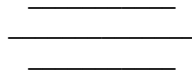


# Airport Automation Software & Database Application



## SAN FRANCISCO INTERNATIONAL AIRPORT



This Request for Proposals (RFP) is written to solicit vendor quotations for providing a software application(s) to support airport operations at San Francisco International Airport (SFIA). The functional objectives for the requested information management system are described herein.

SFIA's goal is to obtain Windows compliant software that will support its aeronautical operations department in the following tasks:

- 1) **Enforcing Self-inspection requirements** related to both airfield safety and security
- 2) Recording of significant operational activities in a **chronological event log**;
- 3) Displaying locations of significant operational activities on an **automated map**; and
- 4) **Transmitting information** relating to these significant activities to non-operational SFIA staff, airport tenants, FAA representatives, and other outside parties as required.
- 5) **Analyzing statistical data**; and
- 6) **Scheduling airfield personnel**.

**PREPARED BY: STEPHEN E. IRWIN, M.S., A.A.E.**

**DATE: MARCH 14, 1999**

**Pre-proposal Conference:** \_\_\_\_\_ *[INSERT DATE AND TIME]*

**Deadline For Submission:** \_\_\_\_\_ *[INSERT DATE AND TIME]*



# City and County of San Francisco

## San Francisco Int'l Airport, Operations Services Request for Proposals for

### Airport Automation Software & Database Application

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#### Appendices:

- A. Human Rights Commission Forms 1, 2A, 2B, 3, 4, 5, 5A, 5B *[Contact HRC to confirm which attachments should accompany the RFP. Include the name of each form you attach.]*
- B. Chapters 12B, 12C and 12D of the San Francisco Administrative Code, and related forms:
  - Chapter 12B Declaration: Nondiscrimination in Contracts and Benefits (form HRC-12B-101)
  - Reasonable Measures Affidavit (form HRC-12B-102)
  - Substantial Compliance Authorization Form (form HRC-12B-103)
- C. Agreement for Professional Services (form P-500)
- D. Business Tax Registration Declaration (form P-25)

## **Request for Proposals for**

### **Airport Automation Software & Database Application**

#### **I. Introduction**

##### **Introduction**

This Request for Proposals (RFP) is written to solicit vendor quotations for providing a software application(s) to support airport operations at San Francisco International Airport (SFIA). The functional objectives for the requested information management system are described herein.

SFIA's goal is to obtain Windows compliant software that will support its aeronautical operations department in the following tasks:

- 7) **Enforcing Self-inspection requirements** related to both airfield safety and security.
- 8) Recording of significant operational activities in a **chronological event log**;
- 9) Displaying locations of significant operational activities on an **automated map**; and
- 10) **Transmitting information** relating to these significant activities to non-operation's SFIA staff, airport tenants, FAA representatives, and other outside parties as required.

It is SFIA's desire and intent to pursue the system's functional objectives in an incremental, modular fashion, permitting both phased implementation and leeway in determining the priority of program segments.

Those functional objectives identified above are considered mandatory, and must be addressed in any vendor's response to this RFP.

In addition to those fundamental objectives, however, SFIA also wishes to make vendors aware of anticipated future modules for the overall operations system. Quotation on these additional software modules is optional. We offer these planned objectives so that vendors may consider future upgrades as they plan and design their base system.

In subsequent projects SFIA expects to expand the system to provide:

- 11) **Remote Reporting** within the system using mobile data computers in field vehicles;
- 12) **Obstruction Analysis** as specified under FAR Part 77;
- 13) **Computer Based Training** supporting...
  - a) User training for the application described within this RFP
  - b) Other industry training, such as FAA or American Association of Airport Executives (AAAE) training courses;
- 14) **Emergency Response module** that provides...
  - a) An airport grid map (GIS) on which incidents/accidents can be plotted and includes a resizable cordon with 2000' default centered on incident site. Should be linked to applicable incident reports.
  - b) Quick Reaction Cards (QRC's) Checklists for accomplishment of time critical tasks. QRC's should provide abbreviated steps in prioritized sequence and include contact information and a means of documenting accomplishment.

**15) Statistical Analysis Package;**

- a) Capable of performing mean, totals, standard deviation, and trend analysis calculations selected from both pre-defined report formats and user defined from a list of available numeric fields.
- b) Capable of producing charts, graphs and tables based on output of 15a.

**16) Personnel Scheduling Module;**

- a) Utility to manage 24 hour, seven day a week operations personnel staffing.
- b) Identify staffing requirements, days off, training scheduled, work assignments.
- c) Manpower requirement projection based on workload for user determined future period.

**17) Construction/Maintenance Module;**

- a) Utility to manage construction/maintenance scheduling.
- b) Interface with personnel module to determine staffing.
- c) Interface with existing MainSaver application to minimize duplication of data entry and retrieval.

**18) Aircraft Parking Module;**

- a) Manage allocation of terminal gates and remote aircraft parking spots for availability and billing.
- b) GIS based.
- c) Allow drag and drop placement of drawn-to-scale aircraft templates.
- d) Interface with existing terminal gate scheduling application.

**19) Rules and Regulations Citation Tracking Module;**

- a) Manage AOA enforcement citation program.
- b) Interface with existing Airport Citation Tracking (ACT) application to minimize duplication of data entry and retrieval.

**20) Equipment Impoundment Program Module;**

- a) Manage SFIA equipment impoundment program.

More detailed descriptions of the mandatory requirements are provided under scope of work

**Background**

San Francisco International Airport is a large hub facility serving approximately 39.7 million passengers annually. In 1993, SFIA acquired a DOS-based automated airport operations system. While that system has generally met the needs of the airport, SFIA wishes to replace that system with a Windows compliant package more attuned to current technology.

The existing application originally focused on the safety self-inspection requirements of FAR Part 139, providing automated inspection checklists compliant with the guidance contained within Advisory Circular (AC) 150/5200-18B. The user interface employed an automated ledger

that maintained a chronological record of inspection findings *and* other significant operational events. The inspection checklists were customized to the operational particulars at SFIA, and a security inspection form was added to address FAR Part 107 requirements. Other entry forms were created to facilitate recording significant events in a structured format within the program's database and ledger.

### **1. The Problem**

Rapid and constant technological improvements have taken place in computer automation since 1993. SFIA's DOS-based system, however, has not evolved with the technology and no longer provides the support and benefits available from state-of-the-art tools.

In addition, much of the operational information requiring management in this system has a location, or *geographic*, element. SFIA's current operations program lacks the capabilities typical of a Geographic Information System (GIS) to graphically display entry data on a computerized map of the airport, and to accurately track data by location. SFIA desires to incorporate GIS technology into its operations support program.

SFIA desires to out-place the existing DOS-based system with a Windows compatible program offering the ease-of-use characteristics available in a graphical environment. SFIA also desires to take advantage of the capabilities of today's software tools to not only replace the functions provided by the existing program, but to advance to functions made practical and possible with current technology, such as the GIS functions described.

### **2. Present Conditions**

The installed system is a multi-user application running on the local area network (LAN) serving the aeronautical operations office at SFIA. The system was programmed using FOXPRO, and the program's data is stored in FOXPRO's native format (DOS v.2.5).

SFIA desires to transfer data from the DOS-based system to its Windows replacement as part of this project.

## **II. Scope of Work**

The system must be designed to provide an intuitive interface that offers the user a familiar, easy-to-follow look incorporating forms and other techniques that simulate, but improve upon, paper-and-pencil procedures. That is, the system should be designed to reproduce the look and function of typical airport operational tools and forms, but in an automated system. The system shall employ artificial intelligence in order to automate repetitive and/or routine functions wherever possible and practicle.

A minimum list of functions includes:

### **System Log-On/Security**

#### **Log-On Identification**

The system should provide the means to allow users to supply identifying information during a log-on. Log-On userID, system date and time should be stamped with on entered activities for audit trail. Passwords should never be displayed on the screen. Users may change their own passwords. All passwords may be changed by system administrator(s); normal users may change only their own passwords. UserID may be added/deleted but never modified.

#### **System Security**

In addition to restricting overall access to the program, that information should be used to selectively filter areas of the system accessible to the user as well as associate the user with any information they may enter into the system. Access permissions may be established for users individually on a module-by-module basis with the following levels:

- 1) Super User - Full access to all modules and functions, sets permission levels for other users, read/write access, and establishes global properties.
- 2) Normal user - any combination of read/create/modify/delete access to authorized modules and functions, establishes local properties.

#### **Dial-up Access**

The system should provide dial-up access for remote users to perform at minimum these functions:

Event Log Maintenance

Summary Reports

Safety Self-Inspection Manager

Automated Map (GIS)

#### **Event Log**

The system must provide an automated log that manages records of significant operational events in a chronological fashion.

Events are specialized, task specific reports that must incorporate the same functionality described in “Summary Reports”. for summary, special and ad hoc reports.

The event log should display color-coded event records in the chronological order that they were recorded. Users must have the ability to scroll up/down through the records, viewing details of each record as they scroll to it.

The event log should also serve as the user interface medium for accessing much of the program’s other functionality. Menus and toolbars accessible from the “home” screen of the event log should provide the functionality to:

### **Add new entries**

This function should provide a list of event types that may be added to the log, selectable by the user. Upon selection, the system should supply a report entry screen that will facilitate user recording of the event (see “Summary Reports”). Mandatory fields should be supported.

Typical of event logs, in addition to the information within the forms the system should date/time stamp the entries and maintain a record of the user making the entry. All dates in the system should be year-2000 compliant. All time stamps should use Pacific Time in military format of hr:min:sec.

### **Modify an existing entry**

Once entered, an entry in the log may not be deleted except by system administrator.

Within a user-defined timeframe, entries may be modified. The system should display original information and permit the user to augment or change the data.

After the permitted timeframe has elapsed, entries in the log may not be modified. Confirmed requests for modification must result in the creation of a new entry, initially a copy of the entry to be modified. The user may then change/augment the copy, leaving the original intact.

### **Cancel/Close certain entries**

Certain entries, including NOTAMs, Maintenance Requests (MRs) and Service Requests inherently require follow-up action and “closing” or “canceling.”

Other entries, such as a Memorandum, should provide the user with the option to specify that follow up action is required.

Any entry flagged for follow-up should be identified as “open” until follow-up action has been recorded as complete. The process of recording the follow-up should allow as many follow-ups as needed to be recorded in appropriate forms before MRs and Memos are closed or NOTAMs are cancelled.

The process of closing/canceling an entry should allow the user to describe the follow-up(s) and remove the entry from the list of “open” items.

### **Filtering the log display**

Users should be able to alter the display of the log to highlight specific information. The system should provide some pre-scripted filters and/or sorts, but also the flexibility to allow the user to easily create ad hoc displays.

Pre-scripted sorts/filters should include:

- Filter by subject (e.g., display NOTAMs only)
- Filter by “open” status (e.g., show all “open” entries)
- Filter to display entries with a range of dates
- Filter to display entries related to a specified location
- Sort entries by *event* date/time (Note: default is to display entries by *entry* date/time)
- Go to a specific date/time (i.e., the first entry on or following the specified date/time)
- Any combination of the above

### **Find an entry**

The system should allow the user to search the log by fields common to all forms (e.g., entry type, date/time, author, etc.) using value strings, wild card search, soundex, or 'LIKE' search. In addition, global text searching should be provided and operators (e.g. Boolean, comparison, logical, arithmetic etc.) supported.

### **Required reading**

The system should provide for events to be marked as required reading on log-in to the system. Required readers should be selected from a list of users. Subsequent verification of accomplishment must be possible.

### **Event Types**

Event types in the log may include but not limited to the following (see Appendix for sample forms):

- 1) NOTAM (D) (with automatic assignment of sequential number in YY/001 format)
- 2) NOTAM (L) (with automatic assignment of sequential number in YY/001 format)
- 3) Maintenance and Service Requests (Interface with Mainsaver application)
- 4) Inspections, including
  - a) Lighting (11x7 Shift)
  - b) Lighting (3x11 Shift)
  - c) Ramp
  - d) Runway
  - e) Taxiway
  - f) Security
  - g) Special
- 5) Incidents, including (Interface with ACT application)
  - a) Aircraft
  - b) Facility
  - c) HAZMAT
  - d) Medical
  - e) Vehicle
  - f) General Field
- 6) Memorandum
- 7) Bird Strike

- 8) Daily Summary (with automatic assignment of sequential number in MM/001 format)
- 9) Shift Status
- 10) Airport Status (Should provide digitized voice to Field Advisory Recording)
- 11) Miscellaneous Events, including
  - a) Construction Briefing
  - b) Supervisor's Briefing
  - c) Training Briefing
  - d) Computer Problem/Notes
  - e) Noise Complaint
  - f) Weather
  - g) Equipment and Vehicle Status

### **Safety Self-Inspection Manager**

In addition to the inspection form(s) specified above, the program must provide the functionality to support the safety self-inspection requirements contained in relevant FAA documents (ref. "Applicable Documents").

The system should provide the ability to:

- 1) consolidate inspection findings over a 24-hour basis,
- 2) prompt users for follow up action and documentation and
- 3) track forms associated linked to an inspection finding.

### **Automated Map**

The GIS aspects of the system must employ WGS 84 datums and contain the following map information:

- 1) Airport Layout Plan (ALP), minimally layered by
  - a) Runways
  - b) Taxiways
  - c) Ramps and Parking Aprons
  - d) Buildings
  - e) Roadways (ground vehicle)
  - f) Airfield Lighting
  - g) Airfield Signs

Optionally, SFIA requests vendor quotation to also provide layers for:

- 2) Navigational Aids
- 3) Clear Zones/Safety Areas
- 4) FAR Part 77 Imaginary Surfaces
- 5) Published Approach and Departure Tracks
- 6) Underground Utilities

## **Map Interface**

The map interface must provide the functionality to:

### **Link an entry form to a point, line or region of the airport**

Examples include:

- Linking a maintenance request to a light
- Linking a NOTAM to a taxiway
- Linking an inspection finding to a runway safety area.

### **Display (graphically) the airport status**

Examples include:

- Display closed and or restricted areas of the airport
- Highlight non-operational lights/navigational aids
- Display construction areas
- Display location of temporary obstructions

### **Access standard forms from the map**

Entries made from the map interface must also be recorded in the log and vice versa.

### **Provide pre-scripted “zooms” to areas of the airport**

Allow users to define certain regions or areas where they frequently focus their attention. Provide the capability to define toolbar buttons to quickly display those focus areas.

### **Distance Measurement Tool**

Allow users to estimate the distance between two (or more) points by the use of mouse clicks to designate the points on the computer map.

### **Provision for Global Positioning System Inputs**

Accepts coordinates from portable GPS units. GPS capabilities should provide maximum flexibility in integration with the GPS equipment to be implemented at SFIA.

## **Summary Reports**

The report function will employ common word processing capabilities including spell check (with custom dictionary support), bold, italicize, underline, font color, date insertion, cut and paste, and attachment and/or insertion of digitized photos, graphs, charts and JPEG and GIF graphic file formats. Use of report writing, “Wizards” and extensive use of drop down menus and edit masks are requested as a means of standardizing input.

The system shall be capable of generating reports to include:

**Daily Self-Inspection Report**

This report shall summarize all inspection findings and activities over user-selected periods.

**Special or Ad Hoc Reports**

The system must provide report generation capabilities that will facilitate user definition of parameters to summarize the information in their event log.

The system should enable users to quickly and easily define custom reports, guide the users during the definition and allow the user to save the definitions for future retrieval.

**Runway Closure Report**

A predefined Special Report listing all runway closures during a user-defined period. The report will detail affected runway(s), closure periods (dates/times), and totals.

**Open NOTAM Summary**

A predefined Special Report listing all open NOTAMs by type during a user-defined period.

**Memo Summary**

A predefined summary report of all memos by open, closed and/or follow-up status during the month or a user-defined period.

**Workload Summary**

A predefined summary report of all            by            during the month or a user-defined period.

**Friction Test Summary**

A predefined summary report of all friction test reports by runway during the month or a user-defined period.

## Information Distribution

Operational information must often be shared with outside parties. The system must provide the means to electronically transmit forms and reports to others by means of:

### 1) Individual and Group Fax

- Support for networked fax server with multiple fax cards installed.
- Ability to schedule transmissions of fax's at future date and times or immediate transmission.
- Ability to easily identify and recall (cancel) specific NOTAM's or other documents scheduled for transmission but not yet sent.
- Visual and audio operator notification of failed fax's (unsuccessful transmissions) after user determined number of re-tries.
- User friendly fax list administration (create, edit, individual and groups)
- Transparent, user-friendly fax program interface.

### 2) Internet email

### 3) ARINC

## On-Line Help

The system should provide comprehensive on-line help for all aspects of the program with the following minimum features:

- Context-sensitive help
- User Guide
- System Administrator's Guide
- On-line tutorial
- Search by keyword
- Tool tips
- Web based help facility to include e-mail trouble reports with automatic assignment of tracking number, online searchable help and known bug files and provision for application updates and error correction via ftp.

## Reference Library

In addition to program help, the system should provide the means to call up reference material stored electronically on SFIA's LAN or from local CD-ROM. Vendors should provide links to the electronic reference files, but will not be responsible for developing the reference files.

## Calendar

The system should provide a means of recording upcoming events graphically on a calendar and support user-set visual and audio alarms. Calendar entries should be linked to event source (i.e. NOTAM expiration, Maintenance Request complete by dates) where applicable.

## Notes

Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on notepaper. Notes can also be used for storing information you may need later such as directions, phone numbers or text you want to reuse in other items or documents. Creation date and time appear at bottom of each note.

You can leave notes open on the screen while you work. When you change a note, the changes are saved automatically. Supports various fonts and colors. Notes may be linked to various reports or other documents. Similar to MS Outlook 98 Notes feature.

## Contacts

Information management with names, addresses, phone and fax numbers (interface with fax application), e-mail addresses, Internet URL's and free text note fields. Link to other components of this application as necessary.

## Backup and Archive

Backup and maintenance functions should be allowed during system up time to support the Airport 24 hour operation. Proposed system should have the capability to maintain all system data online for up to maximum of 10 years, with a user-friendly utility for users to optionally archive and purge old data and generate a report of all purged data.

## Size & Volume

The system will support 40 clients throughout different SFIA sites, with a maximum of 20 concurrent clients.

The system will have to handle volume of events including:

<b>Event type</b>	<b>Number</b>
NOTAM	0-20/day
Maintenance Requests	0-5/day
Inspections:	
Lighting (11x7 Shift)	1/shift
Lighting (3x11 Shift)	1/shift
Ramp	3/day
Runway	3/day
Taxiway	3/day
Security	3/day
Special	0-1/day
Incidents:	
Aircraft	0-1/day
Facility	0-1/day
HAZMAT	0-1/day
Medical	3-5/day
General Field	0-1/day
Vehicle	0-1/day
Memorandum	3/day
Bird Strike	0-1/day
Daily Summary	1/day
Airport Status	3/day

Shift Status	3/day
Miscellaneous Entries:	
Construction Briefing	0-1/day
Supervisor's Briefing	0-1/day
Training Briefing	0-1/day
Computer Problem/Notes	0-1/day
Noise Complaint	0-1/day
Weather	1/month

### **Applicable Documents**

- 1) Federal Aviation Regulations (FAR) Part 139, Certifications, and Operations: Land Airports Serving Certain Carriers.
- 2) FAR Part 107, Airport Security
- 3) FAR Part 77, Objects Affecting Navigable Air Space.
- 4) Advisory Circular (AC) 150/5200-18B, Airport Safety Self-Inspection
- 5) AC 139.201-1, Airport Certification Manual (ACM) & Airport Certification Specifications.
- 6) AC 150/5200-28, Notices to Airmen (NOTAMS) for Airport Operators.

### **System Operating Environment**

The system will operate on PCs running Windows 95, 98 or NT, functioning on a Novell (**version 4.1 or later**) network. Some departmental PCs are multimedia (CD-ROM, Soundcard) capable. Compliance with the most current Microsoft Windows 95, 98 or NT application development standards is required. Open systems standards must be used to ensure scalability and maximum interoperability with other airport systems. Vendors are encouraged to employ commercial off-the-shelf (COTS) software to the maximum extent practical in order to minimize development costs. Finally, the system must be maintainable by the airport without requiring vendor intervention. That is, the airport requires that it have the option of contracting with the vendor for future upgrades and maintenance of the system, or providing those services with its own staff. The airport must have access and license to the program's source code.

Database applications are to operate in stand-alone or networked mode. SFIA has begun the process of standardizing applications on Oracle database tools. Vendors must verify the operability of their system using Oracle as the database engine, or provide strong justification for using another utility. In any event, system data must be interoperable with Oracle.

□

### III. Submission Requirements

#### A. Time and Place for Submission of Proposals

Proposals must be **received** by 5:00 p.m., on *[insert date]*. Proposals may be delivered in person and left with or mailed to:

*San Francisco Int'l Airport – Operations Services, Airfield  
Attn: Operations Coordinator Glenn Brotman  
P.O. Box 8097  
San Francisco, CA 94128*

Proposers shall submit three copies in a sealed envelope clearly marked San Francisco Airport Automation Software & Database Application. Proposals which are submitted by fax will not be accepted.

#### B. Format and Content of Proposals

Firms interested in responding to this RFP must submit the following information, in the order specified below:

##### 1. Introduction and Executive Summary (up to / / pages)

Submit a letter of introduction and executive summary of the proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation by your firm that your firm is willing and able to perform the commitments contained in the proposal.

##### 2. Project Approach (up to / / pages)

Describe the services and activities that your firm proposes to provide to the City. Include the following information:

- a. Overall scope of work tasks; and
- b. Schedule and ability to complete the project within the City's required time frame; and
- c. Assignment of work within your firm's work team; and
- d. Hardware and network requirements for proposed software; and
- e. List of products and services to be provided by vendors other than the responding vendor; and
- f. Proposed Acceptance Test Plan.

In addition to the required information, vendors are encouraged to include additional facts, details, data or commentary that would assist SFIA in evaluating the ability of the consultant to provide the requested services.

**3. Firm Qualifications** (up to / / pages)

Provide information on your firm's background and qualifications which addresses the following:

- a. Name, address, and telephone number of a contact person; and
- b. A brief description of your firm, as well as how any joint venture or association would be structured; and
- c. A description of not more than four projects similar in size and scope prepared by your firm including client, reference and telephone numbers, staff members who worked on each project, budget, schedule and project summary. Descriptions should be limited to one page for each project. If joint consultants or subconsultants are proposed provide the above information for each.

**4. Team Qualifications** (up to / / pages)

- a. Provide a list identifying: (i) each key person on the project team, (ii) the project manager, (iii) the role each will play in the project, and (iv) a written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval.
- b. Provide a description of the experience and qualifications of the project team members, including brief resumes if necessary.

**5. References** (up to / / pages)

Provide references for the lead consulting firm, lead project manager, and all subconsultants, including the name, address and telephone number of three or more recent clients (preferably other public agencies).

***[Note: there may or may not be more than one consulting firm or project manager. Edit this section to reflect the anticipated level of staffing required for your project and the appropriate individuals or firms from which you will need references.]***

**6. Fee Proposal**

The City intends to award this contract to the firm that it considers will provide the best overall program services. The City reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Please provide a fee proposal that includes the following:

- a. Total fee for each of the disciplines identified in the Scope of Work with a not to exceed figure; and
- b. Hourly rates for all team members. Hourly rates and itemized costs may be used to negotiate changes in the Scope of Work if necessary.
- c. Quotation per additional software modules as described in the scope of work.
- d. The proposed licensing and maintenance fee schedule.

□

## IV. Evaluation and Selection Criteria

### A. Minimum Qualifications

*[Note: List any minimum experience or qualifications requirements. For example, minimum years of relevant experience, minimum number of prior completed projects, etc.]*

### B. Selection Criteria

The proposals will be evaluated by a selection committee comprised of City staff and non-City parties with expertise in *[describe the technical area]*. The City intends to evaluate the proposals generally in accordance with the criteria itemized below. Up to *[insert number]* of the firms with the highest scoring proposals will be interviewed by the committee to make the final selection.

*[Note: The following scoring criteria are intended as examples only and should be edited and revised as appropriate to suit the particular needs of your selection process and to reflect the technical qualifications of the particular profession being retained.]*

*[The cost of the proposal may be considered among the selection criteria. If cost is a criterion for selection, the RFP must explain how the points will be allocated among proposers. For example, if the most favorable fee proposal to the City is the lowest fee proposed, the lowest fee could receive the total number of points assigned to the fee evaluation criterion. The other fee proposals could then be scored by dividing the amount of the lowest fee by the fee proposal being scored and multiplying the result by the total number of points assigned to the fee evaluation criterion. Under that formula, if a total of 30 points are assigned to rate financial proposals responding to an RFP, the proposer who offers the lowest fee proposal of \$10,000 receives all 30 points. The next lowest proposal which offers \$15,000 receives a score of 20 points (\$10,000 divided by \$15,000, multiplied by 30 points).]*

#### 1. Project Approach (*/ /* points)

*[Note: Modify this section as appropriate to reflect the complexity of the project and the specificity desired for scoring.]*

- a. Understanding of the project and the tasks to be performed, etc.
- b. Reasonableness of work schedule and fee proposal.

*[Note: Delete reference to fee proposal if the cost of the proposal is included in this section as a separate scoring criterion.]*

#### 2. Assigned Project Staff (*/ /* points)

*[Note: Scoring should be confined to key project members.]*

- a. Recent experience of staff assigned to the project and a description of the tasks to be performed by each staff person; and

- b. Professional qualifications and education; and
- c. Workload, staff availability and accessibility.

**3. Experience of Firm and Subconsultants ( / / points)**

- a. Expertise of the firm and subconsultants in the fields necessary to complete the tasks; and
- b. Quality of recently completed projects, including adherence to schedules, deadlines and budgets; and
- c. Experience with similar projects; and
- d. Results of reference checks.

**4. Oral Interview ( / / points)**

***[Note: Departments need not conduct oral interviews for every selection process. However, oral interviews are useful to evaluate the proposers' communications skills and to question the candidates about their written proposals. Departments must evaluate the importance of the oral interview on a case-by-case basis. In some instances, the oral interview may be a critical part of the selection process.]***

***[If an oral interview is included as one of the selection criteria, the department must decide how heavily to weight the oral interview in relation to the other scoring criteria (i.e., how many points will be awarded for the oral interview). In addition, the department must decide upon the specific evaluation criteria that will determine who receives the highest score for the oral interview. Evaluation of the oral interview should be based primarily on the Proposer's substantive remarks. However, if a Proposer's communication skills are pertinent to the type of service (i.e., lobbying, public relations, etc.) the Proposer will provide to the City, then the evaluation of the Proposer's communication skills should be more heavily weighted.]***

Following the evaluation of the written proposals, the ***[insert number]*** proposers receiving the highest scores will be invited to an oral interview. The interview will consist of standard questions asked of each of the ***[insert number]*** proposers, and specific questions regarding each individual proposal. The written proposals may then be re-scored based on information presented at the interview.

Proposals will be evaluated in accordance with the following criteria:

- 1) Ease of use (Intuitive, graphical interface).
- 2) Conformance with requirements outlined in this RFP.
- 3) Use of innovative techniques and technologies.
- 4) Integration of various software components.
- 5) Suitability for intended purpose.
- 6) Completion of a 60-90 day on-site beta test.

- 7) Cost.
- 8) Flexibility in meeting future requirements
- 9) Reference checks and/or site visits
- 10) Financial stability
- 11) Number of successful installations
- 12) Technical Support
- 13) Implementation schedule including training
- 14) Documentation

Criteria	1	2	3	4	5
A. Ease of Use: Is the interface easy to understand? (Intuitive, program flow obvious. Requires little application training to be productive.)					
B. Conformance with RFP					
C. Innovative techniques & technologies					
D. Systems Integration (Seamless)					
E. Suitability (Does the job)					
F. Beta test (Robust, automatic error correction, support, speed)					
G. Cost (Value)					
H. Flexibility					
I. Reference checks and/or site visits					
J. Financial stability					
K. Number of successful installations					
L. Technical Support					
M. Implementation Schedule					
N. Documentation					

□

**V. Schedule**

**A. Pre-Proposal Conference**

Proposers are encouraged to attend a pre-proposal conference on *[insert date]*, at *[insert time]* p.m. to be held at *[insert location and address]*. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact **Operations Coordinator Glenn Brotman** at (650) 794-3355.

The City will keep a record of all parties who request and receive copies of the RFP. Any requests for information concerning the RFP whether submitted before or after the pre-proposal conference, must be in writing, and any substantive replies will be issued as written addenda to all parties who have requested and received a copy of the RFP from the Operations Services – Airfield. Questions raised at the pre-proposal conference may be answered orally. If any substantive new information is provided in response to questions raised at the pre-proposal conference, it will also be memorialized in a written addendum to this RFP and will be distributed to all parties that received a copy of the RFP. No questions or requests for interpretation will be accepted after *[insert date]*.

**B. Schedule**

The anticipated schedule for selecting a developer is shown below:

<u>Proposal Phase</u>	<u>Date</u>
RFP is advertised and issued by the City	_____
Pre-proposal conference	_____
Deadline for submission of written questions or requests for clarification	_____
Proposals due	_____
Oral interview with firms selected for further consideration	_____

**C. Contract Award**

The Operations Services – Airfield department will select a proposer with whom Operations Services – Airfield staff shall commence contract negotiations. If a satisfactory contract cannot be negotiated in a reasonable time the Operations Services – Airfield department in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

## **VI. Terms and Conditions for Receipt of Proposals**

### **A. Errors and Omissions in RFP**

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five (5) working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

### **B. Inquiries Regarding RFP**

Inquiries regarding the RFP other than inquiries at the pre-proposal conference, and all oral notifications of an intent to request written modification or clarification of the RFP, must be directed to:

*San Francisco Int'l Airport – Operations Services, Airfield  
Attn: Operations Coordinator Glenn Brotman  
P.O. Box 8097  
San Francisco, CA 94128*

### **C. Addenda to RFP**

The Department may modify the RFP, prior to the proposal due date, by issuing written addenda. Addenda will be sent via regular, first class U.S. mail to the last known business address of each firm listed with the Department as having received a copy of the RFP for proposal purposes. The Department will make reasonable efforts to notify proposers in a timely manner of modifications to the RFP. Notwithstanding this provision, the proposer shall be responsible for ensuring that its proposal reflects any and all addenda issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the proposer call the Department before submitting its proposal to determine if the proposer has received all addenda.

### **D. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

### **E. Revision of Proposal**

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the Department may require a proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

#### **F. Errors and Omissions in Proposal**

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

#### **G. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

#### **H. Proposer's Obligations Under the Campaign Reform Ordinance**

Proposers must comply with Section 16.510-2 of the S.F. Administrative Code, which states:

No person who contracts with the City and County of San Francisco, for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and either the completion of, or the termination of, negotiations for such contract.

If a Proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the Proposer is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (i) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (ii) a city

officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Persons who knowingly or willfully violate section 16.510-2 are subject to a fine of up to \$500 and a jail term of six months, or both. (S.F. Administrative Code Section 16.515(a)). Persons who negligently violate section 16.510-2 are subject to a civil penalty of up to \$500. (S.F. Administrative Code Section 16.515(b)).

For further information, proposers should contact the San Francisco Ethics Commission at (415) 554-9510.

## **I. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFP's and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

## **J. Public Access to Meetings and Records**

If Proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, Proposer must comply with the reporting requirements of that Chapter. Proposer must include in its Proposal: (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to Proposer's meetings and records; and (2) a summary of all complaints concerning Proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantial. The summary shall also describe the disposition of each complaint. If no such complaints were filed, Proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in Proposer's Chapter 12L submission shall be grounds for rejection of the Proposal and/or termination of any subsequent Agreement reached on the basis of the Proposal.

## **K. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;

4. Procure any service by any other means;
5. Extend deadlines for accepting responses, or accept amendments to responses after expiration of deadlines; or
6. Determine that no project will be pursued.

## VII. Contract Requirements

### A. Chapter 12B and 12C: Nondiscrimination in Employment and Benefits

Chapter 12B and 12C of the S.F. Administrative Code are incorporated by reference as though fully set forth herein. Chapters 12B and 12C prohibit discrimination by City contractors in employment, the use of property and the provision of employee benefits.

Please refer to Appendix B regarding the Affirmative Action Program mandated by Chapter 12B of the S.F. Administrative Code.

The successful proposer must agree to abide by the following standard contract provisions regarding Chapters 12B and 12C:

#### **Nondiscrimination; Penalties**

(a) **Contractor Shall Not Discriminate.** In the performance of this contract, Contractor agrees not to discriminate on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability or Acquired Immune Deficiency Syndrome or HIV status (AIDS/HIV status) against any employee of, any City employee working with, or applicant for employment with Contractor, in any of Contractor's operations within the United States, or against any person seeking accommodations, advantages, facilities, privileges, services, or membership in all business, social, or other establishments or organizations operated by Contractor.

(b) **Subcontracts.** Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-12B.2(k) and 12C.3 of the San Francisco Administrative Code, and shall require all subcontractors to comply such provisions. Contractor's failure to comply with the obligations in this subsection shall constitute a material breach of this Agreement.

(c) **Nondiscrimination in Benefits.** Contractor does not as of the date of this Agreement and will not during the term of this Agreement, in any of its operations within the United States, discriminate in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in Section 12B.2(b) of the San Francisco Administrative Code.

(d) **Condition to Contract.** As a condition to this Agreement, Contractor shall execute the "Nondiscrimination in Contracts and Benefits" form and secure the approval of the form by the San Francisco Human Rights Commission.

(e) **Incorporation of Administrative Code Provisions by Reference.** The provisions of Chapters 12B and 12C of the San Francisco Administrative Code are incorporated by reference and made a part of this Agreement as though fully set forth herein. Contractor shall comply fully with and be bound by all of the provisions that apply to this Agreement under

Chapters 12B and 12C of the Administrative Code, including but not limited to the remedies provided in such Chapters. Without limiting the foregoing, Contractor understands that pursuant to Section 12B.2(h) of the San Francisco Administrative Code, a penalty of \$50 for each person for each calendar day during which such person was discriminated against in violation of the provisions of this Agreement may be assessed against Contractor and/or deducted from any payments due Contractor.

**B. Chapter 12D Requirements**

*[Note: Consult with HRC to confirm the applicability of subconsulting participation goals and preferences.]*

S.F. Administrative Code Chapter 12D, as amended, is hereby incorporated by reference as though fully set forth. Chapter 12D is intended to increase the opportunities for Minority-owned Businesses, Women-owned Businesses, and Local Businesses to compete and participate successfully in the purchasing and contracting activities of the City.

**1. MBE/WBE Subconsultant Participation Goals**

*[Note: The MBE/WBE subconsulting program set forth in this paragraph (D)(1) applies only to architectural and engineering contracts which the contract awarding authority anticipates will include subcontractor participation involving architectural/engineering and related services. (S.F. Admin. Code §12D.11(A)-(2)) ]*

The MBE subconsulting goal for this contract is *[insert percentage]* % and the WBE goal is *[insert percentage]* % of the contract amount.

Proposals which fail to comply with all the material requirements of the affirmative action provisions of this RFP, as set forth in HRC Attachment 2, will be deemed non-responsive and will be rejected. Subconsulting goals can only be met with HRC certified MBE's and/or WBE's located in San Francisco.

**2. MBE, WBE and LBE Participation**

The City strongly encourages proposals from qualified MBEs, WBEs and LBEs. Pursuant to Chapter 12D, the following rating preference will be in effect for the award of this project. The rating preference applies at each phase of the selection process. The application of the rating preference is as follows:

- a. A five percent (5%) preference to:
  - A local business (LBE); or
  - A joint venture with a local MBE or local WBE whether participation equals or exceeds 35 percent, but is under 40 percent; or
  - Where a joint venture is composed of only local businesses with no local MBE or WBE participation or where the local MBE or local WBE participation is less than 35 percent.

- b. A seven and one-half percent (7.5%) preference to:
  - A joint venture with local MBE and WBE participation which equals or exceeds 40 percent, but is less than 51 percent.
- c. A ten percent (10%) preference to:
  - A local MBE or local WBE; or
  - A joint venture with local MBE or local WBE participation which equals or exceeds 51 percent.

### 3. Procedures for Applying for Rating Preference

- a. All proposals submitted **must** include Human Rights Commission (HRC) Form 1 (included in the appendix A) whether or not a rating preference is applied for.
- b. HRC Forms 2A and 2B, 3, 4, 5A, and 5B (also included in Appendix A) are to be submitted with the proposal. If these forms are not returned with the proposal, the proposal may be determined to be nonresponsive and rejected.
- c. HRC Schedule A or Schedule L must be submitted if applicable. *[Obtain Schedules A or L from HRC.]*

If you have any questions concerning the HRC Forms, you may call *[insert name of individual]*, the Human Rights Commission Contract Compliance Officer for *[insert Department name]* at *[insert telephone number]*. The forms will be reviewed and approved by HRC prior to the interviews.

### C. Standard Contract Provisions

The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as Appendix C. Failure to timely execute the contract, or to furnish any and all certificates, bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

In addition the successful proposer will be required to execute the following City forms:

1. **San Francisco Business Tax Requirements.** The successful proposer must have a San Francisco Businesses Tax Certificate. Businesses not already having this certificate must apply for a certificate and pay the \$200 registration fee in order to be awarded this contract. (See Appendix D).
2. **Chapter 12B Declaration.** The successful proposer must submit the “Chapter 12B: Nondiscrimination in Contracts and Benefits” form (form HRC-12B-101) contained in Appendix B and have the form approved by HRC prior to being awarded the contract. Two other forms are included in Appendix B: “Reasonable Measures Affidavit” (form HRC-12B-102); and

“Substantial Compliance Authorization Form” (form HRC-12B-103). Proposers should execute and submit these forms if, in accordance with the forms’ instructions, it is appropriate to do so.

3. **Tropical Hardwoods/Virgin Redwood Ban.** Any proposal submitted in response to this Request for Proposals which calls for the use of any tropical hardwood or tropical hardwood product, virgin redwood or virgin redwood product, as defined in San Francisco Administrative Code Chapter 12I, shall be deemed non-responsive.

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