



**CITY OF PHOENIX
INFORMATION TECHNOLOGY SERVICES DEPARTMENT**

**REQUEST FOR QUALIFICATIONS (RFQu)
ITS RFQu 22-002**

**Information Technology Professional Services
2021- 2023 Qualified Vendor List of RFQu (services requested)**

**PRE-OFFER CONFERENCE
Thursday, October 28, 2021 at 10:00 AM**

**DEADLINE FOR RECEIVING
Offers Due Date: Friday, November 5, 2021 at or before 5:00 PM
Submitted To: its.financial.procurement@phoenix.gov**

**PROCUREMENT OFFICER
Mihaela Grigore
251 W. Washington St. 6th Floor
Phoenix, AZ 85003
its.financial.procurement@phoenix.gov**

Date posted on website (issue Date): Friday, October 22, 2021



TABLE OF CONTENTS

CITY OF PHOENIX

SECTION I – INSTRUCTIONS3

SECTION II – SCOPE OF WORK 14

SECTION III – SPECIAL PROVISIONS 18

SECTION IV – SUBMITTALS.....21

SECTION V – EXHIBITS26



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

Please read before continuing to the offer document. This list may not include every requirement; the purpose is to assist vendors, but vendors are expected to read and comply with the entire solicitation.

SOLICITATION RESPONSE CHECK LIST

Check off each of the following as the necessary action is completed.

- All forms have been completed and signed, including Solicitation Disclosure form.
- All Submittals are included (Section IV – Submittals pages 22 - 26, Exhibit A – Minimum Qualifications, and Exhibit B – Affidavit).
- Included any required drawings or descriptive literature.
- If required, verified and included the amount of the offer surety.
- Reviewed the Exhibit C – Technology Consulting Professional Services Agreement, to assure compliance.
- Included signed addenda, if any.
- Emailed entire proposal to ITS.Financial.Procurement@phoenix.gov.
- Emailed the response in time – the City must receive offers no later than the date and time indicated in the Schedule of Events or addenda.**



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

SECTION I – INSTRUCTIONS

1. DESCRIPTION:

- 1.1. The City of Phoenix invites offers for Information Technology Professional Services for a two-year period commencing on or about **December 1, 2021** in accordance with the specifications and provisions contained herein. As a result of this RFQu, the City will establish a citywide Qualified Vendors List (QVL).
- 1.2. This solicitation is available through Arizona Relay Service 7-1-1. Please call TTY 800-367-8939 for assistance.
- 1.3. 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. CITY’S VENDOR SELF-REGISTRATION AND NOTIFICATION:

Offeror 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.

3. SCHEDULE OF EVENTS:

| ACTIVITY | DATE (All times are local Phoenix time) | LOCATION |
|-------------------------|--|---|
| Solicitation Issue Date | Friday, October 22, 2021 | |
| Pre-Offer Conference | Thursday, October 28, 2021 at 10:00 am via WebEx Live Meeting | <p>Meeting link: https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=mb1df992874d0d75044d3751dfb7e552b</p> <p>Meeting number: 2469 665 2797</p> <p>Password: WxfKmkMP532</p> <p>Join by video system Dial: 24696652797@cityofphoenix.webex.com</p> <p>You can also dial 173.243.2.68 and enter your meeting number.</p> <p>Join by phone: +1-415-655-0001 US Toll Access code: 2469 665 2797</p> |



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

| | | |
|----------------------------|---|---|
| Written Inquiries Due Date | Friday, October 29, 2021 by 5:00 pm | Email inquiries to: its.financial.procurement@phoenix.gov |
| Offer Due Date | Friday, November 5, 2021 at or before 5:00 pm LATE OFFERS WILL NOT BE ACCEPTED | Email Submittals to: its.financial.procurement@phoenix.gov |

The City reserves the right to change dates and/or locations as necessary, and the City does not always hold a Pre-Offer Conference or Site visit.

4. PREPARATION OF OFFER:

- 4.1. All forms provided in Submittal Section must be completed and submitted with the offer. The signed and completed Solicitation Disclosure form must be included or your offer may be deemed non-responsive.
- 4.2. 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.
- 4.3. All time periods stated as a number of days will be calendar days.
- 4.4. 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:
 - 4.4.1. Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
 - 4.4.2. Study and carefully correlate Offeror’s knowledge and observations with the solicitation and other related data.
 - 4.4.3. Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies that Offeror has discovered in or between the solicitation and other related documents.
 - 4.4.4. The City does not reimburse the cost of developing, presenting, or providing any response to this solicitation. Offers submitted for



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

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.

- 4.4.5. 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.

5. OBTAINING A COPY OF THE SOLICITATION AND ADDENDA:

Interested Offerors may download the complete solicitation and addenda from <https://solicitations.phoenix.gov/>. Internet access is available at all public libraries. 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 Information Technology Services Department, Management Services Division, Contracts & Procurement Section, 251 West Washington Street, 6th Floor, Phoenix, AZ. It is the Offeror's responsibility to check the website throughout the entire solicitation period up to award, read the entire solicitation, and verify all required information is submitted with its offer.

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 as explained in Inquiries.

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 or City Council from date of distribution of this solicitation until after the Information Technology Services Department awards Offeror's under the QVL. 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.



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

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, or the Offer may be considered non-responsive.

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.

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.

11. CERTIFICATION:

By signature in the Offer page(s), Offeror certifies:

11.1. The submission of the offer did not involve collusion or other anti-competitive practices.

11.2. The Offeror must not discriminate against any employee, or applicant for employment in violation of Federal or State Law.

11.3. 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.

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 its.financial.procurement@phoenix.gov and the following information should be noted in the email:

- Offeror's Name
- Offeror's Address (as shown on the Submittal Page)
- Solicitation Number
- Solicitation Title
- Offer Opening Date



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

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.

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.

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 its.financial.procurement@phoenix.gov, 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.

14. OFFER RESULTS:

Offers will be opened on the offer due date, time and location indicated in the Schedule of Events. 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 calendar 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. The City will not provide any further notification to unsuccessful Offerors.

15. PRE-AWARD QUALIFICATIONS:

15.1. Offerors should have been in operation a minimum of five years.

15.2. Offerors must meet the requested number of years of experience for the category(ies) of services proposed in Exhibit A – Minimum Qualifications.



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

15.3. Offerors are required to execute and submit, as part of their submittal/offer, the “Affidavit” included as Exhibit B.

15.4. If your company is registered as a Small Business Enterprise (SBE) or Disadvantage Business Enterprise (DBE) you must provide a copy of the SBE/DBE certificate obtained through the City of Phoenix Equal Opportunity Department.

16. AWARD OF QUALIFIED VENDOR LIST:

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.

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.

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 Deputy Finance Director or Department Director.

17. CONTENT OF RESPONSE:

The Offerors’ response will include the following:

17.1. Responses to this RFQu should be prepared simply and economically, providing a straightforward description of the specific categories of services that the respondent can provide, along with qualifications. Emphasis should be on clarity of content.

17.2. Offerors must fully review Exhibit A – Minimum Qualifications workbook and respond to each requirement listed in the spreadsheet. Offerors must provide a brief narrative to demonstrate compliance with the requirement. Offers submitted without the requested information could result in non-consideration of the overall submission. Offerors must submit the completed workbook in its original Microsoft Excel format, unlocked and without password protection.

EXHIBIT A – MINIMUM QUALIFICATIONS

- **Tab 1 – Company Profile, Experience and Executive Summary:** Offeror(s) must include the company legal name and the primary contact for all future actions, to include company address, contact name, title, phone number, and email address. Offeror(s) must respond to the questions included in this tab and to provide a company overview and high-level information (see instructions in



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

the Exhibit A). Offer must include a response in the Executive Summary providing information on the company history, background, experience, etc.

NOTE: The Company Profile is used to create the approved QVL that is published on City's Intranet for use by all City departments and functions. As the Company Profile is used to generate the electronic QVL, the Offerors **MUST NOT** include language such as "*confidential*," "*proprietary*," or "*do not duplicate*" that would limit the ability of City to duplicate and publish the document.

During the term of the QVL, changes to contact information will be made upon written notification if the electronic media is editable by City and does not contain any restrictions.

- **Tab 2 – Category Qualifications:** Offerors must select a response for all categories of services they can provide. To be responsive. Offeror(s) must provide a brief narrative explanation to indicate whether they meet the requirement. At a minimum the narrative shall provide information on the level of experience providing the services for each category of services submitted for consideration, experience with government agencies (if applicable), specific technologies and skills and any relevant information.
- Offerors shall not include URLs in their proposal.

Failure to provide all the requested information or is not complete will be considered grounds for disqualification.

17.3. Offeror(s) must review, complete, and submit Exhibit B – Affidavit.

17.4. Offerors must not include brochures or business publications in the body of their responses to this RFQu. Company brochures or business publications may be provided separately, but will only be retained for possible future use, and will not be included in or used for the evaluation process.

18. EVALUATION AND SELECTION:

18.1. RFQu responses should be concise, well-organized per the requested information, and clearly written. The review process places considerable emphasis on the responsiveness of the RFQu response to the requirements outlined above. RFQu responses that are not written specifically in response to this request cannot receive serious consideration.

18.2. All RFQu responses will be evaluated based on the information requested under Exhibit A – Minimum Qualifications.

18.3. The City reserves the right to request supplemental information.



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

19. CITY'S RIGHT TO DISQUALIFY FOR CONFLICT OF INTEREST:

The City reserves the right to disqualify any Offeror based on any real or apparent conflict of interest that is disclosed by the offer submitted or any other data available to the City. This disqualification is at the sole discretion of the City. Any Offeror submitting an offer herein 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 of Phoenix or any court.

20. SOLICITATION TRANSPARENCY POLICY:

20.1. 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.

20.2. 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.

20.3. Offerors may discuss their offer 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.

20.4. With respect to the selection of the successful Offerors, the City Manager and City Manager's Office will continue the past practice of exerting no undue influence on the process.

20.5. 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.

20.6. "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



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

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 the Information Technology Services Department awards Offeror's under the QVL, as long as the City cancels with a statement that the City will rebid the solicitation.

21. PROTEST PROCESS:

- 21.1.** 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 addendum 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.
- 21.2.** Therefore, unless otherwise notified by a formal addendum, the Protester must adhere to all solicitation dates and deadlines, including timely filing of an offer, regardless of filing a protest.
- 21.3.** 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.
- 21.4.** 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.
- 21.5.** All protests will be in writing, filed with the Procurement Officer identified in the solicitation and include the following:
 - 21.5.1. Identification of the solicitation number;
 - 21.5.2. The name, address, and telephone number of the protester;
 - 21.5.3. A detailed statement describing the legal and factual grounds for the protest, including copies of relevant documents;
 - 21.5.4. The form of relief requested; and
 - 21.5.5. The signature of the protester or its authorized representative.
- 21.6.** The Procurement Officer will render a written decision within a reasonable period after the protest is filed. The QVL will not commence 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.



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

22. 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.

23. 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 late.

Good Cause is defined as substantial grounds or evidence based upon facts not in dispute, as determined by the Procurement Officer, that the failure by an aggrieved party, an Offeror, or a respondent to submit a timely Offer, response, protest, or appeal was beyond its control due to misinformation relayed in writing by a City employee.

24. 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 Offeror 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.



SECTION I - INSTRUCTIONS

CITY OF PHOENIX

25. DETERMINING RESPONSIVENESS AND RESPONSIBILITY:

- 25.1.** Offers will be reviewed for documentation of qualifications, completeness, and compliance with the Solicitation requirements. The City reserves sole discretion to determine responsiveness and responsibility.
- 25.2.** 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.
- 25.3.** 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.
- 25.4.** Responsibility: To obtain true economy, the City must conduct solicitations to minimize the possibility of a subsequent default by the consultant, late deliveries, or other unsatisfactory performance that may result in additional administrative costs. It is important that the Offeror be a responsible consultant. Responsibility includes the Offeror's integrity, skill, capacity, experience, financial ability, and facilities for conducting the work to be performed.
- 25.5.** The Procurement Officer will review each Offer to determine if the Offeror is responsible and responsive. 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 (if any), 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 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.
- 25.6.** 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.



SECTION II – SCOPE OF WORK

1. OBJECTIVE

The City of Phoenix Information Technology Services Department is inviting qualified Offerors to respond to the request for Information Technology Professional Services.

As a result of this RFQu, the City will establish a citywide Qualified Vendors List (QVL) for Information Technology Professional Services with companies who have demonstrated experience and qualifications in providing these types of services.

2. SCOPE OF SERVICE

The QVL established will be used to engage in request(s) for information technology professional services on an as-needed basis, without further formal solicitation, in accordance with the provisions, specifications, requirements, and instructions provided in this document.

Awarded as a Qualified Vendor does not guarantee work, commit the City to enter into contract, pay any costs incurred in the preparation of a submittal to this request or in subsequent negotiations, or to engage and/or procure any services from any vendor on the QVL.

The City reserves the right to waive use of the QVL on any IT project/request were in City's judgment, competitive bids or other forms of solicitations may be more appropriate.

3. IT PROFESSIONAL SERVICES CATEGORIES

This section contains a brief description of the type of service(s) that may be needed from the Offeror(s) as a result of this RFQu process. Offeror(s) may respond to a specific service category, or multiple categories of service according to the capabilities of the offeror.

The IT Professional Services requested could fall into one or more of the areas defined below. Some overlapping of service definitions may occur due to technology relationships. The categories of service have been defined to allow for ease of identifying the types of support that may be needed and to assist with on-going maintenance of the QVL.

Offeror(s) will be awarded to do business with the City in the category of services for which they meet the minimum qualifications as listed in Exhibit A – Minimum Qualifications. **The City reserves the right to include any firms included on the QVL in requests for services as in the best interest of the City.**



SECTION II – SCOPE OF WORK

CITY OF PHOENIX

| No. | 2021-2023 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES QUALIFIED VENDOR LIST (QVL) CATEGORIES |
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| 1. | IT STAFFING AND RECRUITING SERVICES - would include but not be limited to: <ul style="list-style-type: none">✚ Temporary IT Staff Augmentation✚ IT Recruiting Services |
| 2. | APPLICATIONS SYSTEMS ANALYSIS, DESIGN, IMPLEMENTATION, AND/OR ADMINISTRATION - would include but not be limited to: <ul style="list-style-type: none">✚ Computer Systems✚ Imaging✚ Multimedia✚ Collaboration |
| 3. | ENTERPRISE RESOURCE PLANNING TECHNOLOGY SERVICES - would include but not be limited to: <ul style="list-style-type: none">✚ PeopleSoft✚ Oracle✚ SAP |
| 4. | GIS TECHNOLOGY AND/OR SERVICES |
| 5. | WEB-BASED TECHNOLOGY AND/OR SERVICES – would include but not limited to: <ul style="list-style-type: none">✚ Application Development✚ Mobile Application Development |
| 6. | CUSTOMER RELATIONSHIP MANAGEMENT (CRM) - would include but not be limited to: <ul style="list-style-type: none">✚ Microsoft Dynamics✚ Customer Relationship |
| 7. | DATA AND INFORMATION SERVICES - would include but not be limited to: <ul style="list-style-type: none">✚ Database administration✚ Business Intelligence✚ Data Integration |
| 8. | NETWORK, VOICE, VIDEO INFRASTRUCTURE - would include but not be limited to: <ul style="list-style-type: none">✚ Local and Wide Area Network Planning, Design, Installation, Maintenance, and/or Support✚ Telephone and Telecommunications Services: Systems Consulting, Application Development, System Design, and/or Project Management✚ Wireless and Mobile Systems Design, Implementation and/or Management✚ Telecommunications and/or Utility Audits✚ Mobile Device Management |



SECTION II – SCOPE OF WORK

CITY OF PHOENIX

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| 9. | <p>INFORMATION TECHNOLOGY SECURITY AND PRIVACY/COMPLIANCE - would include but not be limited to:</p> <ul style="list-style-type: none"> ✚ Planning, Implementation, and Management of Security Data, Network, and Physical Facilities ✚ Payment Card Industry Qualified Security Assessor and/or PCI Remediation ✚ Information Technology Audit and Review ✚ Forensic Reviews ✚ Managed Security Services (Incident Response) |
| 10. | <p>TECHNOLOGY MANAGEMENT AND ADMINISTRATIVE SERVICES - would include but not be limited to:</p> <ul style="list-style-type: none"> ✚ IT Asset Management ✚ IT Governance ✚ IT Management-Architecture-Planning-Consulting ✚ Business Continuity and Disaster Recovery-Planning-Design and/or Implementation ✚ System Analysis ✚ Business Analysis |
| 11. | <p>INFORMATION TECHNOLOGY TRAINING</p> |
| 12. | <p>OTHER SERVICES</p> |

4. PROCEDURES FOR OBTAINING SERVICES – SCOPE OF WORK (SOW) REQUEST AND OFFEROR SOW RESPONSE

The following paragraphs describe the process that will be followed to obtain services from qualified Offerors t placed on the QVL. These procedures are representative for this RFQu and may vary according to specific needs and other changes that may be undertaken by City.

4.1. Each department is responsible for selecting the procurement vehicle/method. When a City department(s) determines they will utilize the QVL, the department requiring IT Professional Services will contact offerors whose service offering closely match the services needed.

4.2. The City will send the scope of work, including requirements, minimum qualifications and any other relevant information related to the scope of the project/request to the Offeror(s). Those companies will be asked to provide an Offer and price quote(s) for the project/request at hand, in order for an appropriate decision to be made by City prior to final recommendations and contract award being made. Qualifications and specific skills may be equally considered, along with cost, in determining the most responsive offeror in meeting the needs for a contract award.



SECTION II – SCOPE OF WORK

CITY OF PHOENIX

- 4.3.** The City will solicit written proposals from at least three QVL listed vendors. At least one of the proposals will be solicited from a certified SBE/DBE (if available).

Any SOW submitted to the QVL vendors and their response shall include at a minimum the following elements:

- Purpose of the project/request;
- Scope of Work Request.
- Fixed bid or per hour pricing;
- Anticipated length of engagement;
- Department contact name available to answer technical questions;
- Due date of the SOW Response;
- The current version of the City’s “Technology Consulting Professional Services Agreement” based on the requirements of each project.

Additional elements that may be included in the SOW request and shall be reflected in the response:

- Company and personnel requirements, qualifications, and resumes (if applicable);
- Key project deliverables and milestones (if applicable);
- Special licensing considerations (if applicable);
- Documentation requirements;
- Business and/or technical requirements;
- Evaluation/selection criteria (if applicable);
- Subcontractor(s) (if applicable);
- Reporting requirements (if applicable);
- Service Level Agreements (SLAs) (if applicable);
- Penalties for late delivery of key deliverables and/or SLA deficiency (if applicable);

- 4.4.** Offeror(s) may have the opportunity to add sections to clarify their SOW Response. Any terms or conditions added by the Offeror(s) to their SOW Response that are not consistent with the requirements, specifications, terms and conditions, or failure to respond to mandatory information may disqualify the Offeror(s).

- 4.5.** The City’s representative(s) will evaluate the proposals and select the Offeror(s) to provide the required professional services.

- 4.6.** The City will execute a contract with the successful Offeror(s) (refer to Exhibit C – Technology Consulting Professional Services Agreement). The City reserves the right to change or modify any of the terms and conditions.



SECTION III – SPECIAL PROVISIONS

1. TERM OF THE QUALIFIED VENDOR LIST

The QVL will become effective on or about December 1, 2021 and will be in effect for two years, through November 30, 2023. This QVL may be extended, revised, or discontinued when deemed to be in the best interest of the City.

2. TECHNOLOGY CONSULTING PROFESSIONAL SERVICES AGREEMENT

2.1. Pursuant to ITS RFQu No. 22-002, a response to this request is an offer to contract with the City based upon the terms, conditions, and specifications contained in the Exhibit C – Sample Technology Consulting Professional Services Agreement to ITS RFQu No. 22-002. Such a response does not become a contract until it is executed. The City reserves the right to change or modify the terms based on the latest requirements and the scope of any project/request awarded through SOW request.

2.2. Submission of a response herein constitutes the Offeror’s acceptance that any contract to be drawn, as the result of being selected for contractual service, will be prepared by the City. The submission of a response further constitutes acceptance from the Offeror that it will not insist on the use of the respondent’s standard contract agreements, documents, or forms, and that it waives any demand for the use of its standard agreements. Pursuant to the City Charter, the language of the contract to be executed will be drafted under the supervision of the City Attorney and shall be the controlling document.

2.3. A contract resulting from a SOW recommendation will be brought forth to City Council for approval by the respective department.

2.4. The City may require the selected Offeror to participate in negotiations related to cost, technical specifications or other revisions related to the project/request.

3. KEY PERSONNEL AND WORK SCHEDULE PROVISIONS

3.1. The City will not approve any of the Offeror’s individual personnel if such individual is currently a City employee.

3.2. Offeror’s personnel furnished under this solicitation must be capable of operating in City IT environment as specified at time of contract negotiation.

3.3. Offeror(s) personnel must be able to meet the City of Phoenix background check requirements (see Exhibit C – Technology Consulting Professional Services Agreement).

3.4. All work completed by Offeror’s personnel will comply with any City Standards available for the specific IT area at the time services are engaged.



- 3.5. For staff augmentation requests the work week is limited to 40 hours. No overtime pay will be allowed without prior approval from the City. All other services will be subject to the requirement of the scope of work.
- 3.6. For any breach of security or unusual business conduct, personnel may be released without notice at any time. City of Phoenix will work with the Consultant on potential replacements.
- 3.7. If an Offeror's employee who is assigned to a specific work assignment, requiring "start-up" training and/or learning curve prior to becoming fully effective, terminates before the work assignment is completed, the Offeror will:
 - 3.7.1. Whenever possible assign a new employee to work with the terminating employee for a period of at least one week; and
 - 3.7.2. Not charge the City for the first two full weeks of the new employee's time. This condition does not apply if City requested the employee be relieved of City work assignments.

4. SUBCONTRACTING

- 4.1. If the Offeror requires subcontracting the work to perform any obligations under the Contract, the Consultant shall obtain prior written approval from the City unless for staff augmentation requests. The City reserves the right to reject any proposed subcontractor that the City reasonably considers is not qualified to perform obligations under the Contract.
- 4.2. The Offeror must clearly identify the portion of the project/request that will be performed by the subcontractor, and will provide details about the project plan, subcontractors qualifications and experience, along with other information requested by the City.
- 4.3. The Consultant will be solely responsible and liable for any work performed and obligations performed by the subcontractor as if the Consultant had provided the work itself.
- 4.4. The City reserves the right to require any subcontractor's removal without having to give any justification therefor. Any such rejection or request for removal shall not, in and of itself, entitle the Consultant to claim any delays in the performance, or to assert any excuses for the non-performance, of any of its obligations under the Contract.
- 4.5. The Subcontractor must comply with the terms, conditions, provisions, and requirements of the Contract applicable in performing any services under the Agreement.



5. OFFSHORE CONSULTANTS AND/OR SUBCONTRACTORS

None of the obligations and services under the resulting contract shall be performed or provided by the Offeror or its Subcontractors outside of the United States.

6. CITY RESPONSIBILITIES

As appropriate to the QVL SOW requests the City may provide the following:

- 6.1.** Office space, meeting room space, support services, appropriate connectivity to the City’s network, and access to printers and formats/templates;
- 6.2.** Access to the agency’s personnel, offices and computer information as required;
- 6.3.** Required statutes, manuals, policies and procedures, and records related to information directly relevant to the requested services;
- 6.4.** Guidance and direction for all assignments;
- 6.5.** Assistance in the scheduling and coordinating meetings with applicable involved parties; and
- 6.6.** Review and approval, based on the results of the Acceptance process, of the Consultant’s reports and invoices for payment.



SECTION IV - SUBMITTALS

CITY OF PHOENIX

SECTION IV – SUBMITTALS

1. OFFER SUBMITTAL FORMAT:

The written offer should be submitted electronically to its.financial.procurement@phoenix.gov and 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.

Offers submitted must contain the following documents:

- Section IV – Submittals (pages 22 - 26), completely filled out and signed as required in this solicitation;
- Exhibit A – Minimum Qualifications, completely filled out as required in this solicitation and per the instructions within the Excel document;
- Exhibit B – Affidavit, completely filled out and signed.

Failure to include any of these documents may be grounds for disqualification.

2. COSTS AND PAYMENTS:

2.1 PAYMENT TERMS & OPTIONS: Vendors must choose an option, if a box is not checked, the City will **default to 0% - net 45 days:**

Contractor offers a prompt payment discount of either _____% - 30 days or 0% – 45 days - to apply after receipt of invoice or final acceptance of the products (invoice approval), whichever date is later, starts the 30 days. If no prompt payment discount is offered, the default is 0%, net 45 days; effective after receipt of invoice or final acceptance of the products, whichever is later. **Payment terms offering a discount will not be considered in the price evaluation of your offer.**

Contractor may be paid immediately upon invoice approval, if enrollment is made to the Single Use Account (SUA) Program, administered by the City's servicing bank ("Bank"). By checking this box, the vendor accepts transaction costs charged by their merchant bank and agrees not to transfer to the City those extra charges. The City will not pay an increase in our services for the SUA charges; if an audit uncovers an upcharge for the SUA charges the vendor will owe the City all costs. The vendor may opt-out of the SUA program once, but then may not rejoin during the same contract term. **For more information about the SUA program or to enroll, send email to mailbox.sua@phoenix.gov.**

Offeror Name: _____



SECTION IV - SUBMITTALS

CITY OF PHOENIX

3. OFFER

TO THE CITY OF PHOENIX - The Undersigned hereby offers and agrees to furnish the material and or service(s) in compliance with all terms, conditions, specifications, and addenda issued as a result of a solicitation.

Arizona Sales Tax No. _____

Use Tax No. for Out-of State Suppliers _____

City of Phoenix Sales Tax No. _____

Arizona Corporation Commission File No. _____

Taxpayer's Federal Identification No.: If recommended for contract award, Bidder agrees to provide its federal taxpayer identification number or as applicable its social security number to the City of Phoenix for the purposes of reporting to appropriate taxing authorities, monies paid by the City of Phoenix under the awarded contract. If the Bidder provides its social security number, the City will only share this number with appropriate state and federal officials. This submission is mandatory under 26 U.S.C. § 6041A.

| | |
|--|--|
| Enter City's Registration System ID Number Located at City's eProcurement website (see SECTION I – INSTRUCTIONS - CITY'S REGISTRATION) | |
|--|--|

Offeror has read, understands, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror certifies that the prices offered were independently developed without consultation with any other Offeror or potential Offerors.

Authorized Signature

Date

Verify Name and type of company
(LLC, Inc., Sole Proprietor)

Printed Name and Title
(Member, Manager, President)

Address _____

City, State and Zip Code _____

Telephone Number _____

Company's Fax Number _____

Company's Toll Free # _____

Email Address _____

Offeror Name: _____



SECTION IV - SUBMITTALS

CITY OF PHOENIX

4. CONFLICT OF INTEREST AND SOLICITATION TRANSPARENCY DISCLOSURE FORM

This form must be signed and submitted to the City and all questions must be answered (or N/A) or your Offer may be considered non-responsive.

1. Name of person submitting this disclosure form.

| First | MI | Last | Suffix |
|-------|----|------|--------|
|-------|----|------|--------|

2. Contract Information

Solicitation # or Name:

3. Name of individual(s) or entity(ies) seeking a contract with the City (i.e. parties to the Contract)

4. List any individuals(s) or entity(ies) that are owners, partners, parent, sublessees, joint venture or subsidiaries of the individual or entity listed in Question 3. Please include all Board members, executive committee members and officers for each entry. If not applicable, indicate N/A.

5. List any individuals or entities that will be subcontractors on this contract or indicate N/A.

- Subcontractors may be retained, but not known as of the time of this submission.
- List of subcontracts, including the name of the owner(s) and business name:

6. List any attorney, lobbyist, or consultant retained by any individuals listed in Questions 3, 4, or 5 to assist in the proposal or seeking the resulting contract. If none, indicate N/A.

Offeror Name: _____



SECTION IV - SUBMITTALS

CITY OF PHOENIX

7. Disclosure of conflict of interest:

A. City Code Section 43-34

Are you aware of any fact(s) with regard to this solicitation or resulting contract that would raise a “conflict of interest” issue under City Code Section 43-34?

“An elected City official or a City employee shall not represent any person or business for compensation before the City regarding any part of a procurement, including any resulting contract, if during the time the elected official is or was in office or the employee is or was employed by the City such elected official or employee played a material or significant role in the development of the solicitation, any other part of the procurement, or the contract award.”

- I am not aware of any conflict(s) of interest under City Code Section 43-34.
- I am aware of the following potential or actual conflict(s) of interest:

B. ARS Section 38-501 et. Seq. & City Charter Chapter 11

State law and the Phoenix City Charter and Code prohibit public officers or employees, their close relatives, and any businesses they, or their relatives, own from (1) representing before the City any person or business for compensation, (2) doing business with the City by any means other than through a formal procurement, and (3) doing business with the City without disclosing that the person has an interest in the contract. This prohibition extends to subcontracts on City contracts and also applies to parent, subsidiary, or partner businesses owned by a public officer or employee. See A.R.S. Sections 38-501 through 38-511, for more information (City Charter, Chapter 11, applies the state conflict-of-interest law to City employees).

Please note that any contract in place at the time a person becomes a public officer or employee may remain in effect. But the contract may not be amended, extended, modified, or changed in any manner during the officer’s or employee’s City service without following City administrative regulations.

Are you aware of any fact(s) with regard to this contract that would raise a “conflict of interest” issue under A.R.S. Sections 38-501 through 38-511. (See Arizona Revised Statutes regarding conflict of interest at www.azleg.gov).

- I am not aware of any conflict(s) of interest under Arizona Revised Statutes Sections 38-501 through 38-511.
- I am aware of the following conflict(s) of interest:

Offeror Name: _____



SECTION IV - SUBMITTALS

CITY OF PHOENIX

8. Acknowledgements

A. Solicitation Transparency Policy – No Contact with City Officials or Staff During Evaluation

- I understand that a person or entity who seeks or applies for a City contract, or any other person acting on behalf of that person or entity, is prohibited from contacting City officials and employees regarding the contract after a solicitation has been posted.
- This “no-contact” provision only concludes when the contract is awarded at a City Council meeting. If contact is required with City official or employees, the contact will take place in accordance with procedures by the City. Violation of this prohibited contacts provision, set out in City Code Sections 2-190.4 and 43-36, by respondents, or their agents, will lead to **disqualification**.

B. Fraud Prevention and Reporting Policy

- I acknowledge that the City has a fraud prevention and reporting policy and takes fraud seriously. I will report fraud, suspicion of fraud, or any other inappropriate action to: telephone no. 602-261-8999 or 602-534-5500 (TDD); or aud.integrity.line@phoenix.gov.

The purpose of the fraud policy is to maintain the City's high ethical standards. The policy includes a way for our business partners to report wrongdoing or bad behavior. Suspected fraud should be reported immediately to the Phoenix Integrity Line. The City has adopted a zero-tolerance policy regarding fraud.

OATH

I affirm that the statements contained in this form, including any attachments, to the best of my knowledge and belief are true, correct, and complete.

Should any of the answers to the above questions change during the course of the contract, particularly as it relates to any changes in ownership, applicant agrees to update this form with the new information within 30 days of such changes. Failure to do so may be deemed a breach of contract.

PRINT NAME

TITLE

SIGNATURE

DATE

COMPANY (CORPORATION, LLC, ETC.) NAME and DBA

Offeror Name: _____



SECTION V - EXHIBITS

CITY OF PHOENIX

SECTION V – EXHIBITS

EXHIBIT A – MINIMUM QUALIFICATIONS

Minimum Qualifications Workbook (Excel file) can be found on the solicitation page.

EXHIBIT B – AFFIDAVIT

Affidavit (Word document) can be found on the solicitation page.

EXHIBIT C – TECHNOLOGY CONSULTING PROFESSIONAL SERVICES AGREEMENT

Technology Consulting Professional Services Agreement (PDF) can be found on the solicitation page.

Offeror Name: _____