

City and County of San Francisco
Office of the Treasurer & Tax Collector

Request for Proposals for
Point of Sale Cashiering System

RFP #TTX2019-01



Date issued:
Proposal due:

4/1/2019
4/29/2019

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Separate Attachments

- A. Sample Professional Services Agreement (Form P-600)
- B. Sample SaaS Agreement (Form P-648)
- C. Sample Software License and Maintenance Agreements (Forms P-545 and P-540)

Respondent Submission Templates

- A. Submission Cover Sheet and Minimum Qualifications
- B. Executive Summary and Respondent Experience
- C. Project Approach
- D. Requirements Matrices
- E. Cost Workbook

1.0 INTRODUCTION AND SCHEDULE

1.1 The City and County of San Francisco (“City”)

San Francisco is the fourth largest city in California and serves as a center for business, commerce and culture for the West Coast. The City was established by City Charter in 1850. It is a legal subdivision of the State of California with the governmental powers of both a City and a County under California law. The City's powers are exercised through a Board of Supervisors serving as the legislative authority, and a Mayor and other independent elected officials serving as the executive authority. Services provided by the City include public protection, public transportation, construction and maintenance of public facilities, water, parks, public health systems, social services, planning, tax collection, building permits and inspections, and many others.

The City's assets and deferred outflows of resources exceeded its liabilities and deferred inflows at the end of fiscal year 2017 by approximately \$7.56 billion (net position). Of this balance, \$8.32 billion represents the City's net investment in capital assets, \$2.08 billion represents restricted net position, and unrestricted net position has a deficit of \$2.84 billion. To read more about the City and County of San Francisco financial and budget information, such as the Comprehensive Financial Reports (CAFRs), please refer to <http://www.sfcontroller.org/index.aspx?page=275>.

1.2 The Office of the Treasurer & Tax Collector

The Office of the Treasurer & Tax Collector (“TTX”) leads this Request for Proposals (“RFP”) and will be the Contractor's primary point of contact during the term of any agreement(s) (“Agreement”) resulting from this RFP.

TTX is the primary fiduciary and contractor for bank and non-bank financial service agreements for the City. All City bank accounts are opened and overseen by TTX. In coordination with the Office of the Controller, TTX establishes and publishes City-wide banking, cash management, and payments policies. TTX oversees and manages balance levels at City operating banks, invests excess cash, and acquires cash management and payment services on behalf of other City departments. To read more about the functions and duties of the TTX, please refer to <http://www.sftreasurer.org>.

1.3 RFP for Point of Sale Cashiering System

TTX seeks proposals for the installation and maintenance of an in-person Point of Sale (“POS”) Cashiering System (“System”) from firms who have demonstrated success in enterprise environments with diverse cashiering needs. Respondents to this RFP (“Respondents” or “Proposers”) must have experience delivering high-volume, multi-location, multi-tender cashiering services as described in this document and its related attachments and templates.

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The POS System is being procured for use by any CCSF department to use this System to collect payments related to their operations. Payment categories include but are not limited to property taxes, business taxes, utility taxes, permits, licenses, fees, fines, reservations, insurance premiums, donations, and garnishments. The first implementations have been identified and further implementations will be prioritized through the Electronic Payment Governance committee headed by TTX.

Implementation locations include:

49 South Van Ness – Permit Center (May 2020)

The City is consolidating the existing permitting departments from multiple locations across the city into a Permit Center that includes more than 11 different permitting departments into one floor at one location at a new building at 49 South Van Ness. The Permit Center will serve as a single location for construction, special events and business permitting. Departments housed at the future Permit Center include Building Inspection, Planning, Public Works, Environmental Health, and the Fire Department, among others. Routine transactions range from information inquiries, over-the-counter permit approvals, and application submittals for multi-agency review. Every tenant department in 49 South Van Ness is expected to leverage the in-person centralized cashiering functionality. The timeline for this work will require that the POS system be installed, tested and fully operational by May 2020.

City Hall – TTX Cashiering Upgrade (target implementation date TBD)

The current system was installed in 2011, prior to EMV and PCI industry changes. TTX seeks to modernize its system while still leveraging a number of interfaces that have revolutionized financial controls for CCSF. These efficiencies include daily ICL deposits, integration with PeopleSoft Account Receivables and automated bank reconciliation, and interfaces with Hyland OnBase to leverage case management tools and centralized data repositories. There is no target implementation date for this project currently.

Objectives

The objectives behind this RFP is to ensure that the City has the most up-to-date, responsive and flexible POS system on the market. The City is embarking on the Permit Center initiative to make it easier for citizens to interface with the City and receive the permits that they need for construction, special events and businesses. Accordingly, a major objective behind the POS system is to streamline the payment process, consolidate multiple payments from various departments into one transaction and generally to make the process as painless and user-friendly for customers and staff as possible.

Through this RFP, the City intends to identify the most responsive and qualified Proposer and then negotiate a contract for a System as described within this RFP and its related documents. The anticipated contract term will be five years, with two additional two-year options to extend the term of the Agreement, for a total of four additional years at the sole and absolute discretion of the City. The actual contract term may vary, depending upon service and project needs at the

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City's sole and absolute discretion. Respondents are not guaranteed a contract.

1.4 Schedule

The anticipated schedule for selecting a POS Cashiering System provider is shown in the table below. The city reserves the right to alter the schedule at any time.

Proposal Phase	Date
RFP issued by the City	4/1/2019
Deadline for submission of written questions or requests for clarification	4/8/2019
Publication of the City's response to questions or requests for clarification	4/15/2019
Respondent proposals due	4/29/2019
Product demonstrations with top 3 finalists	6/4/2019-6/6/2019
Notice of selected Respondent	6/11/2019
Deadline for submission of protest	6/18/2019

1.5 Contractors Unable to do Business with the City

Contractors that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Some of those policies are addressed in this document, and others are addressed in Attachment A – Sample Professional Services Agreement (Form P-600); Attachment B – Sample SaaS Agreement (Form P-648); and Attachment C – Sample Software License and Maintenance Agreements (Forms P-545 and P-540).

1.5.1 Companies Headquartered in Certain States

This Contract is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the contract will be performed in any of those states. Proposers are hereby advised that Proposers with United States headquarters in a state on the Covered State list, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the contract will be performed in a state on the Covered State list, may not enter into contracts with the City. The most recent Covered State list can be found at <http://sfgov.org/oca/qualify-do-business> (see "City

Administrator's Memo on 12X Ordinance 8.31.17.pdf”).

2.0 SCOPE OF WORK

2.1 Scope Overview

The following list is a high-level summary of services required by the City and is not intended to be a complete list of all work necessary. The scope of this RFP includes:

- Delivery of a multi-location POS Cashiering System that supports multiple concurrent configurations to meet the unique needs of various departments
- Solution must be PCI compliant, currently support EMV chip in credit cards and includes metal credit card processing on future roadmap
- Robust functionality to support remote deposit capture with image cash letter (ICL) services for high volume and high dollar thresholds
- Use of digital imaging, barcodes, and OCR data capture to eliminate paper-based payment processing and manual data entry
- Meet needs for City installations and hardware, including 5-7 cashiering stations in City Hall (to support TTX), 30 stations at 49 South Van Ness including kiosks, hand held devices and traditional cashiering stations, e.g., cash drawers, credit card readers, scanners, and receipt printers, to support multiple departments
- Kiosks must accept cash, debit and credit and check and must be fully ADA-compliant
- Delivery and ongoing maintenance of new peripheral hardware that supports card-present industry standards and best practices
- Successful collaboration with third-party vendors to seamlessly integrate the POS Cashiering System with other City systems and processes
- Full security, audit trail, reconciliation, archival, and retrieval capabilities following industry best practices. Flexible reporting and managerial tools
- Effective implementation services and post-implementation support

Deployment of the System may be proposed by Respondents as either on-premise or SaaS with a strong preference for SaaS.

2.2 Related IT Operations

City departments are connected to the City’s WAN and utilize a variety of shared services from the Department of Technology, including email and identity management for access to ERP and Financial products, as well as Active Directory Services for their Microsoft Server environment.

City departments that collect revenue via in-person payments utilize a variety of software applications that impact cashiering operations. The list of applications that will be required to integrate with the cashiering system to provide accounts receivable are:

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- Accela Land Management
- Aumentum
- Salesforce
- Screendoor
- Proprietary software

The software will also need to deposit money directly to the City's bank and integrate with PeopleSoft to provide daily accounts receivable information with necessary bank details to automate reconciliation.

3.0 SUBMISSION REQUIREMENTS

3.1 Responses

To be considered for a contract, Proposers must submit all information requested by the City and respond to all requirements according to the instructions and formats specified. Respondents may additionally submit brochures, manuals, and other related literature, but such documents will not be considered valid substitutes for required response items.

To be considered responsive, Proposers must complete and submit a total of five (5) templates related to this RFP, which can be downloaded from <https://sftreasurer.org/proposals>. These templates are:

- Template A - Submission Cover Sheet and Minimum Qualifications
- Template B – Executive Summary and Respondent Experience
- Template C – Project Approach
- Template D – Requirements Matrices
- Template E – Cost Workbook

In addition to the templates, Proposers are required to complete and submit the City's standard vendor forms as detailed in Attachment A - Mandatory and Supplemental Vendor Forms.

If a Proposer fails to submit any of the required templates or vendor forms, the Proposer's submission may be determined to be non-responsive and may be rejected.

3.2 Format

Proposals must be submitted via hard copy and electronic copy as described below. Proposals that are submitted by fax or email will not be accepted.

3.2.1 Hard Copy

Hard copy deliveries must be submitted in a sealed envelope, clearly marked "RFP #TTX2018-

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04 Point of Sale Cashiering System,” to the location noted in Section 3.3 below. Proposers must submit five (5) copies of the completed submission templates.

For printed proposals, please use recycled paper that is comprised of minimum of 30% post-consumer materials and print double-sided to the maximum extent practical. Please bind each proposal with a binder clip or a single staple. Alternatively, each proposal may be submitted in a three-ring binder. Please do not bind proposals with spiral binding, glued binding, or anything similar. Tabs or other separators may be used as needed. All pages should have margins of at least 1” on all sides, excluding headers and footers. All proposals should include a Table of Contents.

3.2.2 Electronic Copy

For soft copy deliveries, please place electronic versions of all completed submission templates onto a single USB drive and deliver or mail it in a sealed envelope clearly marked “RFP #TTX2019-01 Point of Sale Cashiering System” to the location noted in Section 3.3 below.

3.3 Time and Place for Submission of Proposals

Proposals must be received by 5:00 p.m. PT on April 29, 2019. Postmarks will not be considered in judging the timeliness of submissions, and late submissions will not be considered. Proposals may be delivered in person and left with the Reception Desk at City Hall, Room 140, or they may be mailed to:

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Attn: Molly Cohen
Office of the Treasurer and Tax Collector
City and County of San Francisco
City Hall, Room 140
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4638

4.0 PROPOSAL EVALUATION AND SELECTION

4.1 Evaluation and Selection Process

All eligible Respondent proposals will be evaluated by a selection committee comprised of parties with expertise in point of sale cashiering. Up to three Respondents with the highest scoring proposals will be interviewed by the committee to inform the final selection.

The City intends to evaluate proposals according to the following criteria and point allocation:

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Criteria	Maximum Points
Qualifications and Experience	10
Project Approach	20
Functional and Non-Functional Requirements	20
Price Proposal	30
Product Demonstration	30
TOTAL	110

4.1.1 Qualifications and Experience (10 Points)

Template A and Template B will be evaluated according to the following criteria:

a) Minimum Qualifications (0 points)

In order to be considered responsive to this RFP, a Proposer must satisfy all of the minimum qualification items listed in Template B. If a Proposer indicates that any of these minimum qualification items will not be met, that Proposer's submission will be considered non-responsive and will not be evaluated any further by the City.

b) Experience of Firm and Sub-Consultants (5 points)

Considerations in this subcategory include:

- Expertise of the firm and sub-consultants in the areas necessary to complete the project successfully
- Level of experience with similar projects
- Quality of recently completed projects, including adherence to schedules, deadlines, and budgets
- Results of reference checks

c) Assigned Project Staff (5 points)

Considerations in this subcategory include:

- Recent experience of staff to be assigned to the project, including descriptions of the tasks to be performed by each staff person
- Professional qualifications and education of staff
- Workload, staff availability, and accessibility

4.1.2 Project Approach (20 Points)

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Template C is designed to gain insight into Proposers’ organization and methodologies related to functional requirements, non-functional requirements, implementation, and ongoing maintenance and support. Executive-level summaries are encouraged for communicating the Respondent’s approach in each of these areas. Evaluation criteria for Template A include the following:

- Demonstrated understanding of the project and the tasks to be performed
- Rationality of the project approach
- Quality of support services to be provided throughout the project lifecycle and the term of the Agreement

4.1.3 Functional and Non-Functional Requirements (20 Points)

Template D - Requirements Matrices addresses both functional and non-functional requirements for the future state Cashiering System. Proposers are encouraged to respond to each requirement in detail. Evaluation criteria will be based on a proposed System’s ability to meet City-wide needs as detailed in Template C.

4.1.4 Price Proposal (30 Points)

Template E - Cost Workbook examines the various cost components of a Respondent’s proposal. The City intends to award a contract to the firm that TTX considers will provide the best overall solution and support services at an appropriately competitive price. The City reserves the right to select a proposal other than the lowest priced response.

4.1.5 Product Demonstration (30 Points)

Following the thorough evaluation of Respondents’ submission templates, all Respondents’ scores will be tabulated and ranked. Up to three Proposers receiving the highest scores will be invited by the City to deliver a product demonstration.

The City will determine the format and the scoring criteria to be used during the demonstrations.

Below is a list of the topics to be covered during the demonstrations, as well as time allotments provided to the presenters. The City reserves the right to update these categories and time allotments in advance of the presentations.

Topic	Time Allocation
Cashiering Processes and Functionality	Not to exceed 1 hour
User interface and ease of operations for staff	
Daily reconciliation and accounting reports	

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Management and Administration Functionality	
Configurations and Customizations Available	
Reporting Functionality	
“Fuzzy logic technology” to packet payments	Not to exceed 30 minutes
Implementation Approach and Project Plan	Not to exceed 30 minutes
Post-Implementation Maintenance and Support	
Technical Specifications and Integration Capabilities	Not to exceed 2 hours
Security protocols	Not to exceed 30 minutes

The selection panel will evaluate Proposers based on their presentations and oral interviews. Following the presentations and oral interviews, the City will tabulate all scores, rank the Proposers, and select the highest ranked Proposer for contract negotiation.

5.0 CONTRACT AWARD

TTX intends to select a Respondent with whom to commence contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the Respondent’s proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time, TTX, in its sole discretion, may terminate negotiations with the highest ranked Proposer and begin contract negotiations with the next highest ranked Proposer.

6.0 TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

6.1 Errors and Omissions in the RFP

Proposers are responsible for reviewing all portions of this RFP, including its attachments and templates. Proposers are to notify TTX promptly, in writing, if Proposers discover any ambiguity, discrepancy, omission, or other error in the RFP and its related documents. Any such notification should be directed to TTX promptly after discovery, but in no event later than 72 hours prior to the date that proposals are due. Modifications and clarifications will be made by addenda as provided below.

6.2 Inquiries Regarding the RFP

Proposers shall submit all questions concerning this RFP, its scope of services, and its requirements during the Question and Answer Period, which closes at 5pm PST on April 8, 2019. Inquiries must be in writing and submitted via email to ttx.rfp@sfgov.org. All Proposer

questions concerning the bid process shall be submitted no later than 72 hours prior to the bid deadline. Proposers who fail to do so will waive all further rights to protest, based on these specifications and conditions.

6.3 Objections to the RFP Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this RFP and/or its related documents, the Proposer must, no less than 72 hours prior to the RFP deadline, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

6.4 Change Notices

The Department may modify the RFP, prior to the proposal due date, by issuing an Addendum to the RFP, which will be posted on the website. The Proposer shall be responsible for ensuring that its proposal reflects any and all Bid Addendum(s) issued by the Department prior to the proposal due date, regardless of when the proposal is submitted. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the proposal due date, to determine if the Proposer has downloaded all Bid Addendum(s). It is the responsibility of the Proposer to check for any Addendum, Questions and Answers, and updates, which will be posted on the City's Bid and Contracts website: <http://sftreasurer.org/requests-proposal>.

6.5 Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 180 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. At the Proposer's election, the proposal may remain valid beyond the 180-day period in the circumstance of extended negotiations.

6.6 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, but no later than, the proposal due date and time.

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.

6.7 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.

6.8 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.

6.9 Proposer's Obligations under the Campaign Reform Ordinance

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct 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 the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

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: (1) a vendor contacts a City officer or employee to promote himself or herself as a candidate for a contract; and (2) 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.

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Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

- **Criminal:** Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
- **Civil:** Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
- **Administrative:** Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, Proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

6.10 Sunshine Ordinance

In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs 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.

6.11 Public Access to Meetings and Records

If a 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, the Proposer must comply with Chapter 12L. The 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 the Proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the 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 submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

6.12 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:

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- Waive or correct any defect or informality in any response, proposal, or proposal procedure
- Reject any or all proposals
- Reissue a Request for Proposals
- Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals
- Procure any materials, equipment, or services specified in this RFP by any other means
- Determine that no project will be pursued

6.13 No Waiver

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a Proposer to observe any provision of this RFP.

6.14 Local Business Enterprise Goals and Outreach

The requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the “LBE Ordinance”) shall not apply to this RFP.

7.0 CONTRACT REQUIREMENTS

7.1 Standard Contract Provisions

The successful Proposer will be required to enter into a contract substantially in the form of the Attachment A – Sample Professional Services Agreement (Form P-600), or Attachment B – Sample SaaS Agreement (Form P-648). Failure to execute the contract in a timely manner, or to furnish any and all insurance certificates and policy endorsements, surety 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.

7.2 Nondiscrimination in Contracts and Benefits

The successful Proposer will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and

spouses of employees. Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at <http://www.sfgov.org/cmd>.

7.3 Minimum Compensation Ordinance (MCO)

The successful Proposer will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements. For the amount of hourly gross compensation currently required under the MCO, see www.sfgov.org/olse/mco. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at <http://sfgov.org/olse/minimum-compensation-ordinance-mco>.

7.4 Health Care Accountability Ordinance (HCAO)

The successful Proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at <http://sfgov.org/olse/health-care-accountability-ordinance-hcao>.

7.5 First Source Hiring Program (FSHP)

If the contract is for more than \$50,000, then the First Source Hiring Program (FSHP) may apply, as set forth in S.F. Administrative Code Chapter 83. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://oewd.org/first-source> and from the First Source Hiring Administrator, (415) 701-4848.

7.6 Conflicts of Interest

The successful Proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter; Article III, Chapter 2 of City's Campaign and Governmental

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Conduct Code; and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful Proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful Proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful Proposer that the City has selected the Proposer.

8.0 PROTEST PROCEDURES

8.1 Protest of Non-Responsive Determination

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure, or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

8.2 Protest of Non-Responsible Determination

Within five working days of the City's issuance of a notice of a determination of non-responsibility, a vendor that would otherwise be the lowest responsive Proposer may submit a written notice of protest. The vendor will be notified of any evidence reflecting upon their responsibility received from others or adduced as a result of independent investigation. The vendor will be afforded an opportunity to rebut such adverse evidence and will be permitted to present evidence that the vendor is qualified to perform the contract. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsibility. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure, or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

8.3 Protest of Contract Award

Request for Proposals - Point of Sale Cashiering System

Within five working days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another Proposer for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day after the City's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

8.4 Delivery of Protests

All protests must be received by the due dates specified. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the dates that the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered as follows:

E-mail: ttx.rfp@sfgov.org

Mail: 2019-01 Point of Sale Cashiering System RFP
Attn: Molly Cohen
Office of the Treasurer & Tax Collector
City & County of San Francisco
City Hall - Room 140
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102