



CITY OF VISTA

**PUBLIC KIOSK APPLICATION  
REQUEST FOR PROPOSALS (RFP)**

**Release Date: Thursday, January 25, 2018**

**200 Civic Center Drive, Vista, CA 92084**

**Submittals Due: Thursday, March 1, 2018 at 4:00 PM**

**Prepared by: Chris Mitchell**

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## Statement of Purpose

The City of Vista needs a new application to run on our existing information kiosks. The solution will support two informational kiosks where citizens can view recent and upcoming city events. The citizen shall have the ability to navigate menus containing information and/or notices posted by city representatives. A city representative will have the ability to update existing and new events through a self-service administrative portal. This administrative portal will be accessible only to the city representative.

This RFP includes a description of the proposal requirements, criteria for selection, and the scope of services to be provided by the Consultant.

## City of Vista Information

Located in North County San Diego, Vista is a local government providing daily services to over 100,000 residents through various departments. In addition to the traditional governmental operations of public health and safety, codes regulations, and tax collection, Vista operates a water park, two theatres, community parks and historical site. Please refer to the City of Vista website for additional information at [www.cityofvista.com](http://www.cityofvista.com).

## Existing Hardware

The City of Vista has two (2) existing information Kiosks located at the Vista Civic Center. The proposed application should work on these existing kiosks. Both kiosks are identical and have the following specifications:

- 19 inch standard touch screen
- 1280x1024 resolution
- Windows 10 operating system
- 4GB RAM
- Intel Core i7
- 250GB Hard Drive
- Internet Access
- No keyboards, mice or other input devices.

## Required Services

The City of Vista requires the creation of a kiosk application that can meet the following functional requirements:

1. Public Interface
  - a. Interface must work via touch screen only, no mice or keyboards.
  - b. Home screen must have clear and concise directions for users.
  - c. Application will have the following sections:

- i. About Vista
    - ii. City Council
    - iii. Department Search
    - iv. Map of Civic Center
    - v. Activities and Rentals
    - vi. Meeting Agendas
    - vii. Public Notices.
  - d. Appearance will be customizable and conform to existing City brand.
2. Administrative Portal
- a. Secure portal accessible via remote log in.
  - b. Ability to add or edit menus and section information.
  - c. Ability to post public notices and meeting agendas and minutes.

**Proposal Schedule**

The City of Vista’s schedule for the selection process is as follows:

RFP release by City of Vista	Thursday, January 25, 2018
Deadline for questions	Thursday, February 15, 2018 at 4:00 PM
Proposals due	Thursday, March 01, 2018 at 4:00 PM
Notice of consultant selection	Monday, March 05, 2018

All dates are subject to change. The City of Vista reserves the right to extend the date by which proposals are due.

All questions must be submitted via email to Chris Mitchell at [cmitchell@cityofvista.com](mailto:cmitchell@cityofvista.com). Phone call questions will not be accepted. Answers to all submitted questions will be provided in an addendum.

**Proposal Requirements**

1. A statement of understanding of the services required and identification of any potential issues.
2. A detailed scope of services satisfying items listed in the “Required Services” section as well as the following:
  - a. Description of functionality/features of the proposed scope of services that have not been defined within this RFP.
  - b. Description of network security and interface/integration requirements.
  - c. A detailed project schedule including time frames.

3. A statement of the firm's qualifications to perform the services required and summary of the firm's current contracts and previous experience, particularly describing any similar projects.
4. A list with a minimum of three (3) client references with a brief statement of the type of work performed for each client.
5. A statement which discloses any past, ongoing, or potential conflicts of interest, which the consultant may have as a result of performing the work for this project.
6. Description of any litigation or professional censure relating to services the proposing firm provides.

## **Selection Criteria**

The City of Vista's consultant evaluation and selection process is based on qualifications-based selection (QBS) for professional services. An evaluation committee appointed by the City Manager will review the proposals.

The criteria and weight for evaluating the proposals submitted will be as follows:

1. 20% - Relevant experience and reputation of the consulting firm, including a verification of references.
2. 20% - Understanding of project objectives and scope of work as evidenced in the proposal.
3. 20% - Past record of performance in similar projects related to control of costs, quality of work, and adherence to schedule.
4. 40% - Overall cost effectiveness of the proposal.

## **Delivery**

Two (2) hard copies (one original and one copy) and one electronic PDF copy of the proposal must be submitted, with all copies having been signed by an official with the power to bind the company in its proposal and must acknowledge the RFP has been read and understood. To be considered, all proposals must be completely responsive to the RFP.

All hard copies along with any electronic copies should be mailed or dropped off at:

City of Vista  
City Clerk's Office  
Attn: Chris Mitchell  
200 Civic Center Drive  
Vista, CA 92084.

Faxes and email copies will not be accepted

## **Late, Modified, or Withdrawn Proposal**

Any Proposal received at the office designated in the solicitation after the exact time specified for receipt will not be considered unless it is received before award is made; and it was sent by mail, and it is determined by the City of Vista that the late receipt was due solely to mishandling by the City of Vista after receipt at the City of Vista; or it is the only Proposal received.

Any modification of a proposal, except a modification resulting from the City of Vista's request for "best and final" offer, is subject to the same conditions as the initial submission.

Proposals may be withdrawn by written notice received at any time prior to Notice of Intent to Award. Thereafter, all proposals constitute firm offers, subject to negotiation and execution of definitive documents that will remain open and cannot be revoked, withdrawn, or modified for a period of six (6) months thereafter. Proposals may be withdrawn in person by the consultant or an authorized representative, provided the authorized representative's identity is made known and the representative signs a receipt for the proposal prior the posting of Notice of Intent to Award of contract award.

## **Right to Reject Proposals**

The City of Vista reserves the right to delay the project or reject any or all proposals submitted and no representation is made hereby that any contract will be awarded pursuant to this RFP or otherwise.

The City of Vista reserves the right to extend the due date for the proposal, accept or reject any or all proposals received as a result of this request, negotiate with any qualified consultant or cancel this RFP in part or in its entirety. The City of Vista may require the selected consultant to participate in negotiations and to submit such technical, fee, or other revisions of their proposals as may result from negotiations. All costs incurred in the preparation of the proposal, the submission of additional information and/or any aspect of a proposal prior to award of a written contract will be borne by the Respondent. The City of Vista will provide only the staff assistance and documentation specifically referred to herein and will not be responsible for any other cost or obligation of any kind, which may be incurred by the Respondent. All proposals submitted to the City of Vista become the property of the City of Vista.

## **Disclosure**

All proposals become the property of the City of Vista. The City of Vista is a public agency subject to the disclosure requirements of the Public Records Act, California Government Code Section 6250 and following. These requirements include an exemption for "trade secrets". If any proprietary information is contained in or attached

to the written proposal, it must be clearly identified. In order to protect trade secrets from disclosure, pursuant to a public Records Acts request, you must agree in writing to defend and indemnify the City of Vista and City of Vista if litigation results.

### **Inventions, Patents and Copyrights**

The contractor shall defend, protect, and hold harmless the City, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the contractor's performance or products produced under the terms of the contract.