



# City and County of San Francisco

## Department of Technology (“DT”)

### REQUEST FOR QUALIFICATIONS FOR Custom Drupal Solutions RFQ#DT2016-01

CONTACT: Dept. of Technology, [dtcontracts@sfgov.org](mailto:dtcontracts@sfgov.org)

#### City Background

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 and County of San Francisco (“the City”) established by Charter in 1850, 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.

The City seeks responses from firms demonstrating successful experience providing custom Drupal development services. These services will be used to assist City departments and agencies enhance their online presence. Specifically City departments may utilize the services of the selected consultants for Drupal customization services. Respondents must have experience delivering Drupal custom services for large organizations such as the City and County of San Francisco, as described later in this document.

#### Intent of this Request for Qualification (RFQ)

It is the intent of the Dept. of Technology (DT) to create a pre-qualified list of firms from which City departments may choose prospective contractors on an as needed basis.

#### Anticipated Contract Period

Respondents pre-qualified under this RFQ will remain eligible for consideration and contract negotiation on an as needed basis for five years from the pre-qualification notification date. Firms pre-qualified under this RFQ are not guaranteed a contract.

#### Subcontracting Requirement

The Local Business Enterprise (LBE) sub-consulting goal for this Request For Qualifications (RFQ) and resulting contract(s) may be categorically waived pending Contract Monitoring Division approval or be defined on a project-by-project basis. However, the City strongly encourages responses from qualified LBEs. Pursuant to Admin Code Chapter 14B, rating bonuses will be in effect for any Proposers who are certified as a Small- or Micro-LBE. See the RFQ Attachment II for more information.

#### Schedule\*

RFQ Issued	04-13-2016
Pre-Proposal Conference	05-03-2016 (2pm PT)
Deadline for RFQ Questions	05-10-2016 (5pm PT)
Deadline for RFQ Answers	05-13-2016 (5pm PT)
Deadline for RFQ Responses	05-25-2016 (2pm PT)
Notice of intent to establish pre-qualified list	06-23-2016 (5pm PT)

\*Dates are subject to change.

#### RFQ Questions and Communications

To ensure fair and equal access to information about this RFQ, e-mail your questions to [dtcontracts@sfgov.org](mailto:dtcontracts@sfgov.org). Questions must be in writing and received by the Deadline for RFQ Questions. No questions will be accepted after this time except for City vendor requirement questions.

A summary of the questions and answers pertaining to this solicitation will be emailed to proposers by the Deadline for RFQ Answers and posted on the following websites:

- <http://mission.sfgov.org/OCABidPublication>

#### Pre-proposal Conference

To allow CCSF to discuss the RFQ with and answer any questions submitted by Respondents and to provide for and equitable dissemination of information, DT will host a Pre-Proposal Conference at the following time and location:→

Date: Tuesday May 3, 2016; Time: 2:00 pm – 4:00 pm  
Location: CCSF Dept. of Technology, Conf. Room TBD  
1 South Van Ness, 2<sup>nd</sup> Floor  
San Francisco, CA 94103

Respondents may dial into the meeting using the below call-in number and participant code: Call-In Number: TBD  
Participant Code: TBD

# 1. Introduction

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## 1.1 General terms used in this RFQ.

The “Respondent” refers to any entity submitting a response to this Request for Qualifications (“RFQ”) to be considered for inclusion on a pre-qualified vendor list. The “Contractor” refers to the Respondent(s) awarded contracts for services under this RFQ.

## 1.2 Statement of Need and Intent

What Does the City Seek? The City and County of San Francisco seeks responses from qualified firms demonstrating successful experience providing custom Drupal development services. These services will be used to assist City departments and agencies enhance their online presence. Specifically City departments may utilize the services of the selected consultants for Drupal customization services in one or more Service Areas outlined in the table below:

NUMBER	SERVICE AREA
1	Drupal theme design services
2	Drupal custom development services
3	Drupal custom hosting and support services (for highly customized solutions)

With Whom Will Consultants Work? Consultants will work with the Department of Technology (“DT”) and/or staff from other City departments.

What is the City’s Intent with this RFQ? Based on responses to this RFQ, it is the intent of the City to create a pre-qualified list of firms from which the City may select prospective Contractors on an as-needed basis for services indicated below in Section 2, Scope of Work. The City may use the pre-qualified list, at its sole and absolute discretion, for selection of firms and negotiations of contracts for five years following establishment of the pre-qualification notification date. Contracts issued to pre-qualified firms will have terms of varying lengths depending on the City's needs. The City reserves the right to procure services similar or identical to the services specified in this RFQ by any other means. No pre-qualified Respondent is guaranteed a contract.

## 2. Scope of Work

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This scope of work is a general guide to the work the City expects to be performed, and is not a complete listing of all services that may be required or desired. The City is soliciting qualifications to create a pre-qualified list of Drupal custom service providers that may be selected to deliver services described in this RFQ in 3 Service Areas: 1) Drupal theme design services; 2) Drupal custom development services; 3) Drupal custom hosting and support services (for highly customized solutions).

To minimize duplication of effort and to allow the City to coordinate data requests and data available for the multiple projects solicited within this RFQ, as well as for previous and future

projects, the selected Contractors' findings and data may be shared by the City with other City Contractors, as deemed appropriate by the City.

The Respondent(s) selected through this procurement process are expected to work cooperatively with DT and other City departments. Implementation of custom Drupal solutions will occur over a protracted period of time as individual CCSF departments activate their online initiatives.

What if My Firm is Interested in Applying for More than One of the Service Areas listed in Section 1.1? Respondents are asked to indicate the Service Areas for which they would like to be considered in RFQ Attachment V, Response Template. Given the broad range of possible opportunities, we encourage firms to apply for any and all Service Areas for which they meet or exceed minimum qualifications as described in this RFQ. Please note that qualifications are evaluated separately for each Service Area.

Is My Firm Expected to Propose for a Specific Project at this time? No. DT will create a list of service providers to draw from for a wide spectrum of possible projects that may require a range of different and varied experience. Each firm should demonstrate its capabilities in a Service Area by providing Prior Project Descriptions as part of Attachment V. The City will negotiate the scope of services, budget, deliverables, and timeline for each project it decides to pursue. There is no guarantee of a minimum amount of work or compensation for any of the Respondents selected for pre-qualification. The City may select Contractors from the pre-qualified list in its sole and absolute discretion.

Does the City prefer firms to form a large group or consortium to cover more services, or to focus on an area of expertise and respond individually? The City prefers individual firm responses focused on the Service Areas that the firm and its lead staff can demonstrate appropriate qualifications. For any proposed Respondent partnerships, at least 60% of proposed work effort on the City's projects must come from the lead Respondent firm.

## **3. Response Requirements**

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### **3.1 Time and Place for Submission of Responses**

Responses and all related materials must be received by **2:00pm PT on Wednesday, May 25, 2016**. Responses may be delivered to:

DT Contracts  
ATTN: Ms. Fan-Wa Wong  
Dept. of Technology  
City and County of San Francisco  
1 South Van Ness, 2<sup>nd</sup> Floor  
San Francisco, CA 94103

Postmarks will not be considered in judging the timeliness of submissions. Responses submitted by e-mail will not be accepted. Late submissions will not be considered, including those submitted late due to mail or delivery service failure.

### 3.2 Response Package

The following items must be included in your response and packaged in a box or envelope clearly marked **RFQ#DT2016-01 Custom Drupal Solutions RFQ**.

Complete, but concise responses, are recommended for ease of review by the Evaluation Team. Responses should provide a straightforward, concise description of the Respondent's capabilities to satisfy the requirements of the RFQ. Marketing and sales type information should be excluded. All parts, pages, figures, and tables should be numbered and clearly labeled.

- A. **One (1) flash drive containing entire contents of response, including all RFQ Attachments.** All files should be submitted in unprotected PDF or Word format. Electronic files must include signatures, where applicable. In order to be considered your response must include the following documents: 1) the RFQ Attachment I Terms signed; 2) All required LBE forms outlined in RFQ Attachment II signed; 3) Review All required Administrative Forms outlined in RFQ Attachment III; 4) Review the City's Terms and Conditions RFQ Attachment IV; 5.) Your response to City requirements using the Response template provided in RFQ Attachment V. To summarize, the RFQ attachments include:

<i>RFQ Attachment I</i>	Acknowledgement of RFQ Terms and Conditions  Sign and Return with Response Package
<i>RFQ Attachment II</i>	City's CMD Local Business Enterprise (LBE) Forms  Please return Forms 2A, 3 and 5 (and Form 4 if Joint Venture proposal) with your Response Package.
<i>RFQ Attachment III</i>	City's Administrative Requirements ( <i>for future reference</i> )
<i>RFQ Attachment IV</i>	City's Agreement Terms and Conditions ( <i>for future reference</i> )
<i>RFQ Attachment V</i>	Response Template

- B. **Five (5) complete printed copies of RFQ Attachment V.** The pages may be bound by a method of the Respondent's choosing. Respondents are advised to review RFQ Attachments I through IV before completing RFQ Attachment V to ensure they can meet the City's requirements.

## 4. Evaluation Criteria

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This section describes the guidelines used for analyzing and evaluating the responses and for Respondent pre-qualification. It is the City's intent to pre-qualify Respondent(s) that provide the best overall qualifications to the City inclusive of fee considerations. Consultant firms selected for pre-qualification are not guaranteed a contract. This RFQ does not in any way limit the City's right to solicit contracts for similar or identical services if, in the City's sole and absolute discretion, it determines the pre-qualified list is inadequate to satisfy its needs.

## 4.1 Evaluation Team

City representatives will serve as the Evaluation Team responsible for evaluating Respondents. Specifically, the team will be responsible for the evaluation and rating of the responses for pre-qualification, for conducting reference checks, and for interviews, if desired by the City.

## 4.2 Minimum Qualifications for all Service Areas

Respondents that wish to become certified for any Service Area must take the following steps to verify compliance with minimum qualifications.

A. Respondents that wish to become certified for any Service Area must meet all the minimum requirement applicable to all Service Areas as listed in *RFQ Attachment V – Section 2.A*.

B. For each Service Area for which your firm is submitting a proposal, each Respondent should indicate its intent to become a qualified vendor in *RFQ Attachment V – Section 2.B*. Demonstrated expertise is required in at least one of the Service Areas to be considered as a qualified vendor.

C. Respondents seeking to become a qualified vendor must fill out and meet all the minimum qualifications for the specific Service Area in which they seeking to be qualified – see *RFQ Attachment V – Sections 2.C, 2.D, 2.E*.

## 4.3 Evaluation Criteria for Pre-qualification

Each RFQ response that meets the Minimum Qualifications will be evaluated in accordance with the criteria below. A Respondent must receive a score of 70 points or above out of the 100 total possible points for each Service Area to be pre-qualified for that Service Area. There is no numerical limit to the number of firms that may be pre-qualified.

### 4.3.1 Firm Qualifications – 20 points

- a) Respondent's company profile summary
- b) Respondent's expertise demonstrating ability to support City departments.
- c) Respondent's service delivery processes and methodologies.
- d) Respondent's key service delivery personnel
- e) Respondent's top project references

### 4.3.2 Completeness of Response Submission – 10 points

- a) Response concisely but comprehensively addresses all RFQ requirements.
- b) Response is professionally presented and contains organized content and format.

### 4.3.3 Ability to Satisfy Specific Service Area Minimum Requirements – 40 points

- a) Respondent provided affirmative responses to all Service Area requirements.
- b) Respondent meets in full, rather than partially, all Service Area requirements.

### 4.3.4 Evaluation of Service Area Capabilities – 30 points

- a) Respondent provided full, understandable and appropriate answers to questions.

- b) Respondent demonstrated technical expertise and capability to satisfy Service Areas requirements.

#### **4.4 Contractor Selection Processes**

Respondents that all meet the minimum qualifications and score 70 points and above for each Service Area will be added to the pre-qualified list for as-needed services in that Service Area. Due to the varied nature of the services to be performed, the City reserves the right to contract with any or all pre-qualified Respondents.

##### Selection Interviews

Following the Response Evaluation process, Respondents may be invited to interviews with the Evaluation Team. Interviews, if pursued by the City, will consist of standard questions asked of selected Respondents, and specific questions regarding individual proposals.

The City has sole and absolute discretion over whether interviews will be conducted or not to select Respondents for contract negotiations.

##### Reference Checks

Reference checks, including, but not limited to, prior clients may be used to determine the applicability of Respondent experience to the services the City is requesting and the quality of services and staffing provided to prior clients, as well as adherence to schedules/budgets and Respondent's problem-solving, project management and communication abilities, as well as performance on deliverables and outcomes, and effectiveness in meeting or exceeding project objectives.

##### Other Terms and Conditions

The selection of any pre-qualified Respondent for contract negotiations shall not imply acceptance by the City of all terms of the response, which may be subject to further negotiation and approvals before the City may be legally bound thereby.

If a satisfactory contract cannot be negotiated in a reasonable time with any pre-qualified Respondent, then the City, in its sole discretion, may terminate negotiations and begin contract negotiations with any other remaining pre-qualified Respondents.

The City, in its sole discretion, has the right to approve or disapprove any staff person assigned to a firm's projects before and throughout the contract term. The City reserves the right at any time to approve, disapprove, or modify proposed project plans, timelines and deliverables.

## **5. Protest Procedures**

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### **5.1 Protest of Non-Responsiveness Determination**

Within five (5) working days of the City's issuance of a notice of non-responsiveness, any consultant firm that has submitted a response and believes that the City has incorrectly determined that its response 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 (5<sup>th</sup>) 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 Respondent, and must cite the law, rule, local ordinance, procedure or RFQ 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.

## **5.2 Protest of Establishment of Pre-Qualified Consultant List**

Within five (5) working days of the City's issuance of a notice of intent to establish a pre-qualified consultant list, any consultant firm that has submitted a responsive response and believes that the City has incorrectly selected another Respondent for pre-qualification may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth (5<sup>th</sup>) working day after the City's issuance of the notice of intent to establish a pre-qualified consultant list.

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 Respondent, and must cite the law, rule, local ordinance, procedure or RFQ 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.

## **5.3 Delivery of Protests**

All protests must be received by the specified date and time deadline. 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 date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) or by fax will not be considered.

Protests must be delivered to:

E-mail:     [dtcontracts@sfgov.org](mailto:dtcontracts@sfgov.org)

Mail:        Custom Drupal Services RFQ  
                  ATTN: Ms. Fan-Wa Wong  
                  DT Contracts  
                  Dept. of Technology  
                  City and County of San Francisco  
                  1 South Van Ness, 2<sup>nd</sup> Floor  
                  San Francisco, CA 94103

## **5.4 Protest Review**

DT will confirm receipt of notice of protest by Proposer.

If a Proposer submits a complete and timely protest, DT will review the notice of protest soon after receipt of the protest to determine the validity of the notice, including, but not limited to: (a) receipt by the due date; (b) inclusion of a written statement specifying in detail each and every one of the grounds asserted for the protest; (c) whether it is signed by an individual authorized to represent the Proposer; (d) citation of the law, rule, local ordinance, procedure or RFP provision on which the protest is based; and (e) specification of facts and evidence sufficient for the City to determine the validity of the protest. The City, at its discretion, may make a determination regarding a protest without requesting further documents or information from the Proposer who submitted the protest. Accordingly, the initial protest must include all grounds of protest and all supporting documentation or evidence reasonably available to the prospective Proposer at the time the protest is submitted. If the Proposer later raises new grounds or evidence that was not included in the initial protest, but which could have been raised at that

time, then the City may not consider such new grounds or new evidence. The review shall be an informal process conducted by the DT or its designee and will be based upon the information submitted by the Respondent in its protest letter. DT will notify the Respondent in writing of its decision at the conclusion of the review. The decision of DT is final. The evaluation of proposals will not be delayed or postponed to allow for completion of a protest process.

Protests not received within the time and manner specified will not be considered. A Proposer's failure to protest as specified above on or before the time specified above shall constitute a complete and irrevocable waiver of the ground(s) of protest and forfeit the Proposer's right to raise such ground(s) of protest later in the procurement process, in a Government Code Claim, or in any other legal proceeding.