



Request for Proposals 20RFP112 Online Facility Rental System

Date	Event
May 19 & 26, 2020	Dates of public notice
May 27, 2020	Due date for questions by 5:00 pm
May 29, 2020	Questions and answers posted on our website
June 9, 2020	RFP opening / due date at 2:00 pm CST
June 10-17, 2020	Evaluation of Proposals
June 18-19, 2020	Interviews and/or vendor presentations/demonstrations
June 22-26	Contract negotiation and award

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Due to COVID-19 precautions and to prevent the spread of COVID-19, and in an effort to provide ongoing support and services for Austin ISD, the District has decided to accept proposals for 20RFP112, Online Facility Rental System via email to: brenda.dalton@austinisd.org no later than **Tuesday, June 9, 2020 at 2:00 p.m. CST.**

To ensure a fair and transparent solicitation process and the integrity of submissions:

- All Proposals submitted via email will not be opened until AFTER due date and time.
- Proposals received via email after the specified due date and time shall not be considered.
- Firms must place the following information in the subject line of the email containing your submission: **20RFP112 Online Facility Rental System / Vendor Name / Submission Attached**
- Proposals submitted via email should not exceed 20MB. If attachment is more than 20MB, please zip the file or separate it into two (2) attachments and email separate emails with the subject line above.
- Proposals must still be submitted in the specified format and all Required Forms must be signed and submitted with emailed response.
- Submit questions via email to: brenda.dalton@austinisd.org
- In the e-mail subject line, type: *Questions* 20RFP112 Online Facility Rental System
- Questions & Answers and addenda will be posted on our website: www.austinisd.org/cp/bids

Checklist and Submission Guidelines

This checklist is provided to help you conform to all form/document requirements stipulated in this solicitation and attached herein.

(This is not a required form, it is not necessary to return this checklist with your proposal.)

I. Understanding the Proposal

Completed

- Read entire RFP document, appendices and attachments
- Review AISD Policy and Provisions on our website: [Policy and Provisions](#)
- Attend pre-proposal conference (not required)
- Submit questions properly before deadline
- Review addenda, Q&A and other additional attachments
- Review Proposal Format section of RFP

II. Forms

Completed | Required

- | Bid Certification
- | Notification of Criminal History of Contractor
- | Debarment, Suspension and Ineligibility Certification
- | Conflict of Interest Questionnaire (CIQ) – electronic
- | Strategic Partner Profile
- | EDGAR Vendor Certification
- | Software Vendor Certification Form

III. Submitting the Proposal

Completed

- Prepare the proposal in the format specified and sign all required forms
- Submit required hard copy marked “original”
- Submit requested quantity of digital copies on flash drive
- Submit requested quantity of hard copies marked “copy”
- Package proposal in sealed envelope or carton properly labelled
- Deliver proposal to delivery address by RFP opening / due date and time

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I. INTRODUCTION

The Austin Independent School District (herein after referred to as “AISD” or the “district”) is seeking proposals from firms qualified and experienced in providing an Online Facility Rental System to allow for facility rentals, room reservations, space portfolio management and to populate the District’s public-facing events calendar. On this system, users should be able to search, review and reserve spaces from facilities within the district including athletic fields and class activity rooms.

Each Bidder, by submitting its proposal, agrees that the proposal is subject to the Austin ISD Policies and Provisions and agrees to comply with those conditions. Acceptance of a proposal will occur only when a contract is executed. Any contract will incorporate the Austin ISD Policies and Provisions and Standard Terms and Conditions and no commitment exists until a contract is executed by both parties.

II. HISTORICALLY UNDERUTILIZED BUSINESS (HUB) PROGRAM REQUIREMENTS

The HUB Program promotes and strongly encourages the involvement and participation of Historically Underutilized Businesses in District-wide procurements. According to AISD policies CH (LOCAL) and CV (LOCAL), the HUB Program guidelines are not applicable for this type procurement.

III. PROPOSAL FORMAT

A. Preface

The Contractor shall provide an executive summary of two (2) pages or less, which gives in brief, concise terms, a summation of the proposal.

B. Proposal

The vendor’s proposal itself shall be organized in the following format and informational sequence:

Section I – Summary of Experience

This section shall contain the full name and address of the contractor submitting the proposal and a brief summary of the contractor’s experience and individual experience for personnel who will provide this product or service.

Section II - Scope of Service

A description of services and capabilities as outlined in the Scope of Service and Performance Requirements sections of this RFP, in the order shown. Clearly state any exceptions taken to the specifications of this RFP, or any conditions of the proposal.

Section III - Financial Proposal

This section shall contain a straightforward, concise delineation of the contractor's fees to satisfy the requirements of this RFP. It is the contractor's responsibility to specify all costs (i.e. administrative fees, processing fees, etc.) associated with providing the products or services required herein.

Section IV – References

References are to be from government agencies and/or firms, which are substantially serviced by the vendor (references most similar to Austin ISD should be provided). Each reference must contain the reference's name, address, telephone number, and point of contact (including email address). A list of at least three (3) references from current customers must be provided.

C. Required Forms

Contractor shall execute the following required forms (located on our website: [Required Forms link](#)), and return the **signed original** via email:

- Bid Certification
- Notification of Criminal History of Contractor
- Debarment, Suspension and Ineligibility Certification
- EDGAR Vendor Certification
- Software Vendor Certification Form (when applicable)
- Conflict of Interest Questionnaire (CIQ). The CIQ is prepared by the Texas Ethics Commission, in compliance with Chapter 176 of the Texas Local Government Code. The form should be submitted on-line at [Conflict of Interest Questionnaire - CIQ](#).

IV. INITIAL REVIEW OF PROPOSALS

Any contractor determined non-responsible or any proposal determined non-responsive will not be evaluated further. The contractor will be notified of a non-responsible or non-responsive determination.

Responsive

In order for a proposal to be responsive:

- ALL required forms listed above shall be signed and included with proposal;
- Proposal shall be received prior to the RFP opening date at the address listed on the cover page;
- Proposal shall respond to the entire scope of service and performance requirements as requested.

Responsible

In order for a proposal to be responsible, the contractor shall be in good financial standing with the Texas Comptroller of Public Accounts.

V. COMPETITIVE SELECTION / EVALUATION

- A. This is a NEGOTIATED procurement and as such, award will not necessarily be made to the offeror submitting the lowest priced proposal. Award will be made to the firm submitting the best responsive proposal satisfying AISD’s requirements, price and other factors considered.

Consistent with state law and district policy, this RFP does not commit the district to award a contract. The district reserves the right to accept or reject any or all proposals and/or award in whole or in part any proposal if the district determines it is in the best interest of the district to do so.

- B. The district anticipates that the evaluation process may include multiple levels of evaluation, as for example, but not limited to:
Phase 1: Initial review of the proposal by the district’s evaluation team.
Phase 2: Interviews and/or presentations of top proposals from Phase 1, followed by administrative review of finalist(s) and award recommendation.

PHASE 1

Points	Item	Detailed Description
15 Points	Quality of Proposal	Proposal is concise, well written and organized and meets requirements specified in Section III, "Proposal Format" . Proposal thoroughly answers all open-ended questions and addresses the interests outlined in the Request for Proposal.
15 Points	Quality of Software Solution	Proposal includes a package of software components that best meets the district's objectives as outlined in Section VI, "Scope of Service and Performance Requirements" .
10 Points	Quality of Implementation and Training services	Quality and comprehensiveness of Project Management, installation and integration, Data Consulting, Training and Maintenance and Support Services proposed as described in Section VI.7, "Scope of Service and Performance Requirements" .
25 Points	Vendor Qualifications	Experience and stability of the Proposer and technical experience of staff in performing implementations of similar solutions as evidenced in provided vendor information. References from current customers.

Points	Item	Detailed Description
10 points	Product Strategy	Extent to which the organizational strategy for the proposed product(s) aligns with that of the district.
25 points	Cost	Competitive pricing of the various components of the software solution and the training and implementation costs associated with the product(s).

PHASE 2

Points	Item	Detailed Description
35 Points	Interview / Presentation	The adequacy and completeness of the plan offered addressing the Scope of Service and Performance Requirements
35 Points	Contractor's Capabilities	The demonstrated ability of the contractor to provide products/services, including references
30 Points	Financial Proposal	Competitive pricing of the various components of the software, training and implementation costs associated with the product(s)

- C. The committee evaluating the proposals submitted in response to this RFP may require any or all contractors to give an oral presentation in order to clarify or elaborate on their proposal as well as to provide a demonstration. Upon completion of oral presentations or discussions, contractors may be requested to revise any or all portions of their proposals and submit a best and final offer (BAFO) for consideration.
- D. If the district determines that additional evaluation steps are required to determine the best value between Contractors, the district reserves the right to consider any or all of the following additional criteria; the proposed price, contractor's experience, references and record for responsibility, or any other relevant factor that the district deems necessary to determine best value.

VI. SCOPE OF SERVICE AND PERFORMANCE REQUIREMENTS

Term

The agreement(s) resulting from this solicitation will be in effect for an initial term of one (1) year from the date of award by the Board of Trustees, or such date established by the agreement. The parties by mutual consent may renew the agreement for up to four (4) additional one (1) year periods. In addition, the district reserves the right to extend the contract for an additional time beyond the final expiration date if necessary to ensure no lapse in service.

Background

AISD seeks to procure an online facility reservations system to allow for facility rentals, room reservations, space portfolio management and to populate the District’s public-facing events calendar. On this system, users should be able to look for, inquire about and reserve spaces. The system will be used for indoor and outdoor facility reservations and scheduling, including athletic fields and class activity rooms. An online feature for facility reservations; that includes the ability to view and/or reserve select facilities online, is required. The District seeks to use the online system to reduce redundancy and eliminate user error, double-booking of spaces, and to maintain custody of all booking agreements under one system’s account.

General Requirements

1. The software solution must have the basic functionality in its design:

- a. Allow for end-user-configured preferences to assign specific meeting patterns and rooms to sections.
- b. The vendor’s software must be a web or cloud based product that utilizes common web browsers (Edge, Chrome, Firefox, and Safari) with the most recent versions supported, and allow for responsive design.
- c. Ability to color code “event view” labels by status and event type.
- d. Ability to sort reservation by a variety of labels (i.e. organization, department, external, tentative, etc.)
- e. Must be able to re-use contract and event information (enter once, use many) including specifics from either past or current events (i.e. time, setup, etc.)
- f. Events should permit the association and attachment of documents to the event (i.e. minutes, agenda, notes, special instructions, attendee lists, etc.)
- g. Provide workflow capability that includes automatic email notification.
- h. Must provide e-mail notifications to “end-users” to support actions (i.e. confirmation notices, future event notices, that should ideally be customizable)
- i. Permit alerts on items and dependencies.
- j. When a meeting is cancelled/deleted, system automatically cancels all resources from meeting and makes them available for other meetings.
- k. Administrator must be able to set permissions to control who can delete meetings.

2. The room reservation system should allow for the following:

- a. **Room attributes:** Manage and store room capacities, attributes, details and schedules. Permit images (pictures, diagrams) of room inventory, rental equipment, and room set-ups. Must be able to create self-definable and/or unnamed spaces.
- b. **Room Search functionality:** allow the user use multiple attributes in the search criteria to find potential space and also identify conflicts for possible resolution (i.e. setup type, capacity, room type, etc.).
- c. **Administrative Control of Rooms:** Administrator may permit view of all spaces or hide any space from general access, and restrict space based on building or room. Administrator has the ability to block rooms, take them offline and reassign rooms.
- d. **Room Services:** Must provide the ability to create resource packages from individual items (i.e. AV Packages vs. just a microphone). Also can be used for catering packages. Must be able to self-define services, service types, resource categories and notes. Must be able to support service order only requests.
- e. **Room Charges:** Must provide for room charges, services charges and customized discounts at line item level.
- f. **Multiple Rooms:** Ability to reserve multiple rooms, resources and services in either same or different locations with single meeting event.

- i. The reservations should be linked together and managed as an event group” for creation, modification (editing) or cancellation.
- ii. If a user has reserved multiple rooms and then cancels, they then have the ability to remove hold on all rooms included in the original request.
- iii. Ability to delete multiple room reservations by deleting the associated event.

3. Online Request System and Calendar should possess the following functionality:

- a. Room Requests:** System must be able to accommodate any number of online room request forms to accommodate different space type, resource availability or room ownership needs
 - i. Provide ability for users to see space availability on the web
 - ii. Each room request form must be able to have defined security controls such as cut-off times for room, appropriate use of rooms and separate times for resources
 - iii. Defined request availability by date range
 - iv. Provide ability to include a set-up and tear-down window of time for back-to-back events either as default by room or ad hoc.
 - v. Individualized help instructions based on web-form

- b. Room Services:**
 - i. Allow the user to specify room set-up type (when applicable).
 - ii. Allow the end user to submit work orders, AV requests, prep notices, notices of room clean-up, etc.
 - iii. Allow the user to make additional requests through an unlimited notes feature.
 - iv. Allow the user to attach notes, including event agenda, room picture and/or room layout images to individual spaces.
 - v. Schedule multiple times for services (i.e. catering, personnel, etc.)
 - vi. Able to assign resources to both courses and events.

- c. Events Scheduling / Calendaring:**
 - i. End users must be able to view their open requests, make and edits within defined cut-off times for event and/or resources online.
 - ii. End users must be able to submit request for space as patterned events as well as random dates. Support calendaring of reoccurring events to the website without double entry.
 - iii. Including the ability to categorize events by venue or event type.
 - iv. Must be able to exclude events.
 - v. Have the ability to set single day, various types of recurring and nonpattern bookings for room request.
 - vi. Provide for multiple tentative reservations for a given space.
 - vii. Must have the ability to alter a series of bookings/reservations and have those changes reflected in each occurrence.

- d. Functionality with other services:**
 - i. Individual calendar links must be able to be created by Event Type, Group Type or Venue
 - ii. End-users should be able to add a single event or all re-occurring events to their calendar via an .ics file.
 - iii. End-users should be able to add events to various social networking sites including Facebook, Twitter from the College Calendar.
 - iv. End-users should be able to push events to Outlook calendar and other similar software

4. Reporting Capabilities: The District expects to report and monitor the status of its facility rentals and the history of payment transactions through an internal reporting system. The system should have a standard set of reports with flexibility for customization as needed. System reports must be produced within the purchased environment without requiring extensive technical expertise or the use of a 3rd party reporting tool, and should possess the following:

- a. Reports must be available thru a standard web interface.
- b. Provide a robust way to create and modify reports, as well as create custom reports.
- c. Must include the ability to view summary results and drill-down to individual reservations, if necessary (example: sum result of monthly room use is X, and the ability to quickly click thru all reservations that produced the sum total in a single interface)
- d. Ability to dynamic sort data elements in an existing report, add data elements, delete data elements, performing grouping, sums, and filtering, and to do so from various security profiles, not just administrators.
- e. All reports including confirmations and contracts can be exported out to .xls, .rft, .html, xml, and .pdf.
- f. Reports must include standard operational, statistical and financial report.
- g. Ability to print individual room usage schedules per day and per week and print entire building schedules per day and per week.
- h. Ability to print reports by function (example: all AV requests).
- i. Ability to run a tentative commitment report by date and location.
- j. Ability to provide detailed sales reports, i.e. group, group types, categories, resource item, etc.

5. Accounting: The District is interested in a software program that allows for an internal general ledger that tracks financial accounting for all transactions, such as revenues related to classes and facility rentals. The software should allow for at least the following accounting functionality:

- a. Create invoices, including customizable invoice formats.
- b. Assign multiple fees for each activity.
- c. Track all deposits, both refundable and non-refundable.
- d. Capability to schedule payments

6. Point-of-Sale / Payment Processing: The District wants to take payments for its facility rentals using a variety of methods including cash, check, credit and debit cards and ACH, if available. The system should allow, at minimum, for the following functionality:

- a. Full web 24x7 payment capability, including mobile friendly.
- b. Online payment capabilities.
- c. Third party payment capabilities – can pay on another’s account.
- d. Combine multiple transactions to roll into one receipt.
- e. Receipt customization features, including email receipts.
- f. Link payments to specific balances due.
- g. Create and manage discounts, e.g. family, scholarship, etc.
- h. Refunds with options – credit card and change reason tracking.
- i. Funds transfer to the city’s account within 24 hours.
- j. Print, email, and reprint receipts.

7. Implementation and Training Services: The District is requesting the following implementation and training services as part of the project including:

- a. **Project Management Services:**

Proposer pricing shall include full project management services for the implementation of all the components included in the vendor proposal. In addition, pricing for project management services should be broken out by component for the highly desirable components. A designated/named "project manager" from the awarded vendor will be available and responsible for all work with the District on implementation.

b. Implementation Timeline:

Proposer shall provide a recommended implementation timeline that best estimates the installation of all components included in the vendor proposal.

c. Installation and Integration:

Proposer shall be responsible to install and integrate all software/components to complete the system to 'final acceptance' by the District and this should be reflected in the proposed pricing. The pricing for installation and integration services should be provided by component for the highly desirable components, if applicable.

d. Data Consulting:

The District intends for new accounts to be created for all existing customers in the new product. However, the District will need to export a limited amount of data to ensure that important, customer financial information is entered into the new system. In addition, the District will need to retain certain data for historical purposes. Proposer should recommend options for extracting and saving data from the existing database and costs associated with these recommendations. Proposer should estimate costs for each of the recommended options, but should also include hourly rates applicable to this service.

e. Training:

Proposer shall submit in the proposal a training program for all the components included in the vendor proposal. The Proposer shall outline the types of training classes, number of participants, duration of classes and total number of proposed training hours. Identify what training is conducted on-site and what is recommended through remote methods. The training will include higher level training for Information Technology personnel and system administrators. Training costs for the desirable components should be provided by component. Hourly rates should also be included in the training program proposal.

f. Maintenance and Support:

Proposer shall submit maintenance and support pricing structure. Proposer shall detail what the maintenance/support contract covers including Proposer and District responsibility. If any third-party software is required for use by the Proposer to support the applications, it must be identified and included with the appropriate licensing in the proposal.

VII. APPENDICES AND ATTACHMENTS

- Appendices (Documents included within this proposal):
 - Appendix 1 – Purchasing and Acquisition Vendor Relations Policy CHE-LOCAL
- Attachments (Separate documents available to download):

**Contacting Board
Members**

Vendors shall not contact Board members individually for the purpose of soliciting a purchase or contract during the restricted contract period.

If a vendor violates this prohibition during this time frame, consideration of the vendor for award shall be invalidated. Board members shall be notified of possible violations and actions taken.

**Restricted Contact
Period**

The restricted contact period shall begin upon the date of issuance of a solicitation and shall end upon execution of the awarded contract by all parties.

In an effort to demonstrate its commitment to ethical procurement and contracting standards, and to improve accountability and public confidence, all District purchases of goods and services through competitive methods as provided in CH(LEGAL) and CV(LEGAL) shall be subject to a restricted contact period. Except as provided in this policy communication between a vendor and vendor's representative, and a Board member, the Superintendent, assistant superintendent, chief, officer, executive director, principal, department head, director, manager, project manager, or any other District representative who has influence on or is participating in the evaluation or selection process is prohibited.

*Prohibited
Communications*

A vendor and vendor's representative are prohibited from communications regarding the particular solicitation at issue that are intended or reasonably likely to:

1. Provide substantive information regarding the subject of the solicitation;
2. Advance the interests of the vendor;
3. Discredit the response of any other vendor;
4. Encourage the District to reject a response by a bidder;
5. Convey a complaint about the solicitation; or
6. Directly or indirectly ask, influence, or persuade a Board member, the Superintendent, assistant superintendent, chief, officer, executive director, principal, department head, director, manager, project manager, or any other District representative who has influence on or is participating in the evaluation or selection process, to take action or refrain from taking action on any vote, decision, or agenda item regarding the solicitation at issue.

*Permissible
Communications*

A vendor and vendor's representative are permitted to communicate with the District regarding the following:

PURCHASING AND ACQUISITION
VENDOR RELATIONS

CHE
(LOCAL)

1. Communication to the extent the communication relates solely to a nonsubstantive, procedural matter related to a response or solicitation;
2. Communication that relates solely to an existing contract between a respondent and the District, even when the scope, products, or services of the current contract are the same or similar to those contained in an active solicitation;
3. Communication with the District's Office of Contract and Procurement Services;
4. Communication with the District's Historically Underutilized Business (HUB) Program Department to the extent the communication relates to obtaining a listing of HUB subcontractors and general questions regarding HUB program compliance requirements;
5. Communication between an attorney representing a vendor and an attorney representing the District;
6. Communication with the District in the course of attendance at vendor conference;
7. Communication with the District for the purpose of the District's evaluation of the bidder's proposal, negotiating the scope of work, or engaging in contract negotiations;
8. Communication with the District for the purpose of making a public presentation to the Board; and
9. Communication made during the course of a formal protest hearing related to the solicitation.

*Other Vendor
Participation and
Communication*

Regardless of the above time period, a vendor and a vendor's representative who participate in the drafting or development of technical specifications or evaluation criteria for any project are prohibited from competing in the solicitation for such project.

A vendor and vendor's representative shall send all communications, questions, and requests for clarification in writing and addressed to the District's authorized representative identified in the solicitation. The District shall post responses to vendor questions as an addendum to the solicitation.

Nothing in this policy shall prohibit the District's representative from initiating contact with a vendor, in writing, for the purpose of obtaining clarifying information regarding a solicitation response. The vendor's response shall be in writing and shall be provided to the District's authorized representative.

PURCHASING AND ACQUISITION
VENDOR RELATIONS

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(LOCAL)

- Complaints* Any person who is aggrieved in connection with a HUB program policy decision may file a complaint in accordance with GF(LOCAL).
- Violations* The following are violations subject to sanctions:
1. Falsely conceal or cover up a material fact or make any false, fictitious, or fraudulent statements, reports, or representations, or make use of any false writing, document, or electronic report knowing the same to contain any false, fictitious, or fraudulent statement.
 2. Fraudulently obtain, retain or attempt to obtain, or aid another in fraudulently obtaining, retaining, or attempting to obtain certification status as a HUB.
 3. Make false reports regarding payments made to subcontractors or sub-consultants.
- Sanctions* Any person who violates the provisions of this section shall be subject to the following sanctions and to the maximum penalties provided by law:
1. The District may bar, suspend, or deem nonresponsive in future District solicitations and contracts, for a period of up to five years, any bidder or proposer, or contractor or subcontractor following notice and an opportunity for a hearing in accordance with the protest procedures in this policy.
 2. The District may, by contract, and where appropriate and lawful, impose an administrative penalty.
 3. In addition to other sanctions available to the District, the violation of any provision of these program rules may be included as an incident of breach in each contract.
- Request for Proposal and Bid Invitation* Each request for proposal and bid invitation shall include a copy of this policy.