



City of Phoenix

REQUEST FOR PROPOSAL
RFP 24-0423
DATA CATALOG SOFTWARE AND SUPPORT

City of Phoenix
Finance Central Procurement
251 W. Washington Ave., 8 Fl
undefined
Phoenix, AZ
85003

RELEASE DATE: November 19, 2024
DEADLINE FOR QUESTIONS: December 9, 2024
RESPONSE DEADLINE: December 23, 2024, 2:00 pm

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Data Catalog Software and Support

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1. Introduction

1.1. Summary

The City of Phoenix, Information Technology Services (ITS) Department, invites offers for the implementation of an Enterprise Data Management and Governance (EDMG) solution including ongoing maintenance and support services to continue our journey towards a data driven organization, where all departments and partnerships realize the true potential of data. The city has identified two key outputs of this project.

- Configuration and implementation of a fully integrated commercial off-the-shelf (COTS) software solution to effectively manage and govern data assets throughout the lifecycle, including discovery/catalog, data lineage, automated data quality profile and assessments / Master Data Management, and data governance workflow and framework support.
- Ongoing support services to ensure that the solution remains secure, integrated with required systems and applications, up-to-date and optimized to continue to support the City of Phoenix’s needs.

1.2. Contact Information

Zaid Abdulmajeed

Finance Procurement Officer Lead

251 W. Washington Ave., 8 Fl

Phoenix, AZ 85003

Email: zaid.abdulmajeed@phoenix.gov

Phone: [\(602\) 534-9608](tel:(602)534-9608)

Department:

Finance Central Procurement

1.3. Timeline

Schedule of Events

The City reserves the right to change dates, times, and locations, as necessary. All times are Phoenix local time. The City does not always hold a Pre-Offer Conference or Site Visit.

To request a reasonable accommodation or alternative format for any public meeting, please contact the Procurement Officer (Zaid Abdulmajeed) at (602) 534-9608/Voice or 711/TTY, or zaid.abdulmajeed@phoenix.gov, no later than two (2) weeks prior to the meeting.

Solicitation Issue Date	November 19, 2024
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Pre-Offer Conference (Non-Mandatory)	December 2, 2024, 10:00am Meeting link https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=m0b82a1bc7d675345cc7583d116591ef7 Meeting number 2634 522 4395 Meeting password vbN3qm6Nix3 Host key 232995 Join by video system 26345224395@cityofphoenix.webex.com Join by phone US Toll +1-415-655-0001 Access code 26345224395 Global call-in numbers https://cityofphoenix.webex.com/cityofphoenix/globalcallin.php?MTID=md337a9dd0a0c3c4c4dd599f5ec2624ec
Written Inquiries Due Date	December 9, 2024, 2:00pm
Offer Due Date	December 23, 2024, 2:00pm

2. Instructions

2.1. Description – Statement of Need

The City of Phoenix invites sealed offers for enterprise data management and governance (EDMG) solution implementation and ongoing support services for a five-year contract with three 1-year optional extensions, commencing on or about July 1, 2025, in accordance with the specifications and provisions contained herein or the “Effective Date” which is upon award by City Council, conditioned upon signature and recording by the City Clerk’s department, as required by the Phoenix City Code, whichever is later.

This solicitation is available through Arizona Relay Service 7-1-1. Please call TTY 800-367-8939 for assistance.

Notwithstanding the foregoing, this Agreement will terminate upon the earliest occurrence: by reaching the end of the term including any extensions exercised, or termination pursuant to the provisions of this Agreement.

2.2. City’s Vendor Self-Registration and Notification

Vendors must be registered in the City’s procurePHX Self-Registration System at <https://www.phoenix.gov/procure> to respond to solicitations and access procurement information. The City may, at its sole discretion, reject any offer from an Offeror who has not registered.

2.3. Preparation of Offer

All forms provided in Submittal Section must be completed and submitted with the Offer. The signed and completed Conflict of Interest and Transparency form must be included or your Offer may be deemed non-responsive.

It is permissible to copy Submittal forms if necessary. Erasures, interlineations, or other modifications of the Offer must be initialed in original ink by the authorized person signing the Offer. No offer will be altered, amended or withdrawn after the specified offer due date and time. The City is not responsible for Offeror’s errors or omissions.

All time periods stated as a number of days will be calendar days.

It is the responsibility of all Offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer. Negligence in preparing an offer confers no right of withdrawal after due date and time. Offerors are strongly encouraged to:

- A. Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
- B. Study and carefully correlate Offeror’s knowledge and observations with the solicitation and other related data.
- C. Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies that Offeror has discovered in or between the solicitation and other related documents.

- D. The City does not reimburse the cost of developing, presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this solicitation. All materials and documents submitted in response to this solicitation become the property of the City and will not be returned.
- E. Offerors are reminded that the specifications stated in the solicitation are the minimum level required and that offers submitted must be for products or services that meet or exceed the minimum level of all features specifically listed in this solicitation. Offers offering less than any minimum specifications or criteria specified are not responsive and should not be submitted.
- F. Offer responses submitted for products considered by the seller to be acceptable alternates to the brand names or manufacturer's catalog references specified herein must be submitted with technical literature and/or detailed product brochures for the City's use to evaluate the products offered. Offers submitted without this product information may be considered as non-responsive and rejected. The City will be the sole judge as to the acceptability of alternate products offered.
- G. Prices will be submitted on a per unit basis by line item, when applicable. In the event of a disparity between the unit price and extended price, the unit price will prevail unless obviously in error.

2.4. Fixed Offer Price Period

All offers shall be firm and fixed for a period of 270 calendar days from the solicitation opening date.

2.5. Obtaining a Copy of the Solicitation and Addenda

Interested Offerors may download the complete solicitation and addenda from <https://solicitations.phoenix.gov/>. Any interested Offerors without internet access may obtain this solicitation by calling the Procurement Officer or picking up a copy during regular business hours at the City of Phoenix, Finance Department, Central Procurement Division, 251 W Washington Street, 8th Floor, Phoenix, AZ. It is the Offeror's responsibility to check the website, read the entire solicitation, and verify all required information is submitted with their Offer.

2.6. Exceptions

Offeror must not take any exceptions to any terms, conditions or material requirements of this solicitation. Offers submitted with exceptions may be deemed non-responsive and disqualified from further consideration in the City's sole discretion. Offerors must conform to all the requirements specified in the solicitation. The City encourages Offerors to send inquiries to the Procurement Officer rather than including exceptions in their Offer.

2.7. Inquiries

All questions that arise relating to this solicitation should be directed via email to the Procurement Officer and must be received by the due date indicated in the Schedule of Events. The City will not consider questions received after the deadline.

No informal contact initiated by Offerors on the proposed service will be allowed with members of City's staff from date of distribution of this solicitation until after city council awards the contract. All questions concerning or issues related to this solicitation must be presented in writing.

The Procurement Officer will answer written inquiries in an addendum and publish any addendums on the Procurement Website.

2.8. Addenda

The City of Phoenix will not be responsible for any oral instructions made by any employees or officers of the City of Phoenix regarding this solicitation. Any changes will be in the form of an addendum. The Offeror must acknowledge receipt of any/all addenda by signing and returning the document with the Offer submittal.

2.9. Business in Arizona

The City will not enter contracts with Offerors (or any company(ies)) not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission, unless the Offeror asserts a statutory exception prior to entering a contract with the City.

2.10. Licenses

If required by law for the operation of the business or work related to this Offer, Offeror must possess all valid certifications and/or licenses as required by federal, state or local laws at the time of submittal.

2.11. Certifications

By signature in the Offer section of the Offer and Acceptance page(s), Offeror certifies:

- The submission of the Offer did not involve collusion or other anti-competitive practices.
- The Offeror must not discriminate against any employee, or applicant for employment in violation of Federal or State Law.
- The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted Offer.

2.12. Submission of Offer

Offers must be in possession of the Department on or prior to the exact time and date indicated in the Schedule of Events. Late offers will not be considered. The prevailing clock will be the City Department's clock.

Offers must be submitted electronically by email to procurement@phoenix.gov and the following information should be noted in the email:

- A. Offeror's Name
- B. Offeror's Address (as shown on the Certification Page)
- C. Solicitation Number
- D. Solicitation Title
- E. Offer Opening Date
- F. Due to file size limitations for electronic transmission (for sending or receiving), Offers sent by email may need to be sent in parts with multiple emails. It is the responsibility of the Offeror to ensure that the Offer (including all parts if sent in multiple emails) is timely and to confirm that there are no technical reasons that any offer submitted electronically may be delayed. The date and time on the email(s) as received/stamped by the City's inbox will provide proof of submission and verification whether the Offer was received on or prior to the exact time and date indicated in the Schedule of Events.
- G. Any original documents (such as bonds, guaranties, powers of attorney), if required by the solicitation, must be separately delivered to and received by the City on or prior to the exact time and date indicated in the Schedule of Events, with a clear indication of the Offer for which it is attributed.

2.13. Withdrawal of Offer

At any time prior to the solicitation due date and time, an Offeror (or designated representative) may withdraw the Offer by submitting a request in writing and signed by a duly authorized representative. If Offeror withdraws the Offer electronically by email to the Procurement Officer, the request to withdraw must be in the form of a letter attached to the email that includes either an image of the duly authorized representative's signature or an electronic signature from a verifiable source, such as Adobe Sign, DocuSign or a similar verifiable software program.

2.14. Offer Results

Offers will be opened on the offer due date, time and location indicated in the Schedule of Events, at which time the name of each Offeror, and the prices may be read. Offers and other information received in response to the solicitation will be shown only to authorized City personnel having a legitimate interest in them or persons assisting the City in the evaluation. Offers are not available for public inspection until after the City has posted the award recommendation on the City's website.

The City will post a preliminary offer tabulation on the City's website, <https://solicitations.phoenix.gov/Awards> within five business days of the offer opening. The City will post the information on the preliminary tabulation as it was read during the offer opening. The City makes no guarantee as to the accuracy of any information on the preliminary tabulation. Once the City has evaluated the offers, the City will post an award recommendation on the website. By signing and submitting its Offer, each Offeror agrees that this posting of the award recommendation to the City's website effectively serves as the Offeror's receipt of that notice of

award recommendation. The City has no obligation to provide any further notification to unsuccessful Offerors.

2.15. Offer Evaluation Criteria

In accordance with the Administrative Regulation 3.10, Competitive Sealed Proposal awards shall be made to the responsive and responsible Offeror(s) whose Offer is determined in writing to be the most advantageous to the City based upon the evaluation criteria listed below.

The evaluation factors are listed in the relative order of importance and more details are provided in Scope of Work. The following evaluation criteria will be used to evaluate all Offers:

Evaluation Criteria (maximum 1000 points)

Evaluation Criteria #1 - Capabilities Functional/Technical Requirements	300 pts
Evaluation Criteria #2 - Experience and Qualifications	150 pts
Evaluation Criteria #3 - Method of Approach	150 pts
Evaluation Criteria #4 - Price (Price Proposal)	200 pts
Evaluation Criteria #5 - Oral Presentation/Interviews	200 pts

2.16. Pre-Award Qualifications

A. Offeror must meet the following minimum qualifications (*Note: Subcontractors experience may not be used by Offeror to meet minimum qualifications.*)

- Offeror must have been in operation a minimum of 5 years. The Offeror's normal business activity during the past 5 years will have been for providing the goods or services in this solicitation.
- Offeror must have completed a minimum of two successful implementations of large-scale EDMG projects of similar size to the City of Phoenix, that included data discovery, data lineage, automated data quality profile and assessments, and data governance workflow and framework support.

B. As part of the proposal submission process, Offerors shall be required to complete and submit one or a combination of the following:

- Vendor Privacy Due Diligence Questionnaire, included as Attachment D.
- Vendor Security Maturity Questionnaire to be sent via email to vendors, within the competitive range. Review Attachment B as a reference **ONLY.**
- A Service and Organization Controls (SOC) 2, **OR**
- A Statement on Standards for Attestation Engagements No. 18 (SSAE 18).

The City will assess the Offeror's risk profile based on these submitted documents, aiming to determine if the Offeror's IT security practices align with the required security standards and present an acceptable level of risk. The risk assessment results will be a significant factor in determining the Offeror's pre-award qualification status. Offerors who do not receive a favorable risk assessment may be disqualified from further consideration in the procurement process.

C. Upon notification of an intent to award, the Offeror will have ten calendar days to submit a complete certificate of insurance in the minimum amounts and the coverages as required in the Insurance Requirements of this agreement. Insurance requirements are non-negotiable.

2.17. Certificates of Insurance

Upon notification of a recommended award, the Offeror will have **14 calendar days** to submit a complete certificate of insurance in the minimum amounts and the coverages as required in the Insurance Requirements of this solicitation. Insurance requirements are non-negotiable.

2.18. Award of Contract

Unless otherwise indicated, award(s) will be made to the most responsive, responsible Offeror(s) who are regularly established in the service, or providing the goods, contained in this solicitation and who have demonstrated the ability to perform in an acceptable manner.

A. Factors that may be considered by the City include:

1. Technical capability of the Offeror to accomplish the scope of work required in the Solicitation. This may include performance history on past and current government or industrial contracts; and,
2. Demonstrated availability of the necessary manpower (both supervisory and operational personnel) and necessary equipment to accomplish the scope of work in the Solicitation; and,
3. Safety record; and,
4. Offeror history of complaints and termination for convenience or cause.

B. Notwithstanding any other provision of this solicitation, the City reserves the right to: (1) waive any immaterial defect or informality; or (2) reject any or all offers or portions thereof; or (3) reissue a solicitation.

C. A response to a solicitation is an offer to contract with the City based upon the terms, conditions, and specifications contained in the City's solicitation. Offers do not become contracts until they are executed by the Chief Procurement Officer or Department Director. A contract has its inception in the award, eliminating a formal signing of a separate contract. For that reason, all of the terms, conditions and specifications of the procurement contract are contained in the solicitation, and in any addendum or contract amendment.

2.19. Solicitation Transparency Policy

Commencing on the date and time a solicitation is published, potential or actual Offerors or respondents (including their representatives) shall only discuss matters associated with the

solicitation with the Mayor, any members of City Council, the City Manager, any Deputy City Manager, or any department director directly associated with the solicitation (including in each case their assigned staff, except for the designated Procurement Officer) at a public meeting, posted under Arizona Statutes, until the resulting contract(s) are awarded to all offers or responses are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the City's intent to reissue the same or similar solicitation.

As long as the solicitation is not discussed, Offerors may continue to conduct business with the City and discuss business that is unrelated to the solicitation with the City staff. Offerors may not discuss the solicitation with any City employees or evaluation panel members.

Offerors may discuss their proposal or the solicitation with the Mayor or one or more members of the Phoenix City Council, provided such meetings are scheduled through the Procurement Officer, and are posted as open meetings with the City Clerk at least 24 hours prior to the scheduled meetings. The City Clerk will be responsible for posting the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.

With respect to the selection of the successful Offerors, the City Manager and/or City Manager's Office will continue the past practice of exerting no undue influence on the process. In all solicitations of bids and proposals, any direction on the selection from the City Manager and/or City Manager's Office and Department Head (or representative) to the proposal review panel or selecting authority must be provided in writing to all prospective Offerors.

This policy is intended to create a level playing field for all Offerors, assure that contracts are awarded in public, and protect the integrity of the selection process. OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED. After official Notice is received by the City for disqualification, the Offeror may follow the Protest process, unless the Solicitation is cancelled without notice of intent to re-issue.

"To discuss" means any contact by the Offeror, regardless of whether the City responds to the contact. Offerors that violate this policy will be disqualified until the resulting contract(s) are awarded, or all offers or responses are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the City's intent to reissue the same or a similar solicitation. The City interprets the policy as continuing through a cancellation of a solicitation until Council award of the contract, as long as the City cancels with a statement that the City will rebid the solicitation.

2.20. Protest Process

Offeror may protest the contents of a solicitation no later than seven days before the solicitation deadline when the protest is based on an apparent alleged mistake, impropriety or defect in the solicitation. Protests filed regarding the solicitation may be addressed by an amendment to the solicitation or denied by the City. If denied, the opening and award will proceed unless the City determines that it is in the City's best interests to set new deadlines, amend the solicitation, cancel or re-bid.

Therefore, unless otherwise notified by a formal amendment, the Protester must adhere to all solicitation dates and deadlines, including timely filing of an offer, regardless of filing a protest.

Offeror may protest an adverse determination issued by the City regarding responsibility and responsiveness, within seven days of the date the Offeror was notified of the adverse determination.

Offeror may protest an award recommendation if the Offeror can establish that it had a substantial chance of being awarded the contract and will be harmed by the recommended award. The City will post recommendations on the City's website to award the contract(s) to an Offeror(s). Offeror must submit award protests within seven days after the posting of the award recommendation, with exceptions only for good cause shown, within the City's full and final discretion.

All protests will be in writing, filed with the Procurement Officer identified in the solicitation and include the following:

- Identification of the solicitation number;
- The name, address and telephone number of the protester;
- A detailed statement describing the legal and factual grounds for the protest, including copies of relevant documents;
- The form of relief requested; and
- The signature of the protester or its authorized representative.

The Procurement Officer will render a written decision within a reasonable period after the protest is filed. The City will not request City Council authorization to award the contract until the protest process is complete. All protests and appeals must be submitted in accordance with the City's Procurement Code, (Phoenix City Code, Ch. 43) and any protests or appeals not submitted within the time requirements will not be considered. Protests must be filed with the Procurement Officer.

2.21. Public Record

All Offers submitted in response to this solicitation will become the property of the City and become a matter of public record available for review pursuant to Arizona State law. If an Offeror believes that a specific section of its Offer response is confidential, the Offeror will isolate the pages marked confidential in a specific and clearly labeled section of its Offer response. An Offeror may request specific information contained within its Offer is treated by the Procurement Officer as confidential provided the Offeror clearly labels the information "confidential." To the extent necessary for the evaluation process, information marked as "confidential" will not be treated as confidential. Once the procurement file becomes available for public inspection, the Procurement Officer will not make any information identified by the Offerors as "confidential" available to the public unless necessary to support the evaluation process or if specifically requested in accordance with applicable public records law. When a public records request for such information is received, the Procurement Officer will notify the Offeror in writing of any request to view any portion of its Offer marked "confidential." The Offeror will have the time set forth in the notice to obtain a court order enjoining such disclosure. If the Offeror does not provide the Procurement Officer with a court order enjoining release of the information during the designated time, the Procurement Officer will make the information requested available for inspection.

2.22. Late Offers

Late Offers must be rejected, except for good cause. If a late Offer is submitted, the Department will document the date and time of the submittal of the late Offer, keep the Offer and notify the Offeror that its Offer was disqualified for being a late Offer.

2.23. Right to Disqualify

The City reserves the right to disqualify any Offeror who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The City further reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the Offer submitted or any other data or information available to the City. This disqualification is at the sole discretion of the City. By submission of a solicitation response, the Offeror waives any right to object now or at any future time, before any agency or body including, but not limited to, the City Council of the City or any court as to the exercise by the City of such right to disqualify or as to any disqualification by reason of real or apparent conflict of interest determined by the City. The City reserves the right to replace the disqualified Offeror.

2.24. Contract Award

The City reserves the right to award a contract by individual line items, by group, all or none, or any other combination most advantageous to the City. The City reserves the right to award multiple contracts.

2.25. Determining Responsiveness and Responsibility

Offers will be reviewed for documentation of minimum qualifications, completeness, and compliance with the Solicitation requirements. The City reserves sole discretion to determine responsiveness and responsibility.

Responsiveness: Nonresponsive Offers will not be considered in the evaluation process. The solicitation states criteria that determine responsiveness, and the solicitation includes terms and conditions that if included or excluded from Offers (as the case may be) will render an Offer nonresponsive.

Exceptions, conditions, reservations, or understandings are presumed to be unacceptable, and an Offer that includes unacceptable exceptions, conditions, reservations, or understandings may be rejected as nonresponsive. Alternatively, the City in its sole discretion may instruct in writing that any Offeror remove the conditions, exceptions, reservations or understandings. If the Offeror fails to do so in writing, the City may determine the Offer to be nonresponsive.

Responsibility: To obtain true economy, the City must conduct solicitations to minimize the possibility of a subsequent default by the Contractor, late deliveries, or other unsatisfactory performance that may result in additional administrative costs. It is important that the Offeror be a responsible Contractor. Responsibility includes the Offeror's integrity, skill, capacity, experience, and facilities for conducting the work to be performed.

As part of the responsibility determination process, offerors who are selected for the Competitive Range will be asked to complete a Vendor Security Maturity Questionnaire. Please refer to Attachment B for an example of the questions to expect. The questionnaire will be provided to the offeror via a link sent through the City's IT risk and compliance

solution, ZenGRC. The City will include additional instructions in the notification sent to the offeror, which will specify the deadline and any other relevant details for completing the questionnaire.

The Procurement Officer will review each Offer to determine if the Offeror is responsible. The City's determination as to whether an Offeror is responsible will be based on all information furnished by the Offeror, interviews (if any), and information received from Offeror's references, including information about Offeror's history, terminations for convenience or cause, contract breach lawsuits or notices of claim and any other sources the City deems appropriate. Award of the Contract resulting from the solicitation will not be made until any necessary investigation, which each Offeror agrees to permit by submitting its Offer, is made by the City as it deems necessary. A review of responsibility may occur up to contract award.

The Offeror's unreasonable failure to promptly supply information about an inquiry with respect to responsibility may be grounds for a determination of non-responsibility with respect to such Offeror.

2.26. Security Maturity Questionnaire

As a part of the responsibility determination process, Offerors who have been deemed as responsive shall be required to complete and submit a Vendor Security Maturity Questionnaire. The process is the following:

- A. All Vendors shall submit, within their offer, an email address of an IT Specialist, with the skills and knowledge of the Vendor's IT systems, as the person to whom the Questionnaire will be sent.
- B. The City of Phoenix will send the Vendor Security Maturity Questionnaire to the responsive Vendor's identified IT Specialist, the Questionnaire will come in the form of a link from ZenGRC.
- C. The IT Specialist will complete and submit the Questionnaire within seven (7) days. This will be scored by the City of Phoenix's ITS Department and may be used to determine the responsibility of the Vendor.

Any questions regarding this process or the Questionnaire itself should be addressed only to the Procurement Officer associated with this Solicitation.

2.27. Equal Low Offer

Contract award will be made by putting the names of the tied vendors in a cup for a blind drawing limited to those bidders with tied offers. If time permits, the offerors involved will be given an opportunity to attend the drawing. The drawing will be witnessed by at least three persons, and the contract file will contain the names and addresses of the witnesses.

2.28. Evaluation of Competitive Sealed Offers

The City will use its discretion in applying the following processes to this solicitation. Any ties in scoring will be resolved with a best and final price request and the lowest price will prevail.

2.29. Detailed Evaluation of Offers and Determination of Competitive Range

During deliberations, the Evaluation Panel will reach a consensus score for each evaluation criterion except price. The Procurement Officer will score the price, which will be added to the overall consensus score. The overall consensus scores will determine the Offerors' rankings and which offers are within the Competitive Range, when appropriate.

2.30. Offers Not Within the Competitive Range

The City may notify Offerors of Offers that the City determined are not in the Competitive Range.

2.31. Discussions with Offerors in the Competitive Range

The City will notify each Offeror whose Offer is in the Competitive Range or made the 'short list' and provide in writing any questions or requests for clarification to the Offeror. Each Offeror so notified may be interviewed by the City and asked to discuss answers to written or oral questions or provide clarifications to any facet of its Offer. The Offerors in the competitive range may be required to provide a demonstration of their product.

Demonstrations - Offerors in the competitive range may be invited to construct a hands-on sample or presentation of their solution at the City of Phoenix. In addition, each finalist may prepare and deliver a presentation of their proposed solution based on the script developed by the evaluation panel. The City may also require a hands-on lab demonstration designed specifically for the evaluation panel. The results of the surveys will be tabulated and delivered to the evaluation team for the final review and solution selection session(s).

If an Offer in the Competitive Range contains conditions, exceptions, reservations or understandings to or about any Contract or Solicitation Scope requirement, the City may discuss or negotiate the conditions, exceptions, reservations or understandings during these meetings. But the City in its sole discretion may reject any and all conditions, exceptions, reservations and understandings, and the City may instruct any Offeror to remove the conditions, exceptions, reservations or understandings. If the Offeror fails to do so, the City may determine the Offer is nonresponsive, and the City may revoke its determination that the Offer is in the Competitive Range.

To the fullest extent permitted by law, the City will not provide any information, financial or otherwise, to any Offeror about other Offers received in response to this solicitation. During discussions with Offerors in the Competitive Range, the City will not give Offerors specific prices or specific financial requirements that Offerors must meet to qualify for further consideration. The City may state that proposed prices are too high with respect to the marketplace or otherwise unacceptable. Offerors will not be told of their relative rankings before Contract award.

2.32. Best and Final Offers (BAFO)

A BAFO is an option available for negotiations. Each Offeror in the Competitive Range, which is determined in the City's sole discretion, may be afforded the opportunity to amend its Offer and make one BAFO.

If an Offeror's BAFO modifies its initial Offer, the modifications must be identified in the BAFO. The City will evaluate BAFOs based on the same requirements and criteria applicable to initial

Offers. The City will adjust appropriately the initial scores for criteria that have been affected by offer modifications made by a BAFO. Based on the criteria defined in the solicitation as weighted, the City will then perform final scoring and prepare final rankings.

The Evaluation Panel will recommend the Offer that is the best value and most advantageous to the City based on the evaluation criteria.

The City reserves the right to make an award to an Offeror whose Offer is the highest rated, best value, and most advantageous to the City based on the evaluation criteria, without conducting written or oral discussions with any Offeror, without negotiations, and without soliciting BAFOs.

3. Scope of Work

3.1. Background and Current State Overview

The city of Phoenix is the fifth largest city in the United States and is governed under a council-manager plan. The Phoenix City Council is made up of a mayor and eight city council members. The City Manager directs the day-to-day operations of the city and provides leadership to more than 15,000 city employees. City departments and partners rely on data for informed decision making and delivering services to their internal and external customers. In recent years, data analytics and technology innovations have expanded, and new sources and formats of data are required to meet customer demands. The successful launch of the [City Manager's Performance Dashboard](#) and [platinum recognition from What Works Cities](#) are recent examples of the City's data-driven focus and reinforce the need to adopt a formal approach to managing and governing data.

Phoenix provides a wide array of information and services to residents, businesses, and visitors through 36 internal, yet independent departments. Each department interacts with various systems and applications (hosted and cloud) to serve internal and external customers. As a result, the city has a diverse set of structured and unstructured data assets that are consumed by internal, external, and public users.

Technologies associated with Phoenix data assets include but are not limited to the following:

- database management systems (e.g., Oracle, SQL Server)
- procedural and scripting code (e.g., python, PLSQL)
- BI/reporting environments (e.g., Power BI, Oracle Analytics Server, Tableau, SAP Business Objects)
- cloud environments (e.g., [ArcGIS Online](#), [Open Data Portal](#))
- applications (e.g., ArcGIS Enterprise Portal, Customer Care and Billing, SAP, PeopleSoft, etc.)

A. Internal Data

The Information Technology Services (ITS) Data Services Division has responsibility for the database management of hosted applications. While not exhaustive, ITS manages over 200 Oracle and SQL Server databases containing thousands of tables and 1+ million data fields or elements. Additionally, ITS Data Services manages enterprise Geographic Information Systems (GIS) spatial databases and applications using the on premise ESRI ArcGIS Enterprise Portal and hosted online in the ESRI ArcGIS Online (AGOL) cloud. Collectively, these respective systems are associated with over 24,000 objects (18.6K, 2.5K and 3.4K) in our production environment alone. Test and staging environments each contain larger volumes due to development work.

Within the city, there is a diversity of data practices used within and across departments. Within departments, data owners and data stewards have been identified and subject-matter-experts participate in the development of applications to support program objectives. There are a-number-of data related standards, security policies, and Administrative Regulations (AR) that

have been developed. Additional tools, automated programs, and standards guidance will be essential to improve the goal of data democracy across the city.

There is a continuous effort through projects, user group meetings, training, and discussions to inform departments about standards and promote their adoption. The Data Services team has developed a strong process to document business requirements, develop technical requirements, create the information products, and document support plans. A few automated reporting programs have been configured to enable monitoring at the infrastructure and application levels.

Finally, ITS manages enterprise business intelligence and data integration for the organization. The tools within this framework enable staging from a wide array of sources (flat files, DBMS, APIs, etc.) and enrichment to an enterprise data warehouse for downstream use in reports and dashboards for presentation to a variety of users. While limited metadata capture is performed as part of initial Business Intelligence project documentation, the results are not centralized and easily searchable. Further, any changes to the data assets after the dashboard is delivered are not captured. Collectively, these systems are associated with over 10,000 data assets (tables and objects) in our production environment alone. Test and staging environments each contain larger volumes due to development work.

B. External Data

Agencies and partners external to the city of Phoenix provide interfaces directly to both hosted applications and ingestion into a data integration process such as to the enterprise data warehouse for reporting. Currently there is no centralized inventory of these external data assets nor is the data lineage, sensitivity, or quality known. As a result, there is little visibility into these assets and inability to perform impact and risk analysis when issues arise such as unexpected values, timing, or structural changes.

C. Public Data

In 2017, the city of Phoenix launched a modernized [open data portal](#) (powered by OpenGov) to give data users an easy way to find and interact with city datasets. The portal hosts over 124 datasets and is growing. The ITS Geographic information Systems (GIS) team also manages an open data portal for spatial data and applications where public access to maps and data is available through the Esri hosted ArcGIS Online cloud environment [Open Data Mapping portal](#). The [City Manager's Performance Dashboard](#) is hosted in the Esri AGOL environment.

City departments follow a rigorous process to release a dataset to the portal. Part of this process is a manual authorization and metadata capture on a pdf form for items like the dataset name, description, key words, data owner, topical area, update frequency, contacts, and business glossary, among others. This information is then manually transferred to a spreadsheet to load into a database table. Data quality profiles are part of the release process where the source file is scanned to reveal data characteristics like data consistency and completeness. Both processes are not automated and instead manual and time intense. Given no data catalog exists currently for all internal datasets, it is unknown how many city data assets are potentially eligible for public release.

D. Challenges

Currently the city does not have an EDMG solution in place. The lack of an enterprise data management and governance solution has led to difficulty knowing what data the city has, the

nature/sensitivity of the data, the data quality, how it's being used, who is using it, why it's needed, and whether it is trustworthy for reporting and other uses. Requests for new analytics initiatives are often challenging in the early stages of data discovery given there is no ability to search for data assets matching business criteria. A large amount of time goes into identifying and vetting potential data sources before any data integration work can begin.

3.2. Objectives

The output of this project includes two key components:

- A. Installation, configuration, testing, and implementation of a new EDMG solution: the delivered solution must meet or exceed the functionality described in the City's "Future State Vision" and meet the required City Core Use Cases (CCUC) below.
- B. Provide support services: Ongoing support services are required to ensure that the EDMG solution continues to stay secure, current, and meets or exceeds the ever-increasing needs of the City's audience.

3.3. Future State Vision

The City of Phoenix is seeking an EDMG solution that will provide an enabling framework to manage and protect our data assets to bring high-quality, trusted, secure, and discoverable data to authorized users, to promote responsible and ethical use and to empower decision makers with complete and reliable information. The delivered EDMG data catalog component must support:

A. Functionality/Capability

1. Data Discovery /Catalog

A core required function of the future EDMG solution is a data catalog component that automatically finds, harvests, catalogs, and curates all the city's data asset metadata into an enterprise metadata catalog for ease of search. The delivered component must deliver the following:

- a. Provides unlimited metadata ingestion through plug-n-play connectors, extensions, open API, and SDK framework along with a suite of file import templates.
- b. Provides insights into data uses such as reporting and/or metrics.
- c. Provides customizable dashboard views.
- d. Provides drill downs into key data catalog attributes such as sensitive data, top data sources, data lineage and operational elements.
- e. Provides the currency of data or date when it was last updated/modified.
- f. Provides ability to store and display data owners per data asset.
- g. Provides a display of city users with access to the data assets and the last date of access.
- h. Provides impact assessment for data changes (type, length, name, etc).
- i. Provides ability to flag data fit for public release.

- j. Provides a semantic layer.
- k. Provides ability to flag reference/master data codes enterprise wide and by business domains.
- l. Provides data certification tags/management.
- m. Provides auto detection of sensitive data (PII, PHI and PCI) and recommend actions, risk ratings, and enables data elements to be manually classified or flagged as sensitive.
- n. Provides data insights by leveraging machine learning (ML), artificial intelligence (AI), and natural language processing (NLP).

2. Data lineage

The EDMG solution shall support the native generation of data lineage for any data asset field / column from the source system all the way to the final target regardless of the target technology (database table, application, dashboard, etc.). The delivered EDMG data lineage component must support:

- a. Provides interactive and drillable lineage diagram that provides optics at the component and object levels for risk and impact assessments for changes.
- b. Provides Intuitive search capability for each data element (column).
- c. Provides depiction and diagram data lineage from source to reporting layers, including all transformations in an easy-to-understand interface for both the business and technical perspectives.
- d. Provides easy-to-understand pre-built views/reports of all potential upstream or downstream impacts of a change at a column, table or report level.

3. Automated Data Quality Profile and Assessments / Master Data Management

To streamline data curation, the City requires a scalable EDMG solution scheduler to automatically profile and assess data quality of all data assets (dataset, table and/or field level) based on configurable rules. The delivered component must support:

- a. Provides data profiling and data assessments with details and metrics alongside metadata details for easy visibility and understanding.
- b. Provides auto generation of suggested data quality rules and assessment algorithms. This functionality is needed as an input into future data prioritization and governance workflows such as certifying data for public and/or internal use.
- c. Provides ability to cleanse, match, link, identify, and reconcile master data in different data sources to create and maintain the "golden record".
- d. Stores and distributes reference data created externally. Examples of reference data: county, currency, codes, administrative regions, etc.
- e. Manages different types of master data (person, product, etc.) inside the same platform.

- f. Creates and maintains hierarchical constructs/models used by the business to aggregate information for reporting and analytics.
- g. Manages relationships across entity instances within the same entity class, as well as across entity classes.
- h. Identifies records in a dataset that refer to the same entity across different data sources.
- i. Resolves duplicate representation of the same entity instance based on a set of defined attribute/rules and assign unique identifier for each instance.
- j. Enables data stewards to monitor data quality and recommend and track remediation actions.

4. Data Governance Workflow and Framework Support

To support the city's data governance framework and practices, the future EDMG solution must support:

- a. Provides enrichment of the data catalog with a business glossary (definition of data assets in business terms), creation, configuration and attachment of relevant policies, standards, regulations, and other data governance rules
- b. Finds and classifies sensitive data (Personally Identifiable Information (PII), Personal Health Information (PHI), Criminal Justice Information Services (CJIS), Family Educational Rights and Privacy Act (FERPA), and Payment Card Industry Data Security Standard (PCI), among others). Leveraging AI and ML to speed deployment.
- c. Audits and monitors data assets in real-time, for data governance compliance through rules-based configuration. Pre-built data governance audit/compliance risk-reduction workflows that highlight the distribution of data are highly desired.
- d. Automates data security monitoring of sensitive data showing usage and permissions heatmaps to identify data and systems that are at risk of security exposure. Enable the configuration of alerts to data owners based on risk criteria.
- e. Enables automated workflows to capture issues/needs, actions, and resolution at the data asset level to streamline data governance tasks such as data access or sharing requests, open data release, compliance audits, and policy changes.
- f. Tracks data access and changes.
- g. Automates version management and change control. Version all metadata and related mappings and provide change comparison reports to support audits and impact analysis.
- h. Classifies generative AI and ML data outputs and manage related model inputs and outputs.
- i. Provides auto-glossary suggestions to reduce manual work of linking glossary terms to each data table.

- j. Provides ability to collaborate with stakeholders involved in governance activities using embedded integration with collaboration tools to make metadata accessible in native workflows and tools.

3.4. Weekly Status Report Requirements

Develop and agree on a weekly status report format. The status report must be provided using a quad sheet format presentation, which, at a minimum, includes the following:

- Task progress tracking against milestones.
- Billing Status
- Issues and concerns and a health monitor associated with the Scope of Work timeline and budget.
- Meeting agendas and minutes will be taken and provided.
- Status reports can be shared using a shared site, SharePoint, or emailed to the City's project manager.

3.5. Staffing Requirements

A. The Contractor shall provide a project team that is knowledgeable, experienced, and has the skills necessary to ensure the success of all phases outlined herein.

1. Overall staffing levels must be sufficient to meet or exceed quality and timeline expectations, and key project personnel must have subject matter expertise in enterprise data management solutions and prior implementation experience on projects similar in scope. Please provide resumes for all project staff.
2. The Contractor will be expected to participate in day-to-day activities remotely unless otherwise requested by the city.
 - Offshore Work Performance: Any services that are described in the specifications or scope of work that directly serve the City of Phoenix or its customers and involve access to secure or sensitive data or personal client data shall be performed within the defined territories of the United States. Unless specifically stated otherwise in the specifications, this paragraph does not apply to indirect or 'overhead' services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.
3. Assume full responsibility for the successful implementation of the new EDMG Solution, ensuring it is completed on time and within budget, especially when choosing to engage subcontractors during the project, and meeting the project's objectives.
4. Experience completing at least 2, similar size projects that demonstrate their expertise, experience, and ability to deliver upon the minimum deliverable requirements specified for each phase in this scope of work.

5. Provide a Project Manager (PM), with experience in similar projects, who will serve as a single point of contact who will leverage industry best project management tools and methodologies in order to ensure product quality and timeliness for the duration of the project.
 - It is preferred that the PM has a project management certification, such as Project Management Professional or equivalent.
6. Accommodate working in the Arizona time zone and be available from 8am – 5pm AZ time. Additional availability may be necessary as agreed upon by the City and the Contractor.
7. Any EDMG Project-related meetings and time commitments shall occur during normal working hours (M-F, 8am-5pm AZ time) unless there are special circumstances for meetings or other project-related time commitments to occur off hours. Offeror's working hours must expand outside of normal working hours as required during periods of implementation, go-lives, and heightened post-implementation support periods.

3.6. General Technology Requirements

- A. Data Connectivity and Integration: The EDMG solution must enable seamless connectivity and data integration across all identified data sources, supporting both real-time and batch processing.
- B. Scalability and Performance: The solution must be capable of scaling to accommodate growing data volumes and maintain performance benchmarks across increasing workloads.
- C. Data Security and Compliance: The EDMG solution must ensure data security through encryption, access controls, and audit logging to meet regulatory and organizational compliance standards.
- D. Metadata Management and Cataloging: The solution must automatically catalog and manage metadata across connected data sources, supporting organization-wide discoverability and governance.
- E. Data Quality Management and Monitoring: The solution must automatically assess, profile, and score data quality, alerting stakeholders to issues that fall below defined thresholds.
- F. Workflow: The solution must support configurable workflows that automate data validation, governance, and approval processes for improved data governance.
- G. Master Data Management: The EDMG solution must provide tools for managing and synchronizing master data to ensure consistency across all data domains.
- H. Service Level Requirements: The solution must meet agreed service level objectives, including availability, response time, and support responsiveness, to maintain uninterrupted operations.

- I. Reporting and Analytics: The solution must offer robust reporting and analytics capabilities, enabling users to generate insights and track data management metrics.
- J. Configurability: The EDMG solution must allow configuration to meet organizational needs without requiring extensive custom development.

3.7. Functional Requirements

The City has developed a comprehensive spreadsheet of functional requirements, provided as Attachment C - Functional/Technical Requirements. This document encompasses system requirements aligned to the business capability model defined in section 3.1 Background and Current State Overview. Furthermore, Attachment C - Functional/Technical Requirements provides an itemized list of detailed functional requirements for the EDMG solution. The City has identified each requirement as a core feature. In totality, the EDMG's system functional requirements include:

- A. Data Discovery / Catalog : Automated metadata extraction from diverse sources (RDBMS, procedural code, servers, BI environments, cloud, and spatial apps).
- B. Data Lineage: Full data lineage tracing from source to target (e.g., Oracle Analytics, ArcGIS).
- C. Data Quality / MDM : Automatic data quality profiling and scoring, with support for spatial and non-spatial databases and MDM classification.
- D. Data Governance Workflow: Automated governance workflows for data validation, glossary generation, sensitive data detection, and open data designation.

3.8. Implementation Service Requirements

The EDMG implementation and Ongoing Services effort shall be completed in the project phases outlined below (with minimum deliverables from the vendor noted), including but not limited to:

A. Planning and Discovery

Objective: During this initial phase, the Contractor will work closely with the City's project team to assess the current data management environment, gather detailed requirements, and develop foundational documentation for the EDMG implementation. This phase will focus on ensuring a clear understanding of the City's key objectives, requirements, and constraints.

Contractor Responsibilities:

The Contractor shall:

- conduct comprehensive requirements-gathering sessions, including virtual interviews, virtual workshops, and surveys with City stakeholders. Requirements must be captured in a Requirements Traceability Matrix (RTM) to ensure that all are addressed in subsequent phases.
- Be responsible for identifying both functional and non-functional requirements, including performance, security, and scalability requirements.

- Lead workshops to gather insights and ensure that all City Core Use Cases (CCUC) are fully defined and documented.
- Facilitate collaborative discussions to ensure that City stakeholders have input into key project decisions during the planning phase.
- Establish a project governance framework, including key decision-making processes and escalation procedures.
- Develop a RACI matrix (Responsible, Accountable, Consulted, and Informed) to clarify roles and responsibilities for both contractor and City personnel.

Deliverables

- Project Charter
 - A comprehensive document outlining the project's purpose, scope, objectives, stakeholders, and success criteria
 - Formal approval from both the City and Contractor to ensure alignment on the project's goals and vision
- Project Plan and Organizational Chart
 - A comprehensive plan detailing timelines, key milestones, deliverables, structure of the project team, and weekly status report. The organizational chart will provide clarity on roles and reporting structures for both the Contractor and City personnel.
- Detailed Requirements Document
 - Based on industry frameworks this document will capture the City's core use cases, functional needs, and technical specifications.
- Method for change control and communication.
- All risks and mitigation plans.

B. Solution Design Phase

Objective: Using the requirements from the discovery phase, the contractor will create a detailed design for the EDMG solution, ensuring that it is adaptable to the City's existing infrastructure and scalable for future growth.

Contractor Responsibilities

The Contractor shall:

- Develop a comprehensive design document that includes system architecture, data flows, integration points, and governance processes. These designs must be in alignment with City infrastructure and adhere to security and regulatory requirements.

- Ensure that all design artifacts are reviewed and formally approved by City stakeholders before proceeding to the implementation phase. Any requested changes should be incorporated, with clear communication of any impacts to the timeline or cost.
- Identify the solution modules and configuration requirements for all City Core Use Cases (CCUC).
- The solution design will identify out-of-box functionality and any custom workflows.

Deliverables

- High-level architecture and system design documents
 - A blueprint that defines how the EDMG solution will be integrated into the City's IT ecosystem. This will include data pipelines, governance processes, and data storage layers, crafted with a focus on scalability, modularity, and security.
- Data governance framework tailored to the City's policies and needs
 - A customized governance model aligned with best practices. This will define roles and responsibilities around data stewardship, quality management, and data security.

C. Solution Configuration and Implementation Phase

Objective: During this phase, the contractor will configure the solution to meet the City's functional, security, and operational requirements, ensuring a robust and scalable EDMG platform.

Contractor Responsibilities:

- Solution configuration in accordance with the City's technical and functional requirements
- Data migration plan and execution strategy for integrating legacy data systems
- Installation and setup of EDMG solution components (e.g., data catalog, metadata management, data quality management, and MDM modules)
- Integration with existing City systems and applications
- Execution of defined use cases, including end-to-end workflows that align to the City Core Cases.

Deliverables:

- Configuration of Core Modules
 - Configuration of key components such as data catalogs, metadata management, data quality management, and data governance framework (observability)
- Data Migration
 - A thorough migration plan to ensure all legacy data systems are correctly integrated with the new solution. data mapping, cleansing, and validation will be critical steps in ensuring data integrity.

- City Core Use Cases (CCUC)
 - Full integration of the City's core use cases within the platform, ensuring that workflows, automation, and data processing protocols align with operational objectives.
 - Configure role-based access for City project team users.
 - Configure and document each module to satisfy the city's core use cases.
 - Unit test configuration to ensure product is functioning as expected.

D. Testing and Validation Phase

1. Objective: The Contractor must conduct testing phase to ensure that the implemented solution is functional, secure, and aligned with both business and technical requirements this includes developing, conducting, and providing support to the City and applicable stakeholders in test plans, test scripts, test cases, and test input data. The Contractor must lead all testing efforts except for user acceptance testing (UAT), user acceptance testing will occur during a time period agreed upon in advance with City stakeholders.
2. Install fully functional production and non-production environments.
3. Confirm the operation and functionality of the installed components.

Contractor Responsibilities:

The Contractor shall:

- provide a detailed Test Plan, covering all aspects of testing (unit, system, integration, performance, and user acceptance testing). The Test Plan should also define test cases, success criteria, and test data requirements.
- Implement automated testing frameworks where feasible to ensure continuous validation of key solution components and to expedite defect identification and resolution.
- Implement a defect tracking system to log, prioritize, and resolve issues identified during testing. All defects must be documented, categorized (e.g., critical, major, minor), and addressed in a timely manner.
- High-priority defects must be escalated and resolved prior to moving to the Go-Live phase.

Deliverables

User Acceptance Testing (UAT): Engaging key City stakeholders to conduct UAT to verify that the solution meets end-user needs. All test results will be documented, with an emphasis on resolving identified defects before go-live.

1. Provide a testing overview and educational session for City test participants.
2. Identify and develop test scenarios for each use case.

3. Define and create a feedback submission process.
 4. Present test findings to City of Phoenix stakeholders to prioritize remediation and/or enhancement activities.
- Unit, Integration, and System Testing: Detailed testing scripts and documentation that validate each module's functionality, ensuring each works as intended and integrates smoothly.
 - Requirements Traceability Matrix (RTM) to ensure that all deliverables are addressed in subsequent phases and will be used to identify the modules to be used and the user testing to be completed.
 - Security and Compliance Audits: Formal validation ensuring that the EDMG solution adheres to the City's security standards and meets regulatory compliance.

E. Training

1. Define a training program to educate and train administrator City personnel in all details of the EDMG solution to enable successful operation and management of the system and each of its components throughout its useful life.
2. A training syllabus and plan that proposes the training courses to be delivered to the City based on the future governance and organizational model.
3. Provide a method/channel City personnel to access up to date documentation related to all software updates, upgrades, and new feature releases.
4. Provide training to the City's project team, departmental users (data liaisons), and other identified stakeholders to understand any changes to their current workflows and how to request support services from the support provider.

F. Go-live/release process

1. Go-live checklist and detailed day-of launch plan to ensure alignment and commitment from all stakeholders and responsible parties.
2. Roles and responsibilities for deployment.
3. Outline process for transitioning to maintenance.

G. Maintenance

1. Provide technical support services after go-live, to ensure that the EDMG solution continues to function as intended, remains stable and secure.
2. Provide infrastructure diagrams and documentation for installation.
3. Provide a Service Level Agreement (SLA) support model definition to include:

- a. RACI matrix between the vendor and the City that is regularly updated to align with future support needs.
 - b. Maintenance and enhancement support agreement based upon the requirements agreed upon by the Contractor and the City.
 - c. "Request for support" procedures and average resolution response timeframe
 - d. Issue prioritization and escalation processes.
 - e. Methodology used to manage software upgrades, enhancements, and patches (including quality assurance practices).
 - f. List of any technical and end user administrator self-help resources available.
 - g. The quantitative response in percentage (i.e., 99.9%) including providing how these percentages are computed.
 - h. Description of how the SLA will be tracked and validated.
 - i. Projected maintenance schedule(s), product lifecycle chart, and contents.
 - j. Description of the process used to restore selected data files or timepoint restore (both structured and unstructured), including how requests are made and the expected restoration time.
 - k. A description of the performance standards (e.g.: system latency, load tests during peak times and off-peak times.) for system availability.
 - l. Implementation of monitoring systems which provide documentation of downtime or issues per year in total availability % per year, downtime per year, downtime per month, and downtime per week.
 - m. Description of any exclusion parameters of application performance.
4. Ongoing maintenance and enhancement support execution based upon the terms of the SLA agreement.

3.9. Additional Services and Enhancements

At some point after the initial use cases are configured, the City may elect to expand solution capabilities and on-board additional departments into the identified solution. Historically, staff augmentation has been required to accomplish these objectives. In the Price Proposal, please clearly outline the position title, duties, and hourly salary required to provide staff augmentation. Identify whether these staff resources will be provided through your company or a business partner.

3.10. Deliverables, Acceptance Criteria, and Payment Schedule

1. Deliverable:

- a. All contract deliverables are to be given a unique number and tied to the project schedule. The dates for deliverable submissions, review comments, and resubmissions

will be tracked in the project schedule. The Contractor shall provide a project repository tool (e.g., SharePoint) to record project deliverables and manage project tasks.

- b. For every deliverable, the Contractor shall request the City's project manager or designee to confirm receipt of that deliverable by sending an e-mail identifying the deliverable name and date of receipt. Drafts of each final deliverable, except status reports, are required at least one week in advance of when the final deliverables are due.

2. Acceptance Criteria:

- a. The Contractor's deliverables will be subject to the review and approval of the City's project manager or designee and/or additional stakeholders depending on the deliverable. If requested by the City's project manager, the Contractor must provide walkthroughs of deliverables to facilitate the project manager's deliverable reviews.
- b. The City project manager shall notify Contractor within ten business days of its receipt of a deliverable, or as otherwise agreed to by the City's project manager and Contractor, of its approval or rejection, with the reason(s) for rejection. In the case of an initial rejection, the Contractor shall have five (5) business days, or as otherwise agreed to by the City' project manager, to correct the deliverable and resubmit for the project manager's review.
- c. Approval shall be granted at the City's project manager sole discretion if the deliverable meets all requirements.
- d. The Contractor must account for the City's project manager review process when developing schedules, project plans, and timelines. Specific deliverables and acceptance criteria will be finalized as part of the project pre-planning and preparation.

3. Payment Schedule:

- a. Payment schedule shall be tied to milestones based on successful completion of deliverables and negotiated between the city of Phoenix and the selected Offeror.

3.11. City Core Use Cases

Offerors to review the City core use cases listed in "Attachment C - Functional & Technical Requirements". The five City core use cases listed in Attachment C are highlighted in blue.

3.12. Roles and Responsibilities

A. Contractor Responsibilities

1. The Contractor is expected to own each of the deliverables and activities within each phase of the effort, with input from City stakeholders. This includes project management and ownership of status meetings and status reports to ensure the on-time delivery and quality of deliverables.
2. The Contractor will work with the City's project management team to address any roadblocks or risks in the project and escalate issues based on the agreed upon escalation plan determined by the City and Contractor teams.

B. City of Phoenix Responsibilities

1. The City will participate in all necessary activities and provide the required information in a timely manner to ensure the success of each phase.
2. The City's Project Management team will work closely with the Contractor as needed and will: (a) approve priorities, detailed project plans and schedules; (b) notify Contractor in writing of any engagement or performance issues; and (c) assist in resolving issues that may arise.
3. Identify stakeholders, SME's, core project team members.
4. Assist the Contractor with scheduling meetings, as needed and will participate in meetings, and workshops.
5. Make available all pertinent documents, information, and electronic files in a timely manner.
6. Provide a response to all questions regarding the acceptability of any work performed under this Scope of Work.

4. Evaluation Process

Evaluation Criteria

Phase 1

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<p>Capabilities Functional and Technical Requirements</p> <p>Offerors are required to furnish responses for each functional and technical requirement as specified in <i>Attachment C – Functional & Technical Requirements</i>. Furthermore, the Offeror must provide responses to the subsequent questions pertaining to the functionality of their solution. The responses provided in Attachment C – Functional & Technical Requirements will be subject to evaluation and scoring.</p> <ul style="list-style-type: none"> • Provide a narrative written in non-technical language the Offeror’s overall Solution, including hosting environment, functional and technical capabilities. Include any industry-leading differentiating features your Solution possesses that may provide value to the City. 	Points Based	300 <i>(30% of Total)</i>

<p>2.</p>	<p>Experience and Qualifications</p> <p>Offerors are required to furnish responses for each item as specified herein. The responses and furnished documentation will be subject to evaluation and scoring:</p> <p>1. Provide the organization background information and experience for the planning, installation, configuration/integration, implementation and ongoing support of an enterprise data management solution (EDMG). In addition, the following subsections describe additional information to provide at a minimum: (Limit your responses to no more than 5 pages) (Section 3, Scope of Work):</p> <p>a) Provide an organizational chart and resumes for the engagement that reflects key staff involved in project implementation, ongoing relationship management, and support.</p> <p>b) Provide a high-level project plan and timeline.</p> <p>c) Provide responsibilities, estimated time assigned to the project, titles of personnel expected to be assigned to each phase of this project. Also, note any experience or certifications relevant to each phase.</p> <p>d) Provide a copy of the solutions standard training plan and syllabus that has been used for a customer comparable to the City of Phoenix.</p> <p>2. Provide an overview of your understanding of/alignment with the future state vision described in the Scope of Work, subsection "3.3, Future State Vision" and why and how your solution and delivery would be the best to help the City achieve it. (Limit your responses to no more than 10 pages):</p> <p>a) Provide a list of all supported connectors and features that your EDMG solution supports, and for each, indicate the current number of licensed customers using each.</p> <p>b) Identify the total number of your current government clients that currently license an EDMG product.</p> <p>c) Identify the number of years your EDMG product has been available to customers to license.</p>	<p>Points Based</p>	<p>150 <i>(15% of Total)</i></p>
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<p>3. Provide at least two detailed examples of completed and successful similar projects (size of customer and scope of work) that demonstrates your experience delivering upon the requirements included in this solicitation. Please include details like modules delivered, specific connectors used (base and extended) to integrate to the client's data assets, the volume of data assets in scope, project duration, KPIs, and business benefits, among other key details. (Limit your responses to no more than 5 pages) (Section 3. Scope of Work):</p> <p>a) Your approach to the project and key deliverables you were responsible for.</p> <p>b) The outcome of the project as it relates to the project goals.</p> <p>c) Any other context you are willing to provide that demonstrates your experience related to the requirements of this solicitation.</p> <p>4. Describe your experience in providing ongoing support and maintenance after the EDMG solution has gone live and implemented? (limit your responses to no more than 5 pages) (Section 3. Scope of Work, Subsection 3.8. Implementation Service Requirements).</p> <p>5. List the architecture deployment options for the software solution, the software version level and their support lifecycle. Provide architecture diagrams for each option along with advantages and disadvantages for each.</p> <p>6. Describe your in-house experience/capabilities to provide services for additional maintenance or enhancement, that may be needed by the City, throughout the life of the Contract (Section 3. Scope of Work, Subsection 3.9 Additional Services and Enhancements).</p>		
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<p>3.</p>	<p>Method of Approach</p> <p>Offerors are required to furnish responses for each item as specified herein. The responses and furnished documentation will be subject to evaluation and scoring:</p> <p>1. Knowing the volume of the City's data assets is high and includes a diverse ever-evolving technology landscape, describe (Limit your responses to no more than 10 pages) (Section 3. Scope of Work, Subsection 3.1 Background and Current State Overview):</p> <p>a) How will you ensure high scalability and performance of the EDMG to successfully scan and process large volumes of data assets (e.g., 1+ million) on a regular cadence?</p> <p>b) What safeguards will be implemented to ensure no degradation to the city's source systems?</p> <p>c) How do you keep your solution relevant with changing technologies? Describe upgrade release cycles and another relevant information.</p> <p>2. For each phase, how you will successfully complete each of the required deliverables and activities listed. Include examples that demonstrate your experience and expertise in each area. If applicable, describe the activities and deliverables you would recommend for achieving the outlined goals in addition to or in place of the required activities. (Limit your responses to no more than 10 pages) (Section 3. Scope of Work, Subsection 3.8. Implementation Service Requirements).</p> <p>3. Describe your methodology and overall approach to the Configure City Core Use Cases phase of the EDMG solution. How will you successfully implement each use case? Include examples that demonstrate your experience and expertise in each area. (Limit your responses to no more than 10 pages) (Section 3. Scope of Work, Subsection 3.11 City Core Use Cases and Attachment C - Functional & Technical Requirements).</p> <p>4. How do you ensure alignment with the Data Owner(s) and/or business stakeholders during the project for the listed phases? (Limit your responses to no</p>	<p>Points Based</p>	<p>150 (15% of Total)</p>
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<p>more than 3 pages) (Section 3. Scope of Work, Subsections: 3.2, 3.3, 3.5, 3.6, 3.8, 3.11, and 3.12).</p> <p>5. Describe your approach to establishing and defining an SLA Support model and support execution based on the requirements outlined in the scope of work. Include examples that demonstrate your experience and expertise in each area. (Limit your responses to no more than 10 pages) (Section 3. Scope of Work, Subsections: 3.2, 3.3, 3.5, 3.6, 3.8, 3.11, and 3.12):</p> <p>a) Please provide a copy of the solutions standard Service Level Agreement (SLA) that has been used for a customer comparable to the City of Phoenix.</p> <p>b) Please provide a sample of a regular SLA report with service requests, incident reports, downtimes, etc.</p> <p>c) Provide a minimum of three support models with associated pricing of each (i.e., 24x7x365, business hours vs. non-business hours of technical support). Include response timeframe(s) and provide the costs on a yearly basis for a total of three years.</p> <p>6. While the City currently does not have data assets generated by AI, Generative AI, LLM, AutoML, or the equivalent, we foresee this occurring inside the EDMG effort. Describe the EDMG solution's present capability to sense and classify AI and ML objects as a distinct class of data assets within the Data Catalog as inputs and outputs. (Section 3. Scope of Work, Subsection 3.3 Future State Vision).</p> <p>7. What is your approach to project management? Please describe how your team would approach this engagement based upon the provided requirements. Include your approach to the required project management plan, communication strategy, approach to project schedule management, governance structure, and approach to risk management. (Limit your responses to no more than 5 pages) (Section 3. Scope of Work, Subsections: 3.2, 3.3, 3.5, 3.6, 3.8, 3.11, and 3.12).</p>		
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<p>4.</p>	<p>Price</p> <p>The City of Phoenix prefers granular, transparent pricing. Responses must include detailed, line item, unit-based pricing. Offerors shall submit <i>Exhibit C - EDMG Pricing Template</i>, that outlines all costs for the implementation/configuration of each EDMG module/function (outlined in this RFP) and Ongoing Operational Support Costs.</p> <ol style="list-style-type: none"> 1. Additional instructions related to pricing are provided in the Price Proposal Submittal. 2. Offeror must provide the completed Price Proposal Submittal, in its original Microsoft Excel Format. 3. Pricing must be for a fully operational and managed EDMG system which includes detailed, line item, unit-based pricing for 5 privileged users (Write and Edit Ability) and Unlimited Read-Only Business Users for the initial five (5) years term of the contract. 4. Detailed breakdown of costs, including licensing fees, implementation costs, and ongoing support/maintenance fees. 5. The implementation costs and licensing models must fulfill the functionality and data connector requirements listed under the Scope of Work, Section 3. 6. Provide contract terms and conditions for city review, including any warranties, service level agreements, or termination clauses. 7. Payment schedule shall be tied to milestones based on successful completion of deliverables and negotiated between the city of Phoenix and the selected Offeror. 	<p>Points Based</p>	<p>200 <i>(20% of Total)</i></p>
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Phase 2

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<p>Oral Presentations/Interviews</p> <p>Offerors in the Competitive Range will be required to conduct presentations based on the categories below to the evaluation team. During this phase, we'll be evaluating based on the criteria below in efforts to select the best partner to collaborate with the City and drive forward the future state vision of the EDMG solution.</p> <p>There may be specific areas of the proposal the City requests the respondents to further elaborate into during their presentation and the respondent should be prepared to answer questions directly from the evaluation team during this time. Please have the likely Project Manager and/or key project team members participating in the presentation of your proposal.</p> <p>Presentations will be scored based on the following categories:</p> <ul style="list-style-type: none"> A. Alignment with Functional Needs. B. Approach to partnership. C. Ability to articulate and defend the proposed approach. 	Points Based	<p>200 <i>(20% of Total)</i></p>

5. Standard Terms and Conditions

5.1. Definition of Key Words Used in the Solicitation

Shall, Will, Must: Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of Offer as non-responsive.

Should: Indicates something that is recommended but not mandatory. If the Offeror fails to provide recommended information, the City may, at its sole option, ask the Offeror to provide the information or evaluate the Offer without the information.

May: Indicates something that is not mandatory but permissible.

For purposes of this solicitation, the following definitions will apply:

"A.R.S." Arizona Revised Statute

"Buyer" or "Procurement Officer" City of Phoenix staff person responsible for the solicitation. The City employee or employees who have specifically been designated to act as a contact person or persons to the Contractor, and responsible for monitoring and overseeing the Contractor's performance under this contract.

"City" The City of Phoenix

"Contractor" The individual, partnership, or corporation who, as a result of the competitive process, is awarded a contract by the City of Phoenix.

"Contract" or "Agreement" The legal agreement executed between the City of Phoenix, AZ and the Contractor.

"Days" Means calendar days unless otherwise specified.

"Chief Procurement Officer" The contracting authority for the City of Phoenix, AZ, authorized to sign contracts and amendments thereto on behalf of the City of Phoenix, AZ.

"Employer" Any individual or type of organization that transacts business in this state, that has a license issued by an agency in this state and employs one or more employees in this state. Employer includes this state, any political subdivision of this state and self-employed persons. In the case of an independent contractor, employer means the independent contractor and does not mean the person or organization that uses contract labor. (A.R.S. 23-211).

"Offer" Means a response from a Supplier, Contractor, or Service Provider to a solicitation request that, if awarded, binds the Supplier, Contractor, or Service Provider to perform in accordance with the contract. Same as bid, proposal, quotation or tender.

"Offeror" Any Vendor, Seller or Supplier submitting a competitive offer in response to a solicitation from the City. Same as Bidder or Proposer.

"Solicitation" Means an Invitation for Bid (IFB), Request for Proposal (RFP), Request for Quotations (RFQ), Request for Qualifications (RFQu) and request for sealed Offers, or any other type of formal procurement which the City makes public through advertising, mailings, or some other method of communication. It is the process by which the City seeks information, proposals, Offers, or quotes from suppliers.

“Suppliers” Firms, entities or individuals furnishing goods or services to the City.

“Vendor or Seller” A seller of goods or services.

5.2. Contract Interpretation

- A. **Applicable Law:** This Contract will be governed by the law of the State of Arizona, and suits pertaining to this Contract will be brought only in Federal or State courts in Maricopa County, State of Arizona.
- B. **Contract Order of Precedence:** In the event of a conflict in the provisions of the Contract, as accepted by the City and as they may be amended, the following will prevail in the order set forth below:
1. Federal terms and conditions, if any
 2. Special terms and conditions
 3. Standard terms and conditions
 4. Amendments
 5. Statement or scope of work
 6. Specifications
 7. Attachments
 8. Exhibits
 9. Instructions to Contractors
 10. Other documents referenced or included in the Solicitation
- C. **Organization – Employment Disclaimer:** The Agreement resulting hereunder is not intended to constitute, create, give rise to or otherwise recognize a joint venture agreement or relationship, partnership or formal business organization of any kind, and the rights and obligations of the parties will be only those expressly set forth in the agreement. The parties agree that no persons supplied by the Contractor in the performance of Contractor’s obligations under the agreement are considered to be City’s employees and that no rights of City civil service, retirement or personnel rules accrue to such persons. The Contractor will have total responsibility for all salaries, wage bonuses, retirement, withholdings, workmen’s compensation, occupational disease compensation, unemployment compensation, other employee benefits and all taxes and premiums appurtenant thereto concerning such persons, and will save and hold the City harmless with respect thereto.
- D. **Severability:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid will not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.

- E. **Non-Waiver of Liability:** The City of Phoenix as a public entity supported by tax monies, in execution of its public trust, cannot agree to waive any lawful or legitimate right to recover monies lawfully due it. Therefore, any Contractor agrees that it will not insist upon or demand any statement whereby the City agrees to limit in advance or waive any right the City might have to recover actual lawful damages in any court of law under applicable Arizona law.
- F. **Parol Evidence:** This Agreement is intended by the parties as a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this agreement. No course of prior dealings between the parties and no usage in the trade will be relevant to supplement or explain any term used in this Contract. Acceptance or acquiescence in a course of performance rendered under this contract will not be relevant to determine the meaning of this Contract even though the accepting or acquiescing party has knowledge of the nature of the performance and opportunity to object.

5.3. Contract Administration and Operation

- A. **Records:** All books, accounts, reports, files and other records relating to the contract will be subject at all reasonable times to inspection and audit by the City for five years after completion of the contract. Such records will be produced at a City of Phoenix office as designated by the City. Confidentiality will be maintained, and City will not violate any proprietary or other confidentiality agreements Contractor has in place.
- B. **Discrimination Prohibited:** Contractor agrees to abide by the provisions of the Phoenix City Code Chapter 18, Article V as amended. Any Contractor, in performing under this contract, will not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age or disability nor otherwise commit an unfair employment practice. The supplier and/or lessee will take action to ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, or national origin, age or disability and adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort and responsibility, and that are performed within the same establishment under similar working conditions. Such action will include but not be limited to the following: Employment, promotion, 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 supplier further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this contract. Contractor further agrees that this clause will be incorporated in all subcontracts, job-contractor agreements or subleases of this agreement entered into by supplier/lessee.
- C. **Equal Employment Opportunity and Pay:** In order to do business with the City, Contractor must comply with Phoenix City Code, 1969, Chapter 18, Article V, as amended,

Equal Employment Opportunity Requirements. Contractor will direct any questions in regard to these requirements to the Equal Opportunity Department, (602) 262-6790.

1. **For a Contractor with 35 employees or fewer:** Contractor in performing under this Agreement shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The Contractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability. Such action shall include but not be limited to the following: employment, promotion, 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 further agrees that this clause will be incorporated in all subcontracts related to this Agreement that involve furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this Agreement. Contractor further agrees that this clause will be incorporated in all subcontracts, Contractor agreements or subleases of this agreement entered into by supplier/lessee.
2. **For a Contractor with more than 35 employees:** Contractor in performing under this Agreement shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The Contractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability, and shall adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort, and responsibility, and that are performed within the same establishment under similar working conditions. Such action shall include but not be limited to the following: employment, promotion, 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 further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this contract. Contractor further agrees that this clause will be incorporated in all subcontracts, job-Contractor agreements or subleases of this Agreement entered into by supplier/lessee. The Contractor further agrees not to discriminate against any worker, employee or applicant, or any member of the public, because of sexual orientation or gender identity or expression and shall ensure that applicants are employed, and employees are dealt with during employment without regard to their sexual orientation or gender identity or expression.

3. **Documentation:** Suppliers and lessees may be required to provide additional documentation to the Equal Opportunity Department affirming that a nondiscriminatory policy is being utilized.
 4. **Monitoring:** The Equal Opportunity Department shall monitor the employment policies and practices of suppliers and lessees subject to this article as deemed necessary. The Equal Opportunity Department is authorized to conduct on-site compliance reviews of selected firms, which may include an audit of personnel and payroll records, if necessary.
- D. **Legal Worker Requirements:** The City of Phoenix is prohibited by A.R.S. § 41-4401 from awarding a contract to any Contractor who fails, or whose subcontractors fail, to comply with A.R.S. § 23-214(A). Therefore, Contractor agrees that:
1. Contractor and each subcontractor it uses warrants their compliance with all federal immigration laws and regulations that relate to their employees and their compliance with A.R.S. § 23-214, subsection A.
 2. A breach of a warranty under paragraph 1 will be deemed a material breach of the contract that is subject to penalties up to and including termination of the contract.
 3. The City of Phoenix retains the legal right to inspect the papers of any Contractor or subcontractor employee who works on the contract to ensure that the Contractor or subcontractor is complying with the warranty under paragraph 1.
- E. **Health, Environmental, and Safety Requirements:** The Contractor's products, services and facilities will be in full compliance with all applicable Federal, State and local health, environmental and safety laws, regulations, standards, codes and ordinances, regardless of whether or not they are referred to by the City. At the request of City representatives, the Contractor will provide the City:
1. Environmental, safety and health regulatory compliance documents (written safety programs, training records, permits, etc.) applicable to services provided by the Contractor in this contract.
 2. A list of all federal, state, or local (EPA, OSHA, Maricopa County, etc.) citations or notice of violations issued against their firm or their subcontractors including dates, reasons, dispositions and resolutions.
 3. The City will have the right, but not the obligation to inspect the facilities, transportation vehicles or vessels, containers and disposal facilities provided by the Contractor or subcontractor. The City will also have the right to inspect operations conducted by the Contractor or subcontractor in the performance of this agreement. The City further reserves the right to make unannounced inspections of the Contractor's facilities (during normal business hours).
- F. **Compliance with Laws:** Contractor agrees to fully observe and comply with all applicable Federal, State and local laws, regulations, standards, codes and ordinances when

performing under this Contract regardless of whether they are being referred to by the City. Contractor agrees to permit City inspection of Contractor's business records, including personnel records to verify any such compliance. Because the contractor will be acting as an independent contractor, the City assumes no responsibility for the Contractor's acts.

- G. **Lawful Presence Requirement:** Pursuant to A.R.S. §§ 1-501 and -502, the City of Phoenix is prohibited from awarding a contract to any natural person who cannot establish that he or she is lawfully present in the United States. In order to establish lawful presence, this person must produce qualifying identification and sign a City-provided affidavit affirming that the identification provided is genuine. This requirement will be imposed at the time of contract award. In the event the prevailing responder is unable to satisfy this requirement, the City will offer the award to the next-highest scoring responder. The law does not apply to fictitious entities such as corporations, partnerships and limited liability companies.
- H. **Continuation During Disputes:** Contractor agrees that notwithstanding the existence of any dispute between the parties, insofar as is possible, under the terms of the contract, the Contractor will continue to perform the obligations required of Contractor during the continuation of any such dispute unless enjoined or prohibited by an Arizona Court of competent jurisdiction.
- I. **Emergency Purchases:** The City reserves the right to purchase from other sources those items which are required on an emergency basis and cannot be supplied immediately from stock by the Contractor.

5.4. Governing Law; Forum; Venue

This Agreement is executed and delivered in the State of Arizona, and the substantive laws of the State of Arizona (without reference to choice of law principles) will govern their interpretation and enforcement. Any action brought to interpret or enforce any provision of this Agreement that cannot be administratively resolved, or otherwise related to or arising from this Agreement, will be commenced and maintained in the state or federal courts of the State of Arizona, Maricopa County, and each of the parties, to the extent permitted by law, consents to jurisdiction and venue in such courts for such purposes.

5.5. Audit/Records

- A. The City reserves the right, at reasonable times, to audit Contractor's books and records relative to the performance of service under this Agreement. All records pertaining to this Agreement will be kept on a generally accepted accounting basis for a period of five years following termination of the Agreement.
- B. If, following an audit of this Agreement, the audit discloses the Contractor has provided false, misleading, or inaccurate cost and pricing data, and the cost discrepancies exceed 1% of the total Agreement billings, the Contractor will be liable for reimbursement of the reasonable, actual cost of the audit.

5.6. Independent Contractor Status; Employment Disclaimer

- A. The parties agree that Contractor is providing the Services under this Agreement on a part-time and/or temporary basis and that the relationship created by this Agreement is that of independent contractors. Neither Contractor nor any of Contractor's agents, employees or helpers will be deemed to be the employee, agent, or servant of the City. The City is only interested in the results obtained under this Agreement; the manner, means and mode of completing the same are under the sole control of Contractor.
- B. This Agreement is not intended to constitute, create, give rise to, or otherwise recognize a joint venture, partnership or formal business association or organization of any kind, and the rights and obligations of the parties will be only those expressly set forth in this Agreement. The parties agree that no individual performing under this Agreement on behalf of Contractor will be considered a City employee, and that no rights of City Civil Service, City retirement or City personnel rules will accrue to such individual. Contractor will have total responsibility for all salaries, wages, bonuses, retirement, withholdings, worker's compensation, other employee benefits, and all taxes and premiums appurtenant thereto concerning such individuals and will save and hold harmless the City with respect thereto.

5.7. Costs and Payments

- A. Under this Agreement, the City will pay for services at a fixed or hourly bill rate of \$dollars cents (\$hourly or fixed rate USD) per hour, with no additional charges for overhead, benefits, local travel or administrative support. The total amount to be remitted by the City to Consultant for all Services satisfactorily performed under this Agreement shall not exceed WRITE OUT THE AMOUNT Dollars USD (\$NUMBER AMOUNT USD) per year including reasonable and necessary travel expenses (if such travel expenses are approved in advance by the City and included in the Fee Schedule (Exhibit D)). Payments shall be made in proportion to the Services performed and no more than ninety percent (90%) of the total contract price shall be paid before the work is totally completed and accepted by the City.
- B. City will pay any sales or use taxes resulting from this Agreement. Consultant shall be solely responsible for payment of taxes based on Consultant's income. Consultant agrees that on all billings, invoices, books and records relating to this Agreement, Consultant will state the charges imposed for the sale, transfer and licensing of tangible personal property separately from charges imposed for professional, personal and technological services including, but not limited to, software installation, modification, training, consulting and technical telephone support.
- C. **Invoices.** Consultant shall submit invoices in arrears, on every other week basis. Each invoice will clearly note any Purchase Order number and be accompanied with itemized receipts which include approved timesheets. The invoice will be submitted free of mathematical errors and/or missing supporting documentation. All appropriate documentation supporting the charges reflected in the invoice will be provided with the

invoice. Upon finding of an error and/or missing documentation, the City may return the invoice to the Consultant. Consultant will promptly resubmit the revised invoice to the City. Each revised invoice will document the date that the revised invoice is submitted to the City. Requests for payment must be submitted with documentation of dates and hours worked, hourly rate charged, and a detailed description of the Services performed. Oversight by the City in identifying an error does not result in waiver of any of the City's rights. All properly submitted invoices will be paid promptly after the City's receipt of the invoice.

- D. **Commencement of Work.** The Consultant is cautioned not to commence any billable work or provide any material or service under this Agreement until Consultant receives a fully executed contract document or otherwise directed to do so, in writing by the City.
- E. **Late Submission of Claim by Contactor.** The City will not honor any invoices or claims which are tendered one (1) year after the last item of the account accrued.
- F. **No Advance Payments.** Advance payments are not authorized. Payment will be made only for actual services or commodities that have been received.
- G. **Fund appropriation Contingency.** The Consultant recognizes that this Agreement shall commence upon the day first provided and continue in full force and effect until termination in accordance with its provisions. The Consultant and the City herein recognize that the continuation of any Agreement after the close of any given fiscal year of the City of Phoenix, which fiscal year ends on June 30 of each year, shall be subject to the approval of the budget of the City of Phoenix providing for or covering such contract item as an expenditure therein. The City does not represent that said budget item will be actually adopted, said determination being the determination of the City Council at the time of the adoption of the budget.
- H. **IRS W9 Form.** In order to receive payment, the Consultant shall have a current IRS W-9 form on file with the City of Phoenix. The form can be downloaded at <http://www.irs.gov/pub/irs-pdf/fw9.pdf>

5.8. Contract Changes

- A. **Contract Amendments:** Whenever an addition, deletion or alteration to the Services described in EXHIBIT A – SCOPE OF WORK substantially changes the Scope of Work thereby materially increasing or decreasing the cost of performance, a supplemental agreement must first be approved in writing by the City and Contractor before such addition, deletion or alteration will be performed. Changes to the Services may be made and the compensation to be paid to Contractor may be adjusted by mutual agreement, but in no event may the compensation exceed the amount authorized without further written authorization. It is specifically understood and agreed that no claim for extra work done or materials furnished by Contractor will be allowed except as provided herein, nor will Contractor do any work or furnish any materials not covered by this Agreement unless first authorized in writing. Any work or materials furnished by Contractor without prior written

authorization will be at Contractor's risk, cost and expense, and Contractor agrees to submit no claim for compensation or reimbursement for additional work done or materials furnished without prior written authorization.

- B. **Non-Assignability:** This Agreement is in the nature of a personal services contract and Consultant shall have no power to assign this Agreement, including any right, duty, or obligation of Consultant under this Agreement, without the prior written consent of the City. Consultant shall not subcontract with any third party for any component of the Services without the prior written consent of the City. Any attempt to assign or subcontract without the City's prior written consent shall be void. An essential consideration provided to the City by Consultant to induce the City to enter into the Agreement is Consultant's representation that the individual(s) performing services shall include Consultant's principals as selected through the Qualified Vendor solicitation process. Therefore, should such named individual(s) sever their relationship with Consultant, or otherwise be unavailable to carry out Consultant's duties under this Agreement for a period of time deemed to be excessive by the City in its sole and absolute discretion, then the City may, without notice, immediately terminate this Agreement for cause.
- C. **Non-Exclusive Contract:** Any contract resulting from this solicitation will be awarded with the understanding and agreement that it is for the sole convenience of the City. The City reserves the right to obtain like goods or services from another source when necessary.

5.9. Risk of Loss and Liability

- A. **Title and Risk of Loss:** The title and risk of loss of material or service will not pass to the City until the City actually receives the material or service at the point of delivery; and such loss, injury, or destruction will not release seller from any obligation hereunder.
- B. **Acceptance:** All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. Noncompliance will conform to the cancellation clause set forth in this document.
- C. **Force Majeure:** Except for payment of sums due, neither party will be liable to the other nor deemed in default under this contract if and to the extent that such party's performance of this contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force majeure will not include late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition. If either party is delayed at any time in the progress of the work by force majeure, the delayed party will notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and will specify the causes of such delay in such notice. Such notice will be hand-delivered or mailed certified-return receipt and will make a specific reference to this provision, thereby invoking its provisions. The delayed party will cause such delay to cease as soon as practicable and will notify the other party

in writing when it has done so. The time of completion will be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this contract.

- D. **Loss of Materials:** The City does not assume any responsibility, at any time, for the protection of or for loss of materials, from the time that the contract operations have commenced until the final acceptance of the work by the City.
- E. **Contract Performance:** Contractor will furnish all necessary labor, tools, equipment, and supplies to perform the required services at the City facilities designated, unless otherwise specifically addressed in the scope, or elsewhere in this Agreement. The City's authorized representative will decide all questions which may arise as to the quality and acceptability of any work performed under the contract. If, in the opinion of the City's authorized representative, performance becomes unsatisfactory, the City will notify the Contractor. The Contractor will have 30 days from that time to correct any specific instances of unsatisfactory performance, unless a different amount of time is specified in the agreement. In the event the unsatisfactory performance is not corrected within the time specified, the City will have the immediate right to complete the work to its satisfaction and will deduct the cost to cover from any balances due or to become due the Contractor. Repeated incidences of unsatisfactory performance may result in cancellation of the agreement for default.
- F. **Damage to City Property:** Contractor will perform all work so that no damage to the building or grounds results. Contractor will repair any damage caused to the satisfaction of the City at no cost to the City. Contractor will take care to avoid damage to adjacent finished materials that are to remain. If finished materials are damaged, Contractor will repair and finish to match existing material as approved by the City at Contractor's expense.

5.10. City's Contractual Rights

Whenever one party to this contract in good faith has reason to question the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five days, the demanding party may treat this failure as an anticipatory repudiation of this contract.

- A. **Non-Exclusive Remedies:** The rights and remedies of the City under this Contract are non-exclusive.
- B. **Default in One Installment to Constitute Breach:** Each installment or lot of the agreement is dependent on every other installment or lot and a delivery of non-conforming goods or a default of any nature under one installment or lot will impair the value of the whole agreement and constitutes a total breach of the agreement as a whole.
- C. **On Time Delivery:** Because the City is providing services which involve health, safety and welfare of the general public, delivery time is of the essence. Delivery must be made in accordance with the delivery schedule promised by the Contractor.

- D. **Default:** In case of default by the Contractor, the City may, by written notice, cancel this contract and repurchase from another source and may recover the excess costs by (1) deduction from an unpaid balance due; (2) collection against the Solicitation and/or Performance Bond, or (3) a combination of the aforementioned remedies or other remedies as provided by law.
- E. **Covenant Against Contingent Fees:** Seller warrants that no person or selling agent has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employers or bona fide established commercial or selling agencies maintained by the seller for the purpose of securing business. For breach or violation of this warranty, the City will have the right to annul the contract without liability or in its discretion to deduct from the contract price a consideration, or otherwise recover the full amount of such commission, brokerage or contingent fee.
- F. **Cost Justification:** In the event only one response is received, the City may require that the Contractor submit a cost proposal in sufficient detail for the City to perform a cost/price analysis to determine if the Offer price is fair and reasonable.
- G. **Work Product, Equipment, and Materials:** All work product, equipment, or materials created or purchased under this contract belongs to the City and must be delivered to the City at City's request upon termination of this contract. Contractor agrees to assign to City all rights and interests Contractor may have in materials prepared under this contract that are "works for hire" within the meaning of the copyright laws of the United States, including any right to derivative use of the material.

5.11. Contract Termination

- A. **Gratuities:** The City may, by written notice to the Contractor, cancel this contract if it is found that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City making any determinations with respect to the performing of such contract. In the event this contract is canceled by the City pursuant to this provision, the City will be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.
- B. **Conditions and Causes for Termination:**
 - 1. This contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty-day written notice to Contractor. The City at its convenience, by written notice, may terminate this contract, in whole or in part. If this contract is terminated, the City will be liable only for payment under the payment provisions of this contract for services rendered and accepted material received by the City before the effective date of termination. Title to all materials, work-in-process and completed but undeliverable goods, will pass to the City after costs are claimed and allowed. The Seller will submit detailed cost claims in an acceptable manner and will

- permit the City to examine such books and records as may be necessary in order to verify the reasonableness of any claims.
2. Immediately upon receiving a written notice to terminate or suspend Services, Contractor will:
 - Discontinue advancing the work in progress, or such part that is described in the notice.
 - Deliver to the City all collected raw data, draft reports, preliminary reports, working papers, estimates and forecasts entirely or partially completed, together with all unused materials supplied by the City.
 - Appraise the work it has completed and submit its appraisal to the City for evaluation.
 - Be paid in full the pro rata value for services performed to the date of its receipt of the Notice of Termination, including reimbursement for all reasonable costs and expenses incurred by Contractor in terminating the work, including demobilization of field service. No payment will be made for loss of anticipated profits or unperformed services.
 3. The City reserves the right to cancel the whole or any part of this contract due to failure of Contractor to carry out any term, promise, or condition of the contract. The City will issue a written notice of default to Contractor for acting or failing to act as in any of the following:
 - In the opinion of the City, Contractor provides personnel who do not meet the requirements of the contract;
 - In the opinion of the City, Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this contract;
 - In the opinion of the City, Contractor attempts to impose on the City personnel or materials, products or workmanship, which is of an unacceptable quality;
 - Contractor fails to furnish the required service and/or product within the time stipulated in the contract;
 - In the opinion of the City, Contractor fails to make progress in the performance of the requirements of the contract and/or gives the City a positive indication that Contractor will not or cannot perform to the requirements of the contract.
- C. **Final Payment:** The City shall make final payment for all Services performed and accepted within sixty (60) days after Contractor has delivered to the City any final progress reports, documentation, materials and evidence of costs and disbursement as required under this Agreement.

- D. **Temporary Suspension.** The City may, by written notice, direct Consultant to suspend performance on all or any part of the Services for such period of time as may be determined by the City to be necessary or desirable for its convenience. If such suspension causes additional expense to Consultant in performance, and such additional expense is not due to fault or negligence of Consultant, the payment will be adjusted on the basis of actual costs resulting directly from the suspension, and the period for performance of the Services will be extended by mutual agreement. Any claim by Consultant for a price adjustment must be supported by appropriate documentation asserted promptly after Consultant has been notified to suspend performance.
- E. **Contract Cancellation:** All parties acknowledge that this contract is subject to cancellation by the City of Phoenix pursuant to the provision of Section 38-511, Arizona Revised Statutes.

5.12. Notice

All notices, consents, approvals, and other communications ("Notice") between the City and Contractor that are required to be given under this Contract shall be in writing and given by (1) personal delivery, (2) email with return receipt requested (read receipt), (3) facsimile transmittal with delivery confirmation, (4) prepaid delivery to any commercial air courier or express delivery service, or (5) registered or certified mail, postage prepaid and return receipt requested, through the United States Postal Service.

Notices to the City shall be sent to: City of Phoenix Finance Department, Procurement Division Procurement@phoenix.gov.

Notice to Contractor shall be sent to the person at the mailing address, email address, or fax number listed by Contractor in its Offer in Submittal Forms - Offer Page.

5.13. Integration

This Agreement constitutes and embodies the full and complete understanding and agreement of the parties hereto and supersedes all prior understandings, agreements, discussions, proposals, bids, negotiations, communications, and correspondence, whether oral or written. No representation, promise, inducement or statement of intention has been made by any party hereto which is not embodied in this Agreement, and no party will be bound by or liable for any statement of intention not so set forth.

5.14. Conflicts of Interest

- A. Contractor acknowledges that, to the best of its knowledge, information and belief, no person has been employed or retained to solicit or secure this Agreement upon a promise of a commission, percentage, brokerage, or contingent fee, and that no member of the Phoenix City Council or any employee of the City has any financial interest in the consulting firm. For breach of violation of this warranty, the City will have the right to annul this Agreement without liability, including any such commission, percentage, brokerage or contingent fee.

- B. The City reserves the right to immediately terminate the contract in the event that the City determines that Contractor has an actual or apparent conflict of interest.
- C. Upon a finding by the City that gratuities in the form of entertainment, gifts or inducements were offered or given by Contractor, or any agent or representative of Contractor, to any officer or employee of the City for the purpose of securing this Agreement, or securing favorable treatment with respect to the awarding, amending, or making of any determination with respect to the performance of this Agreement, the City may, by one calendar day written notice to Contractor, terminate the right of Contractor to proceed under this Agreement, provided that the existence of the facts upon which the City made such finding will be an issue and may be litigated in an Arizona court of competent jurisdiction. In the event of such termination, the City will be entitled to the same remedies against Contractor as could be pursued in the event of default by Contractor.
- D. This Agreement is subject to the requirements of Arizona Revised Statutes §38-511.

5.15. Waiver of Claims for Anticipated Profits

Contractor waives any claims against the City and its officers, officials, agents and employees for loss of anticipated profits caused by any suit or proceeding, directly or indirectly, involving any part of this Agreement.

5.16. State and Local Transaction Privilege Taxes

In accordance with applicable state and local law, transaction privilege taxes may be applicable to this transaction. The state and local transaction privilege (sales) tax burden and legal liability to remit taxes are on the Contractor that is conducting business in Arizona and the City of Phoenix. Any failure by the Contractor to collect applicable taxes from the City will not relieve the Contractor from its obligation to remit taxes. It is the responsibility of the prospective bidder to determine any applicable taxes. The City will look at the price or offer submitted and will not deduct, add or alter pricing based on speculation or application of any taxes, nor will the City provide advice or guidance. If you have questions regarding your tax liability, please seek advice from a tax professional prior to submitting your Offer. You may also find information at <https://www.phoenix.gov/finance/plt> or <https://www.azdor.gov/Business>. Once your Offer is submitted, the Offer is valid for the time specified in this Solicitation, regardless of mistake or omission of tax liability. If the City finds over payment of a project due to tax consideration that was not due, the Contractor will be liable to the City for that amount, and by contracting with the City, the Contractor agrees to remit any overpayments back to the City for miscalculations on taxes included in an offer price.

5.17. Tax Indemnification

Contractor will pay all federal, state and local taxes applicable to its operation and any persons employed by the Contractor, and require the same of all subcontractors. Contractor will hold the City harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation, and require the same of all subcontractors.

5.18. Tax Responsibility Qualification

Contractor may be required to establish, to the satisfaction of City, that any and all fees and taxes due to the City or the State of Arizona for any License or Transaction Privilege taxes, Use Taxes or similar excise taxes, are currently paid (except for matters under legal protest). Contractor agrees to a waiver of the confidentiality provisions contained in the City Finance Code and any similar confidentiality provisions contained in Arizona statutes relative to State Transaction Privilege Taxes or Use Taxes. Contractor agrees to provide written authorization to the City Finance Department and to the Arizona State Department of Revenue to release tax information relative to Arizona Transaction Privilege Taxes or Arizona Use Taxes in order to assist the Department in evaluating Contractor's qualifications for and compliance with contract for duration of the term of contract.

5.19. No Israel Boycott

If this Contract is valued at \$100,000 or more and requires Contractor (a company engaging in for-profit activity and having ten or more full-time employees) to acquire or dispose of services, supplies, information technology, or construction, then Contractor must certify and agree that it does not and will not boycott goods or services from Israel, pursuant to Title 35, Chapter 2, Article 9 of the Arizona Revised Statutes. Provided that these statutory requirements are applicable, Contractor by entering this Contract now certifies that it is not currently engaged in, and agrees for the duration of the Contract to not engage in, a boycott of goods or services from Israel.

5.20. No Forced Labor of Ethnic Uyghurs

If this Contract requires Contractor (a company engaging in for-profit activity and having ten or more full-time employees) to acquire or dispose of services, supplies, information technology, goods, or construction, then pursuant to Title 35, Chapter 2, Article 10 of the Arizona Revised Statutes Contractor must certify and agree that it and any contractors, subcontractors, or suppliers it utilizes do not and will not use the forced labor of ethnic Uyghurs in the People's Republic of China or any goods or services produced by such forced labor. Provided these statutory requirements are applicable, Contractor, by entering this Contract, now certifies it is not currently engaged in, and agrees for the duration of the Contract to not engage in, (a) the use of forced labor of ethnic Uyghurs in the People's Republic of China; (b) the use of any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; or (c) the use of any contractors, subcontractors, or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China.

5.21. Advertising

Except as required by law, Contractor shall not publish, release, disclose or announce to any member of the public, press, official body, or any other third party any information or documents concerning this Agreement or any part thereof without the prior written consent of the City. The name of any City site on which services are performed by the Contractor pursuant to this Agreement shall not be used in any advertising or other promotional context by Contractor without the prior written consent of the City.

5.22. Strict Performance

Failure of either party to insist upon the strict performance of any item or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or

the acceptance of materials or services, obligations imposed by this contract, or by law, will not be deemed a waiver of any right of either party to insist upon the strict performance of the contract.

5.23. Authorized Changes

The City reserves the right at any time to make changes in any one or more of the following: (a) specifications; (b) methods of shipment or packing; (c) place of delivery; (d) time of delivery; and/or (e) quantities. If the change causes an increase or decrease in the cost of or the time required for performance, an equitable adjustment may be made in the price or delivery schedule, or both. Any claim for adjustment will be deemed waived unless asserted in writing within sixty days from the receipt of the change. Price increases or extensions of delivery time will not be binding on the City unless evidenced in writing and approved by the Chief Procurement Officer prior to the institution of the change.

5.24. Claims or Demands Against the City

- A. Contractor acknowledges and accepts the provisions of Chapter 18, Section 14 of the Charter of the City of Phoenix, pertaining to claims or demands against the City, including provisions therein for set-off of indebtedness to the City against demands on the City, and Contractor agrees to adhere to the prescribed procedure for presentation of claims and demands. Nothing in Chapter 18, Section 14 of the Charter of the City of Phoenix alters, amends or modifies the supplemental and complementary requirements of the State of Arizona Notice of Claim statutes, Arizona Revised Statutes §§ 12-821 and 12-821.01, pertaining to claims or demands against the City. If for any reason it is determined that the City Charter and state law conflict, then state law will control.
- B. Moreover, nothing in this Agreement will constitute a dispute resolution process, an administrative claims process, or contractual term as used in Arizona Revised Statutes § 12-821.01(C), sufficient to affect the date on which the cause of action accrues within Arizona Revised Statutes § 12-821.01(A) and (B).

5.25. No Third-Party Beneficiaries

The parties expressly agree that this Agreement is not intended by any of its provisions to create any right of the public or any member thereof as a third-party beneficiary nor to authorize anyone not a party to this Agreement to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this Agreement.

6. Special Terms and Conditions

6.1. Term of Contract

The term of this Contract will commence on or about July 1, 2025 and will continue for a period of five **(5) years** thereafter. This Contract includes **three (3) one-year options** to extend the term, for an aggregate eight **(8) years**, which may be exercised by the sole discretion of the City.

6.2. Price

All prices offered shall be firm and fixed for the entire term of the contract. Price decrease requests do not require supporting documentation and are allowed at any time during the contract term.

6.3. Method of Ordering

Contractor shall deliver items and/or services only upon receipt of a written purchase order. All Contractor invoices and packing/delivery tickets must include the City of Phoenix purchase order number.

6.4. Method of Invoicing

Invoice must be emailed in .pdf format to invoices@phoenix.gov and must include the following:

- City purchase order number or shopping cart number
- Items listed individually by the written description and part number
- Unit price, extended and totaled
- Quantity ordered, back ordered, and shipped
- Applicable tax
- Invoice number and date
- Delivery address
- Payment terms
- FOB terms
- Remit to address

6.5. Method of Payment

Payment to be made from Contractor's invoice and a copy of the signed delivery/service ticket submitted to cover items received and accepted during the billing period.

6.6. Partial Payments

Partial payments are authorized on individual purchase orders. Payment will be made for actual goods and services received and accepted by the City.

6.7. Supplier Profile Changes

It is the responsibility of the Contractor to promptly update their profile in procurePHX at <https://www.phoenix.gov/procure>. If Contractor's legal identify has changed, the Procurement Officer must be notified immediately. Failure to do so may result in non-payment of invoices and contract termination.

6.8. Estimated Quantities or Dollar Amounts

Quantities and dollar amounts listed are the City's best estimate and do not obligate the City to order or accept more than City's actual requirements during the period of this agreement, as determined by actual needs and availability or appropriated funds. It is expressly understood and agreed that the resulting contract is to supply the City with its complete actual requirement for the contract period.

6.9. Suspensions of Work

The City reserves the right to suspend work wholly or in part if deemed necessary for the best interest of the City. This suspension will be without compensation to the Contractor, other than to adjust the contract completion/delivery requirements.

6.10. Hours of Work

All work under this contract shall be coordinated with the City's authorized Department representative. Any changes to the established schedule must have prior written approval by the City's authorized Department representative.

6.11. Post Award Conference

A post-award conference will be held prior to commencement of any work on the project. The purpose of this conference is to discuss critical elements of the work schedule and operational problems and procedures.

6.12. Performance Interference

Contractor shall notify the City's authorized Department representative immediately of any occurrence and/or condition that interferes with the full performance of the contract and confirm it in writing within 24 hours.

6.13. Cooperative Agreement

In addition to the City and with approval of the Contractor, this contract may be extended for use by other municipalities and government agencies in the State of Arizona.

6.14. Exclusive Possession

All services, information, computer program elements, reports, and other deliverables which may be created under this contract are the sole property of the City of Phoenix and will not be used by the Contractor or any other person except with prior written permission by the City.

6.15. Licenses and Permits

Contractor will keep current Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this contract.

6.16. Delivery / Service Ticket

Contractor shall provide a packing list or service ticket for items delivered to the City or services provided to the City. Tickets should include the following and a legible copy shall be provided to the City:

- Date
- City purchase order number
- Written description of services which were provided
- Itemized list of materials which were delivered, including quantity
- A unique identification number and Contractor name
- Signature of City employee who accepted for the materials/services

6.17. Miscellaneous Fees

Additional charges for fuel surcharges, delivery charges, dealer prep, environmental fees, waste disposal, shop supplies, set-up, freight and/or shipping and handling, etc. will not be paid. These costs must be incorporated in the pricing provided.

Labor rates (Shop and On-site) shall be charged as a flat hourly rate and are allowed only in performance of services under this agreement. Travel hours and other incidental fees will not be permitted under this agreement. Labor hours will be from “check-in” to “check-out” at the worksite.

6.18. Contacts with Third Parties

- A. Contractor or its subcontractors will not contact third parties to provide any information in connection to the Services provided under this Agreement without the prior written consent of the City. Should Contractor or its subcontractors be contacted by any person requesting information or requiring testimony relative to the Services provided under this Agreement or any other prior or existing Agreement with the City, Contractor or its subcontractors will promptly inform the City giving the particulars of the information sought and will not disclose such information or give such testimony without the written consent of the City or court order. The obligations of Contractor and its subcontractors under this Section will survive the termination of this Agreement.
- B. Contractor agrees that the requirements of this Section will be incorporated into all subcontractor agreements entered into by the Contractor. It is further agreed that a violation of this Section will be deemed to cause irreparable harm that justifies injunctive relief in court. A violation of this Section may result in immediate termination of this Agreement without notice.

6.19. SBE / DBE Utilization

The City extends to each individual, firm, vendor, supplier, contractor and subcontractor an equal economic opportunity to compete for City business and strongly encourages voluntary utilization

of small and/or disadvantaged businesses to reflect both the industry and community ethnic composition. The use of such businesses is encouraged whenever practical.

6.20. Fiscal Year Clause

The City's fiscal year begins July 1st and ends June 30th each calendar year. The City may make payment for services rendered or costs encumbered only during a fiscal year and for a period of 60 days immediately following the close of the fiscal year, under the provisions of Arizona Revised Statutes §42-17108. Therefore, Contractor must submit billings for services performed or costs incurred prior to the close of a fiscal year within ample time to allow payment within this 60-day period.

6.21. Final Payment

- A. **PAYMENT:** The City will make final payment for all Services performed and accepted within 60 days after Contractor has delivered to the City any final progress reports, documentation, materials and evidence of costs and disbursement as required under this Agreement. Any use by the City of preliminary reports, raw data or other incomplete material returned by Contractor will be at the City's sole risk for such use.
- B. **TEMPORARY SUSPENSION:** The City may, by written notice, direct Contractor to suspend performance on all or any part of the Services for such period of time as may be determined by the City to be necessary or desirable for its convenience. If such suspension causes additional expense to Contractor in performance, and not due to fault or negligence of Contractor, the payment will be adjusted on the basis of actual costs resulting directly from the suspension, and the period for performance of the Services will be extended by mutual agreement. Any claim by Contractor for a price adjustment must be supported by appropriate documentation asserted promptly after Contractor has been notified to suspend performance.

6.22. Professional Competency

- A. **QUALIFICATIONS:** Contractor represents that it is familiar with the nature and extent of this Agreement, the Services, and any conditions that may affect its performance under this Agreement. Contractor further represents that it is fully experienced and properly qualified, is in compliance with all applicable license requirements, and is equipped, organized, and financed to perform such Services.
- B. **LEVEL OF CARE AND SKILL:** Services provided by Contractor will be performed in a manner consistent with that level of care and skill ordinarily exercised by members of Contractor's profession currently practicing in the same industry under similar conditions. Acceptance or approval by the City of Contractor's work will in no way relieve Contractor of liability to the City for damages suffered or incurred arising from the failure of Contractor to adhere to the aforesaid standard of professional competence.

6.23. Specific Performance

Contractor agrees that in the event of a breach by Contractor of any material provision of this Agreement, the City will, upon proper action instituted by it, be entitled to a decree of specific

performance thereof according to the terms of this Agreement. In the event the City will elect to treat any such breach on the part of Contractor as a discharge of the Agreement, the City may nevertheless maintain an action to recover damages arising out of such breach. This paragraph is not intended as a limitation of such other remedies as may be available to the City under law or equity.

6.24. Documentation

- A. **DISSEMINATION AND RETENTION:** There will be no dissemination or publication of any information gathered, or documents prepared in the course of the performance of the Services without the prior written consent of the City. Should the City, upon advice of counsel, deem it necessary, due to existing or anticipated litigation, to assert a legal privilege of protection and non-disclosure with regard to the subject matter of this Agreement, then, and in that event, upon written demand, Contractor will relinquish to the possession and control of the City its entire file related to this Agreement and only those portions of said file deemed by the City to be not privileged will be returned to Contractor pending the resolution of the existing or anticipated litigation.
- B. **FORMAT AND QUALITY:** All documents prepared by Contractor will be prepared in a format and at a quality approved by the City.
- C. **DOCUMENT REVIEW:** Contractor will review all documents provided by the City related to the performance of the Services and will promptly notify the City of any defects or deficiencies discovered in such review.
- D. **SUBMITTALS:** Contractor will provide timely and periodic submittals of all documents required of Contractor, including subcontracts, if any, as such become available to the City for review.

6.25. Public Records

- A. Notwithstanding any provisions of this Agreement regarding confidentiality, secrets, or protected rights, the Contractor acknowledges that all documents provided to the City may be subject to disclosure by laws related to open public records. Consequently, the Contractor understands that disclosure of some or all of the items subject to this Agreement may be required by law.
- B. In the event City receives a request for disclosure that is reasonably calculated to incorporate information that might be considered confidential by Contractor, the City agrees to provide the Contractor with notice of that request, which shall be deemed given when deposited by the City with the USPS for regular delivery to the address of the Contractor specified in their proposal. Within ten days of City notice by the City, the Contractor will inform the City in writing of any objection by the Contractor to the disclosure of the requested information. Failure by the Contractor to object timely shall be deemed to waive any objection and any remedy against the City for disclosure.
- C. In the event the Contractor objects to disclosure within the time specified, the Contractor agrees to handle all aspects related to request, including properly communicating with the

requestor and timely responding with information the disclosure of which the Contractor does not object thereto. Furthermore, the Contractor agrees to indemnify and hold harmless the City from any claims, actions, lawsuits, or any other controversy or remedy, in whatever form, that arises from the failure to comply with the request for information and the laws pertaining to public records, including defending the City in any legal action and payment of any penalties or judgments. This provision shall survive the termination of this Agreement.

6.26. Demonstration

The City may, in its discretion, require a demonstration of the products or services offered as part of the evaluation process. The demonstration shall be provided by the Contractor at no cost to the City for the period deemed sufficient to properly evaluate the product or service. The exact time, conditions, and terms of the evaluation shall be established at the time a demonstration is requested.

6.27. Warranty

Contractor will provide twelve (12) months of operations (aka production) and maintenance support after release, or Go-Live. If Contractor provides a phased deployment, the City requires twelve (12) months of operations and maintenance support per release. Contractor will coordinate the transition to Contractor's ongoing support and maintenance team upon achieving Go-Live, and initiating production. Prior to deployment, Contractor will develop processes, policies, and procedures for post-production support. Contractor must work to ensure successful adoption in accordance with Scope of Work

STANDARDS AND PRACTICES:

All work performed by Contractor (inclusive of subcontractor(s)) shall conform to the generally accepted standards and practices of the trade or industry involved. All work performed by Contractor (inclusive of subcontractors(s)) shall be executed by personnel skilled in their respective lines of work and performed in a good and workmanlike manner.

QUALIFICATIONS:

Contractor represents that it is fully experienced and properly qualified; is in compliance with all applicable license requirements; and is equipped, organized and financed to provide and/or perform the goods and/or services purchased by the City pursuant to this Agreement.

INTELLECTUAL PROPERTY WARRANTIES:

Contractor warrants that:

A. The hardware, software, application(s), or other technology provided to the City pursuant to this Contract (collectively, the "Technology Assets") will be free of the rightful claim of any third-party for, or by way of, infringement or misappropriation of patent, copyright, trade secret, trademark or other rights arising under the laws of the United States;

B. No act or omission of Contractor will result in a third-party holding any other claim that interferes with the City's enjoyment or use of the Technology Assets;

C. Contractor owns or possesses all right(s), title(s) and license(s) necessary to perform its obligations, hereunder; and

D. As of the effective date and throughout the term (duration) of this Agreement, Contractor has not conveyed and will not convey any rights or licenses to any third-party regarding the Technology Assets, except to the extent the Technology Assets consist of commercial-off-the-shelf or similar software product(s).

6.28. Single Source for Warranty Work

Contractor shall be fully responsible for all warranty work. In addition, Contractor shall have or establish a single local Phoenix source that will accomplish or coordinate any necessary warranty work. Contractor shall respond to requests for repairs within N/A. after a verbal request by the City.

6.29. Communication in English

It is mandatory that the Contractor's lead person assigned to any City facility can speak, read, and write in English to effectively communicate with City staff.

6.30. Background Screening

Contractor agrees that all Contractor and subcontractors' workers (collectively "Contract Worker(s)") pursuant to this Agreement will be subject to background and security checks and screening (collectively "Background Screening") at Contractor's sole cost and expense, unless otherwise provided for in the scope of work. Contractor's background screening will comply with all applicable laws, rules and regulations. Contractor further agrees that the background screening is necessary to preserve and protect the public health, safety and welfare. The City requires a completed Contract Worker Badge/Key/Intrusion Detection Responsibilities Agreement for each Contract Worker who requires a badge or key.

6.31. Background Screening Risk Level

The City has established two levels of risk: Standard and Maximum risk. If the scope of work changes, the City may amend the level of risk, which could require the Contractor to incur additional contract costs to obtain background screens or badges.

6.32. Terms of This Section Applicable to all Contractor's Contracts and Subcontracts

Contractor will include Contract Worker background screening in all contracts and subcontracts for services furnished under this agreement.

6.33. Materiality of Background Screening Requirements; Indemnity

The background screening requirements are material to City's entry into this agreement and any breach of these provisions will be deemed a material breach of this contract. In addition to the indemnity provisions set forth in this agreement, Contractor will defend, indemnify and hold harmless the City for all claims arising out of this background screening section including, but not limited to, the disqualifications of a Contract Worker by Contractor. The background screening requirements are the minimum requirements for the Agreement. The City in no way warrants that these minimum requirements are sufficient to protect Contractor from any liabilities that may arise

out of the Contractor's services under this Agreement or Contractor's failure to comply with this section. Therefore, Contractor and its Contract Workers will take any reasonable, prudent and necessary measures to preserve and protect public health, safety and welfare when providing services under this Agreement.

6.34. Continuing Duty; Audit

Contractor's obligations and requirements will continue throughout the entire term of this Agreement. Contractor will maintain all records and documents related to all background screenings and the City reserves the right to audit Contractor's records.

6.35. Variances and Exemptions

Contract Workers who fall under the following areas may be considered exempt from this policy:

- Federal Homeland Defense Bureau.
- Transportation Security Administration.
- Federal Aviation Administration.
- Department of Public Safety (DPS) Administration – presenting a current Level One Department of Public Safety fingerprint card.
- Arizona or other State Bars.
- Other background checks performed within the last three to five years may be approved if they fit all required criteria herein, at the City's discretion.

6.36. Contractor's Default; Liquidated Damages; Reservation of Remedies for Material Breach

If Contractor is required to access any City facilities without an escort, City badging is required. Contractor's default under this section will include, but is not limited to, the following:

- Contract Worker gains access to a City facility(s) without the proper badge or key;
- Contract Worker uses a badge or key of another to gain access to a City facility;
- Contract Worker commences services under this agreement without the proper badge, key or background screening;
- Contract Worker or Contractor submits false information or negligently submits wrong information to the City to obtain a badge, key or applicable background screening; or
- Contractor fails to collect and timely return Contract Worker's badge or key upon termination of Contract Worker's employment, reassignment of Contract Worker to another City facility or upon the expiration, cancellation or termination of this Agreement.
- Contractor acknowledges and agrees that the access control, badge and key requirements in this section are necessary to preserve and protect the public health, safety and welfare. Accordingly, Contractor agrees to properly cure any default under this section

within three business days (excluding weekends and City holidays) from the date notice of default is sent by the City. The parties agree that Contractor's failure to properly cure any default under this section will constitute a breach of this section. In addition to any other remedy available to the City at law or in equity, the Contractor will be liable for and pay to the City the sum of \$1,000.00 for each breach by Contractor in this section. The parties further agree that the sum fixed above is reasonable and approximates the actual or anticipated loss to the City at the time and making of this agreement if Contractor breaches this section. Further, the parties expressly acknowledge and agree to the fixed sum set forth above because of the difficulty of proving the City's actual damages if Contractor breaches this section. The parties further agree that three breaches by Contractor in this section arising out of any default within a consecutive period of three months or three breaches by Contractor in this section arising out of the same default within a period of 12 consecutive months will constitute a material breach of this agreement by Contractor and the City expressly reserves all of its rights, remedies and interests under this agreement, at law and in equity including, but not limited to, termination of this agreement.

6.37. Employee Identification and Access

Contract Workers are forbidden access to designated restricted areas. Access to each building will be as directed by the authorized Phoenix authorized representative. Contract Workers are not authorized access other than during scheduled hours. Access to the building will be directed by the City's authorized representative.

Only authorized Contract Workers are allowed on the premises of the City facilities/buildings. Contract Workers are not to be accompanied in the work area by acquaintances, family members, assistants or any other person unless said person is an authorized Contract Worker.

Unless otherwise provided for in the scope of work:

- Contract Workers must always have city issued badges and some form of verifiable company identification (badge, uniform, employee id).
- Contractor will supply a list of the names and titles of all employees requiring access to the buildings. It is the Contractor's responsibility to provide updates and changes of personnel as necessary.

6.38. Key Access Procedures

If the Contractor Worker's services require keyed access to enter a City facility(ies), a separate key issue/return form must be completed and submitted by the Contractor for each key issued. Contractor must submit the completed key issue/return form to the appropriate badging office.

6.39. Stolen or Lost Badges or Keys

Contractor must immediately report lost or stolen badges or keys to the City's appropriate badging office. If the badge/key was stolen, Contract Worker's must report the theft to their local police department. Prior to issuance of a new badge or key, a new badge application or key issue form

must be completed, submittal of a police department report for stolen badges, and applicable payment of the fee(s) listed herein.

6.40. Return of Badge or Key

All badges and keys are the property of the City and must be returned to the City at the badging office within one business day (excluding weekends and City holidays) of when the Contract Worker's access to a City facility is no longer required to furnish the services under this agreement. Contractor will collect a Contract Worker's badge and key(s) upon the termination of the Contract Worker's employment; when the Contractor Worker's services are no longer required at a City facility(s); or upon termination, cancellation or expiration of this agreement.

6.41. Badge and Key Fees

The following constitute the badge and key fees under this agreement, which shall be paid for at the Contractor's sole cost and expense, unless otherwise provided for in the scope of work. The City reserves the right to amend these fees upon a 30-day prior written notice to Contractor.

Initial Badge Fee: \$55.00 per application

Replacement Badge Fee: \$55.00 per badge

Lost/Stolen Badge Fee: \$55.00 per badge

Replacement Key Fee: \$55.00 per key

Replacement Locks: \$55.00 per lock

6.42. Background Screening – Standard Risk

- A. **Determined Risk Level:** The current risk level and background screening required is STANDARD RISK LEVEL
- B. **Standard Risk Level:** A standard risk background screening will be performed when the Contract Worker's work assignment will:
 - 1. require a badge or key for access to City facilities; or
 - 2. allow any access to sensitive, confidential records, personal identifying information or restricted City information; or
 - 3. allow unescorted access to City facilities during normal and non-business hours.
- C. **Requirements:** The background screening for this standard risk level will include a background check for real identity/legal name and will include felony and misdemeanor records from any county in the United States, the state of Arizona, plus any other jurisdiction where the Contractor worker has lived at any time in the preceding seven years from the Contract Worker's proposed date of hire.
- D. **Contractor Certification; City Approval of Background Screening:** Unless otherwise provided for in the Scope, Contractor will be responsible for:

1. determining whether Contract Worker(s) are disqualified from performing work for the City for standard risk level background checks; and,
2. for reviewing the results of the background check every five years; and,
3. to engage in whatever due diligence is necessary to make the decision on whether to disqualify a Contract Worker; and,
4. Submitting the list of qualified Contract Workers to the contracting department.
5. For sole proprietors, the Contractor must comply with the background check for himself and any business partners, or members or employees who will assist on the contract and for whom the requirements of the Agreement apply.
6. By executing this agreement, Contractor certifies and warrants that Contractor has read the background screening requirements and criteria in this section, and that all background screening information furnished to the City is accurate and current. Also, by executing this agreement, Contractor further certifies and warrants that Contractor has satisfied all background screening requirements for the standard risk background screening, and verified legal worker status, as required.

6.43. Confidentiality

“Confidential Information” means all non-public, confidential, sensitive, or proprietary information disclosed or made available by City to Contractor or its affiliates, employees, contractors, partners, or agents (collectively “Recipient”), whether disclosed before or after the Effective Date, whether disclosed orally, in writing, or via permitted electronic access, and whether or not marked, designated, or otherwise identified as confidential. Confidential Information includes, but is not limited to: user contents, electronic data, meta data, employment data, network configurations, information security practices, business operations, strategic plans, financial accounts, personally identifiable information, protected health information, protected criminal justice information, and any other information that by the nature and circumstance of the disclosure should be deemed confidential. Confidential Information does not include this document or information that: (a) is now or subsequently becomes generally available to the public through no wrongful act or omission of Recipient; (b) Recipient can demonstrate by its written records to lawfully have had in its possession prior to receiving such information from the City; (c) Recipient can demonstrate by its written records to have been independently developed by Recipient without direct or indirect use of any Confidential Information; (d) Recipient lawfully obtains from a third party who has the right to transfer or disclose it; or (e) the City has approved in writing for disclosure.

Recipient shall: (a) protect and safeguard Confidential Information with at least the same degree of care as Recipient would protect its own Confidential Information, but in no event with less than a commercially reasonable degree of care, such as ensuring data is encrypted in transit and at rest and maintaining appropriate technical and organizational measures in performing the Services under the Agreement; (b) not use Confidential Information, or permit it to be accessed or used, for any purpose other than in accordance with the Agreement; (c) not use Confidential Information, or permit it to be accessed or used, in any manner that would constitute a violation of law, including without limitation export control and data privacy laws; and (d) not disclose Confidential Information except to the minimum number of recipients who have a need to know

and who have been informed of and agree to abide by confidentiality obligations that are no less restrictive than the terms of this Agreement. If Recipient is required by law or court order to disclose any Confidential Information, Recipient will first give written notice to the City and provide the City with a meaningful opportunity to seek a protective order or limit disclosure.

Upon the City's written request or expiration of this Agreement, whichever is earlier, Recipient shall, at no additional costs to the City, promptly return or destroy all Confidential Information belonging to the City that Recipient has in its possession or control. After return or destruction of the Confidential Information, Recipient shall certify in writing as to its compliance with this paragraph.

If applicable, Contractor agrees to comply with all City information technology policies and security standards, as may be updated from time to time, when accessing City networks and computerized systems whether onsite or remotely.

In addition to, and not in lieu of, all other rights and remedies available to the City, Contractor will defend, indemnify, and hold the City harmless against all losses, claims, costs, attorneys' fees, damages or proceedings arising out of Contractor's breach of this Section (Confidentiality). Contractor's obligations pursuant to this Section (Confidentiality) shall not be subject to any limits of liability or exclusions as may be stated elsewhere in the Agreement.

A violation of this Section shall be deemed to cause irreparable harm that justifies injunctive relief in court. A violation of this Section may at the City's discretion result in immediate termination of this Agreement without notice. The obligations of Contractor under this Section shall survive the termination of this Agreement.

6.44. Data Protection

The parties agree this Section shall apply to the City's Confidential Information and all categories of legally protected personally identifiable information (collectively "PII") that Contractor processes pursuant to the Agreement. "Personally identifiable information" is defined as in the Federal Privacy Council's Glossary available at: <https://www.fpc.gov/resources/glossary/>.

As between the parties, the City is the data controller and owner of PII and Contractor is a data processor. In this Section, the term "process," "processing," or its other variants shall mean: an operation or set of operations which is performed on PII, whether or not by automated means, including without limitation: collection, recording, copying, analyzing, caching, organizing, structuring, storage, adaptation, alteration, retrieval, transmission, dissemination, alignment, combination, restriction, erasure, or destruction.

- A. When Contractor processes PII pursuant to the Agreement, Contractor shall, at no additional cost to the City:
 1. process PII only within the United States and only in accordance with the Agreement and not for Contractor's own purposes, including product research, product development, marketing, or commercial data mining, even if the City's data has been aggregated, anonymized, or pseudonymized;
 2. implement and maintain appropriate technical and organizational measures to protect PII against unauthorized or unlawful processing and against accidental loss,

- destruction, damage, theft, alteration or disclosure, including at a minimum, and as applicable, those measures specified by the National Institute of Standards and Technology (NIST) SP800-53; A.R.S. § 18-552 (Notification of Security System Breaches); A.R.S. § 44-7601 (Discard and Disposal of Personal Identifying Information Records); Health Information Technology for Economic and Clinical Health (HITECH) Act; Payment Card Industry Data Security Standards; and good industry practice; (When considering what measures are appropriate and in line with good industry practice, Contractor shall keep abreast of current regulatory trends in data security and the state of technological development to ensure a level of security appropriate to the nature of the data to be protected and the harm that might result from such unauthorized or unlawful processing or accidental loss, destruction, damage, theft, alteration or disclosure. At minimum, Contractor will timely remediate any vulnerabilities found within its network that are rated medium or more critical by the Common Vulnerability Scoring System (CVSS); however, Contractor must remediate vulnerabilities that are rated critical within 14 days and vulnerabilities that are rated high within 30 days. If requested by the City, Contractor shall promptly provide a written description of the technical and organizational methods it employs for processing PII.)
3. not subcontract any processing of PII to any third party (including affiliates, group companies or sub-contractors) without the prior written consent of the City; and Contractor shall remain fully liable to the City for any processing of PII conducted by a sub-processor appointed by Contractor;
 4. as applicable, implement and maintain appropriate policies and procedures to manage payment card service providers with whom Contractor shares sensitive financial information or cardholder data; and provide the City with a Qualified Security Assessor Attestation of Compliance for Payment Card Industry Data Security Standards on an annual basis, but no later than within 30 days of attestation report completion;
 5. take reasonable steps to ensure the competence and reliability of Contractor's personnel or sub-processor who have access to the PII, including verifications and background checks appropriate to the security level required for such data access;
 6. maintain written records of all information reasonably necessary to demonstrate Contractor's compliance with this Agreement and applicable laws;
 7. allow the City or its authorized agents to conduct audit inspection during the term of the Agreement, but no more than once per year, which may include providing access to the premises, documents, resources, personnel Contractor or Contractor's sub-contractors use in connection with the Services; provided however, the City may at its sole discretion accept a qualified and industry recognized independent third-party assessment report or certification (such as SSAE 18 SOC 2 or ISO/IEC 27001) provided by Contractor at no cost to the City in lieu of the audit inspection rights of this Section;

- B. If the Contractor becomes aware of any actual or potential data breach (each an “Incident”) arising from Contractor’s processing obligations pursuant to the Agreement, Contractor shall notify the City at SOC@phoenix.gov without undue delay within 48 hours; and:
1. provide the City with a detailed description of the Incident, the type of data that was the subject of the Incident, and the identity of each affected person as soon as such information can be collected or otherwise becomes available;
 2. take action immediately, at Contractor’s own expense, to investigate the Incident and to identify, prevent, and mitigate the effects of the Incident and to carry out any recovery or other action necessary to remedy the Incident;
 3. cooperate with the City in investigating the occurrence, including making available all relevant records, logs, files, data reporting, and other materials required to comply with applicable laws or as otherwise required by the City; and
 4. not directly contact any individuals who may be impacted by the Incident or release or publish any filing, communication, notice, press release, or report concerning the Incident without the City’s prior written approval (except where required to do so by applicable laws).

In addition to, and not in lieu of, all other rights and remedies available to the City, Contractor will defend, indemnify, and hold the City harmless against all losses, claims, costs, attorneys’ fees, damages or proceedings arising out of Contractor’s breach of this Section (Data Protection). Contractor’s obligations pursuant to this Section (Data Protection) shall not be subject to any limits of liability or exclusions as may be stated elsewhere in the Agreement.

A violation of this Section shall be deemed to cause irreparable harm that justifies injunctive relief in court. A violation of this Section may at the City’s discretion result in immediate termination of this Agreement without notice. The obligations of Contractor under this Section shall survive the termination of this Agreement.

6.45. Security Inquiries

Contractor acknowledges that all of the employees that it provides pursuant to this Contract shall, at Contractor’s expense, be subject to background and security checks and screening at the request of the City. Contractor shall perform all such security inquiries and shall make the results available to the City for all employees considered for performing work (including supervision and oversight) under this Contract. City may make further security inquiries. Whether or not further security inquiries are made by the City, City may, at its sole, absolute and unfettered discretion, accept or reject any or all of the employees proposed by the Contractor for performing work under this Contract. Employees rejected by the City for performing services under this Contract may still be engaged by Contractor for other work not involving the City. An employee rejected for work under this Contract shall not be proposed to perform work under other City contracts or engagements without the City’s prior approval.

The City, in its sole discretion, reserves the right, but not the obligation to:

- require an employee/prospective employee of the Contractor to provide fingerprints and execute such other documentation as may be necessary to obtain criminal justice information pursuant to A.R.S. 41-1750 (G) (4);
- act on newly acquired information whether or not such information should have been previously discovered;
- unilaterally change its standards and criteria relative to the acceptability of Contractor's employees and/or prospective employees; and
- object, at any time and for any reason, to an employee of Contractor performing work (including supervision and oversight) under this Agreement. Contractor will bear the costs of all inquiries requested by the City.

6.46. Intellectual Property Rights

Consultant grants to City a nonexclusive, non-transferable (except to a wholly-owned subsidiary of the City), and royalty-free right and license to install, use, and maintain the software, application(s), or similar technology to be provided to the City pursuant to this agreement (collectively, the "Deliverables") for the City's internal or business purposes. The City shall further have the right to reproduce the Deliverables to the extent reasonably necessary for such purposes. The City shall not, without the Consultant's prior written consent, transfer or sub-license its foregoing license rights (except to a wholly-owned subsidiary of the City) or reverse engineer, decompile, or otherwise attempt to derive source code from the Deliverables.

6.47. Accommodations

- A. A workstation will be provided for Consultant at 200 W. Washington Street, Phoenix, AZ 85003, 251 W. Washington Street, Phoenix, AZ 85003, or 149 North 4th Avenue, Phoenix, AZ 85003. A personal computer will be provided for access to select documentation provided by City staff and for storage of documentation developed in conjunction with the services being provided. The personal computer and all accessed data and information remain the exclusive property of City. In the event that mobile devices such as a laptop, blackberry, etc. are required to provide Services, City will provide these items to Consultant subject to City of Phoenix rules and regulations associated with the use of these items including, but not limited to, acceptable use, personal use restrictions, and financial responsibility in the event the item is lost or stolen. Should Consultant elect to provide their own mobile devices capable of meeting the requirements necessary to perform the Services, Consultant may do so with the approval of PROJECT MANAGER NAME (the "Project Manager").
- B. Parking accommodations, including the cost thereof, shall be borne by Consultant.
- C. Badge and key fees as specified in Section 18.6 of this Agreement shall be borne by Consultant.

7. Defense and Indemnification

7.1. Standard General Defense and Indemnification

Contractor (“Indemnitor”) must defend, indemnify, and hold harmless the City of Phoenix and its officers, officials (elected or appointed), agents, and employees (“Indemnitee”) from and against any and all claims, actions, liabilities, damages, losses or expenses (including but not limited to court costs, attorney fees, expert fees, and costs of claim processing, investigation and litigation) of any nature or kind whatsoever (“Losses”) caused, or alleged to be caused, in whole or in part, by the wrongful, negligent or willful acts, or errors or omissions of Indemnitor or any of its owners, officers, directors, members, managers, agents, employees or subcontractors (“Indemnitor’s Agents”) arising out of or in connection with this Contract. This defense and indemnity obligation includes holding Indemnitee harmless for any Losses arising out of or recovered under any state’s Workers’ Compensation Law or arising out of the failure of Indemnitor or Indemnitor’s Agents to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. Indemnitor’s duty to defend Indemnitee accrues immediately at the time a claim is threatened or a claim is made against Indemnitee, whichever is first. Indemnitor’s duty to defend exists regardless of whether Indemnitor is ultimately found liable. Indemnitor must indemnify Indemnitee from and against any and all Losses, except where it is proven that those Losses are solely a result of Indemnitee’s own negligent or willful acts or omissions. Indemnitor will be responsible for primary loss investigation, defense and judgment costs where this indemnification applies. In consideration of the award of this Contract, Indemnitor waives all rights of subrogation against Indemnitee for losses arising from the work performed by Indemnitor or Indemnitor’s Agents for the City of Phoenix. The obligations of Indemnitor under this provision survive the termination or expiration of this Contract.

7.2. Technology Software and Hardware Contracts

INDEMNIFICATION – PATENT, COPYRIGHT AND TRADEMARK

In addition to any other indemnification required by this Agreement, Contractor agrees to defend, at its own expense, and to indemnify and hold harmless the City and its officers, agents, and employees from and against all judgments, claims, damages, suits, liabilities, settlements, costs and demands, including reasonable attorneys’ fees, suffered or incurred by the City as a result of any claim that the Technology Assets infringe the patents, copyrights, or other intellectual property rights of third parties, provided that Contractor is notified in writing of such claim. The City will reasonably cooperate with Contractor, at Contractor’s expense, to facilitate the settlement or defense of such claim. Without limiting in any way the Contractor obligations set forth herein, if, as a result of any claim of infringement with respect to the Technology Assets, the City is enjoined from using the Technology Assets, or if Contractor reasonably believes that the Technology Assets are likely to become the subject of a claim of infringement, Contractor may, at Contractor’s option and expense, (1) procure the right for the City to continue to use the Technology Assets, or (2) replace or modify the Technology Assets so as to make them non-infringing and of equal or superior functionality and capability for the purpose(s) for which the Technology Assets were provided.

The Contractor’s obligation to indemnify, defend, and hold harmless the City pursuant to this subsection shall be reduced to the extent the applicable infringement is caused or alleged to be caused by the alteration or modification of the Technology Assets by the City (including its

employees and contractors other than the Contractor and its subcontractors) other than in connection with the ordinary or expected use of the Technology Assets.

8. Insurance Requirements

8.1. Contractor's Insurance

Contractor and subcontractors must procure insurance against claims that may arise from or relate to performance of the work hereunder by Contractor and its agents, representatives, employees and subcontractors. Contractor and subcontractors must maintain that insurance until all their obligations have been discharged, including any warranty periods under this Contract.

The City in no way warrants that the limits stated in this section are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this Contract by the Contractor, its agents, representatives, employees or subcontractors and Contractor may purchase additional insurance as they determine necessary.

8.2. Scope and Limits of Insurance

Contractor must provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the liability limits provided that (1) the coverage is written on a "following form" basis, and (2) all terms under each line of coverage below are met.

8.3. Commercial General Liability – Occurrence Form

General Aggregate \$2,000,000

Products – Completed Operations Aggregate \$1,000,000

Personal and Advertising Injury \$1,000,000

Each Occurrence \$1,000,000

- The policy must name the City of Phoenix as an additional insured with respect to liability for bodily injury, property damage and personal and advertising injury with respect to premises, ongoing operations, products and completed operations and liability assumed under an insured contract arising out of the activities performed by, or on behalf of the Contractor related to this Contract.
- There shall be no endorsement or modification which limits the scope of coverage or the policy limits available to the City of Phoenix as an additional insured.
- City of Phoenix is an additional insured to the full limits of liability purchased by the Contractor.
- The Contractor's insurance coverage must be primary and non-contributory with respect to any insurance or self-insurance carried by the City.

8.4. Worker's Compensation and Employers' Liability

Workers' Compensation Statutory

Employers' Liability:

Each Accident \$100,000

Disease – Each Employee \$100,000

Disease – Policy Limit \$500,000

- Policy must contain a waiver of subrogation against the City of Phoenix.
- This requirement does not apply when a contractor or subcontractor is exempt under A.R.S. §23-902(E), **AND** when such contractor or subcontractor executes the appropriate sole proprietor waiver form.

8.5. Technology Errors and Omissions Liability

Each Claim \$2,000,000

Annual Aggregate \$2,000,000

- The policy must cover errors and omissions or negligent acts in the delivery of products, services, and/or licensed programs for those services as defined in the Scope of Services of this Contract.
- Contractor warrants that any retroactive date under the policy must precede the effective date of this Contract; and that either continuous coverage will be maintained, or an extended reporting period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

8.6. Network Security and Privacy Liability (required if Contractor has access to personal or confidential data)

Each Claim \$2,000,000

Annual Aggregate \$2,000,000

Policy must cover but not be limited to (1) coverage for third party claims and losses with respect to network risk and invasion of privacy (2) crisis management and third-party identity theft response costs and (3) cyber extortion.

Contractor warrants that any retroactive date under the policy must precede the effective date of this Contract; and that either continuous coverage will be maintained, or an extended reporting period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

8.7. Notice of Cancellation

For each insurance policy required by the insurance provisions of this Contract, the Contractor must provide to the City, within 5 business days of receipt, a notice if a policy is suspended, voided or cancelled for any reason. Such notice must be mailed, emailed, or hand delivered to City of Phoenix Finance Department, Procurement Division, 251 W Washington Street, Phoenix, AZ 85003 OR procurement@phoenix.gov.

8.8. Acceptability of Insurers

Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Arizona and with an "A.M. Best" rating of not less than B+ VI. The City in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

8.9. Subcontractors

Contractor's certificates shall include all subcontractors as additional insureds under its policies **OR** Contractor shall be responsible for ensuring and verifying that all subcontractors have valid and collectable insurance. At any time throughout the life of the contract, the City of Phoenix reserves the right to require proof from the Contractor that its subcontractors have insurance coverage. All subcontractors providing services included under this Contract's Scope of Services are subject to the insurance coverages identified above and must include the City of Phoenix as an additional insured. In certain circumstances, the Contractor may, on behalf of its subcontractors, waive a specific type of coverage or limit of liability where appropriate to the type of work being performed under the subcontract. Contractor assumes liability for all subcontractors with respect to this Contract.

8.10. Approval

Any modification or variation from the insurance coverages and conditions in this Contract must be documented by an executed contract amendment.

9. Submittals

9.1. Copies

Please submit one electronic copy of the Submittal Section and all other required documentation. Please do not lock the electronic copy with password protection so that the City may incorporate the successful Offer into the awarded contract.

Please submit, at a minimum, ALL the items listed in the check list below, do not submit a copy of the entire solicitation document. This Offer will remain in effect for a period of 270 calendar days from the opening date, and is irrevocable unless it is in the City's best interest to release offer(s).

9.2. Solicitation Response Check List

Use this check list as a tool to review your submission to ensure that all required documents and forms are included.

The written offer should be:

- Typewritten for ease of evaluation
- Signed by an authorized representative of the Offeror
- Submitted with contact information for the individual(s) authorized to negotiate with the City
- At a minimum, including the following documents:
 - A. Attachment A - Minimum Qualifications Questionnaire
 - B. Offeror's Proposal - A detailed proposal describing the firm or individual's qualifications and experience responsive to the requirements of the solicitation and evaluation criteria, including "Attachment C - Functional Technical Requirements".
 - C. Pricing Proposal - A completed pricing proposal with all requested prices, quantities, and/or discounts completed.
 - D. Attachment D - Vendor Privacy Due Diligence Questionnaire.
 - E. Submittal Forms - All submittal forms are completed and signed.
 - F. Addenda - Signed copies of all published addenda.

Offers must be in possession of the Department on or prior to the exact time and date indicated in the Schedule of Events. Late offers will not be considered. Electronic submission is preferred. Due to file size limitations for electronic transmission, offers sent by email may need to be sent in parts with multiple emails. It is the responsibility of the Offeror to ensure that the offer is received timely and that there are no technical reasons for delay. Please refer to the Instructions Section for complete information regarding the submission of offers.

9.3. Additional Quantities

The City anticipates considerable activity under the resultant contract(s). However, no guarantee can be made as to actual enterprise data management and governance (EDMG) solution implementation and ongoing support services, that will be purchased under this contract. The City reserves the right to add, change or delete quantities or items as circumstances may require.

Note: Offers taking exception to this option for additional quantities clause shall indicate in their offer.