such as APIs and/or web services;
- Vendor should provide reasonable access for DIT personnel.

- Support:

- Technical Support

- Issues relating to network and client devices (desktops, laptops, tablets, etc.) shall be provided by DIT when relevant;
- The software vendor and/or a third-party vendor must provide other

forms of technical support.

- Functional Support
 - Vendors should provide access to an online user community supported by and/or participated in by vendor representatives;
 - Vendor must provide an avenue for functional support, whether through said vendor or an approved third-party.
- Maintenance:
 - Vendor to provide patching schedule and version upgrade roll out;
 - Standard managed services.
- Training:
 - Vendor Commitment:
 - Vendor to provide training material for all software versions;
 - Vendor should provide release notes for new versions or patches including pushed notifications for security related fixes.
 - Vendor to provide at minimum “train the trainer” sessions during initial installation and as needed after major upgrades.
- City Departmental Partner Commitment:
 - Sponsoring partner must designate an appropriate number of SMEs (based upon planned user base);
 - Partner shall provided for initial and ongoing training of said users including, but not necessarily limited to:
 - In-person, instructor-led online, or CD/DVD based-training;
 - Periodic attendance of user groups and conferences.
 - Partner shall name replacements and/or new SMEs when necessary and provide for their training.
 - Sponsoring partner must provide for and agree to an internal methodology by which end-users may contact SMEs for education and issue resolution.
 - Sponsoring partner must designate one or more SMEs to act as liaisons to vendor support if required by vendor.

Cloud/Hosted Solution Standards

The items set forth below are intended to be informational and provide a minimum list of expected requirements for any cloud-based product. It is not exhaustive and is not intended to serve as a contract or a replacement for or exhibit to the City Purchase Order Standard Terms and Conditions. It would be expected that the items on this checklist would be incorporated into a contract or exhibit to the City's Standard Terms to be agreed upon and signed by the contracting parties.

User Licenses

- Specify the quantity of licenses provided to cover the number of users.
- User license types (Concurrent or Seat).
- Renewal options (Subscription or Maintenance).
- Are user licenses transferable?

Service Level Agreements

- Identify the amount of guaranteed "uptime".
- Describe the process and timeline for dealing with "downtime".
- Describe the consequence for any failures (including credits, etc.).
- Notification process of outages and resolution.
- Service package offerings for support (Silver, Gold, Platinum).
- Patch testing to be performed in Test environment with designated City Staff for sign-off and approval.

Data Management

- Data to be hosted and managed by Provider.
- If Test environment is provided - must be maintained and kept current with production.
- What options are available for pulling and pushing data (API, Web services, Database access)?

Ownership of Data

- Data belongs to the City.
- Provider does not acquire any rights or licenses to use the data for its own purposes by virtue of the transaction.

- Provider is obligated to return the City's data in both the Provider's format and in a platform-agnostic format.
- Provider does not acquire or may not claim any security interest in the data.

Data Retention

- Provider to retain all City data consistent with City Retention requirements and all local, state and federal laws.
- Provider to destroy all City data on provider's server within thirty (30) days of written request by the City.

Location of Data

- Location and process that the data is stored and backed up.
- Backup should be stored in multiple physical locations for disaster recovery purposes

Certifications for specific information types

- Provider to produce any required certification for specific data/information types (e.g. PHI, CJI, etc.).
- Provider to identify any special requirements or restrictions for particular information or data types (e.g. if a separate agreement must be entered to store PHI).

Data Accessibility

- Vendor should provide a methodology by which the City can access the data via scheduled ETL (extract, transform, and load) processes.

Data Security

- Provider to specify the specific independent security standard utilized by the Provider.
- Provider to provide an audit (SSAE).
- IT to obtain and review the appropriate audit report before contracting.
- Provider to provide notice of security/data breaches immediately upon learning of such a breach. This notification is in addition to any breach notification requirements set forth in local, state or federal law. How will notifications be provided?
- Logging capabilities that will be available.

Emergency Security Issues

- Describe the objective standard that applies to emergency suspension of services and include a materiality component or similar threshold.

Data Privacy

- Provide a privacy policy that describes the different types of information collected; how it is used, disclosed, and shared; and how the provider protects the information.

Data Encryption

- Provide the encryption of data in both transmission and storage (“at rest”) and explain the encryption standards applied.
- Provide the level of encryption.

Data Redundancy

- Explain the data backup practices, including the frequency of the data backup as well as ongoing access to the data or the delivery of such data to the City.
- Provide any redundant paths.

Data Conversion

- Provider to identify whether any data conversion must take place in order to make the software available to the City and at termination of the agreement in order to return data to the City.
- Provider to provide cost estimates for any hourly rates that may apply to such conversion.
- The cost of any initial data conversion must be included in the initial fee schedule or invoice.
- Conduct appropriate testing to verify the simplicity of the provider’s mapping scheme.
- Data conversion should include all historical data to support collection of delinquent amounts by year.

Cyber Security Insurance

- Provider to identify whether it carries cyber security insurance.
- Provider to add the City as an additional insured to any cyber security policy and provide a certificate of insurance naming the City as an additional insured.

Electronic Discovery (e-discovery)

- Identify the format in which data will be produced in the event of a discovery request.

- Identify tools are available to access City data in the event of an e-discovery need.

Suspension of End User Accounts

- Suspension of end user accounts for violations of AUP or terms of service are limited to material violations or violations that significantly threaten the security or integrity of the Provider's system. With "material" and "significant" to be clearly defined.

Suspension and Termination of Service

- Provider to identify the events or conditions that would allow for suspension or termination of services
- Provider must provide a minimum 60 days advance notification of suspension and termination of services.
- Provider must identify the basis for the suspension or termination.
- Provider must give adequate time for the City to make arrangements for migration of its data and the identification of a new service provider.
- Provider must ensure the data remains available to the City, in a usable format, for a specified period of time following a termination.
- Regardless of the reason for the termination, Provider must return the data to the City in an agreed upon format within 30 days of termination.
- If suspension is due to Provider fault, no payment will be made for the period of suspension or Provider will credit the City for any days when the service is suspended.

Warranty

- Provider to warrant that the service conforms to and will perform to in accordance with its specifications and that it does not infringe on any third-party intellectual property rights.

Incorporation of URL Terms

- While it may be reasonable to deal with technical standards and guidelines or other "non-legal" matters elsewhere, all legal terms must be included in the contract itself or attached as an Exhibit.
- Provider must provide direct, individual notice sufficiently in advance of the effective date of any amendments to incorporate terms, along with the right to terminate if such amendments are unacceptable or materially detrimental to the City's interests.

Section III: RFP PROCESS

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements.

Proposals not meeting minimum requirements may not receive further consideration. The City, at its sole judgment will determine if a proposal is viable.

For a list of required submission materials, see the **CHECKLIST OF REQUIRED SUBMISSION MATERIALS**. **Proposals missing required submission materials may not receive further consideration.**

Proposal Evaluation

Viable proposals will be evaluated by an Evaluation Committee.

Evaluation Committee

A committee consisting of individuals selected by the City will receive and evaluate all viable Proposals. Each Proposal will be awarded a maximum of 5 points based on the evaluation criteria.

A Proposer may be selected based solely on evaluation of viable written Proposals. The City reserves the right to determine whether or not a Proposer can be selected based solely on the viable written Proposals submitted.

Selection of Finalist(s) and Formal Presentations

In the event that a Recommended Awardee cannot be selected solely on the Proposals submitted, the City may invite any number of qualified firms for formal presentations. Selection of Proposers for Finalist formal presentations (if any) and for contract negotiations will be determined based on an objective evaluation of the criteria listed above. Formal presentations provide an opportunity for clarification of the proposal submitted and an opportunity to ensure that a thorough, mutual

understanding exists. A presentation may not be required, and therefore, **complete information must be submitted with a proposer's proposal.**

The Evaluation Team may revise the initial scores based upon clarification of proposal(s) received in this phase. If your company is invited to give a presentation, the offered dates may not be flexible.

After review of the proposals and formal presentations (if any), the Evaluation Team will make a recommendation. The City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City may select the highest ranked Offeror(s) as finalist(s) if it is in the best interest of the City. The City may negotiate an agreement.

The City reserves the right to invite any number of Proposers if the quality of the Proposal(s) so merit(s) or other circumstances justify doing so.

Presentation costs are not compensable.

Selection of Awardee(s)

After review of the Proposals by the Evaluation Committee and after Formal Presentations, if any occur, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked finalist(s) or the proposal(s) that is(are) in the best interest of the City to negotiate agreement.

Evaluation Criteria and Scoring

In preparing responses, Offerors should describe in detail how they propose to meet the specifications as detailed in this solicitation document.

The minimum categorical criteria that will be applied to the proposal information, in order to assist the City in selecting the most qualified proposer(s) for the contract, are as follows:

1. Vendor will be awarded up to **45%** of the total weighted score for Competence/Approach to Scope of Work.
 - a. Competency to perform the Scope of Work meeting the business functional requirements and having technical quality.
 - b. The project plan and implementation of the solution. Perspective on the project approach and qualifications to accomplishing the goal.
2. Vendor will be awarded up to **30%** of the total weighted score for Qualifications and Individual and Team Experience.
 - a. Related experience of the team resulting in qualifications that make the team members who will be most heavily involved in performing the Scope of Work and their support network most qualified.
3. Vendor will be awarded up to **15%** of the total weighted score for Price Proposal.
4. Vendor will be awarded up to **10%** of the total weighted score for References.
 - a. Company and project references.

Selection of Proposals for any reason will be determined based on an objective evaluation of the criteria listed above.

Tentative Timeline for RFP

The following represents a tentative outline of the process currently anticipated by the City:

- | | |
|--|---------------------------------------|
| ● Request for Proposals distributed | September 30, 2019 |
| ● Written Questions Submission Deadline | October 10, 2019, 4:00 pm, est |
| ● Sealed Proposals Due | October 29, 2019, 4:00 pm, est |

- Evaluation and Contract Award Period
- Contract Execution (if any)

November/December, 2019
January, 2020, or later

GENERAL INSTRUCTIONS TO PROPOSERS

Sealed Proposals must be submitted in the format specified in this document for time-stamping to the Purchasing Division, City of Chattanooga, by **no later than 4:00 p.m., e.s.t., on October 29, 2019**, to the attention of:

City of Chattanooga/Purchasing
101 East 11th Street, Suite G13
Chattanooga, TN 37402
Phone: (423) 643-7231

Late or misdirected proposals shall be rejected and offered for return at the expense of the Offeror. Postmarks are not accepted. E-mailed proposals are not accepted. Incomplete proposals are not accepted.

REQUESTS FOR INFORMATION/QUESTIONS

All questions, and requests for information or clarification must be submitted in writing as specified here, and will be accepted **until 4:00 pm, est, on October 10, 2019**, and shall be sent to:

Preferred method: email to rfp@chattanooga.gov with Subject line reading: **QUESTION: RFP No. 190008 Tax Billing and Collection System**

Alternative method: mail or fax with clear marking on outside of package or cover sheet **QUESTION: RFP No. 190008 Tax Billing and Collection System**

City of Chattanooga Purchasing Division
101 East 11th Street, Suite G13
Chattanooga, TN 37402
Phone: (423) 643-7231
Fax: (423) 643-7244

Questions will be answered by Addendum to be posted to <http://www.chattanooga.gov/purchasing/bidssolicitations> as soon as possible after the deadline for questions.

Communication During The Entire RFP Process Until a Contract Is Issued

Any communication concerning this RFP must be conducted exclusively with the Purchasing

Division Buyer named until the evaluation and award process has been completed. Failure to honor this request will be negatively viewed in the selection process and can result in elimination of the proposal.

Number of Copies and Format

Proposer shall submit three (3) complete copies of the proposal as follows: **one (1) original - unbound; one (1) copy - bound; and one (1) electronic copy in PDF format** on a flash drive or jump drive. Discs will not be accepted. All proposals shall be submitted in a sealed, non-transparent envelope or box clearly labelled with the issuer's name, address, and phone number, and "**RFP No. 190008 Tax Billing and Collection System**" on the label or outside of box or envelope.

ALL COPIES MUST BE COMPLETE AND IDENTICAL TO THE ORIGINAL, INCLUDING COPIES OF SIGNATURES, NOTARY STAMPS, ETC.

Detailed Technical Proposals

Complete technical submittals shall be submitted with the Proposal. These technical submittals shall describe in detail how the Proposer complies with each specification requirement of the RFP. Any deviations from the specifications shall be noted.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the Proposer, shall be included in the Proposal.

Proposer-Supplied Materials

Any material submitted by a Proposer shall become the property of the City unless otherwise requested at the time of submission. **Any firm submitting a proposal should assume the information included in the proposal is subject to the Open Records / Freedom of Information Act.**

Incurred Costs

The City shall not be liable for any cost incurred by the proposer prior to the issuance of a contract purchase agreement and will not pay for the information solicited or obtained. Proposer shall not include or integrate any such expense as part of its proposal.

Economy of Preparation

Proposals shall be prepared simply and economically. Proposals shall provide a straightforward and concise proposal description. Emphasis shall be placed on clarity and content.

Proposal Withdrawal Procedure

A Proposal may be withdrawn at any time until the date and time set above for opening of

proposals. Any proposal not so withdrawn shall, upon opening, constitute an irrevocable offer to provide the specifications set forth in the proposal, until the successful proposal(s) is/are accepted and a contract has been executed between the City and the successful Proposer(s).

Proposal Expiration

A Proposal shall be valid for four (4) months from the RFP due date. A proposal that is accepted by award will be incorporated into the contract.

General Reservation of City Rights

The City of Chattanooga may contact any firm for the purpose of obtaining additional information or clarification.

General Terms

Any contract resulting from this Request for Proposal will be subject to the City of Chattanooga's Standard Terms and Conditions posted at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

Exceptions to City of Chattanooga Standard Terms and Conditions

Label a separate response section detailing any exceptions to the (a) RFP and/or to the (b) City of Chattanooga Standard Terms and Conditions as posted at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

The City of Chattanooga Standard Terms and Conditions will apply to any agreement resulting from this solicitation. Only exceptions that are specified within a solicitation response submission packet will be considered for potential negotiation by the City. Negotiation is not guaranteed.

Format Required: Please isolate and reference the specific Section of the City of Chattanooga Standard Terms and Conditions to which an exception is taken, and provide alternative language for that specific section. Please do not simply provide a full replacement Terms and Conditions document.

Failure to include any desired exceptions within a solicitation response submission packet may result in disqualification of a solicitation response.

Failure to include any desired exceptions in the format required may result in disqualification of a solicitation response.

Solicitation preparation costs are not compensable.

Contract Administration Activity

The Proposer will be expected to provide periodic reporting and/or attend Contract Administration meetings, as described in this document or as otherwise required by the City Purchasing Division.

CHECKLIST OF REQUIRED SUBMISSION MATERIALS:

Upon opening, proposals will be examined for the presence of these required materials and **may be rejected** if **all** items, completed as asked, are not included:

1. **Sealed Envelope or Box** - exterior surface MUST be labelled with “**RFP 190008 Tax Billing and Collection System**” and proposer name, address, and phone #
2. Complete Proposal Response Narrative - must address Scope of Work and Proposal Response portions of this document.
3. **TABBED sections as follows:**
 - a. TAB 1 Firm’s Cover Letter, Signed by Authorized Person
 - b. TAB 2 Any and all exceptions to the RFP and/or City of Chattanooga Standard Terms & Conditions; MUST be submitted with response to be considered
 - c. TAB 3 PROPOSAL RESPONSE NARRATIVE
 - d. TAB 4 Pricing/Proposal Cost Summary
 - e. TAB 5 VENDOR INFORMATION requested on pages 7 and 8
 - f. TAB 6 ALL Forms below under #4:
4. **Completed, dated, and signed forms that **MUST** be present with submittal:**
 - a. Completed and signed RFP cover page providing contact for RFP
 - b. Proposer Qualification Data Form
 - c. W-9
 - d. Supplier Information Form
 - e. Experience Reference Form(s)
 - f. Iran Divestment Act Form
 - g. Affirmative Action Plan Form
 - h. No Contact/No Advocacy Affidavit (**MUST be notarized**)
 - i. Any and all signed **Addenda cover pages** from Addenda documents posted to www.chattanooga.gov, then Bids Solicitations, related to this solicitation item. These postings may occur up to 48 hours before the RFP due date/time. For addenda posted in the last ninety-six (96) hours before the due date/time, properly identified, signed addenda cover pages to

accompany proposals that have already been shipped will be accepted by e-mail to dmkeylon@chattanooga.gov.

OMISSION OR INCOMPLETE SUBMISSION OF ANY REQUIRED FORMS MAY RESULT IN THE DETERMINATION THAT THE PROPOSAL IS UNRESPONSIVE AND SUBSEQUENT REJECTION OF THE PROPOSAL.

PAYMENT OF SERVICES

1. The City will make payment according to the City's policies and procedures, after contract execution.
2. Invoices
 - a. Accurate and complete Invoices, with all backup documentation, shall be submitted to:

City of Chattanooga
Attn: Accounts Payable Division
101 East 11th Street, Suite 101
Chattanooga, TN 37402
acctspayable@chattanooga.gov

With a copy to smorris@chattanooga.gov; and rlong@chattanooga.gov

- b. Contractor's Invoice must list a valid Email Address for billing questions and inquiries.
- c. Contractor's Invoice Date must minimally be the date that the Invoice is submitted to the City. The Invoice Date must not precede submission date, the Ship Date or Service Date.
- d. Invoice descriptions on transaction lines must match the Blanket Purchase Order transaction line items, and must reference the corresponding transaction line number. The Contractor shall not invoice the City for any item that does not correspond to a line on the Purchase Order.
- e. Invoices to the City shall reference the Purchase Order number.
- f. Invoices must be received by the City within two (2) weeks of the completed quoted work, with emphasis on earlier submission.
- g. Any Contractor invoice that is incomplete, inaccurate, or otherwise unable to be processed will not be considered valid or procedurally compliant.
- h. Revised Invoices - must be clearly marked "Revised", and must reference the Invoice Number that it is replacing.

Proposal Cost Summary Form

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal for a Tax Billing and Collection System, proposes to furnish products and services to The City in accordance with that request.

The summary below reflects projected cost for The City for the Tax Billing and Collection System and implementation. Supporting detail must be attached in the form of a catalog or a line item detail describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other details that will lead to a clear understanding of the proposal. This proposal cost summary will be used in the establishing of a blanket contract, which will define the continued support and services of the proposed implemented solution.

Item	Cost
Software Licensing/Subscriptions	
Consulting Services	
Technical Support Services	
Training Services	
Annual Maintenance and Support	
Product Cost	
Other Costs (Describe)	
Total	

PROPOSER QUALIFICATION DATA

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

1. Company Name of proposer (Please list official name, and any and all "doing business as" names, if any, associated with the company):

2. Proposers federal tax identification number: _____ (Attach Form W-9)

3. The proposer is organized as a (specify type of entity, e.g. sole proprietor, partnership, for profit corporation, non-profit corporation, limited liability company, etc.)

4. The date the proposer was organized in its current form:

5. If a corporation or limited liability company, the state where it is formed:

6. Is your company registered with the Tennessee Secretary of State?

- a. YES
b. NO - Please explain

7. How many years have you been engaged in the business described in this solicitation, under your present firm or trade name:

8. Describe any pending plans to reorganize or merge your organization.

9. Have you or any officers and/or directors of your company ever been debarred or suspended by a government from consideration for the award of contracts?

a. YES - Please list the contract party, and explain

b. NO

10. Have you or any officers and/or directors of your company ever been disqualified, removed, sued, or otherwise prevented from proposing on or completing any contract?

a. YES - Please list the contract party, and explain

b. NO

11. Have you or any officers and/or directors of your company ever been charged with liquidated damages on a contract?

a. YES - Please list the contract party, and explain

b. NO



City of Chattanooga Supplier Information Form

Business Name: _____

PO Address: _____

Remittance Address: _____

If your business Tax Filing Status is Individual/Sole Proprietor or a Partnership and you provide a service to the City of Chattanooga, you will be issued a 1099 Form for the preceding Tax year. Please indicate which address you wish your document sent to if applicable:

1099 Address: _____

Contact Name: _____

Primary Phone Number: _____

Primary Fax Number: _____

Primary Email: _____

Are you Providing: (Check All That Apply)

Service	<input type="checkbox"/>	Construction	<input type="checkbox"/>
Goods	<input type="checkbox"/>		
Both	<input type="checkbox"/>		

Vendor Type (Must be Marked-Check All That Apply)

MBE-Minority Business Enterprise	<input type="checkbox"/>
WBE-Woman Business Enterprise	<input type="checkbox"/>
SDVBE-Service Disabled Vet Business Enterprise	<input type="checkbox"/>
LGBTE-LGBT Business Enterprise	<input type="checkbox"/>
None of the Above	<input type="checkbox"/>

Preferred Payment Method

Check	<input type="checkbox"/>
ACH	<input type="checkbox"/>

ACH-Please provide remittance notice email and complete Separate City ACH Authorization Form:

Authorized Representative Signature

Print Name

Date

Experience Reference Form

Bidder/Offeror: _____

(Attach as many copies of this form as may be needed)

Reference

Name of Project: _____

Location: _____

Service Date Range:

Firm Name for Contact Person: _____

Name of Contact Person: _____

Telephone Number for Contact Person: _____

Email Address (required): _____

Reference

Name of Project: _____

Location: _____

Service Date Range:

Firm Name for Contact Person: _____

Name of Contact Person: _____

Telephone Number for Contact Person: _____

Email Address (required): _____

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(DATE) _____

For more information, please contact the State of Tennessee Central Procurement Office,

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
 - b. Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
 - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
 6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)

(Title and Name of Company)

(Date)

No Contact/No Advocacy Affidavit
City of Chattanooga, Purchasing Division

State of _____
County of _____

_____ (agent name), being first duly sworn, deposes and says that:

- (1) He/She is the owner, partner, officer, representative, or agent of _____
_____ (business name), the Submitter of the attached sealed solicitation response to Solicitation # _____;
- (2) _____ (agent name) swears or affirms that the Submitter has taken notice, and will abide by the following No Contact and No Advocacy clauses:

NO CONTACT POLICY: After the posting of this solicitation, a potential submitter is prohibited from directly or indirectly contacting any City of Chattanooga representative concerning the subject matter of this solicitation, unless such contact is made with the Purchasing Division.

NO ADVOCATING POLICY: To ensure the integrity of the review and evaluation process, companies and/or individuals submitting sealed solicitation responses, as well as those persons and/or companies formally/informally representing such submitters, may not directly or indirectly lobby or advocate to any City of Chattanooga representative.

Any business entity and/or individual that does not comply with the No Contact and No Advocating policies may be subject to the rejection or disqualification of its solicitation response from consideration.

Submitter Signature: _____ Printed Name: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2____.

Notary Public: _____

My commission expires: _____

[NOTARY SEAL]