



SUBJECT: Request for Competitive Sealed Proposals – CivtechSA Residency Program – Year 3 (RFCSP 20-044, RFX # 6100012526)
Scheduled to Open: March 13, 2020; Date of Issue: January 27, 2020

FROM: Jorge Garcia, Procurement Manager

DATE: March 6, 2020

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. 1 - TO THE ABOVE REFERENCED
REQUEST FOR PROPOSALS**

THE ABOVE MENTIONED REQUEST FOR PROPOSAL IS HEREBY AMENDED AS FOLLOWS:

1.ADD: Pre-Submittal Sign In Sheet, this document will be posted as a separate document.

**QUESTIONS SUBMITTED IN ACCORANCE WITH SECTION 006 PRE-SUBMITTAL CONFERENCE AND
SECTION 009, SUBMISSION OF PROPOSALS, RESTRICTIONS ON COMMUNICATIONS**

Question 1: Is the end goal to have a native app or is mobile responsive sufficient for the foreseeable future?

Response: Respondents and/or teams will work with each department individually to develop a scope of work and workspace accommodations that's appropriate to both parties. The goal for the end of the 16-week residency program is to have a viable proof of concept that could potentially move forward into a contract.

Question 2: Is there a list of all the City Service Providers which would eventually adopt this platform?

Response: These discussions have yet to be had. This will be determined as the project continues to be built out.

Question 3: Which will be the early adopter and on what time frame?

Response: This will depend on whether the City department seeks to procure the developed solution with the vendor. Timelines will be determined at the conclusion of the Residency program.

Question 4: Can we obtain transaction volume and card brand and type information?

Response: The City will need additional information or clarification as to which challenge is being addressed for the question.

Question 5: In regard to residents having access to city services or information, is the City desiring the solution provider hosts these points, or is a redirect and auto login more desired?

Response: This will be determined during scoping and requirements gathering sessions at the onset of the Residency program.

Question 6: How many contracts have been developed out of the CivtechSA Residency program?

Response: As of today, only one contract has been fully executed. However, two more contracts are being negotiated.

Question 7: What's the benefit of the Residency?

Response: The CivtechSA Residency Program offers respondents an opportunity to work with City departments to solve a particular solution and could result in a contract.

Question 8: Is there a stipend?

Response: No. The Residency program is unpaid. However, should a solution be chosen to move forward either into production or implementation a contract could be awarded once approved by City Council.

Question 9: Can you share any successes/highlights of alumni companies from the program?

Response: In year 1, Kinetech Cloud worked with the City's Department of Human Services (DHS) to develop an online tool automating their utility assistance application process. In year 2, Outreach Grid worked with DHS to develop an online homelessness outreach platform for partners to communicate on and distribute information. Rise Civic Consulting worked with the City's Neighborhood and Housing Services Department (NHSD) to develop an online search tool for affordable housing services. Both are in the process of being procured.

Question 10: What advice do you have for companies applying?

Response: Be responsive and answer everything that is asked for within the RFCSP.

Question 11: What does the schedule look like for the 16-week program?

Response: The Residency will run between Monday, May 04, 2020 and Monday, August 24, 2020.

Question 12: How many respondents get picked?

Response: A total of three respondents may be selected.

Question 13: Is this full time?

Response: The amount of time and effort expended during the residency program is up to the resident and the department. There is no required time allotment.

Question 14: What support is offered at the end of the Residency to aid in the procurement process?

Response: The City of San Antonio's Information and Technology Services Department (ITSD) and the applicable department for which services were provided will aid the vendor in contract negotiations and the procurement process, if warranted.

Question 15: We are a Surety Bonding Company helping minority owned construction businesses find capital to bid on large projects. Is this type of setting eligible?

Response: No.

Question 16: What are some important things startups can learn just by going through the process of this program?

Response: Startups can learn the ins and outs of working directly with a municipality. Startups will gain knowledge of government processes and protocols, in addition to gaining unique recognition for their business.

Question 17: How are the challenges chosen for the Residency program?

Response: An evaluation committee comprised of industry leaders will convene to review all responses that are received. Of those responses, no more than three residents will be selected to participate in the Residency program.

Question 18: Are Military Veteran companies given any particular benefit or advantage in the residency process?

Response: No. This is an RFCSP therefore veteran owned small business preference does not apply.

Question 19: Will extra points be awarded, or special consideration be given to solution providers who are Disadvantaged, Minority, Woman, or Veteran owned businesses?

Response: No. There are no SBEDA points applied to this solicitation.

Question 20: What is the City Hall To-Go Program?

Response: City Hall To-Go is a an effort conducted by the City of San Antonio where essential City services will be provided to residents who may have difficulty accessing them, as well as creating efficiencies through alignment in service delivery efforts across City departments.

Question 21: Will this panel consider a collaborative solution created by two companies?

Response: Yes. Please indicate if this is a joint venture within the proposal as well as the signature page.

Question 22: How long is the Residency program?

Response: 16-weeks.

Question 23: Does the City have an idea of estimated costs of having to procure software escrow or does the City have a standard company they use?

Response: At this time the City does not have a predefined software escrow vendor. Should a solution be contracted the respondent would be responsible for pricing this cost as part of the cost proposal to the City.

Question 24: What is the time commitment during the 16-week residency period?

Response: The amount of time and effort expended during the residency program is up to the resident and the department. There is no required time allotment.

Question 25: Do you expect a fully functional solution at the end of the residency?

Response: Respondents and/or teams will work with each department individually to develop a scope of work and workspace accommodations that's appropriate to both parties. The goal for the end of the 16-week residency program is to have a viable proof of concept that could potentially move forward into a contract.

Question 26: Can respondents submit videos as part of the application or proposal?

Response: The City suggest providing an active link to any videos attached to proposals submitted.

Question 27: Regarding Challenge 1, how will the City integrate with other cities or organizations such as SAWS or CPS?

Response: This tool could serve as a central bank for resources and service providers for energy upgrades or repair programs, including City programs or those provided by area entities, including SAWS and CPS. Currently, that information is disparately located; this tool could centralize them and put all available options in one tool.

Question 28: Regarding Challenge 1, Who do you see as the user of this solution, (i.e. the homeowner, contractor, developer, remodeler)?

Response: We see all of those users utilizing this tool, but we want it to be completely accessible to homeowners as a priority. At its core, our challenge is to distill highly complex information and present in a very understandable and visually accessible way. We want to convey that no one is too small to make a difference!

Question 29: Regarding Challenge 2, what is the budget for a solution?

Response: There's no budget set aside for the residency program. The department will provide access to equipment, workspace and opportunities to meet with the subject matter experts within the department.

Question 30: Regarding Challenge 2, would the City consider reducing the number of miles driven by City drivers?

Response: The department optimizes each route to ensure all drivers receive a reasonable and feasible amount of homes to service. The following factors are taken into consideration: miles driven, the amount of gas utilized, the amount of homes, the amount of time taken to service each carts, etc.

Drivers are familiar with their assigned routes, which support them to drive as efficiently as possible – i.e. driving heuristically to reduce any left turns. Due to the high density of homes associated with residential collection, the routes are already driven as efficiently as possible.

Question 31: Regarding Challenge 2, would the City consider a solution that proposes reducing the number of miles driven by City drivers?

Response: The focus of the solution is to target distracted driving.

Question 32: Regarding Challenge 2, Can the City either require or incentivize drivers to install a 3rd party application on their phone that may detect when they pick it up?

Response: Distracted driving does not only apply to cell phones and could include eating, reading a map, adjusting the stereo etc. The solution is to target all distracted driving.

Question 33: Regarding Challenge 2, is the City seeking both a hardware and a software solution?

Response: The department is open to any ideas that will support the request made by SWMD, and will leave the proof of concept up to the respondents.

Question 34: Regarding Challenge 2, there was a question about IP addresses since the data comes from the City, but the model would be developed by a company? How would that work?

Response: Procurement or Legal will need to advise.

Question 35: Regarding Challenge 2, Will the City be looking at an autonomous vehicle option to replace drivers?

Response: At this time the SWMD is seeking a solution to address distracted driving utilizing our current fleet.

Question 36: Regarding Challenge 2, Do the City issued cell phones have an unlimited data plan where they can stream the video consistently?

Response: City issued phones only provide access to push to talk only.

Question 37: Regarding Challenge 2, what's the camera system that is set up currently?

Response: Third Eye and Drive Cam.

Question 38: Regarding Challenge 2, would the City also want the respondent to create the alert associated with keeping eyes on the road?

Response: Yes, ideally the system will detect any motions and/or behaviors and alert the drivers immediately. Any detected events will be documented for records and can be reviewed by supervisors for coaching opportunities.

Question 39: Regarding Challenge 2, is this something the City would like to have integrated with the cameras already in the vehicle or the City issued cell phones or a completely new solution?

Response: The SWMD is open to any solutions.

Question 40: Regarding Challenge 2, what will be the most challenging part of changing the driver's mentality to safe driving?

Response: The habit of checking the phone and/or talking on the phone while driving. This behavior is prevalent amongst the general public; it's almost similar to breaking an addiction.

Question 41: Regarding Challenge 4 (Contamination), is the City willing to offer any sort of incentive process for customer's to recycle more responsibly or possibly an opportunity to educate them on best practices?

Response: The SWMD currently has an outreach and education division that conducts presentations at schools,

community events, and senior centers. A variable rate structure allows residents to downsize their garbage cart and save money by recycling more in their recycle and/or organics carts.

Question 42: Regarding Challenge 4 (Contamination), has the City thought about implementing something like this in schools like PreK4SA or even teaching the students responsible recycling?

Response: Yes, SWMD's outreach team offers: presentation at events, education at schools, and games to teach about recycling. The effort is to team up with as many local schools and/or institutions as possible to educate on the matter. Over 1,000 school presentations were completed this past year.

Question 43: Regarding Challenge 4, how many households do the trucks cover?

Response: The trucks can load up to 7 – 12 tons of material depending on the commodity. Depending on the set out rates and commodity the route size can vary from an average of 1,250 homes for garbage, 1,650 for recycle, and 2,200 for organics

Question 44: Regarding Challenge 2 & 4, is it possible to submit a proposal on both challenges since they are similar in nature and could be a unified system to solve both issues?

Response: The challenges are separate and will require respondents to submit two separate responses. Should the same respondent be selected for both challenges, it may be possible to develop a unified solution.

Question 45: Regarding Challenge 3 & 4, regarding communication and providing data and insights does the City have a particular method of communicating with the trucks and servers?

Response: No.

Question 46: Regarding Challenge 3, would the respondent selected have access to a City vehicle to install technology in it?

Response: Yes.

Question 47: Regarding Challenge 5, in 16-weeks what does success look like to the City when we are trying to impact 1.9 million residents?

Response: A designed experience, based on real customer input data, that would make it easy for residents and visitors to access the product or service they want or need in their channel of choice without having to know what agency provides it and how to circumnavigate their structures.

Question 48: Regarding Challenge 5, Should respondents view this as a phase-one customer validation opportunity?

Response: They can consider it phase one if their proposed intent is to build out a final solution which would need to be integrated with current city infrastructure and apps, or they could consider it an opportunity solve this one design problem and to be one of the city's design firms who understand our San Antonio residents and can help build out a variety of different experiences over time.

Question 49: Regarding Challenge 5 was described as the vein which they were hoping to be in as far as a solution goes. They were mentioning residents being able to search for things like the Corona Virus. Some of what they said seemed to be a bit different than what is already written up. Could you please clarify?

Response: The core of the challenge is to understand what products and services our residents and visitors want and need across all municipal agencies and design a solution that would make it easy for them to access that product or service in their channel of choice without having to know what agency provides it and how to circumnavigate their structures.

Question 50: Regarding Challenge 5, is the goal a native app or mobile responsive solution?

Response: You propose the best way for residents and visitors to access products and services across multiple municipal agencies. The right answer may be neither of these.

Question 51: Regarding Challenge 2, while we don't have a solution to prevent distracted driving, would a viable solution that significantly reduced the miles driven (and the opportunity to have an accident) be considered?

Response: No. The routes are optimized for each drivers to drive efficiently as possible. With the current recycling

program the SWMD only offers curb side pick-ups to residential customers.

Question 52: Regarding Challenge 2, what is the cost of the accidents/issues currently caused by the distracted driving?

Response: The cost of accident can vary depending on the severity.

Question 53: Regarding Challenge 3, how many scales and scale houses are there that would be included (for costing purposes)?

Response: There are five disposal sites currently in use that are not operated or owned by the City. Three of the sites handle garbage, one site handles recycling and another site handles organics. The tickets generated at each of these sites are provided to the operators and are manually entered into a database at the end of each day. The solution should provide the ability to scan these various tickets and translate key information such as tonnage, truck number, date, time, etc. as well as differentiate each disposal site and feed this information into a spreadsheet or database.

Question 54: Regarding Challenge 3, how many facilities is this across?

Response: Five disposal sites.

Question 55: Regarding Challenge 3, what is the cost of not having an automated solution?

Response: The desire of having an automated solution is to streamline workflow processes and minimize data inaccuracy due to typing errors.

Question 56: Regarding Challenge 4, it seems that the intent is to get the location of recycle contamination in the field where it happens. Is the thought that it's captured before a bin is dumped into a truck (manual inspection on street) or while it's getting dumped (e.g. camera on a truck) or something else?

Response: The department attempts to prevent contamination from getting into the truck with the team of inspectors looking into carts ahead of the collection truck. However, we only have enough inspectors to cover less than 25% of the recycling and organics routes. The solution would capture information where the inspectors are unable to as the material gets emptied into the truck. This information would be used to send reminder notices to residents.

Question 57: Regarding Challenge 4, what is the current rate of contamination?

Response: The current rate of recycling is just under 20%.The Organics program observes less than 10% contamination.

Question 58: Regarding Challenge 4, what is the cost of the contamination?

Response: Contamination can cost over \$1.5 million in added disposal costs and having to handle the material twice.

Question 59: Regarding Challenge 4, from what was described in the meeting (a camera on the truck to ID contamination), it sounded like it would detect the contamination while the recycling was dumped into the truck. Should this process move upstream to not contaminate all recycling previously dumped?

Response: It would be great to be able to detect contamination before entering into the trucks. However, it would seem with the technology today it would not be possible to detect what is in the cart before it gets emptied, especially when contamination is hidden in the bottom of the cart.

Question 60: Regarding Challenge 4, does the City of SA want the ability to charge customers (with documentation) for contamination?

Response: The desired approach is to initially educate residents by sending reminders and documentation. However, repeated offenses could result in fees charged to the customer that continued to place non-program material in the cart.

Question 61: Regarding Challenge 4, is it valuable to have proof of service?

Response: Yes. The documented information will play an integral part in educating our customers.

Question 62: Regarding Challenge 5, we have a solution/portal for customers to be able to self-serve for waste hauling, recycling, contract mgmt./status, etc., but we don't intend to expand that outside of the waste/recycling world. Should we submit this as an option knowing that we'll never incorporate the full breadth of City of SA services?

Response: This challenge is seeking a mobile application that is a one-stop shop for a variety of services across City departments and collaborating agencies. Respondents of this challenge are required to complete a design research phase that would identify which services are critical and most frequently used by San Antonio residents, and use cases for those services. If that is of interest to you, we suggest applying.

Question 63: Does the city have any examples of other municipalities generating revenue from systems like this? If so, what are those examples?

Response: At this time, we are not aware of other municipalities generating revenue from a solution to this challenge.

Question 64: What are the city departments and partners expected to join the platform? If possible, please specify if payments will not be utilized by any department or partner.

Response: The most needed and utilized services of the City's partner agencies will inform the initial prototype of the solution. Utilizing data from the following 311 Service Calls Open Data site provides insight into the most utilized services (<https://data.sanantonio.gov/group/service-calls>); however, services from SAWS, CPS Energy and VIA should also be reviewed.

Question 65: If the city procures our solution, will each department be compelled to join that platform or will there need to be "bidding" process for each department and city partner?

Response: If the City of San Antonio procures a solution to this challenge, the goal is to provide residents a one-stop shop for services across City departments and partners. While we would hope that departments/partners see value in utilizing the platform, we would not compel them to do so. There would not need to be separate bids for each City department to join the platform unless particular needs arise that require modifications and/or added functionalities outside the parameters of our contract .

Question 66: Once deemed viable, is it the intention of the city to board as many City Services Providers as quickly as possible?

Response: The intention of the City is to roll-out an effective, user-friendly tool for residents to get their needs met more easily. While time is of the essence, and we hope to on-board service providers quickly, it will not be at the expense of effectiveness or usability.

Question 67: Would each city department be willing to execute an early termination with their payment provider in order to board on the One City platform? For example, if the municipal courthouse had 3 years left on their current contract, would they entertain an early cancelation in order to integrate into the platform sooner?

Response: At this time, we do not anticipate that contracts of other departments will require any sort of early cancelation. We cannot answer on behalf of any other agency that may utilize the solution.



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Scheduled to Open: March 13, 2020; Date of Issue: January 27, 2020

FROM: Jorge Garcia, Procurement Manager

DATE: March 9, 2020

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED
REQUEST FOR PROPOSALS**

**QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION SECTION 009, SUBMISSION OF PROPOSALS,
RESTRICTIONS ON COMMUNICATIONS**

Question 1: Regarding Challenge 3: Automated Waste Ticket Capture, can respondents get addresses for the facilities (with Google Maps, we can review distances from scales to scale houses, understand the layouts, etc.)?

Response: Republic Services Landfill (BFI): 7000 IH 10 E, TDS Transfer Station: 11601 Starcrest, Waste Management, Landfill: 8611 Covell Road, New Earth: 7800 I-10 East, Republic Services (formerly ReCommunity Recycling): 1949 Hormel Dr

Question 2: Regarding Challenge 3: Automated Waste Ticket Capture, does the City use tare weights?

Response: All the disposal sites use a tare weight except for New Earth, which weighs in and out.

Question 3: Regarding Challenge 3: Automated Waste Ticket Capture, are the scales bi-directional or uni-directional?

Response: Each of the sites have inbound and outbound scales since they are also open to the public. Therefore, the scales are uni-directional.

Question 4: Regarding Challenge 3: Automated Waste Ticket Capture, for connectivity purposes, what is the distance from the scale to scale house and admin office?

Response: The distance from the disposal facility to the admin office will vary due to all sites are scattered around the city. Majority of the scales are placed near a scale house. The current process begins with the drivers receiving tickets at the scale house produced by the vendors proprietary scale software, which then gets submitted to their supervisors at the end of the day; the drivers and the supervisors are located at one of our four service centers that is separate from the Solid Waste Administrative Offices. Upon receiving the tickets, the supervisor enters the key information from the tonnage ticket into a database. Additionally, a separate invoice gets issued from the disposal site via e-mail to the Fiscal Department at the admin office, which gets reconciled monthly.

Question 5: Regarding Challenge 3: Automated Waste Ticket Capture, does the City already use RFID on trucks (this would alter the costing of our solution)? If so, what protocol/type?

Response: No, the City's current trucks are not integrated with RFID.

Question 6: Regarding Challenge 3: Automated Waste Ticket Capture, respondents can consider portable RFID

solutions (card or key fob) or more permanent (puck bolted to truck or sticker on inside of window). Is there a preference or security concern?

Response: The issue or concern is that the vendors each have their own proprietary scale software that the City does not have control over. The idea is to use text recognition to extract pertinent information from the various weight tickets and store the information into a database or spreadsheet.



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