



REQUEST FOR QUALIFICATIONS

Vendor Pre-Qualification for RFP to provide

DESIGN, PROGRAMMING AND APPLICATION SUPPORT SERVICES

ISSUED by the CITY OF FOSTER CITY

September 2, 2015

DUE DATE: Wednesday September 23, 2015

**Joan Schoening
jschoening@fostercity.org
Project Manager
650-286-3217
City of Foster City
610 Foster City Blvd
Foster City, CA 94404**

Vendor Pre-Qualification for RFP Submittal

I. Project

The City of Foster City ("City") is pre-qualifying competent and experienced firms to respond to an upcoming request for proposal (RFP). The City is seeking the services of qualified professionals to provide design, programming and application support to migrate an existing website, www.calopps.org, to a new platform. Pre-qualified firms ("Service Provider") will be asked to complete an upcoming RFP and will be expected to work closely with the City to ensure the application continues to meet the business needs of the CalOpps Agencies.

This document is a formal request for qualifications (RFQ), and responses will be used to determine the best-qualified firms. Interested firms must submit a statement of qualifications that illustrates your experience in providing independent design, programming and application development and maintenance services.

The City invites you to submit a statement of qualifications in accordance with the terms, conditions, and specifications contained in this document. **Please provide the information requested in Section III and IV as instructed below and e-mail it by Wednesday, September 23, 2015 to:**

Joan Schoening
Project Manager
jschoening@fostercity.org

Questions and requests for clarification and/or additional information should be directed via e-mail to the contact above. All responses to questions/clarifications will be posted on the City's website as an addendum to this RFQ (see *Section V - Schedule*).

II. Overview and Background

CalOpps is a public employment job board owned and operated by public agencies. Public agencies use the site to post job openings, accept applications, and process applicants through their own unique hiring processes. Currently, there are approximately seventy agencies that use the system for various processes. Potential applicants create on-line personal profiles to store contact information and job history. These personal profiles are used to apply for an open position. Currently, there are over 72,600 active profiles on the site. The system is managed by the City of Foster City Human Resources Department and Information Technology Division.

Detailed functional and business requirement documentation will be provided to all Service Providers in an upcoming RFP. Ultimately, the selected firm will recreate the existing site on a new sustainable platform with the addition of new features and functionality. In addition, the selected firm will review key user interfaces and suggest improvements to be implemented as part of the rewrite.

Existing Backend: The City is open to a new development platform. The current website is hosted on a Microsoft IIS Server (Windows 2008R2), data is stored in a Microsoft SQL Server (2008 SP3, running on Windows 2008R2), and code was written in ColdFusion (version 9). The site's functionality is very dependent on database design and performance. Many of the functions follow complex but flexible workflows that will be laid out in detail in the upcoming RFP that will be shared only with Service Providers.

OVERVIEW: The website application has three main sections and a high level description of each section follows:

Agency Interface:

Agencies use a secure login to the site to reach their Agency home page from which they can create and manage their recruitments. The following items are the main interfaces:

1. **Tools Interface:** edit agency information, view login history of users (HR and Departments), view FAQs/documentation, search and authorize end users.
2. **Create a Recruitment:** enter all the necessary job information to post a recruitment on CalOpps. A portion of this information is viewed by potential applicants on the public facing site.
3. **Work with Recruitments:** manage each recruitment, including the ability to view applications, create and manage processes/steps to move applicants through the process; rate/comment, add details, and/or cancel or close the recruitment.
4. **Templates:** create letters, questionnaires, and other relevant information used during the applicant tracking process.
5. **Notifications:** communicate with applicants in a specific recruitment by e-mail or letter.
6. **Reports:** display summary information on all recruitments by different criteria.

Public Facing Interface:

The public site allows any interested user to search job postings, view the list of member agencies, obtain basic information about the agencies, read FAQs, learn about Government employment and apply for open positions.

1. Create a Personal Profile: includes the user's basic information for the standard job application. The profile can be stored and later used to apply for a position. This section of the site is secure and requires a user id and password.
2. Notifications: receive notifications of job openings based on categories and specify the notification frequency.
3. Job Cart: a user can place a job opening in the job cart and review it later.
4. Apply for Open Positions: The system will populate an agency's job application with information saved in the user's personal profile. The user completes the remaining agency application requirements (each agency recruitment can have additional questions, supplemental questionnaire, pre-qualification questions, etc.). The user can save the application in process and return to work on it at a later time, but the application must be completed and submitted by the specified closing date and time.
5. Personal Profile Options: view and edit personal profile information, view applications submitted, delete profile and view job cart.

CalOpps Administrator Interface:

The CalOpps Site Administrator interface is used by City of Foster City HR staff to manage the CalOpps applications.

1. Support: Ability to 'act as an agency' to troubleshoot reported issues.
2. Search: Ability to search and view applicants and profiles.
3. Add New Agency: Add agencies and designate membership (Full, Advertise Only, Internship, Non Member).
4. Login History: View all logins (profile, agency, administrator)
5. Statistics: Statistical information includes applications received, job seekers, administrator emails sent, agency details, open recruitments, export to Excel.
6. Notifications: Email agency contacts and active users with profiles.
7. Annual Reports: Year/Monthly view, ability to download to Excel.
8. Application Maintenance: Ability to add/change/delete general categories and information on the site.

Test Environment:

A replicated test environment is also available for any agency to test all the features, and for City HR to perform demonstrations for prospective member agencies.

III. Minimum Qualifications and Reference Contact Information

Service Provider Qualifications: The Service Provider will have been in business doing this type of work for at least the last five years.

Reference Contacts: Service Provider must provide a minimum of five references.

IV. Pre-qualification Submittal Requirements

A. Cover letter that includes:

1. Legal name of firm
2. Address
3. Name and title of firm owner, principal or managing partner
4. Federal Employer Identification Number (FEIN)
5. Dun & Bradstreet (D&B) number
6. Organization type (Private for profit, private non-profit or governmental corporation, sole proprietorship, community based organization, etc.)
7. Phone number and email address/website of the firm
8. Name of primary contact for this RFQ
9. Phone number and email address of the primary contact

B. Firm's experience in providing Design, Programming and Applications Development Services to similar organizations and/or similar projects.

1. Provide a brief description of your firm.
2. Describe your firm's current engagements.
3. Describe any past engagements (including the dates) that were similar in scope.
4. If partners or other employees serve in an advisory capacity, please list such positions.
5. Indicate the levels of individuals who would be assigned to this engagement and explain how your firm will ensure continuity of staff throughout the engagement.
6. Describe your firm's basic approach to performing Programming and Applications Development Services. Please identify how a consulting engagement is planned and scheduled; the level of partner and manager commitment; quality control mechanisms; and other areas you feel are important.
7. Describe any proprietary systems or technology that would be necessary to complete the proposed project. If no proprietary systems or technology is necessary state that.

C. Describe how your firm completes the following key activities on your typical engagements

1. Project Management: develop a project plan (including timelines with critical paths) to ensure deadlines are met and staff accountability; lead service provider team to manage resources to meet project requirements; provide regular updates and communicate issues immediately.
2. Requirements Analysis: review the existing application, documentation and functional requirements; meet to discuss requirements and discuss any additional improvements.
3. System Analysis: based on requirement analysis, identify concerns and pros/cons and provide solutions/suggestions for improvement.
4. Software Design: screen layout, user interface, business rules, data mapping, process diagrams, interfaces and other documentation as needed.
5. Application Development: code application (includes integrating existing data into new system) using established standards (ITIL, SDLC, etc.) and best practices.
6. Security and Privacy: ensure all security requirements are met, audit trails are available and data retention requirements are met.
7. Integration / Testing: a testing environment to check for errors, bugs, or issues during development; a system to track all issues including status and resolution; and provide a permanent test environment for agencies to use with data updated nightly.
8. Performance / Reliability / Availability: meet performance and reliability requirements in negotiated contract.
9. Acceptance / Deployment: software system deployed in production and runs per accepted criteria.
10. Web Hosting: an option to have service provider perform web hosting services.
11. Maintenance: provide ongoing support for fixes/adds/changes and minor enhancements (completed in a test environment, then published to production).

D. Qualifications

Minimum Qualifications for resources assigned to this engagement are:

1. Project Manager experience three years
2. Developer Experience three years
3. Biographies for each resource outlining development languages and projects completed

Additional Preferred Qualifications are:

- a. Quality Assurance and testing resources and experience in verifiable testing and development methodologies
 - b. Developers located in the United States
4. Insurance Requirements – In **Appendix A** are the Insurance requirements for the City. Please respond regarding your firm’s ability to meet the insurance requirements and note any exceptions.

E. Other Services Available

1. Please indicate whether your firm is willing and able to provide maintenance, training and consultation services to the City’s IT staff in order to perform application support. These services will be expected as an element of a successfully negotiated contract for Programming and Applications Development Services.

F. Scope of Programming and Applications Development Services

1. Describe effective methods you used in similar engagements. Explain why your firm has chosen to use the programming languages tools to develop.
2. List your specific experience in Design, Programming and Applications Development Services engagements with government organizations.
3. List your specific experience in Programming and Application Development with Personal Identifiable Information (PII) applications and databases.
4. State any experience that best represents your firm and its ability to complete and provide on-going support of a complex application development project.
5. Describe your firm’s experience and the tools used to develop a responsive website interface.
6. Describe your firm’s experience evaluating and recommending user interfaces improvements.

G. Fees

1. Provide information regarding your fee schedule including the typical hourly rate for each level of staff assigned to projects. List any out-of-pocket expenses included in your fee schedule. State any options for fixed fee services. If any proprietary systems or technology are necessary to complete the proposed

project, provide the costs associated with the use of such proprietary systems or technology.

H. References

1. Please provide a list of clients we may contact. Clients listed should be of similar nature to our organization or similar projects and be serviced by the same staff who would be assigned to this engagement. Please include specific contact names and telephone numbers.

I. Financials

1. All top rated service providers will be asked to submit financials (to remain confidential) prior to formal contract signing.

J. Other Information Firm Provided

1. Include any additional information not already requested that you consider essential to your response. If you have no additional information to include, please state, "There is no additional information we wish to present."

K. Due Date

1. The proposal must be received via e-mail in PDF format by 4:00 p.m. (PST) to:

Joan Schoening
Project Manager
jschoening@fostercity.org
650-286-3217

Any questions pertaining to this Request for Qualifications must be submitted via e-mail by Thursday, September 10, 2015, directed to the contact above.

NOTE: The City has a limit on email attachment size. Any attachment over 10MB is not delivered. It is the sender's responsibility to ensure the email is sent and received.

V. Schedule

The following is a tentative schedule that is subject to change:

RFP Schedule	Date
RFQ Issued	Wednesday, September 2, 2015
Written Inquiries on or before	Thursday ,September 10, 2015
City’s response to written inquiries (on or before)	Monday, September 14, 2015
Proposals Due	Wednesday, September 23, 2015
Proposal Evaluation Period Reference Check	September 24 – October 2, 2015
Interviews for Top/Best Qualified	Week of October 12, 2015
Selection of Final Firms to participate in RFP process	Week of October 26, 2015
Release RFP	Week of October 26, 2015

VI. Firm Selection

a. Review

Each phase’s proposals will be reviewed by an evaluation committee to determine if it meets the proposal requirements. Failure to meet the requirements for the Request for Qualifications/Proposal may be cause for rejection of the proposal.

City staff will review the proposals received, select the most qualified firms for interviews, and rank the Service Providers based upon the following criteria:

- Ability to perform the specific tasks outlined in the RFQ.
- Qualifications and relevant experience of the individuals who will work on the project.
- Amount and quality of time key personnel will be involved in their respective portions of the project.
- Reasonableness of the fee requested to do the work; comparability of fee to similar services offered by other qualified Service Providers.
- Demonstrated record of success by the Service Provider.
- The specific method and techniques to be employed on the project.

- Ability to provide appropriate insurance in adequate amounts, including errors and omissions.

The evaluation committee will ask for interviews or oral presentations by any Proposer(s) participating in this process (creation of a short list). Attendance at any such interview will be at the Proposers' expense.

VII. Disclosures

a. Public Records and Proprietary Information

Proposers attention is drawn to the fact that all proposal documents submitted are subject to the (California Code Section 6250 et seq.), commonly known as the Public Records Act. Information contained in the proposals may be made public after the review process has been completed, negotiations have concluded and a recommendation for award has been officially agendized for City council consideration, and/or following award of contract, if any, by the City Council.

b. Background checks

The City reserves the right to make such background checks as it deems necessary to determine the ability of the Proposer to perform the work. The City reserves the right to reject any Proposal if the background check fails to satisfy the City that such Proposer is properly qualified to carry out the obligations of the Contract and to complete the work contemplated therein.

VIII. Stipulations

The City is not responsible for any expenses which proposers may incur in preparing and submitting the proposal. The City will not be liable for any costs incurred by the proposers that are related to the RFQ process; this includes production of the proposal, interviews/presentations, travel and accommodations. The City reserves the right to request or negotiate modifications to the proposals that are deemed appropriate. All proposals received from proposers in response to this Request for Proposal will become the property of the City and will not be returned to the proposers. In the event of contract award, all documentation produced as part of the contract will become the exclusive property of the City. The City reserves the right to reject any and all proposals and to waive minor irregularities. The City also reserves the right to seek new proposals.

APPENDIX A – Insurance Requirements

VENDOR shall acquire and maintain Workers’ Compensation, employer’s liability, commercial general liability, owned and non-owned and hired automobile liability insurance coverage relating to VENDOR’s services to be performed hereunder covering CITY’s risks in form subject to the approval of the City Attorney and/or CITY’s Risk Manager. The minimum amounts of coverage corresponding to the aforesaid categories of insurance per insurable event shall be as follows:

<u>Insurance Category</u>	<u>Minimum Limits</u>
Workers’ Compensation	statutory minimum
Employer’s Liability	\$1,000,000 per accident for bodily injury or disease
Commercial General Liability	\$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, personal injury and property damage
Automobile Liability	\$1,000,000 per accident for bodily injury and property damage (coverage required to the extent applicable to VENDOR’s vehicle usage in performing services hereunder)
Professional Liability	\$1,000,000 per claim and aggregate

It shall be a requirement under this Agreement that any available insurance proceeds broader than or in excess of the specified minimum insurance coverage requirements and/or limits shall be available to the CITY as an Additional Insured. Furthermore, the requirements for coverage and limits shall be the greater of either (1) the minimum coverage and limits specified in this Agreement or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the named Insured.

VENDOR agrees to include with all subcontractors in their subcontracts the same requirements and provisions of this agreement including the indemnity and insurance requirements to the extent they apply to the scope of the subcontractor’s work. Subcontractors hired by VENDOR shall agree to be bound to VENDOR and CITY in the same manner and to the same extent as VENDOR is bound to CITY under this Agreement and its accompanying documents. Subcontractors shall further agree to include these same provisions with any sub-subcontractors. A copy of the indemnity and insurance provisions of this Agreement will be furnished to the Subcontractor upon request.

VENDOR shall require all subcontractors to provide a valid certificate of insurance and the required endorsements included in the subcontract agreement and will provide proof of compliance to the CITY prior to commencement of any work by the subcontractor.

Concurrently with the execution of this Agreement, VENDOR shall, on the Insurance Coverage form provided in Exhibit D, or equivalent, furnish CITY with certificates and copies of all declaration and endorsement pages for the insurance policy or policies required hereunder. With respect to commercial general liability and automobile liability insurance coverage, VENDOR must obtain and provide the following original endorsements:

- (a) Precluding cancellation or reduction in per occurrence limits before the expiration of thirty (30) days (10 days for nonpayment) after CITY shall have received written notification of cancellation in coverage or reduction in per occurrence limits by first class mail;
- (b) Naming the CITY and Estero Municipal Improvement District, its Council, officers, boards, commissions, employees, and agents, as additional insureds; and
- (c) Providing the additional insured coverage under VENDOR's insurance policy shall be primary and non-contributory insurance with respect to CITY and Estero Municipal Improvement District, its Council, officers, boards, commissions, employees, and agents, and any insurance or self-insurance maintained by CITY for itself, its Council, officers, boards, commissions, employees, or agents shall be in excess of VENDOR's insurance and not contributory with it. VENDOR and its insurer may not seek contribution from CITY's insurance or self-insurance.

The limits of insurance required in this agreement may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of CITY, to the extent required by this Agreement, before the CITY's insurance or self-insurance may be called upon to protect CITY as a named Insured.

All self-insured retentions (SIR) must be disclosed to CITY for approval and shall not reduce the limits of liability coverage. Policies containing and SIR provision shall provide or be endorsed to provide that the SIR may be satisfied by either the named VENDOR/Named Insured or CITY.

CITY reserves the right to obtain a full certified copy of any insurance policy and endorsements. Failure to exercise this right shall not constitute a waiver of right to exercise later.

Any and all Subcontractors shall agree to be bound to VENDOR and CITY in the same manner and to the same extent as VENDOR is bound to CITY under this Agreement. Subcontractors shall further agree to include the same requirements and provisions of this Agreement, including the indemnity and insurance requirements, in any agreement with sub-subcontractors to the extent that they apply to the scope of the sub-subcontractor's work. A copy of the indemnity and insurance provisions of this Agreement shall be furnished to any subcontractor upon request.

*****IF APPLICABLE***** – VENDOR shall maintain insurance as required by this Agreement to the fullest amount allowed by law and shall maintain insurance for a minimum of __TBD__ years following completion of this project or service. In the event VENDOR fails to obtain or maintain completed operations coverage as required by this Agreement, the CITY at its sole discretion may purchase the coverage required and the cost will be paid by VENDOR.