



January 17, 2024

## Request for Proposals

### Comprehensive Stormwater Management Software

City of Lacey Public Works Department - Water Resources Division

#### SUMMARY

The City of Lacey is seeking a comprehensive stormwater management software to help manage the ever-growing list of compliance requirements of the Western Washington Phase II municipal stormwater permit, issued by the Washington State Department of Ecology. The software must be capable of managing and tracking activities under the National Pollutant Discharge Elimination System program elements of the permit, including construction site runoff, management of post-construction runoff for private facilities, good house-keeping for municipal stormwater assets, illicit discharges, outfall inspections, education & outreach, pollution prevention & source control, and annual report data.

Proposals must include all of the subsections listed below and must be indexed and numbered in the order outlined below. List your responses and/or any references to attachments as indexed and numbered below. To assist in the evaluation of the responses, please utilize the section titles listed below. Additional relevant information may be inserted into the Supporting Documentation subsection.

Proposal Content		
1.0	Executive Summary	Each proposal shall include an Executive Summary that bears the signature of a representative who is authorized to contractually bind the supplier. This summary should include the name of the supplier submitting the proposal, the address and telephone number of the home office, as well as individuals' contact information as outlined below in Section 1.0. The summary should list the items being included in the proposal package and should not exceed two pages.
2.0	Company History and Profile	Complete the company history and profile overview using the format as outlined below in Section 2.0. Also describe your organization, its background and the broad range of stormwater compliance services you offer to organizations. Demonstrate your vision for meeting the ever-growing list of compliance requirements in the Western Washington Phase II municipal stormwater permit.
3.0	Project Experience	Provide information to demonstrate your capability to perform the requirements of this RFP as outlined below in Section 3.0.

4.0	Client References	List three references where you have provided services and software solutions similar to the work you are bidding. Include the organization's name, contact person, physical address, email address, phone number, and website address.
5.0	System Functionality Requirements Table	Clearly state the technical aspects of your bid and describe how they conform to the requirements of this RFP, addressing all specifications as outlined in the System Functionality Requirements Table in Attachment A of this RFP.
6.0	Proposal Pricing	Provide a detailed, itemized list of all software fees, implementation, training, on-going support/maintenance etc. as outlined in Attachment B of this RFP.
7.0	SaaS Questionnaire	Provide a detailed responses to the questions in the Pre-Procurement Software as a Service Questionnaire in Attachment C
8.0	Project Schedule	Provide a proposed implementation timeline/window for the proposed work, including project milestones. The final project schedule will be developed between the City of Lacey and the selected supplier.
9.0	Supporting Documentation	Please include any relevant supporting documentation not already provided as part of subsections 1-7 listed above.

## 1.0 Executive Summary

An overall introduction to the proposal is required, including a statement of the supplier's understanding of the City of Lacey in an executive format. The summary must be signed by an individual authorized to bind the supplier, and shall contain a statement that the proposals are binding for a period of 120 days. It should include the name, title, address, telephone number, and email of individuals with authority to negotiate and contractually bind the company. The summary may also briefly set forth any particular information the supplier wishes to bring to the City's attention, and if any information contained in the response should be considered proprietary.

## 2.0 Company History and Profile

Provide a copy of all supplier information as outlined below. Please also describe your organization, its background and the range of stormwater management services you provide to organizations. Demonstrate your vision for meeting the changing needs of the Western Washington Phase II municipal stormwater permit and remaining in the forefront regarding technology. Include a description of any relevant products and services that are on your organization's roadmap to be delivered in the next 12-24 months. The supplier should also include details of any legal or company acquisition proceedings that may affect your ability to continue under the current organization name for the duration of the project.

<b>Supplier Information</b>
Supplier name
Local address (if applicable)
Website address
Number of years providing stormwater management software
Number of similar sites/customers currently utilizing proposed software in Western Washington

### **3.0 Project Experience**

Provide information to demonstrate that you are capable of performing to proposed specifications. Information should include:

- Number of new software users within the previous 12 months.
- New programs/modules and/or updates created within the last 4 years to meet minimum requirement measures in the Western Washington Phase II municipal stormwater permit
- Total number of organizations currently utilizing the proposed software solution in Western Washington.

### **4.0 Client References**

Provide three references for municipalities in Western Washington that are currently using your services. References that are similar in size, scope, and complexity to Lacey are preferred. The City of Lacey will contact these organizations for reference validation purposes should the supplier be elevated in the proposal process.

Please include the following information for each reference as outlined below:

- Organization name.
- Contact name.
- Physical Address.
- Email address.
- Phone number.
- Website address.
- Implementation date.
- Description of the stormwater management software implemented.

## **5.0 System Functionality Requirements Table**

Clearly state the technical aspects of your bid and describe how they conform to the requirements of this RFP, addressing all specifications as outlined in the System Functionality Requirements Table (Attachment A).

## **6.0 Proposal Pricing**

As per the awarded contract, the supplier agrees to provide the City of Lacey all products and services at a cost not to exceed the stated cost in the supplier's response to this RFP. All costs must be fixed and in writing and guaranteed for no less than four months. Supplier must address pricing, including but not limited to, the following considerations (Attachment B):

Software, professional services fees.

- Software license costs.
- Number of Users
- Cost for additional user
- Professional services fees
- Costs for implementation, training, project management, support and related services.
- Professional services for integration (specify the integrations required if applicable).
- Project expenses (travel, per diem, etc.).
- Total software/hardware implementation cost.

Annual software maintenance fees.

- Annual operations and maintenance/support costs. If this cost differs over years 2-4 (assuming maintenance/support costs for year 1 are included in pricing proposal implementation total), please report the projected cost for each year separately. Please include all third-party services.
- Total on-going maintenance/support cost.

The supplier shall provide a proposed schedule for payment for both the software and the professional services. The payment schedule is subject to acceptance by the City of Lacey. Payment schedule will be negotiated with the successful supplier; the City of Lacey intends to use a payment structure that is based on milestones and/or deliverables during the implementation process and annually thereafter.

## **7.0 SaaS Questionnaire**

Supplier must provide detailed answers to all of the questions in the Pre-Procurement Software as a Service Questionnaire in Attachment C.

## 8.0 Project Schedule

Supplier is required to take responsibility for providing extensive project management for the implementation of the Stormwater Management software. Supplier must provide a software implementation plan for achieving the objectives of the project including an explanation of their role, the role of City of Lacey staff (including estimated training time), and an overall project timeline. The supplier is expected to guarantee the successful, timely completion of those aspects of the project over which it has control. The City of Lacey intends to take responsibility for meeting its obligations as defined in an agreed upon statement of work which will be finalized during the contract negotiations process. The final project schedule will be developed between the City of Lacey and the selected supplier.

The supplier should also prepare:

- A strategy to provide a complete range of system testing to verify performance.
- A detailed training plan and training materials.

## 9.0 Supporting Documentation

If there is any additional information that the supplier would like to provide that was not requested in another section of this RFP, please include it in a separate section of your proposal, titled "Supporting Documentation."

### Software Requirements

The City of Lacey will review the Proposals from the suppliers and evaluate the submitted packages, with one (1) supplier being selected to provide Comprehensive Stormwater Management Software for the City of Lacey.

The City of Lacey accepts electronic copies via email – no printed copies needed (unless proposals are sent through the postal service). Proposals, prepared according to the following detailed instructions must be received at the email listed below no later than **5:00 p.m. Pacific Standard Time, Wednesday, January 31, 2024.** No late submittals will be accepted.

The City of Lacey reserves the right to reject any or all proposals, wholly or in part, received by reason of this request. The City of Lacey assumes no obligations of any kind for expenses incurred by any respondent to this solicitation.

The City of Lacey, in accordance with Section 504 of the Rehabilitation Act (Section 504) and the American with Disabilities Act (ADA), commits to nondiscrimination of the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by emailing Royce Young at [royoung@ci.lacey.wa.us](mailto:royoung@ci.lacey.wa.us) or by calling collect at (360) 438-2645.

It is the City of Lacey’s policy to assure nondiscrimination in any contract entered into pursuant to this advertisement. Firms will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award as provided by Title VI of the Civil Rights Act of 1964.

## **PROPOSAL FORMAT**

Suppliers are asked to express their interest by submitting a Proposals which demonstrates their ability and capacity to provide the services described.

1. **Number of Copies and Due Date** -- Interested suppliers should submit one electronic copy of their Proposals via email so that they are **received no later than 5:00 p.m. Pacific Standard Time, Wednesday, January 31, 2024** at Lacey City Hall, at the address listed under submission details. Proposals received after the deadline will not be reviewed.
2. **Format** -- Each proposal will be limited to no more than 10 pages, plus the attachments, including the cover. A printed side constitutes one page. Printed means any printing of any kind except for the phrase “this page intentionally left blank.” Pages must be on 8.5” x 11” paper. Margins will be at least 1” top, bottom, left and right. Body type must be 11 point or larger at standard spacing.
3. **Cover Letter** -- A cover letter, which does not count as part of the 10-page limit, should establish the firm’s interest in this project and may not exceed one page. The letter must be signed by an individual capable of committing the resources of the proposing firm.

## **PROPOSAL CONTENT**

Please describe your company and software using the proposal content described above:

- Executive Summary
- Company History
- Project Experience
- Client References
- System Functionality (Attachment A)
- Proposal Pricing (Attachment B)
- SaaS Questionnaire (Attachment C)
- Project Schedule
- Supporting Documentation

## **SELECTION PROCESS**

Several Public Works staff members will review all Proposals. Each staff member on the evaluation panel will rate the criteria on a scale from 1 to 5 (Poor, Below Average, Average,

Above Average, and Excellent), and scores will be added to help determine the most qualified supplier.

**Evaluation Criteria: -**

Proposals will be rated based on the following criteria:

- Responsiveness and completeness of proposal – 10%
- Qualification and Experience – 20%
- Proposed system functionality and timeline/schedule – 50%
- Proposed cost of services and support – 20%

**Points may be deducted for Proposals that do not follow the “Proposal Format”.**

Staff members may choose a short list of qualified suppliers who may be invited to give a demonstration of their software to the evaluation panel. Demonstrations, if needed, will be arranged in February 2024. Based on the Proposals, and/or interviews/demonstrations, the selection panel will choose the supplier which, in its opinion, best meets the requirements set forth in the Request for Proposals and negotiate a consultant agreement.

**INTENDED SELECTION SCHEDULE**

Proposals due	<b>5:00 p.m., Wednesday, January 31, 2024</b>
Demonstrations (if needed)	Week of February 14, 2024
Negotiations with Finalist	Week of February 28, 2024
Final Review of Contract	Week of March 13, 2024
Finalize Contract	Week of March 27, 2024

**Submission Details:**

- Proposals must be titled “RFP – Comprehensive Stormwater Management Software”
- The preferred method of submission is email to: Royce Young at [royoung@ci.lacey.wa.us](mailto:royoung@ci.lacey.wa.us)
- Alternatively, paper copies will be accepted via mail:  
City of Lacey  
Attn: Royce Young  
420 College Street SE  
Lacey, WA 98503

Note: If submitting by mail, suppliers must submit one unbound original and nine (9) copies of their RFP. The envelope must be clearly labeled “RFP – Comprehensive Management Software”.

For additional information or questions, contact:

Royce Young, Engineering Technician III - Stormwater  
City of Lacey Public Works  
Water Resources Division  
420 College Street SE  
Lacey, WA 98503

Phone: (360) 456-7791  
Cell: (360) 451-2868  
Fax: (360) 438-2669  
E-mail: [royoung@ci.lacey.wa.us](mailto:royoung@ci.lacey.wa.us)

**Attachments:**

- Attachment A – Software System Functionality Requirements**
- Attachment B – Proposal Pricing Sheet**
- Attachment C – Software as a Service Questionnaire**



City of Lacey  
**Water Resources Department - Comprehensive Stormwater Management Software Solution**  
 Attachment A  
 Software System Functionality Requirements Table

The System Functionality Requirements Table is categorized by subject area and various required and desired features. This table will be used to determine the overall compatibility of the supplier's software to the City of Lacey's Stormwater Permit Management solution pursuit. Please enter an "X" under the appropriate column to represent your answer to the requirement based upon the possible responses below. An omitted response or a deviation from placing an X in a column will be construed to be a "NO" – not supported and/or is not provided as part of the proposal. If you need to add any comments to further clarify your response, please do so in the column specified (if additional space is required, please attach any necessary documentation and index/reference appropriately).

Response	Definition
Yes	This requirement currently exists and can be demonstrated.
Pending	This requirement is scheduled for future release and will be incorporated at no additional cost prior to or post system implementation. Please provide the projected release date.
Extra	This requirement is not currently available, but can be provided as a modification at an additional cost. Proposer is to provide an explanation in the "comments" column that includes the total cost of the modification (staff time/development/implementation/etc.).
No	This requirement is not supported and/or is not provided as part of this proposal and not scheduled for future release.

**NOTE: It is not expected that the proposed solution will be able to provide all of the functionalities specified in the table. However, during the proposals review this will be used to evaluate each supplier's product and will facilitate in the selection of the software that best meets the City of Lacey's needs.**

Index#	Supplier/Miscellaneous Information	Yes	Pending	Extra	No	Comments/Explanation ("Pending" and/or "Extra" notes)
<b>General Credentials</b>						
GC1	Supplier has been in business for over 5 years, demonstrating commitment to market, long-term viability, knowledge of industry needs, and proven product sustainability.					
GC2	Supplier has a customer care department (support and implementation personnel) dedicated to the proposed product.					
<b>Licensing</b>						
L1	System should provide for a flexible subscription model that recognizes different levels of users.					
<b>Upgrades and Maintenance</b>						
U1	Describe your process for continuous delivery of feature enhancements and product fixes including schedules, documentation, and notification.					
U2	Describe your notification practices for:					
	a) Planned outages.					
	b) Changes to the application.					
	c) Unplanned outages.					
	d) Product sunset.					
U3	e) Upgrades					
	Describe any test or "sandbox" environments you would provide to the City of Lacey.					
<b>Support</b>						
S1	Annual support will include all updates and enhancements to the proposed product.					
S2	Describe your ongoing client user support functionality, various means of support, phone support, and average response time.					
S3	Describe your response time to service calls.					
S4	Describe how problems and/or bugs are reported, fixes developed, tested and status tracked for the proposed system.					
S5	Describe how you provide information to keep your clients informed of outstanding problems and fixes for the proposed solution.					
S6	Describe your process for receiving, evaluating, and implementing requests for enhancements to the proposed system, after implementation					
S7	Identify any regional user groups. Describe the role of the supplier. Provide a user group contact if possible.					
S8	Identify any training program(s) that you offer to introduce users to software updates.					
S9	Live support available for issues Monday – Friday, 8am – 5pm (PST), or other reasonable timeframe during typical business hours.					
S10	Live support available for system down issues 24 hours a day, 7 days a week.					

S11	Provide a full line of initial and refresher training including training for System Administrators, City Technical Support staff, and end users.					
Index#	System Feature or Functional Requirement	Yes	Pending	Extra	No	Comments/Explanation ("Pending" and/or "Extra" notes)
<b>Data and System Integration</b>						
DI1	Describe the integration process between the proposed system with other city applications such as 311 (used to produce work orders for many Public Works services such as street repairs) and list which data is capable of being transferred (e.g. – customer name, contact information, service request details or notes/comments, etc.).					
<b>Data Storage</b>						
DS1	Describe the archiving capabilities of the system. Does the system provide user defined archiving selection criteria? Describe how archived records are accessed.					
DS2	List any limits to data storage provided as part of your proposed solution.					
DS3	Describe your pricing model for additional storage.					
<b>Technical Specifications, Data Integrity and Availability</b>						
TS1	Proposed solution is "software as a service" licensing and delivery model.					
TS2	Supplier provides 99.9% uptime after exclusion of scheduled maintenance and/or hardware failure.					
TS3	Supplier can fulfill the obligations of the Pre-Procurement SaaS Questionnaire (Appendix D)					
TS4	Supplier responsible for providing managed hosting services (such as hosting a website/mobile application on behalf of the City of Lacey) shall ensure that the website, access control systems, and supporting operating systems and applications are secure. Describe how you meet this requirement.					
TS5	Supplier responsible for providing solution meets its obligations under applicable regulatory requirements and/or other applicable State/Federal laws regarding personal information stored in the database. Please provide certifications if applicable.					
TS6	Supplier shall provide prompt notice to the City of Lacey of any confirmed or suspected security breach affecting the city's data or information infrastructure that supports the city's contracted services. Prompt notice shall mean within four (4) hours of discovery of the confirmed breach. Notice will be provided by email and telephone to city's primary technical contact and primary business contact.					
TS7	The City of Lacey's data remains the property of the city and must be managed in accordance with the open records, privacy, and records retention laws of the State of Washington. Describe the process for retrieving records to comply with records requests and how data will be transferred to the city at the termination of contracted services. Also describe your policy for securely managing personal data, particularly regarding minors, and the sharing of personal data with any 3 <sup>rd</sup> party sources.					

TS8	The City of Lacey requires that the solution must support single sign-on (SSO) integration with Microsoft Azure Active Directory using standards-based protocols such as SAML 2.0, WS-Federation or OpenID Connect. SSO should allow users to seamlessly authenticate to the SaaS application using their existing Azure AD credentials without needing to re-enter their username and password. The SaaS provider must support automated user provisioning and deprovisioning based on groups and attributes synchronized from Azure AD. Please describe in detail the SSO capabilities of your solution and the specific integration points with Azure AD.					
TS9	City of Lacey staff does not have administrative rights to install or upgrade applications and plug-ins on their computers. Describe any and all components that must be installed locally on a client machine, including Internet Explorer and Office plug-ins. Describe your support for packaging these components, if any, for automated installation.					
TS10	Internally, the City of Lacey has standardized on a Microsoft desktop platform: Windows operating system, Office suite, and Internet Explorer browser. The selected application supplier is expected to support all features and functionality within this environment. List versions currently supported by your product and describe your policy for adopting new versions of these products.					
TS11	In addition, the City of Lacey requires the solution be compatible with multiple modern internet browsers for customer access via various platforms such as smart phones, tablets, laptops, desktops, etc. List the browsers and their versions(s) that your system currently supports and describe any functionality restrictions and limitations with your solution.					
TS12	Describe the tools and methods used to modify the proposed system to meet the City's requirements regarding:					
	a) Adding new inspection sites.					
	b) Adding additional Best Management Practices.					
	c) Adding or modifying inspection forms/screens.					
	d) Adding new infrastructure					
	e) Creating or updating business/owner/contractor lists.					
	f) Modifying standard reports.					
	g) Creating queries and report libraries.					
TS13	Would the modifications described above (TS11) impact the software license agreement?					
TS14	Any on-premise components of the proposed solution must work in the City's current technical environment (as described in Attachment C of RFP). If proposal includes an on-premise technology component, please describe the components and the environments supported/required. Include networking components and configurations required to support the proposed solution. If applicable, also describe any remote access to the city's network that your staff requires for implementation and/or ongoing support.					
TS15	Provide an automatic log-off feature after a specified period of inactivity.					
TS16	Provide alerts for unauthorized or suspicious activity.					
TS17	Provide full system recovery capabilities.					

TS18	Describe your backup and service restoration practices to maintain business continuance in case of disaster.					
TS19	The City of Lacey's expanding use of business intelligence may necessitate the extraction of certain data from the proposed solution for import into local databases. Describe how the proposed solution would support data aggregation and extraction including APIs or other programmatic access paths.					
TS20	Identify any 3rd party subcontractors and/or cloud service providers you contract with for your solution.					
TS21	If using 3rd party subcontractors and/or cloud service providers describe the agreements you have with them for system security, business continuance, backup and restoration services, system availability, maintenance windows, and hours of support.					
<b>General System Specifications</b>						
GS1	Proposed solution is a "software as a service" (SaaS) licensing and delivery model.					
GS2	Software is a web-based solution and allows staff to access the organization's data from anywhere at any time with just a browser, internet connection, app and user ID and password.					
GS3	System functionality is highly customizable to suit the needs of the City					
GS4	System corresponds with Washington State Department of Ecology's Illicit Discharge tracking format.					
GS5	Provides compatibility with the following mobile platforms: Windows Mobile; Android; iOS; Apple; such that functionality can be accessed on the mobile devices					
GS6	System is "geo-aware" when deployed in a mobile format (phone or tablet) and can automatically provide coordinates in the service/work orders request (e.g. - when reporting potholes the location will auto-populate if requester wishes).					
GS7	System has the ability to build custom audience lists for mass educational email campaigns based on City selected parameters.					
GS8	System has the ability to track views of emails sent and if links in emails are opened.					
GS9	System has the ability to schedule, invite, and record attendance at events.					
GS10	System provides the capability to attach photos.					
GS11	The website/mobile application can be customized by the organization, including, but not limited to: colors; fonts; backgrounds; headers/footers; etc. How are these changes maintained when updates are deployed?					
GS12	System has the ability to provide links to city mapping functions through the website and mobile application.					
GS13	Allows single user to log in using City login.					
GS14	System has a full audit trail that reflects who made a particular entry, what the entry was, and where it was made.					
GS15	Internet system is "real-time".					
GS16	Must have a locked-out, read only and other field level specific access control features based on individual user ID and password.					
GS17	Software allows the System Administrator to create user "profiles" (for staff) that allow and grant user security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile that gives them all the rights of the particular group.					

GS18	System has the capability to communicate/integrate with other software programs/city applications such as the city's asset management, business license, permitting and/or GIS systems.					
GS19	Software offers the ability for staff to search for businesses/private facilities by business license ID, parcel number, telephone number, email address, all or part of first and last names.					
GS20	System offers ability to have people attached to more than one location/facility.					
GS21	When facility/business does not have an existing account, system supports the ability to create an account online that is immediately available for use.					
GS22	System allows the owner to easily access inspection reports and any other pertinent documents.					
GS23	System has the ability to build pre-set compliance, partial compliance, and non-compliance letters.					
GS24	System has the ability to send inspection reports, compliance letter and Best Management Practice guidance from the field.					
GS25	System has the ability to receive and track the owner sent records of maintenance completion.					
GS26	System has the ability to receive and track the completion of corrective actions sent by facility/business owners.					
GS27	System allows the customer to "push" notifications from the city as an option.					
GS28	System has automatic search for duplicate facility/business account functionality and various prevention settings to minimize occurrences.					
GS29	A "forgot user ID" and/or "forgot password" option is available online for user to automatically retrieve the information via email (auto-generated by the system and no staff involvement required).					
GS30	If duplicate business/facility accounts exist they can easily be merged (manually by staff) without losing transactional information.					
GS31	System can provide automated feedback to the requester (via email or text) regarding acknowledgement of the contact (e.g. – "Thank you for contacting the City of Lacey. Your documents/email has been received and will be routed to the proper personnel for processing".					
GS32	System can provide automated feedback to the requester (via email or text) at various stages in the workflow process (initial intake, assigned to staff, request completed, etc.).					
GS33	System can provide automated feedback to the requester (via email or text) using programmed/stored responses to frequently asked questions (aka: a bot).					
GS34	System contains built in work-flow functionality and can be customized to automatically route certain requests.					
GS35	System provides capabilities to scan and upload attachments to individual business/facility accounts (e.g. – maintenance documentation, completed forms, photos, etc.).					
GS36	Ability to view and/or print entire business/facility/contractor history (all communications, requests, etc.).					
GS37	System provides for Notes/Alerts/etc. (title and type should be customizable) to be tagged to a business/facility/contractor account, such that upon next staff access of that account the customized alert is displayed.					
GS38	Queuing functionality provides for ability to customize to include automated emailing and/or texting of staff dependent on business/facility/contractor that makes the request.					

GS39	Internet system is ADA-compliant.					
GS40	System is compliant with Washington State Public Records laws.					
<b>Reporting</b>						
R1	System tracks and reports performance of areas of permit compliance.					
R2	All reports have the ability to be previewed on screen, printed, saved to file, or output as Excel spreadsheet, HTML, or PDF files.					
R3	System allows for a method of "scheduling" reports for automatic output, so that at pre-defined intervals, specific reports will be run requiring no staff member's input (once scheduled) and to be emailed through a system email account and/or a staff member's Outlook email account.					
R4	Software provides an ad hoc reporting tool that allows all standard reports to be customized to meet your needs or for new reports to be created from scratch.					
R5	Software provides the user with user-controlled "selection screens" prior to running each report. Selection screens allow the user to narrow the report specification by choosing only relevant data, such as reporting just for a "range" of service requests, reporting for just a specified period, a specified staff member, etc.					
R6	System provides integral marketing report capabilities, allows staff to print/export mailing labels and generate email lists based upon multiple selection scenarios, such as date range, zip code, etc.					
R7	List names of all standard reports available.					(Attach in "Supporting Documentation" section of proposal, indexed as "#R7")
<b>Marketing and Communication</b>						
MC1	System allows email to be sent directly from within the system (or automatically opens and populates addresses in staff member's Outlook account) to one or many individuals, accounts, businesses, contractors, private facility owners, etc.					
MC2	Ability to "preview" email before sending out if sent directly from within the system.					
MC3	System's email communications must be automatically compliant with CAN-SPAM regulations, including opt-out option.					
MC4	Internet system is multilingual and gives Internet customers the option of viewing options in multiple languages (if yes, please list languages available).					

Request for Proposals - City of Lacey  
**Water Resources Department – Comprehensive Stormwater Management Software Solution**

Attachment B  
 Proposal Pricing Sheet

This offer is submitted in response to the City's Request for Proposal. The prices provided below are fully-burdened, including direct labor cost, overhead, profit, and any materials.

**Comprehensive Stormwater Management Software**

Quantity	Service	Lump Sum Price
1 Lot	Software License/Subscription Costs	\$
1 Lot	Professional services fees for implementation, training, project management and related services	\$
1 Lot	Professional services for integration	\$
1 Lot	Project Expenses. Attachment H details authorized travel expenses by the City	\$
1 Lot	Total Software implementation	\$
1 Lot	Annual operations and maintenance/support costs	\$
1 Lot	Total on-going maintenance/support costs	\$
1 Lot	Misc./Other (please include description)	\$
Total		\$

**Proposal Validity:** 120 calendar days from proposal receipt date. The City of Lacey reserves the right to request an extension of the 120 day period.

City of Lacey, Business License #: \_\_\_\_\_ or \_\_\_\_\_ I/we agree to obtain upon award of this purchase: <https://cityoflacey.org/business-licensing/>

The undersigned agrees fully with the terms and conditions of this Request for Proposal and acknowledges they are authorized to sign proposals for the company.

Authorized Agent: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_



## Request for Proposals - City of Lacey

### Water Resources Department – Comprehensive Stormwater Management Software

#### Attachment C

#### Pre-Procurement Software as a Service (SaaS) Questionnaire

The purpose of this questionnaire is to elicit information regarding a Software as a Service (SaaS) solution so that it can be evaluated by the City of Lacey.

When completing the questionnaire, it is important that the information reflect the option(s) that are being included in what the City of Lacey will be provided. For example, a SaaS platform might have additional features available in extra modules that are not being provided to the City of Lacey. Do not fill out the questionnaire as if those features are being included. For coded responses, a specific option has been provided to indicate features that are not included but are still available.

Allowed coded response values are Y, N, and O. Their definitions are:

- Y – Yes, the feature is included, please offer an explanation in comments.
- N – No, the feature is not included or available, please offer an explanation in comments.
- O – No, the feature is not included. However, it could be made available. If there is an additional cost, please indicate this in the comments, please offer an explanation in comments.

### Participant Information

#### Vendor Company Name

*Provide the name of the vendor's company.*

#### Provider Contact

*Provide the vendor contact name and email address of the person providing information to the City of Lacey.*

#### Vendor Website

*Provide the vendor website URL.*

#### Description of Service

*Provide a one paragraph description of the SaaS being provided.*

## Authentication and Authorization

### User Management

Feature	Coded Response	Comment
The service provides a Web UI for user administration.		
The service provides a batch interface for importing user data.		
The service supports LDAP or Active Directory synchronization.		
The service enables administrators to delegate administrative capability to other users.		

### Distributed Authentication or Federation

Feature	Coded Response	Comment
The service supports SSO through Azure AD. (i.e. SAML2.0 or OAuth2/OpenID Connect)		
The service supports SSO using SAML2.0.		
The service supports SSO using OpenID Connect (OAuth 2.0).		
The service supports Authorization (i.e. Entitlement) using SAML2.0.		
The Service supports Authorization (i.e. Entitlement) using OAuth 2.0?		
Vendor utilizes MFA upon login		

### Entitlement Management

Feature	Coded Response	Comment
The service provides an administrative Web UI for managing user entitlements based on roles.		
The service provides an administrative AD/AAD Web UI to manage entitlements through AD/AAD groups and group policy.		

## Information Privacy

Feature	Coded Response	Comment
A User Information Privacy Policy for the service is available.		

### Policy Document

Provide the URL address to the privacy policy for the SaaS. If the policy is not available online, please add it as an appendix to this document and note that here. If a policy is not available to be included as an attachment, please describe it here.

## End User Privacy Document

*If this is different than your privacy policy document, please answer this question. Otherwise, mark as NA. Provide the URL address to the end user privacy policy for the SaaS. If the policy is not available online, please add it as an appendix to this document and note that here. If a policy is not available to be included as an attachment, please describe it here.*

## Web Service APIs

Feature	Coded Response	Comment
<b>The service provides SOAP/HTTPS, SCIM or RESTful APIs to pull data from it.</b>		
<b>The service provides SOAP/HTTPS, SCIM or RESTful APIs to push data to it.</b>		
<b>Documentation or web URL will be reviewed to determine feature set of API(s). Vendor to provide.</b>		

## Service Management

Feature	Coded Response	Comment
<b>The service provides an administrative Web UI for managing users and data (includes Entitlement Management capabilities in Section 2).</b>		
<b>The service provides redundancy for all administrative interfaces and management consoles.</b>		
<b>The service provides real-time alerting. (e.g. outages, thresholds, etc.)</b>		
<b>The provider's Change Management process includes tracking and logging of changes for six or more months.</b>		
<b>The administrative Web UI includes usage and data tracking tools.</b>		
<b>The service usage can scale quickly. (i.e. the Provider does not require a long lead time for infrastructure expansion if our usage increases beyond the original estimate)</b>		

## Primary Datacenter Location

*Provide the location of the primary datacenter for the SaaS.*

## Backup Datacenter Location

*Provide the location of the backup datacenter for the SaaS.*

## Usage and Data Tracking Tools

*Describe the usage and data tracking tools for the SaaS.*

## SOC Compliance Report

*If you have a SOC II, SOC III, or similar independent audit of your services, please describe what that audit covers and what can be provided to the City of Lacey. If the audit is regularly scheduled (such as a yearly review), please note that.*

## Information Security

### Data Types

For definitions of the following data types, please see Appendix A.

Feature	Coded Response	Comment
<b>The system stores, transmits, or otherwise interacts with CJIS data.</b>		
<b>The system stores, transmits, or otherwise interacts with Export Controlled data.</b>		
<b>The system stores, transmits, or otherwise interacts with PCI data.</b>		
<b>The system stores, transmits, or otherwise interacts with PII data.</b>		
<b>The system stores, transmits, or otherwise interacts with PHI data.</b>		

### Baseline Controls

#### Breach Disclosure Policy

*Provide a link to the published Breach Disclosure Policy.*

### Physical Security Requirements

*Describe the physical security requirements for accessing the provider's datacenter and systems.*

### Investigations

*Describe how the Provider supports investigations in the event of a breach or when user information or other data is compromised.*

### 3<sup>rd</sup> Party Security Audit Frequency

*Indicate how often the service undergoes 3<sup>rd</sup>-party security audits. (ex. Quarterly, Semiannually, Annually)*

## Security Auditor

List who provides the security audit(s) for the service.

## References

Please provide references, preferably users that are similarly sized municipal entities as the City of Lacey.

## Administrative Controls

Feature	Coded Response	Comment
<b>Provider enforces and audits Role-Based-Access-Control that can be verified by the City of Lacey upon request.</b>		
<b>The City of Lacey can get access to administrative audit logs (access and action logs) for access to its data.</b>		
<b>The Provider has published screening and hiring practices for those employees that have access to City's data.</b>		
<b>The Provider performs periodic audits and notification of inappropriate management activity.</b>		

## Hiring Policy

Provide a URL to the provider's hiring policy for employees with access to a tenant's data.

## Logging

Describe the type of logging done by the system that can be made available to the City of Lacey. (ex. Web request/response logs, data access logs, data modification audit logs, etc.)

## Logging Retention Schedule

Describe the retention schedule for the logs described in 6.3.2.

## Application Controls

Feature	Coded Response	Comment
<b>APIs provided by the service require authenticated access (whether the API is open/published or not).</b>		
<b>APIs provided by the Service are available through connections that are encrypted with TLS 1.2.</b>		

<b>The Service includes multi-tenant controls that separate and isolate City's data from other tenants</b>		
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## Data Layer Controls

Feature	Coded Response	Comment
<b>The Service encrypts all data interfaces using TLS 1.2.</b>		
<b>All HTTP traffic between browsers/WebUI and the Service backend are encrypted using TLS 1.2.</b>		
<b>The Service supports a "File Upload" capability through the Web UI, the uploaded content is subject to Access Control rules and policies protecting tenant's (City's) data.</b>		

## Vulnerability Controls

### Intrusion Detection and Prevention

*Describe the intrusion prevention and detection capabilities of the Service.*

### Data Cleansing

*Describe policy and procedures used by the Service for data cleansing (antivirus, spam protection, etc.).*

## Data Storage

Feature	Coded Response	Comment
<b>The service provides bulk electronic data export/extraction from the system (e.g. USB or SATA storage in well-known formats).</b>		
<b>The service's data eradication adheres to DoD 5220.22-M or NIST SP 800-88 standards for data sanitization when storage devices are replaced/retired.</b>		
<b>The service is able to surpass storage limits (e.g. due to increased usage by the city), without requiring long lead times.</b>		
<b>The City of Lacey's data must be stored in data centers that are in the United States. The Service accommodates this data residency requirement.</b>		
<b>The Provider will supply a high-level description and architecture diagram for the infrastructure that provides the Service. (The</b>		

<b>City of Lacey can execute an NDA if one is required.)</b>		
<b>Data can be exported at the end of contract or on demand. List data format in Comments.</b>		

## Disaster Recovery

*Describe the disaster recovery capabilities of the Service.*

*Who's obligated to inform customers in the case of a data breach?*

## Recovery Time Objective

*Provide the Recovery Time Objective (maximum duration objective to recover from a disasters).*

## Recovery Point Objective

*Provide the Recovery Point Objective (maximum duration of lost data due to lack of backup caused by a disaster).*

## Data Centers

*List all Data Centers used by the service that will store the City of Lacey's data.*

## Data Retention Policy

*Provide the URL address to the data retention policy for the SaaS. If the policy is not available online, please add it as an appendix to this document and note that here. If a policy is not available to be included as an attachment, please describe it here. If the policy does not specifically address retention duration, describe it here.*

## Network Security and Monitoring

Feature	Coded Response	Comment
<b>The Provider will supply a high-level description and network diagram and Internet topology for the infrastructure that provides the Service. (The city can execute an NDA for this material if one is required.)</b>		
<b>The Provider will not require a Private Network -- either VPN or private dedicated circuit -- to connect the data centers that provide the Service.</b>		
<b>The Provider uses firewalls and enforces documented firewall rules that restrict access to backend systems to specific originating addresses.</b>		

<b>The Provider has a documented process for network performance monitoring for capacity planning.</b>		
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## Data Transfer

Feature	Coded Response	Comment
<b>Service has a data warehouse for uploading or exporting data.</b>		
<b>Service allows data to be transferred using SFTP.</b>		
<b>Service data transfer uses SSH encryption.</b>		
<b>Service data transfer is encrypted with PGP keys.</b>		
<b>Service allows data to be transferred using FTPs.</b>		
<b>The Data transmission is 2-way (ingress, egress)</b>		
<b>The database can be exportable and recoverable by the city to a different location, if applicable. (Please state the format the DB would be exported in the comment cell)</b>		

## Reporting

Feature	Coded Response	Comment
<b>Service has built in reporting that can be generated from the web interface.</b>		
<b>Service allows for custom creation of reports using industry standard tools. (List tool/tools in Comment.)</b>		

## Performance and Operations Monitoring

*Describe the real-time performance and operations monitoring of the network used to provide the Service.*

## Appendix A – Defined Types of Sensitive/Restricted Data

### Criminal Justice Information Systems (CJIS) information

CJIS information is data that refers to all of the data necessary for Federal, State, & Local law enforcement and civil agencies to perform their missions. Data may include, but is not limited to:



- Biometric
- identity history
- biographic
- property
- case/incident history data [Ref: DOJ/FBI/CJISD, Criminal Justice Information Services (CJIS) Security Policy v5.0, 1/1/2011]

### Export Controlled

Export Controlled information or materials are data that are subject to U.S. export control regulations including, but not limited to, the Export Administration Regulations (EAR) published by the U.S. Department of Commerce and the International Traffic in Arms Regulations (ITAR) published by the U.S. Department of State.

### Payment Card Information (PCI)

PCI is data associated with an individual's credit card transaction. This data may include the following information: Primary Account Number (PAN), Cardholder name, Service Code, Expiration date.

### PCI Sensitive Authentication Data

This data is associated with an individual's credit card transaction as well but is NOT AUTHORIZED to be stored/ maintained after authorization. This data may include: Magnetic Stripe or Track Data, Track equivalent data on a chip, CAV2/CVC2/CVV2/CID, PIN/PIN Block.

### Personal Identifiable Information (PII)

PII is defined as a person's first name or first initial and last name in combination with one or more of the following data elements:

- Social security number
- State-issued driver's license number
- State-issued identification card number
- Financial account number in combination with a security code, access code or password that would permit access to the account
- Medical and/or health insurance information

### Protected Health Information (PHI)

PHI is defined as "individually identifiable health information" transmitted by electronic media, maintained in electronic media or transmitted or maintained in any other form or medium. This data is usually associated with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 related information. PHI is information that:

- Is created or received by the health plan ("health plan" refers to the City's self-insured medical and dental plans, our wellness program, and our medical flexible spending account program)
- Relates to the past, present or future:
  - Physical or mental health condition; or,
  - Payment for healthcare; or,
  - Provision of healthcare; and,
  - Permits individual identification

With the above information in context, PHI is considered individually identifiable if it contains one or more of the following identifiers:

- Name

- Address (all geographic subdivisions smaller than state including street address, city, county, precinct or zip code)
- All elements of dates (except year) related to an individual including birth date, admissions date, discharge date, date of death and exact age if over 89)
- Phone numbers
- Fax numbers
- E-mail addresses
- Social security numbers
- Medical record numbers
- Health plan beneficiary numbers
- Account numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers, including license plate number
- Device identifiers and serial numbers
- Universal Resource Locators (URLs)
- Internet protocol (IP) addresses
- Biometric identifiers, including finger and voice prints
- Full face photographic images and any comparable images
- Any other unique identifying number, characteristic or code that could identify an individual