

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

Request for Proposals for the City of Chattanooga, Tennessee

Requisition No.: RFP – 167892 Ordering Dept.: Office of the Mayor
Buyer: Deidre Keyton, E-mail: rfp@chattanooga.gov (No e-mailed proposals accepted!)
Phone No.: 423- 643-7231; Fax No.: 423- 643-7244

Request for Proposal for: Various Data Tools Including Visualization and Dashboarding -
Open Data, Data Visualization, Performance Dashboarding, and Analysis Tool

SEALED PROPOSALS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN
4:00 P.M. E.S.T. ON MAY 3, 2018
ALL QUESTIONS MUST BE RECEIVED IN WRITING AND AS SPECIFIED AND NO LATER THAN
4:00 P.M. E.S.T. ON APRIL 13, 2018

The City of Chattanooga reserves the right to reject any and/or all proposal submissions, 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 the website are applicable:
<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

NOTE: ALL PROPOSAL SUBMISSIONS 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.

Required Information:

Company Name: _____
Street Address: _____
City, State, & Zip Code: _____
Phone/Toll-Free No.: _____
Fax No.: _____
E-Mail Address: _____
Contact Person/Title: _____
Signature (Authorized): _____

COMPLETED AND SIGNED PAGE MUST ACCOMPANY PROPOSAL

Request for Proposal

Open Data, Data Visualization, Performance Dashboarding, and Analysis Tools

**City of Chattanooga, Tennessee
Office of the Mayor**



The Office of the Mayor of the City of Chattanooga is soliciting proposals for software to support citizen focused decision making and transparent operations.

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SECTION I - GENERAL INFORMATION

Introduction

The purpose of this section is to provide general information about this Request for Proposal (RFP) for a open data, data visualization and performance management solution for the City of Chattanooga. The City of Chattanooga's vision is "to break down the barriers that prevent people from living the lives they want in our community". One primary way we seek to do this is through data driven and citizen focused solutions that drive efficiency and effective delivery of city services. The purpose of having an Open Data (Public) Portal is to increase fast, accurate, and accessible data by means of transparency in local government. The purpose of having a performance / business information analytics and visualization solution is to track our progress in delivering services and use data to improve over time.

The awarded Contractor(s) will be responsible for the professional quality, technical accuracy, and the coordination of all services provided.

Purpose of RFP

This request solicits proposals to furnish the municipal government of Chattanooga, hereinafter referred to as "The City", with a open data, data visualization and performance management platform. Specifications describing the functional and technical requirements of the product and service solution can be found in Section III of this document. It is The City's intent to select the most applicative solution(s) based on responses to this RFP.

This request solicits proposals covering, in addition to other material, the seven areas below. The proposals should provide recommendations and service level agreement details (herein after 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
- (7) Total cost

Timeline

DEADLINE AND DUE DATE BELOW ARE FIXED. OTHER DATES BELOW MAY BE ESTIMATED:	
4/4/18	Fixed Date: Announcement of RFP
4/13/18, 4:00 pm, est	Fixed Date/Time: Deadline for Questions
4/16/18	Tentative Date: Q&A Addendum To Be Posted at http://www.chattanooga.gov/purchasing/bidssolicitations as soon as possible after Deadline for Questions
5/3/18, 4:00 pm, est	Fixed Date/Time: RFP DUE DATE
5/9/18	Tentative Evaluation Start Date
6/5/18	Tentative Date: Evaluation Committee Recommends Awardee

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Introduction

The purpose of this section is to identify the administrative requirements related to this RFP.

Length of Contract

Any Blanket Contract for services described herein shall be for a period of one (1) year, with two (2) additional optional one (1) year renewal periods, upon agreement of both parties.

Number of Contracts

The final number of contract(s) awarded will be within the sole discretion of the City. Since the response is allowed in part or in whole, any resulting contract(s) may be in accord with best applicable response(s) by part or whole. There is no guarantee that any work will be requested from an awarded Contractor.

Inquiries

Questions concerning this RFP must be submitted in writing, before the Deadline for Questions specified on the cover page, clearly labelled as a question for this RFP, and preferably by e-mail to the attention of:

Email: rfp@chattanooga.gov

Or by mail or fax to:

City of Chattanooga
Municipal Building
Suite G13, Attn: D. Keylon, Buyer
101 E. 11th Street
Chattanooga, TN 37402

Fax: (423) 643-7244

Questions must be clearly labelled: "Question: RFP #167892 Data Tools."

All questions will be answered by Addendum as soon as possible after the Deadline for Questions. The Question and Answer Addendum will be posted at www.chattanooga.gov, then Bids/Solicitations (under Popular Links), then the appropriate solicitation.

Exceptions to RFP Specifications

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that recommend a solution that differs from the provided specifications as long as the required response format is followed. Any exceptions to specifications and to the City of Chattanooga Standard Terms and Conditions as posted at www.chattanooga.gov, should be clearly noted and will be considered as they apply to the overall interest of The City. (Complete web address for City of Chattanooga Standard Terms and Conditions:

<http://chattanooga.gov/purchasing/standard-terms-and-conditions>

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the full recommended solution described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of The City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee and is issued by the Purchasing Department for The City.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed solution and will not pay for information solicited or obtained.

Vendor Proposals (Number of Copies)

Vendors must submit a response to this RFP with **two printed copies and one electronic copy on a jump drive or flash drive** (no discs). The electronic format must be Google Docs, MS Word or PDF. The vendor proposal must follow the format as defined in this document.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the solution proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals over 100 pages may be viewed as attempts to obfuscate issues and may be rejected.

Conditions of Agreement

A successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties.

Section III – Requirements for the Proposed System

Introduction

The purpose of this section is to describe the required and desired features of a open data, data visualization and performance management solution for The City. The vendor may propose additional features and options to be considered. The sequence in which the following items appear in this document does not represent any priority of importance for this proposal. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in this document.

General Requirements

The vendor selected will be tasked with providing an Open Data, Data Visualization, Performance Dashboarding, and Analysis Tool for the City. This would include setup and training for these platforms as well as support after implementation. These platforms should be simple and intuitive to use for both internal and external users.

Vendor Information

Prospective vendors should provide the following information pertaining to their organization and this project:

- Size of the organization
- Public 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 firm timeline for implementation
- 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 sample project plan
- Detailed information on prospective vendor's "discovery" methodology

Prospective vendors, regardless of previous experience with open data, data visualization or performance management solutions, should demonstrate a thorough knowledge of the differences associated with municipal government needs 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 open data, data visualization and performance management solution.

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 open data, data visualization and performance management solution. 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.

Cost Summary

Vendor must supply a line item detail to support Proposal Cost Summary in Appendix A.

Functional Requirements

- Support with moving current open data extract, transform and load (ETL) procedures to new open data platform.
- Provide open data for download in a variety of open formats such as csv, json, geojson, RFD & XML.
- Provide data visualizations such as tables, charts, graphs, info graphics and interactive maps enterprise wide.
- Provide a performance management platform that allows users to track progress on established performance measures.
- Provide ongoing support and training as needed.
- Solutions should include whether the total solution provided is included in the OTS solution or in modular structure. All additional modules required to reach full functionality described and/or desired should be broken down in the cost section of the proposal.
- Solution should be multi-functional allowing for two separate viewing options. External portal (public facing) and internal portal.
- Solution must be easily scalable to citywide usage.
- Functionality should be the same for public and private datasets.

Technical Requirements

- Please see Appendices for technical standards and requirements.
- Access to the data should be made available via an open RESTful API.
- Users should be able to automate the uploading of data to any of platforms.

Non-Required But Preferred Specifications

- **Demonstrate track record** of rapid user focused continuous development of core products and capacity to continue this practice.
- Use of human centered design and user friendly interfaces for both novice and expert users.

- Whenever possible the solution should be mobile responsive and work on a variety of screen sizes.
- Easy integration with other web based products and services.
- The ability to perform all visualization, analysis and performance measurement with raw data, thereby not requiring multiple complex ETLs to get the data into the needed format.
- Near instant response when querying and visualizing very large (more than 1,000,000+ rows of data) datasets.
- The ability to set up user roles for a variety of user authorization levels.
- Workflow management for approval of public open datasets, visualizations or performance metrics.
- Ability to set and measure progress against interim targets (ie yearly targets broken down into monthly or weekly targets).
- Ability to provide a variety of transformations on raw data, such as filtering and summarizing, within the product or service for needed visualizations or analysis thereby removing the need for pre-processing or ETL work.
- Either the solution or module can allow for forecasting predictive/"what-if" test environment to allow departments citywide to perform business intelligence testing. Both portals should have the same functionality.
- The ability to integrate multiple datasets into visualizations and performance measures.

SECTION IV – RFP LIFECYCLE

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

To be considered, sealed proposals must be time-stamped at the Purchasing office (Suite G-13, see cover page) at or before the time and date referred to on the cover sheet of this document.

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 will not receive further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to The City. Invitations will be given solely at the initiative of The City for such purposes as The City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory. These presentations may be conducted by WebEx or teleconference.

Product Demonstration

Vendors may be requested by The City to demonstrate the data tools solution they are proposing. Demonstrations will be conducted in the most economical manner possible.

Final Evaluation

After all requested oral presentations and product demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors will be reviewed and a recommendation will be made by an evaluation committee for the proposal that is considered to best satisfy The City's requirements.

Any recommendation by the evaluation team or staff members is subject to review and concurrence or nonconcurrence by the Mayor's Office. The Office of Performance Management and Open Data will then make a recommendation to Chattanooga City Council who will make the final decision based upon whatever factors it considers pertinent.

Proposal Acceptance

After the final evaluation, the chosen vendor(s) will be notified and contract discussion and negotiation between The City and the selected vendor(s) will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by The City.

Review and Evaluation of Proposal

All proposals submitted in response to this RFP will be evaluated by an Evaluation Committee in accordance with the criteria described in this document. Total scores will be tabulated, and the contract(s) will be awarded to the proposers whose proposal is deemed to be in the best interests of the City.

Evaluation Committee

A committee consisting of individuals selected by the City will receive all proposals submitted. Each proposal will be awarded a maximum of 100 points based on the evaluation criteria. The City, at its sole judgment, will decide if a proposal is viable.

Evaluation Criteria

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

The specific categorical factors that will be applied to the proposal information, in order to assist the City in selecting the most qualified proposers for the contract, are as follows:

40 points: Meets Required and Preferred Specifications

30 points: Value/Cost Efforts

20 points: Qualifications and Team Experience

10 points: Reference Projects

Selection of Proposers for formal presentations (if any) and for contract negotiations will be evaluated based on an objective evaluation of the criteria listed above.

Formal Presentations

In the event that a Proposer cannot be selected solely on the Proposals submitted, the City may invite any number of qualified firms for formal presentations. The City reserves the right to invite any number, if the quality of the proposals so merits.

The City Evaluation Committee may revise the initial scores based upon additional information and clarification received in this phase. If your company is invited to give a presentation to the City, the offered dates may not be flexible.

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

Selection of Finalist(s)

After review of the proposals by the Evaluation Committee and formal presentations (if any), 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) to negotiate an agreement or agreements.

Award

The City may, at its sole option, elect to enter into contract for part or all of a system with one or more than one respondent(s). In the event that the City decides to purchase part or all of one or more than one respondent's(s') offering(s), the City will select the highest ranked finalist(s) by part or entirety to

negotiate an agreement. For example, if a vendor offers an exceptional data visualization module or data portal, and if it is in the best interest of the City to purchase modules separately, the City may enter into multiple contracts to satisfy the full requirement for all data and visualization services. For this reason, vendors may respond in part or in whole, and pricing will preferably be presented both by module and by entire system.

RESPONSE FORMAT

Cover Letter

Include a cover letter, and if applicable, issued by an Officer of the proposing entity, introducing your company, summarizing your qualifications, and detailing any exceptions to the RFP

Include principal contact information for this RFP, including address, telephone number, email address, and website (if applicable).

Meets Required and Preferred Specifications (Statement Of Work) [40 points]

Offer should detail how the required and preferred specifications listed in section three are met. The offer can also include additional specifications met not referenced in the RFP but which the vendor believes provides substantial value.

Value/Cost Efforts [30 Points]

Identify an annual all-in cost for this service.

This Annual Cost must include the following:

- All warranty and/or extended warranty costs.
- All licensing or maintenance costs.
- Include all additional lifecycle costs.
- Includes implementation

Qualifications and Team Experience [20 points]

- Demonstrate your firm's knowledge in the provision of services related to the project.
- Demonstrate your firm's related project experience.
- Demonstrate your firm's financial and manpower capacity to perform work.
- List all current litigation(s) in which your firm is a defendant (not the legal details).

- Clearly define your project team's organizational structure including defined responsibilities and use of subcontractors.
- Demonstrate relevant experience of proposed team members.
- Explain unique team experience, expertise, and/or approach for completing the project.
- Identify team members responsible for developing and providing information to City of Chattanooga
- Identify team members responsible for meeting with and advising City of Chattanooga.

Reference Projects [10 points]

- Demonstrate ability to perform similar projects on-time and on-budget.
- Detail experience on a minimum of two (2) projects of similar scope.
- Identify when the work was completed (preference is given to more recent projects of similar scope).

Include the following:

- City/agency/department/office for which performed
- Dates of project, Type of project, Dollar value, Is the City/agency/department/office still utilizing your service/product?
- Owner contact information for the listed projects, including an email address that can be used as reference verification.

Bad contact information and/or non-responsive references will be reflected in the scores.

CHECKLIST OF REQUIRED SUBMISSION MATERIALS:

1. Complete Proposal
2. Complete "Proposal Cost Summary Form" (Appendix A)
3. SIGNED PAGES:
 - Completed, signed and dated cover page
 - Completed, signed and dated Affirmation and Signature Page (Appendix D)
 - Completed, signed and dated Affirmative Action Plan page (Appendix E)
 - Completed, signed and dated Iran Divestment Act Attestation page (Appendix E)
4. SIGNED AND NOTARIZED PAGE:
 - Completed, signed, dated and notarized No Contact/No Advocacy Affidavit (Appendix E)
5. Completed, signed and dated Addenda pages
 - Addenda can be added to the website with the main solicitation document at www.chattanooga.gov, then Bids / Solicitations, until forty-eight (48) hours prior to the RFP due date and time. If your proposal has already been submitted when an Addendum is posted, this signed page by itself, with no other proposal materials, can be clearly labelled and emailed to Deidre Keylon at rfp@chattanooga.gov.
6. CLEARLY LABELLED AND SEALED PACKAGE

SEND OR DELIVER SUBMISSION MATERIALS BY NO LATER THAN THE DEADLINE FOR SUBMISSION SPECIFIED ON THE COVER PAGE IN A CLEARLY LABELLED (WITH COMPANY NAME and RFP #) AND IN A SEALED PACKAGE TO:

City of Chattanooga, Purchasing Department, ATTN: Deidre Keylon
101 East 11th Street, Suite G13
Chattanooga, TN 37402

(NO PROPOSALS ACCEPTED VIA EMAIL; EMAIL IS NOT SEALED)

DIRECT QUESTIONS TO:

rfp@chattanooga.gov

See details about inquiries above in Section II.

Appendix A: Proposal Cost Summary Form

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal for an open data, data visualization and performance management solution, 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 open data, data visualization and performance management solution and implementation. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.

Item	Cost by Module*	Complete System Cost
Software Licensing/Subscriptions (include breakdown by module/addons)		
Consulting Services		
Technical Support Services		
Training Services		
Annual Maintenance and Support		
Other Costs (Describe)		
Total		

*If your organization does not offer individual modules, please omit. If more space is required for pricing, please add pages as needed.

Appendix B: 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 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 geo-location 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

- 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: Oracle DBMS, 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.
- 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.
- Address validation:
 - An approved geocoding interface must exist for the validation of entered and modified street addresses;
 - Address formats should conform to industry standards and best practices.
 - 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.

Appendix C: 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.

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 (SAS70/Type II audits).
- 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 the 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.

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.

Appendix D: Affirmation and Signature

In submitting this proposal, I understand that The City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

Business Name	
Mailing Address	
City, State, Zip	
Business Phone Number	
Fax/Other Number	

Printed Name of First Signatory	Title
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Signature	Date
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Printed Name of Second Signatory	Title
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Signature	Date
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Appendix E: Other Forms

(1) Affirmative Action Plan Form

(2) Iran Divestment Act Form (Vendor Disclosure and Acknowledgement form)

(3) No Contest/No Advocacy Affidavit (must be notarized)

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 that 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, or 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' representative 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. In all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the EEO Director of the City of Chattanooga. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the workforce on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions by the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)

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

Vendor Disclosure and Acknowledgement

By submission of this bid, each bidder and each person signing on behalf of any bidder 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 bidder is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(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: _____