

**CITY OF NEW ORLEANS, LOUISIANA  
REQUEST FOR PROPOSALS  
VOTE CASTING, AGENDA PREPARATION, DOCUMENT MANAGEMENT, MEETINGS  
MANAGEMENT, STREAMING VIDEO, UTILITY DOCKET ELECTRONIC FILING & ARCHIVING FOR  
THE CITY COUNCIL OF NEW ORLEANS  
ISSUED OCTOBER 6, 2017**

**I. General Information**

The City Council of New Orleans seeks a technology services company to provide a turn-key, comprehensive, scalable, and flexible voting system, agenda preparation and document management system in addition to internet video streaming with High Definition capacity, online filing in Council Utilities dockets and meetings management solution for the City of New Orleans. The Council may also consider additional software suites that it currently does not utilize such as a system for boards or commission management.

Assuming mutual satisfaction between the Council and the Contractor(s), the contract term may be extended for four one-year periods.

**II. Goals of this System**

The City Council of New Orleans currently utilizes a streaming media solution with voting and archiving from Granicus, Inc. The City is seeking one vendor to provide a complete video and agenda prep and document management system providing the additional functionality which streamlines the preparation of the agenda, manages the ongoing process of moving items to appropriate later dates, as well as creates and makes available on the web an electronic agenda package with all meetings-related ordinances, resolutions, motions, reports, etc. Additionally, the system should manage the documents from creation, routing, meeting submission and for signature and eventual web access after passage at the meeting. It is envisioned that the system may be scalable to serve all City departments, boards and commissions and the New Orleans City Council as required for these purposes, each with its own meeting profile and user groups within the system. The system should function on a web-based or installable application, and should be hot-spaced or cloud-hosted so that the system is borderless and can be accessed and utilized across devices. The system should also accept utility docket electronic filings (E-filing) from parties to the dockets and make them accessible to the public by searching within discrete dockets or by employing a word search.

The system should continue the Council's long term objectives of making public information more accessible and transparent. In addition, the system should provide the public with full information about upcoming meetings, show video of the meetings and of the votes taken, manage the meetings live, and provide for post-meeting minutes. It should provide a searchable archive to meetings video, votes and related documents as discussed and/or approved. If a new vendor is selected as a result of this RFP process, all of the archived content of videos, agendas and minutes that are currently available in the Council's Granicus solution should be converted to the new interface in order to preserve a complete archive accessible in the new solution.

### **III. Interface Requirements for the RFP**

The proposal should work within the City of New Orleans current computing environment. To accomplish this, the system must be able to work on the City's network and existing computers or the proposal must include the necessary upgrades in either as required. The respondent must be able to implement and support the system including planning, training and documentation.

The City's computing environment spans Windows 7 and 10 workstations, Microsoft Surface tablets, Android and iOS/MACOS mobile, tablet, and laptop devices. Our expectation for any interface applications should be a universal application that can run ubiquitously across all desktop and mobile devices, whether the application be web-based or installable.

The system must integrate into two city websites: the City of New Orleans (nola.gov) and the City Council of New Orleans' (nolacitycouncil.com).

The video system must support mobile devices and replicate the install for Granicus which includes 15 voting computers and touch screens, a plasma screen for public display of votes, a meetings management workstation, a video encoder for the Chamber, plus one additional encoder with workstation for the Mayor's press room, an on-site media vault, a complete field production application and the ability to support delivery of content to mobile devices.

### **IV. Expectations of the City Council of New Orleans**

#### **Qualifications/Experience**

The City Council of New Orleans prefers a provider who can deliver the entire solution. If the proposal by your firm requires the use of sub-contractors, partners, and/or third-party products or services, you must clearly state this in your proposal. The City Council of New Orleans requires

that the firms submitting proposals shall have primary project service liability for all products and services which shall collectively meet the RFP requirements. Your firm shall remain solely responsible for the performance of all work, including work that you sub-contract. The City does not wish to become an early customer for a company, but rather needs a considerable installed base and experience in serving this particular kind of client as the resources in City Hall do not allow a lot of staff focus and support. As a result, the City is seeking a company with a large number of installs in our size city as that familiarity will allow an efficient execution for New Orleans.

### **Installation of New Hardware**

The Council's current solution includes several hardware components listed above. The entire voting system at the Council dais is experiencing system failure. The computers for the voting system run on XP operating systems, and are unsupported by the current vendor. Several have been corrupted and are not usable placing the Council in a critical situation where if more machines fail, the Council will have to augment its voting practices. Additionally, one of the touch screen monitors used for voting has recently failed and become inoperable. The workstation used by Clerk of Council staff during Council meetings meeting management also runs on an outdated system.

The Council expects the chosen firm to assist in the identification and installation of the appropriate hardware replacements and upgrades, and to identify a plan with associated costs for these services.

### **Training**

Due to thin staffing at the technical level and limited technology expertise on behalf of users in New Orleans, training is considered an essential element of this project. A robust training protocol consisting of either readily accessible, 24-7, comprehensive software training modules, or rigorous on-site training will be required by the approved vendor for all users in New Orleans that will utilize the technologies.

Training will need to be done in a sufficient manner so that all members of the City Council and appropriate staff will understand the vital functionalities of this system, as will all relevant Executive Branch staff, and staff of boards and commissions who regularly participate in New Orleans City Council meetings. Departments and boards and commissions are outlined below, though the list is not intended to be comprehensive.

### **Council Offices**

Office of Council Chief of Staff  
Council Fiscal Office  
Council Research  
Seven City Council Offices  
Clerk of Council  
Council Utilities Regulatory Office

**City Departments**

Mayor's Office (Intergovernmental Affairs)  
Chief Administrative Office (CAO) – Budget  
CAO – Capital Projects  
Law Department  
New Orleans Fire Department  
New Orleans Police Department  
Civil Service  
Homeland Security  
Parks & Parkways  
Safety & Permits  
Office of Information Technology & Innovation  
Property Management  
Human Services

**Board & Commission**

City Planning Commission  
Vieux Carré Commission  
Historic District Landmarks Commission  
Alcohol and Beverage Control Board  
Board of Zoning Adjustment  
Neighborhood Conservation District Advisory Committee

It is intended that the Council offices listed above will be “early adopters” of the document management and agenda preparation system. Once Council users have been fully integrated into the system, the Council will require additional users to convert to use of the system. As new work units are on-boarded there will be an expectation that the vendor be available for training, and/or setting of permissions and approval chains in the work flow of each type of legislative instrument for each work unit or meeting type. It is also intended that the meetings held by the New Orleans City Council and its committees as well as the City Departments and Boards and

Commissions be supported in their meetings including: document creation, agenda preparation, video streaming and meetings management and post-meeting dissemination, enjoying all of the features of the system. Currently, the Council and its committees, the City Planning Commission, the Alcohol Beverage Control Board, the Board of Zoning Adjustments, the Neighborhood Conservation District Advisory Committee, the Historic District Landmarks Committee and the Vieux Carré Commission use the Granicus video streaming and meeting archiving media system in varying degrees.

Due to the likely phasing-in of adoption of the system by various City bodies, responses that envision numerous trainings that span multiple years with quarterly or bi-annual scenarios are preferable.

### **Timeline**

The City Council of New Orleans is realistic in that the progress towards implementation of the new system should be done in phases. Phase One should be to replace and/or upgrade the current systems used by the Council: Vote casting and internet video streaming. Included in any conversion to a new voting system and video streaming would be the installation and testing of new hardware including 15 fixed voting devices/computers, a plasma screen for public display of votes, a meetings management workstation, a video encoder for the Chamber, plus one additional encoder with workstation for the Mayor's press room. If the Council determines to stay with the current vendor, hardware upgrades should be deemed a priority during this period. It is reasonable to expect that Phase One be completed by April, 2018. Once the voting and streaming infrastructure are in place, this will enable expanding use past current operations.

Phase Two, which is the installation of software (if applicable), website integration, training in use of, and launching of document management, agenda preparation, E-filing and searchable filings system for use by Council and Council employees should be targeted for the second half of 2018 while maintaining Phase 1 operability. Gradual adoption of the system by other City users should be phased in over time after successful implementation by Council staff, led by the Clerk of Council. All work units that touch the legislative process should be fully trained and using the system by April, 2019.

### **V. Scope of Work**

Neither this section, nor any part of this RFP, is intended to be all-inclusive. Therefore, respondents should include in their responses any items they deem relevant and important to the project, or the City of New Orleans.

The proposed solution shall be of an expandable, modular design to readily incorporate additional enhancements in the future. It should be configurable with no need for costly customization. It should be developed, tested, and maintained using a high-quality software development methodology for long-term reliability and technical efficiency. The solution needs to offer data integrity in a secure, redundant, always available system with business continuity, disaster recovery, data backup and restore, archive retention and disposal practices. Below is an overview of the features desired in this system which necessarily is accommodated by appropriate bandwidth to transport/stream media and process information for this application with City government to the web and to mobile devices.

### **Preparing for the Meeting**

- Services the New Orleans City Council and its committees, as well as boards and commissions and other meeting bodies with document creation and management, and agenda and workflow management;
- Supports document creation, including the support of standard templates which are currently in use in the City or may come into use in the City;
- Supports versioning functionality;
- Uses standard Microsoft Windows functionality such as copy and paste functions;
- Provides customizable legislative file numbering for several different types of legislative instruments;
- Supports secure, and rights restricted document creation and versioning;
- Provides easy-to-use document routing for modification and/or approval, using electronic notifications, which is easily configurable by the user and requires minimum training;
- Supports an unlimited number of work flows with no additional licensing costs, supports email notification in workflows and has the ability for administrator to set rights for approvers, including editing or ready-only privileges;
- Supports the joint submission of agenda items across departments;
- Supports all document forms for submittal;
- Tracks an agenda item from its creation, draft updates, approvals, introduction in a public meeting, referrals and recommendations, signatures, readying for codification and publishing on the internet as desired;
- Provides a system for creating an agenda from the electronically submitted documents, attaching those documents to the agenda item;
- Manages agenda items through the withdrawal or deferral process including calendaring for agenda management purposes;
- Seamlessly interfaces to the streaming video and meetings management and voting

system with documents available to each meeting body member at their voting station.

- Makes documents created and attached to an agenda item available in the online published agendas in PDF form, posted on websites maintained by the New Orleans City Council, and the City of New Orleans with pages that are branded in an appearance to match these sites;
- Provides the ability for citizens to subscribe to RSS feeds to monitor items of interest;
- Provides an audit feature which allows tracking and protection of documents;
- Provide full back ups of data to ensure reliability;
- Ability to search document by file number, status creation date, controlling board, agenda date, final action date, item sponsor, index attachment, etc. both within City Hall and through a public portal;
- Provides for easy publication of meeting notices and agendas as required;
- Publishes meeting packets in multiple formats to the web;
- Allows the public to download agendas and related documents;
- Agenda automatically imports into Meeting/Voting System applications;
- Is supported on laptop, iPad, or other tablet devices;

#### **During the Meeting**

- Publishes live Web-cast for all public meetings from the City Council Chamber, and the Mayor's press room;
- Ability to support multiple bit rate streaming and Hi Definition streaming;
- Allows separate security for each meeting type;
- Allows each meeting to have its own attendee list, action list;
- Provides simple voting management compatible with upgraded touch-screen interface and computers that any member of elected body can use;
- Has an automated process of capturing votes by voting members (via touch screen);
- Has the ability to record roll call, record motions, record votes, and be tied back to the agenda item;
- Has a fast and flexible workflow, which can keep pace with a meeting;
- Has an automated process of creating motions, seconding motions (via touch screen);
- Provides an automated process of council member requesting to speak (via touch screen);
- Provides speaker list management controlled by the Chairperson or Council President, or the Clerk of Council;
- Provides multiple preset speaker timers, which displays on monitor visible to the public;
- Supports projection and television screen display for vote results and interfaces to the television production to create television graphics;

- Has flexibility to update roll call, motions, or votes through meeting interface;
- Provides the ability to take notes within the management system;
- Records roll call, motions, votes, notes as they occur and provides time-stamp which is indexed to video;
- Ability to index meetings live with speaker names, agenda items, meeting notes, presentation slides, etc.
- Allows for instruments to be amended during the meeting, or items to be introduced onto the agenda during the meeting;
- Is capable and provides for field recording and management of live meetings and events.

### **Post Meeting Processing**

- Allows easy creation of minutes including all related meeting documents;
- Software automatically links agenda and minutes to Audio/Video from meeting;
- The system easily converts and posts podcasts of meetings and other video programs and allows for easy creation of CDs and DVDs of content;
- Ability to share video to the social media landscape;
- Ability to clip video segments and embed/publish to other web sites;
- Allows agenda items to be moved or copied along with associated documents to another agenda and maintains a history of such movement;
- Can run multiple Clerk minutes applications for concurrent recording and division of tasks;
- Manages the post meeting document flow for signatures, routing final documents to departments, archiving;
- Assigns post meeting numbering as required;
- Automatically tracks the legislation from its first discussion in a committee or board meeting through the legislative process, potentially through multiple boards or commissions each with a different document number, to final dispensation;
- Generates workflow items from actions taken during the meeting;
- Ability to report web analytics;
- Provides for simple submission for publication of legislation as required.

### **Electronic Filing**

- Available for use by any party to a Council Utility Docket, any registered user properly seeking to open a docket or those parties seeking to intervene in open dockets;
- Provide a separate process for acceptance of public comments by others;
- Filing made by uploading a PDF or other acceptable electronic document directly from a registered user's computer to the docket;
- Provide a process for electronic signature of documents by registered user filers;

- Generation of a notice at the time a document is filed and delivery of same to all persons on the docket's Official Service List, constituting service of the document;
- Generation and delivery of a Receipt at the time a document is filed;
- Provide an option for correction of docket filings by a person designated by the Council to perform this function;

### **Accessible Archives**

- All public meetings available on-demand, indexed by agenda item, and searchable by keyword, agenda item, document content or other searchable functions;
- Supports flexible query creation for ad-hoc reporting;
- Provides for a records management process;
- Provides bandwidth requirements to transport/stream media for this application;
- A redundant storage system for the video and document archive with web access sufficient to serve 1,000 concurrent users with at least one year's worth of content, and a long-term archive storage solution.
- Provides a transition plan for conversion of existing Council video archive, reaching back to 2009, into a sequential archive, accessible to City Hall users and members of the public.
- Provide utilities docket filings, periodic reports, tariffs and other documents of interest, accessible by search within discrete Council dockets and other categories or by word search. Free, quick access to any software needed to access documents.

### **Support/Warranty/Maintenance**

- Provides 24/7 troubleshooting and support including FAQs, known issues tracking, email and online-live support;
- Has support resources that are available online;
- Continually monitors all software and hardware included in the system and notifies the City of New Orleans to proceed to resolve the issue;
- Provides web analytics tools related to the use of the web portals;
- Provides a training program for implementing the system;
- Provides user definition and maintenance of system look up tables without programmer intervention;
- Includes complete technical documentation including data dictionary and ERD;
- Provides complete and easy to read end user documentation, including available reports, online functions, screen illustrations, data entry requirements and diagrams of table links;
- Includes software upgrades and bug fixes;
- Provides local access to backup server;
- Employs simultaneous production, testing and training environments;

- When installed has ongoing software maintenance and upgrades and supports remote troubleshooting;
- Warranties all software and hardware for the installed system for no less than one year.

**VI. Contents of Proposal**

**Transmittal Letter**

Please provide a formal letter of transmittal with your proposal that commits your firm to its proposal and states that the proposed solution meets the requirements of each subsection of this RFP. The transmittal letter must be signed by an officer of your firm authorized to do so. Also include contact information for: (1) the person responsible for answering questions regarding the proposal, (2) the person responsible for contract negotiation, and (3) the signer.

**Proposal Overview**

Please give an overview of the proposed solution including your company's unique abilities to meet the project requirements, software requirements, and hardware requirements. Include exceptions to the RFP if any. In the product description below, please include the answers to these questions.

1. What are the primary benefits of your solution?
2. How have you made sure your product is advancing? Describe improvements over time.
3. What are the primary restrictions of your technology?
4. How will the implementation of your solution impact the City of New Orleans' and the City Council of New Orleans' staff. Include in this response items such as the impact on workloads, increases/decreases in staffing, and changes to job descriptions/responsibilities.
5. Describe some of the user friendly features of your system that make it easy to learn and work with.
6. Describe how your solution meets the goals of transparency and citizen involvement.
7. Does the proposed solution provide standard Microsoft Windows functionality such as copy, cut and paste functionality, spell check, etc.? Describe the techniques used for

data entry in your solution. Are there any efficiencies built into the data entry system and if so, what are they? How do you validate that agenda items have been entered properly?

8. Describe your search functionality.
9. Describe how you deal with templates. How do you customize these items?
10. Describe the kinds of system reports available. How do you customize these items?
11. Can your system generate PDF's? If so, please describe how.
12. How are approval levels implemented in your system; how is it automated? Can a group of items be approved and if so how? Can a user configure the process, and if so how? How are approval overrides handled and tracked in your system?
13. What encoding formats does your system support for video streaming? What video players do you support?
14. What platforms for video do you support, I PAD, mobile, other?
15. What is the process for configuring workflows in your system? Are there default workflows? What mechanisms does your system use to allow modifications to items that are currently in the approval cycle? How are these items re-routed for final review. What level of revision- tracking functionality does your system provide? What level of versioning functionality does your system provide? How do you view change history of an agenda item and indicate the type of information available on change history.
16. How does your system support quality control processes in the creation and approval of agenda items and agenda documents.
17. What file types does your solution support?
18. Describe the training available in the delivery of end user training as well as the documentation resources that are available with your system. Please explain your training and support approach.

19. Please describe what you would propose for a planning, training and implementation plan for this solution.
20. Describe your software and ongoing training support. How do you handle product upgrades? How are customer requested enhancements handled?
21. Explain your procedures for resolving customer problems.
22. Can you provide the web server, database server, file application server, required software, client PC, architecture, system performance and availability, network requirements, bandwidth requirements, system administration requirements and any other relevant technical information which should exist in the City of New Orleans IT operations and which are proposed as a base for this system?
23. Please provide any other relevant technical information which you see as a benefit to the City in implementing your system, including your systems performance standards, testing and acceptance, differentiation from other known systems available in the marketplace.
24. What is your capacity for live, and on-demand streaming? How many simultaneous users can be served in your system?
25. What kind of content storage is available in your system?
26. How will your system handle business continuity, disaster recovery, data backup and restore, archive retention and disposal practices?
27. Please propose an implementation schedule which you think is reasonable to achieve, including the process of systems integration you propose.
28. Please detail the costs of your system over the next five years, feel free to indicate base and optional features, describing their functionality and benefits, as well as other issues that impact pricing. Please estimate all cost areas and indicate where there could be variance from the presented price and the reasons for variance.
29. If you are proposing a hosted system, please detail your system up time, the redundant data centers, the ability of your system to integrate with other systems (API).

### **Company Information**

This section provides each vendor with the opportunity of demonstrating how its history, organization, and partnerships offer an advantage to the City of New Orleans. Please include the following: Company address, phone number, and email address.

- Describe the history of your company.
- What is your total number of installations of the proposed application/software product? What are the total installs in cities which are comparable to New Orleans? What are those cities?
- What is your service commitment to customers and measurements used?
- Are audited or otherwise verifiable financial statements available upon request?
- How many employees are involved in providing direct technical support for the proposed application software product?
- Is your organization involved in any pending litigation that may affect its ability to provide its proposed solution or ongoing maintenance or support of its products and services?

If you are a value added, or similar reseller of the system you are proposing, answer the above questions for the software's parent company.

### **Sub-Contractors/Partners**

List any sub-contractors, partners, and/or third party application providers who are involved in fulfillment of proposed solution. Describe the specific role of each.

### **References**

Give contact information for three of your customers including the organization's name and the contact's name, title, address, telephone number, and email address. Also include the products the customers use.

### **Vendor's Proposed Solution**

Please give a detailed description of the solution you are proposing. Include software modules and hardware required to operate the system. Tell why your solution best meets the needs of The City Council of New Orleans.

### **Product Descriptions**

For each product module you are including in your proposal, provide a detailed description of its

purpose, benefits, and key features. Illustrate the dependencies between modules (e.g. if the organization selects modules “C” and “D” it must have module “B”). Additionally, please indicate wherever a module is required or optional.

### **Documentation**

Both system level and user documentation must be provided. List and describe the available documentation that is included in the proposal pricing in this RFP and the media on which it is published.

### **Support/Warranty/Maintenance**

Describe the details and duration of any manufacturer's warranty on proposed hardware and software in this system including how often you provide product updates. Describe your maintenance procedures. Vendor shall describe the extent and nature of software support services, including Web-based and telephone support, and consulting support.

### **License Structure**

Please describe your software licensing structure in detail. Do so for each product or module if they differ from one another.

### **Project Team**

List your project team by providing an organizational chart, the names and roles, involvement levels and durations, and relevant experience for each person on the team to this kind of work and to the specific work they will do for New Orleans.

### **City Support**

Describe the level of The City of New Orleans staff involvement required during implementation and the nature of that involvement (technical, project management, etc.)

### **Methodology and Approach**

Provide an outline and approach for the project including:

- Defining your criteria to determine when installation is complete.
- Providing a proposed schedule for planning, training and implementation steps.
- Describing what type of training and the number of people to be trained that is included as part of the initial installation.
- Describing how you will schedule and provide for training of end users, technical staff, and system administrators including initial training, consultation, and follow-up training.

- Describing what types of additional training may be available either through your company or through another agency.

### **Recommended Hardware Configuration**

Describe in detail all hardware required to implement the proposed software system and provide a diagram of the recommended hardware configuration.

If your firm solely provides software solutions, explain the degree to which assistance can be provided in hardware identification, acquisition and installation.

Describe the level of The City of New Orleans staff expertise required to support the suggested hardware.

If your firm is acting as a hardware reseller, describe the details and duration of any manufacturer's warranties on proposed hardware.

### **Requirements**

Identify any potential performance impact to the existing LAN/WAN and provide recommendations to minimize any performance impact. Identify any potential performance impact on bandwidth and provide recommendations to minimize any performance impact. Identify any other system issues. Please list minimum client workstation requirements.

### **Pricing**

Provide complete cost breakdowns for system design, software, hardware, maintenance, training and system implementation, and any additional services required. List and describe in detail the projected maintenance costs involved in this proposed system. List and describe the costs to train additional 'basic' or 'advanced' users in the future including descriptions and costs for documentation materials, consulting, installation, travel and per diem. List and describe pricing for optional items associated with the system. If your firm exclusively provides software options, please be mindful that the Council requires a solution that includes acquisition of new hardware such as voting stations, a video encoder and Clerk terminals. A discussion of cost estimates for these hardware upgrades should be included to give the Council a full appreciation of costs.

### **Conflicts of Interest**

Any firm or individual providing a response to the RFP shall provide a clear and unambiguous indication of any potential or real conflicts of interest it may have with respect to performing work on behalf of the City Council on this project. For any such work performed, the respondent shall indicate why the respondent deems such work to be or not to be in conflict with the

interests of the City or its agencies. The Council shall make the final decision as to whether any conflict of interest exists.

**Proposals must also include the following:**

1. A completed “consulting services questionnaire” using the format that is attached. Any subcontractors proposed to be used must also submit a completed Questionnaire that must be attached to the prime firm’s Questionnaire.
2. A comprehensive narrative detailing the respondent’s plan to comply with provisions of Section 70-432.1 of the Code of the city of New Orleans pertaining to local and disadvantaged business enterprises (DBE) goals for the City of New Orleans.
3. A list of the partner(s) and manager(s) who would be assigned to this project, with designation of the partner responsible for the engagement, and a description of the relevant training and experience of each. The Council encourages the involvement of minority and women professionals and of New Orleans domiciliaries; please indicate whether any of the listed individuals meet one or more of these criteria.
4. Evidence of sufficient depth of personnel to handle work load such that absence or resignation of assigned staff will not interfere with provision of services. Provide numbers of partners, managers and professional staff.
5. An estimate of the number of hours to be allocated to this task, in the first year and in subsequent years, by position, including the hours which are to be provided by the disadvantaged firm.
6. A list of four references who are familiar with the work of the principals to be assigned to this project, with name, title, address, phone, fax number and email address of each.
7. This RFP states (above) that, assuming mutual satisfaction between the Council and the Contractor(s), the contract term may be extended for four one-year periods. Please include as a section of the proposed budget the terms under which the Contractor would be willing to renew for each additional one-year period.
8. A sworn affidavit listing all persons with an ownership interest in the respondent. An “ownership interest” shall not be deemed to include ownership of stock in a publicly traded corporation or ownership of an interest in a mutual fund or trust that holds an interest in a publicly traded corporation. This affidavit is public record.
9. A sworn affidavit stating that no other person holds an ownership interest in the respondent via a counter letter.
10. A list of all persons, natural or artificial, who are retained by the respondent at the time of the application and/or who are expected to perform work as sub-contractors in connection with the respondent’s work for the City Council. The Council may require information on employees or sub-contractors of or ownership interests in the sub-

contractor. This list is public record.

11. A sworn affidavit stating that the affiant is in compliance with Section 2-8(c) of the City Code and that no principal, member and/or officer of the contracting entity has within the preceding five (5) years been convicted of or plead guilty to, a felony under state or federal statutes for embezzlement, theft of public fund, bribery, and/or falsification or destruction of public records.

### **Evaluation Criteria**

Vendors will be evaluated against the following criteria:

- Ability to meet the functional, technical, and interface requirements with minimal custom development;
- Deliverables and documentation as stated throughout the RFP including the capability to provide ongoing support;
- Installed base, with experience in a number of like-sized cities;
- References;
- Total cost of build out, licenses and maintenance fees;
- Strength of the company in advancing the technology and its usability for government;
- License and maintenance agreement terms and conditions;
- Involvement at the professional level within the firm of minorities, women, New Orleans domiciles and/or involvement of certified disadvantaged business enterprises.

### **VII. Proposal Process**

Except as provided herein below, no written, electronic or oral communications from any actual or potential proposer or responder to this RFP or anyone acting as agent or representative for such person shall be made to any Councilmember, city employee or Council staff person during this Request for Proposals process, which is the Blackout Period. The Blackout Period is a specified period of time during this competitive RFP process in which any actual or potential proposer or responder or their/its agent or representative, is prohibited from communicating with any City Councilmember, Council staff person, or City of New Orleans employees regarding any matter related to the RFP process. All communications to and from any actual or potential proposer or responder and/or their/its agent or representative during the Blackout Period must be in accordance with this RFP's defined method of communication with the designated contact person. The Blackout Period will begin upon posting of this RFP. The Blackout Period will end when the services are authorized by motion of the Council.

### **Pre-Proposal Conference**

A pre-proposal conference will be conducted by the Council staff Selection Review Committee comprised of the Interim Chief of Staff, Council Fiscal Officer, Council Utilities Chief of Staff, and at least one representative from the Mayor's Office of Information Technology and Innovation on October 20, 2017 at 1:00 P.M. in the Council Conference Room, 2W16, City Hall.

All questions received from potential proposers will be addressed at the pre-proposal conference; if proposers have questions which may require information not included in the list above, please provide them to the Chief of Staff, email [dsgavlinski@nola.gov](mailto:dsgavlinski@nola.gov) or fax no. 658-1100, with a copy to the Council Fiscal Office, email [cjaguillard@nola.gov](mailto:cjaguillard@nola.gov) and the Clerk of Council, email [lwjohnson@nola.gov](mailto:lwjohnson@nola.gov) not less than three working days prior to the pre-proposal conference. Attendance to the pre-proposal conference is not mandatory. Responses to all received questions will be made in writing from all parties that submitted questions and attended the pre-proposal conference. **No other written or oral communications from potential applicants regarding this proposal shall be made to any Councilmember or other City employee during this Request for Proposals process.**

### **Proposal Submission**

Fifteen (15) copies, and one electronic version, of the final proposal must be submitted by 2:00 P.M. on November 2, 2017 to the Council Chief of Staff Office, Room 1E06 City Hall, 1300 Perdido St., New Orleans, LA 70112, and [dsgavlinski@nola.gov](mailto:dsgavlinski@nola.gov).

### **Selection Process**

A Selection Review Committee will review and evaluate the proposals. If more than five responses are received, the Selection Review Committee shall review all responses but is authorized to eliminate from consideration, if it deems doing so appropriate, all but five of the most qualified and responsive respondents.

For each proposal selected for referral, the staff committee will contact one or more of the persons suggested as references.

The report of the evaluation committee will be provided to the Utility, Cable, Telecommunications and Technology Committee. The committee is comprised of Councilmember Jason R. Williams, Chair; Councilmembers Stacy Head, Susan Guidry, Jared Brossett and James Gray. Individual members of the Committee, or in groups not constituting a quorum of membership, may interview some of the respondents selected by the evaluation committee. In Open Meeting, the Committee may interview one or more of the respondents

selected by the evaluation committee, or may make a recommendation to the City Council. The contractor must be selected by Motion of the Council. It is anticipated that the selection process will be completed within two months.

## **VIII. Additional Provisions**

### **Inspector General**

Section 9-1120, Chapter 2 of the Code of the City of New Orleans, relative to the Office of Inspector General, provides in part as follows:

“Every city contract and every budget, proposal, application, or solicitation for a city contract, and every application for certification of eligibility for a city contract or program shall contain a statement that the corporation, partnership, or person understands and will abide by all provisions of this chapter.”

The Inspector General shall be notified in writing prior to any meeting of a selection or negotiation committee relating to the procurement of goods or services by the city, including meetings involving third party transactions. The notice required shall be given to the Inspector General as soon as possible after a meeting has been scheduled, but in no event later than twenty-four hours prior to the scheduled meeting. The Inspector General may attend all city meetings relating to the procurement of goods or services as provided herein, and may pose questions and raise concerns consistent with the functions, authority, and powers of the Inspector General. An audio recorder or court stenographer may be utilized to record all selection or negotiation committee meetings attended by the Office of the Inspector General.

### **Additional Information**

The City Council of New Orleans is not liable for any costs incurred prior to entering into a formal written contract. Any costs incurred in the preparation of the proposal, interview or other pre-contract activity are the responsibility of the proposer. All proposals submitted become the property of the City and as such are public information.

The City Council of New Orleans reserves the right to accept or reject any or all bids or proposals which are deemed to be non-responsive, late in submission, or unsatisfactory in any way. The City of New Orleans shall have no obligation to award a contract as a result of this RFP.

It is anticipated that the contractor will invoice the City monthly, when billable activities have occurred within the month. Work shall be detailed in increments of one tenth/hour.

The contract with the City Council shall contain a provision that any sub-contractor proposed to be retained by the respondent to perform work on the contract with the City Council must be approved in accordance with the provisions of Council Rule 45. The Council may require information on ownership interests in the sub-contractor.