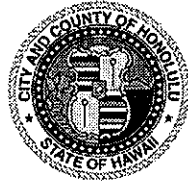


SOLICITATION DOCUMENT NO. RFP- RFP-CSD-1471604



**NOTICE TO OFFERORS
REQUEST FOR SEALED PROPOSALS (RFP)**

Description: Print on Demand Vehicle Registration System and Remote Service Terminals

Request Agency: Department of Customer Services, City & County of Honolulu, Hawaii.

COMPETITIVE SEALED PROPOSALS shall be received no later than:

Close Time: 12:00 HST

Close Date: December 2, 2020

Location: Division of Purchasing,
Department of Budget and Fiscal Services
530 South King Street, Room 115, City Hall
Honolulu, Hawaii 96813

Questions relating to this solicitation shall be emailed to Scott Kajioka at bfspurchasing@honolulu.gov.

A handwritten signature in black ink, appearing to read "Wendy K. Imamura", is written over a horizontal line.

WENDY K. IMAMURA
Purchasing Administrator

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NOTICE TO OFFERORS – PROJECT BACKGROUND AND OBJETIVES

I. Background (Overview)

The City and County of Honolulu is looking for services to furnish, deliver, install, and maintain a turnkey system that can provide “print-on-demand (POD)” motor vehicle registration certificates and decals for automobiles, trucks, motorcycles, mopeds, and trailers for registration renewals.

Currently the City uses an “all-in-one” system that is capable of batch processing and retrieval from the City’s database and from service areas and outlying kiosks at various locations. There are currently six (6) kiosks in service, sixty-nine (69) POD (satellite) systems, five (5) at Kapalama Hale, three (3) at the Business License Section (Kapahulu) and one (1) main batch processor in operation.

II. Current System in Operation (Overview)

The City processes vehicle registration renewals via online and by mail-in. This registration process is entered through a batch program which is based at Kapalama Hale. The batch process currently enters and updates vehicle registrations into the City’s registration database. Once updated, the file is transmitted (FTP) to the contractor’s facility for the printing and mailing of the certificate of registration and decals within a two (2) week period.

The City also possess the ability to process renewals of all vehicles by utilizing the POD service at the Satellite City Halls, Kapalama Hale and Kapahulu locations. In addition, the City also utilizes Motor Vehicle Registration kiosks which are located throughout the island of Oahu as a convenience to service the public.

The City currently uses kiosks that have the ability to process vehicle registration in way of accepting registration payments via credit card and print out necessary documents and decal to complete the motor vehicle registration process remotely.

III. Key Objectives

- A. Provide a solution that meets an “All-In-One” turnkey system to include but not limited to providing motor vehicle registration certificates (documentation) and decals for automobiles, trucks, motorcycles, mopeds, and trailers.
- B. Provide a solution that allows accessibility for the Kapalama Hale, Kapahulu and outlying services at the satellite City Hall locations and outlying “non-City” locations.
- C. Provide a solution that addresses backup data that prevents data loss.
- D. Provide a solution that addresses security (hardware, software, and network).
- E. Provide a solution that meets operational requirements of the City stated in Appendix A: Scope of Work.

NOTICE TO OFFERORS – EVALUATION CRITERIA

1. Contractor Experience – 15 points

Contractor must have at least five (5) years' experience in the motor vehicle registration software industry (includes certificate and decal printing).

(Criteria Scoring - up to 5 points per category)

- Minimum of three (3) individual resumes on team members assigned to the contract
- Current system in use at Municipalities (minimum of 2)
- References (minimum of 3)

2. System Solution – 30 points

System Solution must address the following:

(Criteria Scoring - up to 10 points per category)

- Central “All-In-One” turnkey system (proposed solution)
 - Hardware
 - Features
 - User Interface
 - Data backup
 - Security (Hardware and Network)
 - Point-of-Sale devices
- Services to Satellite City Halls (remote sites)
 - Hardware
 - Features
 - User Interface
 - Data backup
 - Security (Hardware and Network)
 - Point-of-Sale devices
- “Non-City” Location Terminals
 - Hardware
 - Features
 - User Interface
 - Data backup
 - Security (Hardware and Network)
 - Hardware site locations (ex. Supermarkets, wholesale clubs, high traffic areas...)

3. Operational Plan – 30 points

Operational Plan must address the following:
(Criteria Scoring – up to 6 points per category)

- System Implementation Schedule
 - Architecture design
 - System Testing
 - User Acceptance
 - Implementation
 - Go Live
- Training Plan
 - Training Material and Structure for City Employees
- Maintenance and Upgrades
 - Maintenance Schedule
 - Upgrade Schedule
- System Security
 - Software security
 - Hardware security
 - Network security
 - Personal information security
 - Intrusion prevention
- System Backup
 - Software backup plan
 - Hardware backup plan
 - Network backup plan
 - Data loss prevention/mitigation

4. Pricing – 20 points

Highest Proposal Price
----- X 20 = Offeror's Point for Price
Offeror's Proposal Price

EXAMPLE:

Offeror 1 Proposed Total Payments to the City: \$1000.00
Offeror 2 Proposed Total Payments to the City: \$500.00
Offeror 3 Proposed Total Payments to the City: \$250.00

Offeror 1 will receive 20 points (\$1,000.00 divided by \$1,000.00 X 20) = 20 points
Offeror 2 will receive 10 points (\$500.00 divided by \$1,000.00 X 20) = 10 points
Offeror 3 will receive 5 points (\$250.00 divided by \$1,000.00 X 20) = 5 points

NOTICE TO OFFERORS - SCHEDULE OF EVENTS

All times indicated are Hawaii Standard Time (HST).

Deadline to Submit Request for Clarifications/Substitutions: November 13, 2020

Last Day to Issue Addenda: November 20, 2020

DEADLINE FOR OFFERS: **12:00 Hawaii Standard Time
December 2, 2020**

Estimated Dates

Determination of Priority Listed Offerors: Date: December 2020

Priority Listed Offerors Demonstrations, Clarifications, and Discussions (if needed): Date: December 2020

Best and Final Offers (if needed): Date: December 2020

Contractor Selection and Notice of Award: Date: December 2020

Contract Notice to Proceed (NTP): Date: January 2021

NOTICE TO OFFERORS – SPECIAL INSTRUCTIONS TO OFFERORS

1. Preparation of proposals.

The Offeror shall submit one **(1) original proposal plus five (5) electronic copies (on CD or thumb drive), and one (1) digital searchable copy, and one (1) REDACTED digital copy of the entire proposal.** The Offeror's proposal shall also consist of the Appendix C: Pricing / Certifications and Appendix F: Proposal.

2. Bid or Proposal Submission Requirements under the Coronavirus COVID-19 Public Health Emergency. The following procedures will be applicable to this solicitation

- A. Acceptance of Electronic Documents. The City will accept electronic documents. Whenever, this solicitation requires a hard copy paper document, an electronic document will satisfy the requirement.
- B. Bids or proposals Submitted by Email. The City will not be holding public bid openings. All bids or proposal documents must be submitted by email to **bfspurchasing@honolulu.gov**, commercial mail or courier service, or US Postal Mail. For proper handling, clearly indicate the solicitation number, a short description, and the due date and time in the transmittal.
- C. All bids and proposals must be received and accepted by the Division of Purchasing before the date and time indicated in the solicitation documents in order to be considered for award. Bidders or Offerors are encouraged to submit bids or proposals well in advance of the due date and time to ensure receipt and acceptance by the City prior to the due date and time. Late bids or proposals will not be accepted.

3. Method of Award.

The City shall award to the responsible Offeror whose offer is determined to be the most advantageous to the City in accordance with the solicitation's evaluation criteria. The award is subject to the availability of funding.

4. Sample of Contract.

A sample of the City & County of Honolulu's contract form is included as Notice to Offerors - Exhibit 1. Any questions regarding the City's contract form shall be submitted prior to the solicitation's deadline to submit Request for Clarifications/Substitutions.

5. Cost Breakdown Data.

In the event the City receives a sole offer for this solicitation, the City reserves the right to request cost data to conduct a cost and/or pricing analysis. This cost data will be used to determine if the Offeror's price is fair and reasonable. Information provided by the Offeror shall remain confidential and proprietary as allowable.

6. Confidential Information

Confidential information is defined as information, which is confidential, proprietary, and/or trade secrets when presented in printed, written, graphic or photographic or other intangible form and may be exempt from public disclosure. All such information provided by the Offeror that may be considered as falling into any of the aforementioned categories must be properly marked using **bold print** (top/bottom of page), as “**CONFIDENTIAL**”.

7. City General Terms and Conditions

Questions, concerns, or exceptions to the City' GTC's shall be addressed during the questions and clarifications stage (dates listed in the Notice to Offerors - Schedule of Events) of this solicitation.

SAMPLE CONTRACT

**CONTRACT NO. XX-XXX-XXXXXXX
SOLICITATION NO. RFP-XXX-XXXXXXX**

THIS AGREEMENT, made and entered into on _____, by and between the CITY AND COUNTY OF HONOLULU, a municipal corporation existing under and by virtue of the laws of the State of Hawai'i, with offices at Honolulu Hale, 530 South King Street, Honolulu, Hawaii 96813, hereinafter called the "CITY," and [CONTRACTOR'S LEGAL NAME] whose principal place of business is [CONTRACTOR'S ADDRESS], hereinafter referred to as the "CONTRACTOR."

WITNESSETH THAT:

WHEREAS, the CITY desires to engage the CONTRACTOR to [Project Description] and

WHEREAS, a solicitation for proposals and the selection of the CONTRACTOR were made in accordance with section 103D-303, Hawaii Revised Statutes (HRS) and the related Hawaii Administrative Rules (HAR). The CONTRACTOR has been identified as the responsible and responsive Offeror whose offer is the most advantageous to the CITY, taking into consideration the evaluation factors set forth in the solicitation; and

WHEREAS, the CONTRACTOR is willing and able to provide the services set forth in this Agreement;

NOW, THEREFORE, the City and the CONTRACTOR, in consideration of the foregoing and of the mutual promises hereinafter set forth, the sufficiency and adequacy of which are hereby acknowledged, and intending to be legally bound, hereby mutually agree as follows:

1. This Contract and the following documents, appendices and exhibits collectively form the "Agreement" or "Contract Documents", all of which are attached hereto and incorporated herein:

This Contract

Appendix A: Scope of Work

Appendix B: Term/Schedule of Work

Appendix C: Pricing/Certifications

Appendix D: Special Provisions

Appendix E: General Terms and Conditions (GTC)

Appendix F: Proposal

The Contract Documents as listed hereinabove are in the order of controlling preference should there be any conflict in the terms of the Contract Documents.

2. The CONTRACTOR shall furnish all services, labor, goods, materials, supplies, equipment and other incidentals reasonably necessary for the successful completion of the work contemplated under Appendix A: Scope of Work and this Agreement.

3. The CITY agrees to pay the CONTRACTOR for the satisfactory performance and completion of the Work in accordance with the payments schedule and provisions, all as set forth in Appendix C: Pricing/Certifications, Appendix D: Special Provisions and Appendix E: General Terms and Conditions. The total amount of this Agreement shall not exceed [Dollar Amount Spelled Out] [(\$XX.XX)], which is the maximum payable under this Agreement and inclusive of all taxes. CONTRACTOR shall not pass through any increases in taxes to the City.

Such payments shall be provided from the following funds:

Federal Funds [Dollar Amount]

City Funds [Dollar Amount]

It is hereby agreed by and between the parties hereto that the sum of [Dollar Amount] shall be paid only out of the applicable Federal funds, and that this Agreement shall be construed to be an agreement by the City to pay such compensation to the CONTRACTOR only out of the aforesaid Federal funds when such Federal funds are received from the Federal Government

4. The term of the Agreement shall be provided in Appendix B: Term/Schedule of Work.

5. The CONTRACTOR perform said work in an efficient manner so as entirely to complete and perform said work within the time set forth in Appendix B: Term/Schedule of Work.

IN WITNESS WHEREOF, this AGREEMENT is executed by the duly authorized officer or agent of the CITY and the CONTRACTOR.

CITY AND COUNTY OF HONOLULU	CONTRACTOR'S LEGAL NAME
BY:	BY:
PRINTED NAME:	PRINTED NAME:
TITLE: Director, Department of Budget and Fiscal Services	TITLE:
DATE:	DATE:

APPROVED AS TO FORM AND LEGALITY

Deputy Corporation Counsel

APPENDIX A: SCOPE OF WORK

I. TECHNICAL REQUIREMENTS

A. Primary (Main) System

The contractor's proposed system requirement needs to fulfill the registration process for the purpose of issuance of vehicle, trailer and moped registrations. Form requirements are outlined in Sections D and E below.

B. Print-on-demand (POD) System

The Print-on-demand (POD) System is to be integrated with the City's (Main) System to allow immediate update and issuance of the registration and decals upon demand. The City has the POD Systems in operation at various locations. The locations are as follows:

- Kapalama Hale (Cashiering Section and Administration)
- Kapalama Hale (Satellite City Hall)
- Kapolei Hale (Satellite City Hall)
- Wahiawa (Satellite City Hall)
- Waianae (Satellite City Hall)
- Pearlridge (Satellite City Hall)
- Ala Moana (Satellite City Hall)
- Hawaii Kai (Satellite City Hall)
- Downtown (Satellite City Hall)
- Windward City (Satellite City Hall)
- Joint Base Pearl Harbor-Hickam (Satellite City Hall)
- Kapahulu (Moped Registration Unit)

C. Print Server System/Application

The Print Server Application shall be capable of notifying the user if print is in queue or spooling when printing the vehicle registration and decals. The Print Server shall have sufficient Disk space to avoid queuing and spooling issues.

1. Print system shall be capable of remotely notifying user of printer malfunctions, ribbon or ink replacements, reprints, etc.
2. The City reserve the right to increase or decrease the quantity of printers required at the locations and request printers at new locations if demand increases.

D. Registration Form Requirements

1. Registration form material shall be designed for thermal transfer printing. The month/year registration decal is an integral part of the form. The decal shall be removable with the ability to be adhered onto a license plate.

2. Back of each registration form shall be pre-printed with instructions and information. A sample copy will be given to the Contractor by the City after award and prior to the issuance of the Notice to Proceed (NTP).
3. Variable vehicle registration data shall be printed on the front of the form and shall include the following information:
 - a. Name of Registered Owner(s)
 - b. Address
 - c. Vehicle Identification Number (VIN)
 - d. License Plate Number
 - e. Make
 - f. Vehicle Type
 - g. Year Model
 - h. Date First Sold
 - i. TCI Number
 - j. Weight
 - k. Class
 - l. Special Plate
 - m. Exempt Code
 - n. State Fee
 - o. County Fee
 - p. County Weight Tax
 - q. County Penalty
 - r. State Weight Tax
 - s. State Penalty
 - t. Beautification Fee
 - u. Total Payable
 - v. Renewal by Date, to avoid penalty
 - w. New CSI
 - x. Registration Expiration Date
 - y. Validation Emblem Number
 - z. Safety Inspection Expiration Date
 - aa. Lienholder
 - bb. Lienholder Address
 - cc. Date Issued
 - dd. Vehicle Brands (message)
 - ee. Validation Emblem Number
 - ff. Instructions for Applying License Plate Emblem
 - gg. Ownership Transfer Information
4. Registration Form shall be 8-1/2 inches (width) x 4 inches (height) in size.
5. Paper stock shall accept signature made with ink pen and rubber stamp ink

6. Print shall be black color and printed information on the registration form shall be legible for a minimum of five (5) years.
7. Perforations are required on the Registration Form and shall be as follows:
 - a. Print-on-Demand (POD):
Hand perforation cuts per form .051 inches cut x .032 inches.
 - b. Batch Processing:
Bursting perforation cut to ties per form .111 inches cut x .032 inches.
8. For the duration of the contract, any revisions to the form and decal including software modifications to the system that are mandated by State or Federal legislation shall be provided at no additional cost to the City.

E. Registration Decal

1. The decal shall be 1-1/2 inch (width) x 1 inch (height) and shall be affixed to each registration form.
2. White background with Black printed information or Black background with White printed information.
3. Expiration year to determine the color scheme of the decal.
 - a. White background with Black printed information or;
 - b. Black background with White printed information.
 - c. Officer-in-Charge (OIC) to notify the Contractor on which color scheme and background color designation for the corresponding expiration year.
4. All stock decals shall be blank, there shall be no pre-printed information on the face of the decal. Month/Year and license plate number will be printed onto the decal on demand.
5. Validation decal shall be printed with an abbreviated month/year designation and serial number, which shall be the vehicle's license plate number.
 - a. Example:

APR

2020 ABC123

6. Decal shall have pressure sensitive adhesive on back, protected by a backing sheet. When decal is peeled from protective backing, the sticker and adhesive shall remain intact.

7. Decal shall be of retro-reflective material.
8. The Contractor shall warrant the printing and adhesion of the decal. The decal adhesive and printed information shall last for two (2) years (minimum).
9. The decal (adhesive and printing) shall withstand the exposure of the following:
 - a. Degreaser
 - b. Isopropyl Alcohol 92%
 - c. Water
 - d. Windex
 - e. Ethanol
 - f. Brake Fluid
 - g. Gasoline
 - h. Fuel Oil
 - i. Diesel Fuel
 - j. Abrasive Soap
10. Prior to award and upon the City's request, the Contractor shall submit an independent test laboratory results, to confirm that decals meet the above specifications.

F. Remote Services for Non-City Locations

The contractor's proposed system requirement needs to fulfill the registration process for the purpose of issuance of vehicle, trailer and moped registration from a remote location. Form requirements are outlined in Sections D and E above, and shall print registration and decal renewals on demand.

The following minimum requirements are as follows:

1. Multi-lingual service feature for terminals, as a standard option by the contractor in accordance to HRS 321(C). Other languages shall be included but not limited to, be English, Hawaiian, Korean, Chinese, and Japanese. The City reserves the right to request additional languages for the terminals at no additional cost to the City.
2. Remote services must be available to the public outside of normal City business hours.

3. Self-service system that will allow the customers to renew their vehicle, moped, and trailer registration. Capable of accepting payments and dispensing the printed registration card and decal.
4. Generate a list detailing all charges and fees prior to completion of transaction.
5. Customer Service toll free number visible to the customer in the event the customer encounters issues with the self-service system. Available 24/7.
6. All credit card and service fees, if any, shall be passed on to the user as stated in Appendix C: Pricing/Certifications. No credit card fees and service fees will be assessed to the City.
7. When transactions are interrupted or not completed due to lack of resources (ex. running out of paper, ink, etc.), the system shall not accept payments and/or cancel the transaction.
8. The Contractor shall be responsible to maintain and service the Remote Service Terminals. Terminals shall not be out of service for more than 24 hours, in the event the terminal is down (exceeding the 24 hour period) the Contractor shall notify the City.

II. CONTRACTOR RESPONSIBILITIES

A. System (Main and Remote Sites)

1. Contractor shall be responsible to maintain and support all provided hardware, networking hardware, and software throughout the term of the contract.
2. Contractor shall provide and maintain all necessary hardware and software updates for the system and include security and backup solutions.
3. The Contractor shall conduct all software maintenance and upgrades necessary, and shall be conducted on non-City working hours. City operational hours are Monday thru Friday (excluding Federal and State holidays) 7:45 a.m. to 4:30 p.m. (Hawaii Standard Time).
4. Contractor shall stock replacement printers (on the island of Oahu) and provide a back-up printer on to ensure continuous operation in the event of a printer failure.
5. Contractor shall have technical service personnel (for the system) on the Island (Oahu) for troubleshooting issues. Issues shall be addressed within a twenty-four (24) hour period. The Contractor shall notify the City if problems will take longer than a twenty-four (24) hour period.
6. The Contractor shall provide training to the City staff members on the use and operation of the (Main) system.

7. The Contractor shall notify the City at a minimum seven (7) days in advance prior to the installation of new terminals at remote sites. The notice will allow the City to notify the public of the new remote terminal location(s).

B. Security

1. Data must be encrypted according to Federal Information Processing Standards (FIPS) 140-2 and applicable NIST standards to ensure the information is secure when accessed, transferred, stored, or disposed.
2. Contractor's system shall not store, display or leave any sensitive or personal information at the remote services sites for non-City locations.
3. The Contractor must maintain compliance with the Payment Card Industry (PCI) Data Security Standard (DSS), including third party service providers.
4. The Contractor shall provide its annual PCI-DSS report of compliance (ROC) no later than thirty (30) days after execution of contract or the City's request, thereafter the ROC shall be submitted by the Contractor annually throughout the contract term.
5. Contractor must secure confidential and personal data information collected and maintained throughout the contract term. Upon completion of the contract, any and all data collected or held, shall be reverted to the City via secured hard drive.
6. Contractor must notify the City immediately in the event there is a breach in the system and propose and implement a solution upon the City's approval.
7. Contractor shall work with the City & County of Honolulu Department of Information and Technology (DIT) for access and integration into the City's network.
8. Contractor shall keep all data stored and backup data on the island of Oahu, cloud storage or out-of-state (Hawaii) shall not be allowed.

C. Reports

1. Contractor shall provide the Officer-In-Charge (OIC) reports addressing the following:
 - a. Daily collection report by office. Details to include description (passenger, truck, motorcycle, moped and trailer), transaction count, breakdown of fees and taxes collected, totals and grand total.
 - b. Transaction volumes by day and user selected time periods.
 - c. Transaction volumes by location.
 - d. Transaction reprint volumes by day and user selected time periods.
 - e. Transaction reprint volumes by office.

- f. Organization license plate summary/detail.
- g. Inventory levels by office.
- h. Service call and support incident reporting on a monthly basis.
- i. System status reporting.
- j. ACH Deposit Report – includes date, time (HST), transaction number and amount.
- k. Error log – includes date and time (HST) type of error or alarm.
- l. Out of Service Report (OOS) with date and time (Hawaii Standard Time) Report includes when date and time loss of service, date and time service restored.
- m. Real-time alert notification – provide an alarming capability to notify the City of any outages or issues with the system.

D. Registration Forms and Decals

1. The Contractor shall maintain a minimum of three (3) months' supply at each location (Kapalama Hale, Kapahulu, and satellite City Hall locations).
2. The Contractor shall be responsible for maintaining the inventory levels of the forms and shall be responsible for delivering the forms to each location.
3. Contractor shall not charge for re-prints caused by printer/print errors created by hardware or software issues.
4. Contractor shall resolve all hardware or software issues within 24 hours of notice from the City.

E. Equipment and Supplies

1. Contractor to provide a maintenance schedule of all installed equipment provided to the City.
2. Contractor shall provide any proprietary supplies to operate the equipment and serviced by the Contractor.

III. CITY RESPONSIBILITIES

A. Communication and Coordination

1. The City will coordinate with other Departments to assist the Contractor with the implementation and integration of the system.

2. The City will notify the Contractor in the event there are any issues with the hardware or software operating system.

B. System Integration

1. City will work with the Contractor in the coordination and integration of the Contractor's system with the City's network.
2. City's Department of Information and Technology will provide the Contractor of the integration requirements.

C. Maintenance

1. City shall notify the Contractor when supply inventory level falls below the three (3) month supply level.
2. The City shall have the right to replace any non-proprietary equipment (located at the Satellite City Halls) supplies, such as printer ribbons or ink cartridges.

APPENDIX B: TERM / SCHEDULE OF WORK

I. TERM OF THE CONTRACT.

The term of the contract shall be for a period of sixty (60) months. The contract shall begin **January 1, 2021 and end December 31, 2025,** subject to the availability of funds and unless otherwise mutually agreed upon by the parties hereto.

The Contract will be a multi-term contract subject to the availability of funds in accordance with HAR §3-122-149.

Contract funds are available for only the initial term of the contract, and the contractual obligation of both parties in each fiscal period succeeding the first is subject to the appropriation and availability of funds. The City shall notify the Contractor, on a timely basis, whether or not funds are available for the continuation of the contract for each succeeding fiscal period.

The contract will be cancelled only if funds are not appropriated or otherwise made available to support continuation of performance in any fiscal period succeeding the initial term of the contract; however, this does not affect either the City's rights or the contractor's rights under any termination clause of the contract. If funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract shall be cancelled and the contractor shall be reimbursed for the unamortized, reasonably incurred, nonrecurring costs.

II. YEARLY PRICING SCHEDULE.

Yearly pricing shall commence and be in effect on dates below:

Year No. 1:	Commencement Date:	January 1, 2021 to December 31, 2021
Year No. 2:	Commencement Date:	January 1, 2022 to December 31, 2022
Year No. 3:	Commencement Date:	January 1, 2023 to December 31, 2023
Year No. 4:	Commencement Date:	January 1, 2024 to December 31, 2024
Year No. 5:	Commencement Date:	January 1, 2025 to December 31, 2025

**THE FOLLOWING PAGES SHALL BE DETACHED FROM THE SOLICITATION DOCUMENT AND
SUBMITTED WITH THE OFFEROR'S PROPOSAL.**

APPENDIX C: PRICING/CERTIFICATIONS

Name of Offeror (Legal Name)

Director of Budget and Fiscal Services
City and County of Honolulu
Honolulu, Hawaii 96813

SOLICITATION NO. RFP-CSD-1471604

ITEM	DESCRIPTION	EST. QTY.	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE
1.	Print On Demand Decals and Registration (per transaction)	1,000	Each	\$ _____	\$ _____
2.	Transaction Fee (Shall be passed to the consumer)	1,000	Each	\$ _____	\$ _____
3.	Credit Card Transaction Fee (Shall be passed to the consumer)	300	Dollars	_____ %	\$ _____
Total Sum (Line Nos. 1 – 3 Inclusive)		\$ _____			

The undersigned represents: **(Check one only)**

A **Hawaii business** incorporated or organized under the laws of the State of Hawaii;

OR

A **Non-Hawaii business** not incorporated or organized under the laws of the State of Hawaii.

State of Incorporation or Organization: _____

Offeror is: Sole Proprietor; Partnership; Corporation; Joint Venture;

Other: _____

Respectfully submitted,

Name of Offeror

Signature

Print Name and Title of Above

Business address
(Street Address)

City, State, Zip Code:

Business mailing address
(If other than address above)

City, State, Zip Code:

Payment mailing address
(If other than address above)

City, State, Zip Code:

Business Telephone No:

Business Cellular No:

Business Fax No.:

Business E-Mail Address:

Person to Contact if Awarded:

Last 4 numbers of Federal Identification No.: XX-XXX

- Or - Last 4 numbers of Social Security No. if Sole Proprietor: XXX-XX-

**CERTIFICATE OF ACCEPTANCE
OF SOLICITATION REQUIREMENTS**

It is understood and agreed that the undersigned acknowledges the following:

1. The Offeror has read this solicitation document including any addenda, in its entirety;
2. The Offeror understands and agrees to furnish, deliver, and perform the requirements of the solicitation in strict compliance with the solicitation document as amended, including any specifications, plans, and scope of work descriptions, without any exceptions, if awarded a contract;
3. The Offeror understands and agrees that no substitution or alternate brands may be furnished without the **written approval** of the City;
4. The Offeror understands that the Contractor shall resolve any noncompliance with the requirements of the awarded contract at the Contractor's own expense;
5. The Offeror will make all modifications or customizations to the brand and model being offered as necessary to meet all specifications, at no additional cost. Offeror guarantees that all modifications or customizations done to meet specifications shall not affect the quality or operation of the product; and
6. The Offeror understands that **FAILURE TO MEET CONTRACT REQUIREMENTS WILL CONSTITUTE A BREACH OF CONTRACT THAT MAY RESULT IN SUSPENSION OR DEBARMENT, AND THE EXERCISE OF RIGHTS AND REMEDIES AS PROVIDED BY LAW.** Contract requirements include any specifications, plans, and scope of work descriptions;
7. The undersigned is an authorized representative of the Offeror and can legally obligate the Offeror thereto.

Offeror: _____

Signature: _____

Title: _____

Date: _____

END OF APPENDIX C.

APPENDIX D: SPECIAL PROVISIONS

1. Contractor Performance Records.

The City shall maintain records pertaining to the Contractor's performance on contracts with the City. The Contractor shall be required to participate in performance assessment activities in accordance with a performance assessment plan that shall be prescribed by the City during the performance of the Contract. Contractor performance records may be used to determine a contractor's responsibility, qualifications, and eligibility for the award of future contracts with the City.

2. Additional Related Services and/or Materials.

During the term of the Contract, the City reserves the right to negotiate with the Contractor for the furnishing of additional related services and/or materials should the need be required by the City.

The City and the Contractor shall incorporate the additional related services and/or materials by written amendment to the Contract.

3. GTC 4.5 Payments

Delete GTC 4.5 Payments, section (a) in its entirety and replace it with the following:

" (a) Payments will be authorized by the Director after completion of performance or delivery and acceptance by the Director of all materials, goods, and services stipulated in the contract or Purchase Order and after the invoices, in triplicate, are received by the using agency,

Attention: Fiscal Officer. The invoices must list the following information: contract and confirmation purchase order numbers (if any), item numbers, description of items, quantities, unit prices, and extended totals.

Payments will be computed in accordance with any applicable unit prices bid. Payments will be made as soon thereafter as the regular course of business will allow; provided, however, that payments shall be made no later than thirty (30) calendar days following receipt of the statement for goods received and services completed."

4. GTC 5.4.6 Payment for Delivered Materials or Equipment

Delete section GTC 5.4.6 Payment for Delivered Materials or Equipment in its entirety.

5. GTC 5.4.7 Final Payment

Delete GTC 5.4.7 Final Payment, section (a)(1) and section (a)(2) in its entirety.

6. GTC Exhibit L Report of Equipment Purchased with Construction Contracts

Delete GTC Exhibit L Report of Equipment Purchased with Construction Contracts in its entirety.

7. Estimated Quantities

The quantities listed in Appendix C are only estimates. The exact quantity shall be the actual amount ordered by the City during the term of the Contract. In the event the estimated quantities do not materialize, such failure shall not constitute grounds for equitable adjustment under the Contract. If the City terminates the Contract prior to the end of the Contract period, any loss of anticipated revenue or profits from such termination shall not constitute grounds for equitable adjustment under the Contract.

8. Access to Records

The Contractor shall grant access to the City, the Federal granting agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the Contractor which are directly pertinent to this specific Contract for the purpose of making audit, examination, excerpts, and transcriptions.

The Contractor shall retain all required records for three (3) years after final payment and all pending matters are closed.

9. Data Collection/Retention

All data, information, records retrieved throughout the contract, shall be the property of the City and County of Honolulu. Upon completion or contract end, the Contractor shall submit (hard drive, or external storage) all data, information, records to the City and at no additional cost.

APPENDIX E: GENERAL TERMS AND CONDITIONS

General Terms and Conditions for the City and County of Honolulu dated 2/1/15

The General Terms and Conditions (GTC) for the City and County of Honolulu dated 2/1/15 shall apply. If not physically attached, it shall be incorporated by reference herein and referred to as the "General Conditions." Copies may be obtained online at www.honolulu.gov/pur ; click on the link titled: " Instructions, Terms & Conditions".

APPENDIX F: PROPOSAL

THE FOLLOWING PAGES SHALL BE DETACHED FROM THE SOLICITATION DOCUMENT AND SUBMITTED WITH THE OFFEROR'S PROPOSAL.

I. Non-Disclosure of Proprietary information.

The City recognizes that a proposal may contain technical, financial, or other information whose public disclosure would cause substantial injury to an Offeror's competitive position. The Offeror should specifically identify those pages of the proposal that contain such information by marking the applicable pages "CONFIDENTIAL" on every copy submitted. The City assumes no liability for disclosure or use of unmarked information for any purpose.

II. Proposal Content.

The Offeror shall submit **one (1) original proposal plus five (5) electronic copies (on CD or thumb drive), and one (1) digital searchable copy, and one (1) REDACTED digital copy of the entire proposal.** The Offeror's proposal shall also consist of the Appendix C: Pricing / Certifications and Appendix F: Proposal.

III. Evaluation Criteria

1. Contractor Experience – 15 points

Contractor must have at least five (5) years' experience in the motor vehicle registration software industry (includes certificate and decal printing).

(Criteria Scoring - up to 5 points per category)

- Minimum of three (3) resumes on team members assigned to the contract
- Current system in use at Municipalities (minimum of 2)
- References (minimum of 3)

2. System Solution – 30 points

System Solution must address the following:

(Criteria Scoring - up to 10 points per category)

- Central "All-In-One" turnkey system (proposed solution)
 - Hardware
 - Features
 - User Interface
 - Data backup
 - Security (Hardware and Network)

- Point-of-Sale devices
- Services to Satellite City Halls (remote sites)
 - Hardware
 - Features
 - User Interface
 - Data backup
 - Security (Hardware and Network)
 - Point-of-Sale devices
- “Non-City” Location Terminals
 - Hardware
 - Features
 - User Interface
 - Data backup
 - Security (Hardware and Network)
 - Hardware site locations (ex. Supermarkets, wholesale clubs, high traffic areas...)

3. Operational Plan – 30 points

Operational Plan must address the following:
(Criteria Scoring – up to 6 points per category)

- System Implementation Schedule
 - Architecture design
 - System Testing
 - User Acceptance
 - Implementation
 - Go Live
- Training Plan
 - Training Material and Structure for City Employees
- Maintenance and Upgrades
 - Maintenance Schedule
 - Upgrade Schedule
- System Security
 - Software security
 - Hardware security
 - Network security
 - Personal information security
 - Intrusion prevention
- System Backup
 - Software backup plan
 - Hardware backup plan
 - Network backup plan
 - Data loss prevention/mitigation

4. Pricing – 20 points

$$\frac{\text{Highest Proposal Price}}{\text{Offeror's Proposal Price}} \times 20 = \text{Offeror's Point for Price}$$

EXAMPLE:

Offeror 1 Proposed Total Payments to the City: \$1000.00

Offeror 2 Proposed Total Payments to the City: \$500.00

Offeror 3 Proposed Total Payments to the City: \$250.00

Offeror 1 will receive 20 points (\$1,000.00 divided by \$1,000.00 X 20) = 20 points

Offeror 2 will receive 10 points (\$500.00 divided by \$1,000.00 X 20) = 10 points

Offeror 3 will receive 5 points (\$250.00 divided by \$1,000.00 X 20) = 5 poi

