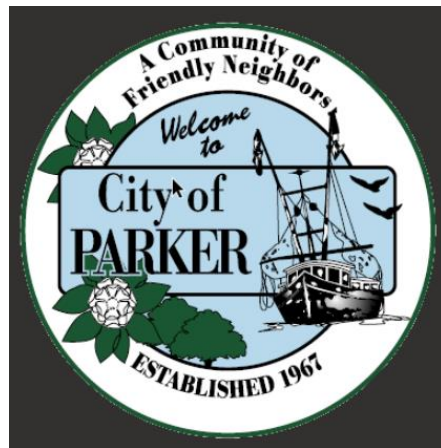


Request for Proposal **A2022-01**

# *IT Services and VOIP Phone Services*



Date of Issue: **August 15, 2022**

Closing: **September 6, 2022**

RFP Coordinator:  
Jami Hinrichs, City Clerk  
jhinrichs@cityofparker.com

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## 1.0 Overview

### 1.1 About the City of Parker

The City of Parker is in Northwest Florida in Bay County. Parker has a permanent population of approximately 4,400. Parker is a full-service City, providing public safety, parks and recreation, zoning and code enforcement, and water, sewer, and solid waste utilities to the municipality with a staff of approximately 30 full-time employees. The water utility is the City's largest utility with approximately 2,000 accounts.

### 1.2 Information Technology Organization Model

**Dedicated IT personnel** - Currently the City of Parker does have contracted IT personnel.

**Data Center** – Currently the City of Parker is utilizing an in-house server room and some cloud base software.

**Desktops/Laptops** – The computing environment includes: Windows 10.

**Applications** – include, but not limited to

- Office 365 – Microsoft Outlook Email, Excel, Teams etc...
- Utility billing program – BS and A Proprietary Software
- PDF Creator/ editing software

### 1.3 Objectives

The objective of this RFP is to identify a local technology solutions provider who can provide IT professional services and cyber security services to the organization with the ability to host and manage VOIP phone services. It is the intent of The City of Parker to identify one leading partner from which the organization will procure IT products and services, where applicable.

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a response for general IT professional services, host VOIP phone services for 18 phones, Cyber Security and Software/Hardware implementation related to but not limited to the following capabilities:

- Cyber Security & Compliance Services
- Business Intelligence & Data Services
- Host VOIP phone services for 18 phones with caller ID, voice mail, phones multiple extensions, and call forwarding
- Must demonstrate successful experience in providing specified services for a like size municipality
- Must have sufficient depth of management and resources and staff to support the services required
- Must have local staff

All Bids should include the following:

- Rate card for onsite and offsite services
- Pricing for maintenance of network hardware and software
- Committed response time for off-cycle incidents (i.e. Server off line, software malfunction and telephones)

This RFP will provide the applicable vendors with the relevant insights into the organizations current state and the future direction the organization is planning to head.

## 1.4 RFP Process

The RFP process begins with the issuance of this RFP, which will inform potential vendors of the City of Parker's objectives and shall conclude with the selection of an IT Partner.

## 1.5 Timeline

The RFP process timetable is as follows all times in Central time-zone:

<b>Event</b>	<b>Date</b>
RFP Issue Date	August 15, 2022
Deadline for Vendor Questions	August 22, 2022 at 3:00 p.m.
RFP Submission Deadline	September 6, 2022 at 3:00 p.m.
Vendor Shortlist Announcement	September 9, 2022
Vendor Presentations	September 15, 2022
Vendor Past Performance Reference Checks	September 23, 2022
Selection of Vendor	October 4, 2022

Note: The City of Parker intends to adhere to this timetable but realizes that delays may occur. The City of Parker reserves the right to amend any of the dates set forth above. The vendor must be able to accommodate changes to the schedule.

Vendor Questions should be directed to: [jhinrichs@cityofparker.com](mailto:jhinrichs@cityofparker.com)

## 2.0 RFP Process and Conditions

### 2.1 Structure of this Document

This document consists of core areas detailed below.

**Section 1 Overview:** This section provides a brief overview of the City of Parker, the Objectives of this RFP, and the Timeline.

**Section 2 RFP Process and Conditions:** This section outlines the RFP and contains terms and conditions.

**Section 3 Vendor Evaluation Process:** This section explains the evaluation criteria and contains instructions to respondents on the RFP response process.

### 2.2 Terms and Conditions of the Proposal

**RFP Ownership:** All responses to this RFP will become the property of the City of Parker and will not be returned. If you have any questions about disclosure of the records, you submit with your informational material, please contact the RFP Coordinator.

### 2.3 Form of Submission

Vendor *must* submit response to **ATTN: City Clerk City Hall 1001 W. Park St, Parker FL 32444.**

- Submission – SERVICES, TECHNICAL RESPONSE and FINANCIAL PROPOSAL
- The services, technical and financial response shall contain the detailed services pricing, specific product pricing and professional services rate card.

Responses must be written in English.

**The vendor's response(s) must be received by The City of Parker at or before the response Submission Deadline, Tuesday, September 6, 2022 by 3:00 PM.** Receipt of each response will be confirmed by The City of Parker by date stamp at the above mailing address only. The City of Parker is not responsible for any submission received after the stated response Submission Deadline, and will not consider any such submission.

## 3.0 Vendor Evaluation Process

The evaluation process of vendors will walk thru a six-stage process, as following:

- a. Phase 1 – Review of RFP Responses
- b. Phase 2 – Scoring & Consolidation
- c. Phase 3 – Vendor Presentations
- d. Phase 4 – Presentation Scoring
- e. Phase 5 – Vendor selection and Award
- f. Phase 6 – Reference checks

### Vendor Questions and/or Inquiries

The City of Parker shall provide all questions and answers of general interest to all vendors solicited by written addendum up until **August 22, 2022**. Questions that arise after the vendor question deadline of August 22, **2022** will not receive a response. The City of Parker must ensure that fair and consistent practices are followed and consistency maintained for all respondents.

Note: The City of Parker is under no obligation will not answer any hypothetical or speculative "what if" questions.

## 3.1 Services & Solutions

In addition to submitting a fully conforming response with the necessary requirements and task order responses, vendors are encouraged to demonstrate innovation through unique abilities, features, functions, or services. The City of Parker would like to have an understanding of each vendors' full capabilities.

## 3.2 Phase 1 – Solicitation of RFP

### **PROPOSAL DEADLINE/DELIVERY**

**SEALED PROPOSALS** will be received by *Jami Hinrichs, City Clerk at the Parker City Hall, 1001 West Park Street, Parker, Florida 32404 up until 3:00 PM (central time) September 6, 2022*. Proposals will be publicly opened immediately following the deadline. It is the sole responsibility of the Respondent to ensure that the Proposal is received on time. Each Proposal shall be delivered to the City Clerk, no later than the Submittal deadline.

**SPECIAL ACCOMODATION** Any person requiring a special accommodation at a Pre-Submittal Conference or Submittal opening because of a disability should call the City Clerk at (850) 871-4104 at least five (5) workdays prior to the Submittal opening. For Hearing Impaired, Dial 1-800-955-8071 (TDD), and 1-800-955-8770 (Voice).

**SOLICITATION DOCUMENTS** Electronic versions of the solicitation documents are available via the City's website at [www.cityofparker.com](http://www.cityofparker.com). Solicitation documents are also available at the City Hall, 1001 West Park Street, Parker, Florida 32404, and may be obtained at this address.

**POINT OF CONTACT** The City Clerk will be the only point of contact for this RFP. Under no circumstances may a Respondent contact any City Council member or any City employee concerning this RFP until after award. Any such contact may result in disqualification.

**QUESTIONS** Proposers shall submit all questions, in writing, to the City Clerk at [jhinrichs@cityofparker.com](mailto:jhinrichs@cityofparker.com). All questions shall be submitted no later than 5:00 pm (central time) on **August 22, 2022** and will be answered in one or more addenda.

**ADDENDA** Addenda issued after the initial specifications are released will be posted on the City website at [www.cityofparker.com](http://www.cityofparker.com). It is the responsibility of the proposer prior to submission of any proposal to check the above website or contact the Purchasing Department to verify any addenda issued. The receipt of all addenda must be acknowledged on the addenda response sheet.

**PROPOSAL FORM** To receive consideration, all Proposals shall be made on the forms provided, properly executed and with all items filled out. Do not change the wording of the Proposal Form. No conditions, limitations or provisions will be attached or added to the Proposal Form by the Respondent. Alterations by erasure or interlineations must be explained or noted in the

Proposal over the signature of the Respondent.

**WITHDRAWAL OF PROPOSALS** Any Respondent may withdraw its Proposal, either personally or by written request, at any time prior to the scheduled time for opening Proposals. No Respondent may withdraw its Proposal for a period of 90 days after the date for opening and all Proposals shall be subject to acceptance by the City during this period.

**BASIS OF AWARD** Contracts will be awarded to the responsive, responsible, qualified Respondent(s) who rank the highest in the evaluation process based on the criteria specified in the evaluation of proposals information enclosed in this Request for Proposals.

**RIGHT TO REJECT** In accordance with City policies, the City reserves the right to:

- a. Reject any or all Proposals received;
- b. Select and award any portion of any or all Proposal items;
- c. Waive minor informalities and irregularities in the Respondent's Proposal.

A Proposal may be rejected if it is non-responsive or does not conform to the requirements and instructions in this RFP. A Proposal may be non-responsive by reasons, including, but not limited to, failure to utilize or complete prescribed forms, conditional Proposals, incomplete Proposals, indefinite or ambiguous Proposals, failure to meet deadlines and improper and/or undated signatures. Other conditions which may cause rejection of Proposals include evidence of collusion, obvious lack of experience or expertise to perform the required work, submission of more than one Proposal for the same work from an individual, respondent or corporation under the same or a different name, failure to perform or meet financial obligations on previous contracts. Proposals may be rejected if not delivered on or before the date and time specified as the due date for submission of the Proposal.

**EXECUTION OF AGREEMENT** The successful Firm shall, within 10 days after receipt of the Notice of Award and the contract forms or documents, sign and deliver to the City Clerk all required contract documents. The awarded Firm shall also deliver the policies of insurance or insurance certificate as required. All insurance documents shall be approved by the City Clerk before the successful Firm may proceed with the work. The term of the contract shall commence upon execution by the City and continue in effect through September 30, 2024. Payments shall be made in accordance with the Florida Prompt Payment Act, Chapter 218, Florida Statutes.

**REPRESENTATIONS** The contract documents contain the provisions required for the project. Information obtained from an officer, agent, or employee of the City or any other person shall not affect the risks or obligations assumed by the Contractor or relieve the Contractor from fulfilling any of the conditions of the contract.

**PUBLIC ENTITY CRIMES STATEMENT** A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list. By submission of a proposal in response to this document, the vendor certifies compliance with the above requirements as stated in Section 287.133, Florida Statutes.

**EMPLOYMENT ELIGIBILITY VERIFICATION** Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system, in accordance with the terms governing use of the system, to confirm the employment eligibility of:

1. All persons employed by the Contractor during the term of the Contract to perform employment duties within Florida; and
2. All persons, including subcontractors, assigned by the Contractor to perform work pursuant to the contract with the Department. By submission of a proposal in response to this document, the contractor certifies compliance with the above requirements.

### **HOLD HARMLESS AND INDEMNIFICATION**

a. The Contractor shall indemnify and hold harmless the City, and its officers, agents, attorneys and employees, from any and all claims, suits, actions, damages, liabilities, expenditures, or causes of action of any kind, losses, penalties, interest, demands, judgments, and costs of suit, including attorneys' fees and paralegals' fees, for any expense, damage, or liability incurred by any of them, whether for bodily or personal injury, death, property damage, direct or consequential damages, or economic loss, including environmental impairment, arising directly or indirectly, on account of or in connection with Contractor's performance of the contract or by any person, firm, or corporation to whom any portion of the performance of this Agreement is subcontracted to or used by the Contractor, or by any other person.

b. The parties understand and agree that such indemnification by the Contractor relating to any matter which is the subject of this Agreement shall extend throughout the term of this Contract and any statutes of limitations thereafter.

c. The Contractor's obligation shall not be limited by or in any way to any insurance coverage or by any provision in or exclusion or omission from any policy of insurance.

### **DUTY TO PAY DEFENSE COSTS AND EXPENSES**

a. The Contractor agrees to reimburse and pay on behalf of the City the cost of the City legal defense, through and including all appeals, and to include all attorneys' fees, costs, and expenses of any kind for any and all

- 1) claims described in the Hold Harmless and Indemnification paragraph or
- 2) other claims arising out of the Contractor's performance of the Contract and in which the City has prevailed.

b. The City shall choose its legal defense team, experts, and consultants and invoice the Contractor accordingly for all fees, costs and expenses upon the conclusion of the claim.

c. Such payment on the behalf of the City shall be in addition to any and all other legal remedies available to the City and shall not be considered to be the City's exclusive remedy.

**CONTRACT PRICE** Contract price shall include all charges for completing the work and include layout, insurance, taxes, field office and supervision, overhead and profit, bonds and miscellaneous items.

**CANCELLATION** The City may terminate any contract entered into as a result of this RFP at any time for cause and may also terminate this Contract with or without cause by giving at least thirty (30) days' prior written notice to Contractor. The Contractor may terminate any contract entered into as a result of this RFP at any time by giving at least ninety (90) days prior written notice to the City.

**PROTEST** A notice of protest must be submitted within three business days after posting of the recommendation of award on the City website at: [www.cityofparker.com](http://www.cityofparker.com). The protest must be in writing, via e-mail or letter and must identify the protester and the solicitation and shall include a factual summary of the basis of the protest. The notice of protest is considered filed when it is received by the City Clerk. Further information may be found in the City Code.

### **ACCESS TO RECORDS**

a. The Contractor agrees to provide the City, the State of Florida, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

b. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

**PUBLIC RECORDS** In accordance with Chapter 119 of the Florida Statutes (Public Records Law), and except as many be provided by other applicable State or Federal Law, all Respondents should be aware that Requests for Qualifications/Proposals and the responses thereto are in the public domain. Respondents must identify specifically any information contained in their response which they consider confidential and/or proprietary and which they believe to be exempt from disclosure, citing specifically the applicable exempting law.

The City is a public agency subject to Chapter 119, Florida Statutes. The awarded Contractor(s) shall comply with Florida's



Public Records Law. Specifically, the awarded Contractor(s) shall:

- a. Keep and maintain public records required by the City in order to perform the service;
- b. Upon request from the City's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
- c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the City.
- d. Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the Contractor, or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request from the City's custodian of public records in a format that is compatible with the information technology systems of the City.
- e. During the term of the contract, the Contractor shall maintain all books, reports and records in accordance with generally accepted accounting practices and standards for records directly related to this contract. The form of all records and reports shall be subject to the approval of the City Clerk. The Contractor agrees to make available to the City Clerk, during normal business hours and in the City, all books of account, reports and records relating to this contract.

Questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this contract, contact the City's Custodian of Public Records at (850) 871-4104 or [jhinrichs@cityofparker.com](mailto:jhinrichs@cityofparker.com).

**EXEMPTION OF MEETINGS/PRESENTATIONS** Pursuant to Florida Statute section 286.0113(2), any portion of a meeting at which a negotiation with a vendor is conducted pursuant to a competitive solicitation, at which a vendor makes an oral presentation as part of a competitive solicitation, or at which a vendor answers questions as part of a competitive solicitation is exempt from public meeting requirements. However, the City must make a complete recording of any portion of an exempt meeting and no portion of the exempt meeting may be held off the record. The recording of, and any records presented at, the exempt meeting are exempt from the public records law of section 119.07(1), Fla. Stat. (2018) and section 24(a), Art. I of the State Constitution, until such time as the agency provides notice of an intended decision or until 30 days after opening the bids, submittals, or final replies, whichever occurs earlier. If the City rejects all bids, submittals, or replies and concurrently provides notice of its intent to reissue a competitive solicitation, the recording and any records presented at the exempt meeting remain exempt from section 119.07(1), Fla. Stat. (2018) and section 24(a), Art. I of the State Constitution until such time as the agency provides notice of an intended decision concerning the reissued competitive solicitation or until the agency withdraws the reissued competitive solicitation. A recording and any records presented at an exempt meeting are not exempt for longer than 12 months after the initial agency notice rejecting all bids, submittals, or replies.

**PROPOSAL REQUIREMENTS** Each Respondent's proposal shall include sufficient information to enable the City to evaluate the capability of the Respondent to provide the desired services. The data shall be significant to the project and discussions of past performances on other projects shall be minimized except as they relate to the proposed work. Submission should include SERVICES, TECHNICAL RESPONSE and FINANCIAL PROPOSAL.

All Proposals are to be on 8 ½" x 11" paper or if larger documents are required, they are to be folded to 8 ½" x 11" size. Proposals should be stapled together or bound with comb binding. Proposals submitted in 3 ring binders may not be accepted. Proposals shall be prepared simply and economically, providing a straightforward, concise delineation of Respondent's capabilities to satisfy the requirement of the RFP. Elaborate binding, colored displays, and promotional material are not desired; however, technical literature may be included as attachments to the proposal.

Proposers should submit one (1) original clearly labeled "Original", five (5) copies clearly labeled "Copy" and one (1) electronic version of the package. The electronic version should be in pdf format on a cd or usb drive. Electronic versions submitted via e-mail will not be accepted. If the submittal contains confidential information, such information shall be in a separate pdf document. Submittals shall be enclosed in a sealed envelope bearing the title of the solicitation, the name of the Respondent and the date for opening. Submittals shall be valid to City for a period of ninety (90) days after the opening.

Emphasis in each Submittal must be on completeness and clarity of content.

The purpose of this RFP is to identify information technology partners with a broad set of services related to both general Information Technology and Cyber Security. This will enable the City of Parker to review firms that can provide the services and products needed, with the end goal of selecting a primary partner that the City can build a strong, enduring relationship. In order to accomplish this successfully, a detailed understanding of the vendors' set of services, methodology, history and future direction is required and must be clearly articulated by the vendor.

These include:

- Overview of IT Services provided
- Details on any specific specialty areas
- Background on organization
  - History of the organization
  - Number of full-time staff, contractors and locations
  - Certifications (Organizational and Employee)
- Cyber Security & Compliance Services
  - Professional Services
  - Monitoring Services
  - Preferred toolset(s)
- Technology Training Services
- Professional services rate card (onsite/offsite)
- Hosted VOIP services for multi-line, internal extension phone service for 18 phones
  - Voicemail
  - Call Forwarding
  - Caller ID

Proposals will be reviewed in detail taking into consideration all service areas each vendor has to offer and how those align with the City's needs. Responses deemed to meet a sufficient number of service areas, experience, past performance and cost considerations will proceed on to Phase 2 Selection Consolidation of the most qualified vendors.

### 3.3 Phase 2 – Selection Consolidation

Vendor qualifications: Please specify any industry specific organizational certifications and/or awards achieved.

City Council members will review the proposals submitted in the order received and will short list the applicants to not less than three (3). Based upon the number and quality of proposals received, the City Council may increase the short list to more than three (3). Thereafter, the applicants placed on the shortlist will be interviewed by the City Council. The final selection will be made during an open meeting of the City Council according to the timeline in Section 3.8.

In determining the successful applicant, the City Council will consider the general ability of each applicant, the demonstrated commitment of each applicant to the City, demonstrated experience; breadth of services, past performance relative to the City needs and associated costs. The top three (3) responses deemed to meet the objectives, expectations and cost considerations will move to Phase 3: Vendor Presentations.

### 3.4 Phase 3 – Vendor Presentations

Phase 3 of the evaluation process will involve interacting with the three (3) top selected vendors to enable the City of Parker to gain additional understanding regarding each vendor's response.

The vendor presentations will be held at the **City of Parker, City Hall, Council Room which is located at 1001 W. Park Street, Parker, FL 32404**. The City of Parker will not, in any way, be responsible for any vendor cost incurred to prepare or attend the required presentation to City Council. The presentation agenda and content will be at the discretion of the vendor, but are expected, at a minimum, to include details of the vendor's proposed services and past performance, along with any additional relevant experience that may benefit the information technology needs of the City of Parker. Vendors will be allotted up to 30 minutes for the presentation.

There will be a question & answer session scheduled at the end of the vendor's presentation. The vendor should use discretion as to which of its representatives attend the presentation; however, the City of Parker requires that key implementation project and service team members will be physically present at this meeting. Further, the proposed technical lead should be physically present at the vendor presentation, unless extreme and unforeseen circumstances affecting that individual make his or her presence impossible. Vendors are not expected or permitted to provide information about the pricing deliverables in the course of any such presentation.

### **Past Performance**

Demonstrate a proven record of accomplishment for success in services and projects similar to the services and projects with municipalities like the City of Parker.

The presentation should include:

- Presentations from the vendor highlighting the key advantages of their services and/or products; which presentations will be conducted, and the terms and manner of the presentations are set forth in the section below.
- Vendors should provide past performance experience relevant to this RFP.

Once the presentations are complete, points will be awarded to each response.

## **3.5 Phase 4 – Presentation Scoring**

In Phase 4 of the response evaluation process, each vendor's response and presentation will be reviewed by the City Council and scored accordingly.

### **SCORING:**

- 1 - **Approach and Understanding of the Project (20 points)** – Ability to provide services and outline of how work will be accomplished
- 2 - **Personnel (20 points)** – Organizational Chart / Resumes / Licensing / Certifications
- 3 - **Project History (30 points)** – Details of successfully completed comparable projects
- 4 - **Management Plan (10 points)** - Categorized by type of work
- 5 - **Pricing (20 points)** - Maximum points awarded to the respondent submitting the lowest estimated project cost. Balance of scores will be given based on the relative percentage dollar amount higher than the lowest bid.

### **3.5.1 Response Requirements**

The City of Parker may decide to purchase services or products from the selected vendor. Cost information about the services proposed to be provided by the vendor should be clearly outlined in a professional services rate card. The City of Parker requests, if applicable, on-site and off-site service rates.

### **3.5.2 General Pricing Requirements**

Upon selection of the IT partner, the City of Parker expects that the pricing set out in the vendor's response will remain valid during the Timeframe for Negotiations and continuing until the execution of a Services Agreement. Vendors are advised that any request for modifications to the pricing made by the vendor during this period may constitute a withdrawal by the vendor of its response.

Respondents must describe in detail all pricing assumptions and the impact on pricing if assumptions are no longer valid. The inclusion of any assumptions, constraints, or caveats as part of the vendor's pricing may result in the disqualification of a response or a lower number of points being awarded to the vendor's response.

## **3.6 Phase 5 – Vendor Selection and Award**

After the presentations and scoring has been tabulated, the City Council will then make the final selection. Once approved by the City Council, the City Clerk shall notify the selected vendor with a Notice of Vendor Selection. Contract and Services Agreement contingent upon completion of the vendor past performance checks.

## 3.7 Phase 6 – Past Performance Checks

### Past Performance Checks and Other Verifications

Vendors will provide at a minimum three past performance. The City of Parker reserves the right to check references other than those provided by any vendor, and to verify with any vendor or with any third party any information set out in a vendor's proposal. The City of Parker may contact the past performance references and others to confirm the details of the represented services or products similar to the deliverables contemplated by this RFP.

Although no specific points are assigned to past performance, information provided by vendor and other persons may be used by the City of Parker to gain insight in connection with the evaluation process to be carried out by the City of Parker as part of process for assessing the credibility of the proposals to which they relate. At the City of Parker's sole discretion, The City of Parker may decide to shortlist the number of vendors after Phases 1 and 2, with the low-scoring vendors simply disqualified from further consideration.

Past Performance Reference should include:

- Client name and address
- Client point of contact name
  - o Business phone number
  - o Business email address
- Services/projects provided to client relative to task orders outlined in section 8.0
  - o Dates of services/projects

## 3.8 Other Evaluation Considerations

At any stage during the evaluation process, the City of Parker may:

- Request further clarification on any aspect of the vendor's response.
- Request a vendor to supply additional information to support its response.
- Complete a statement of requirements supplementary to this RFP because of matters raised by the evaluation or subsequent past performance reference checks.
- Exclude any responses which the City of Parker determines in its discretion to be incomplete.