

# REQUEST FOR PROPOSAL

## DIGITAL ENGAGEMENT SOFTWARE

South Central Planning and Development Commission (SCPDC),  
Houma-Thibodaux Metropolitan Planning Organization (HTMPO) &  
South Central Regional Safety Coalition (SCRSC)

Posting date: November 13, 2018  
Offer due December 13, 2018 at 4 Pm (Central Time in Houma, LA)

### Purpose

The purpose of this Request for Proposal is to obtain competitive proposals from qualified Proposers who can provide SCPDC, HTMPO, & SCRSC with digital engagement Software-as-a-Service (Saas).

### Background

The SCPDC, HTMPO and SCRSC are seeking to procure a digital engagement Software-as-a-Service (Saas) application to provide visual and interactive surveys to the public, to garner feedback on complex planning initiatives in support of better informed decisions, in a manner that cannot be achieved with traditional surveys. The Saas shall be an all-in-one service (not sub-contracted), ready to use on day one of the contract, providing an unlimited number of surveys during the contract period and the provider shall have expertise in engagement best practices, software design and development.

### Term of Service

Service shall commence upon issuance of a purchase order for a period of 12 months with the option to renew for 12 additional months at the same terms and conditions plus any approved changes. SCPDC reserves the right to amend the contract for services for an additional Year (1) without going back out to bid.

### Schedule of Events

Events after receipt of response – These date are tentative and subject to change.

1. Proposal Opening – December 2018
2. Evaluation of RFP Responses by Evaluation Panel – December 2018
3. Respondent Presentations (if applicable) – December 2018
4. Award and Contract –December/January 2018

### Proposal Submittal

All proposals shall be received no later than December 13, 2018 at 4:00 pm CST. Email, hand-delivery or by mail will be accepted. SCPDC reserves the right to reject late submissions. Please clearly indicate on the envelope or email subject the following: “RFP Digital Engagement Saas”.

Mailing address: SPCDC, PO Box 1870, Gray, LA 70539

Hand-Delivery Address: SCPDC, 5058 Main Street, Houma, LA 70360

Email: [stephanieb@scpd.org](mailto:stephanieb@scpd.org)

### Questions Concerning RFP

Deadline for submission of questions: December 10, 2018 CST

All questions and inquiries concerning this RFP shall be submitted via email to: [stephanieb@scpd.org](mailto:stephanieb@scpd.org).

### **Respondent Qualifications**

1. Be a company or an individual engaged, or whose partners or participants or both are engaged in the business of providing web-based platforms for Public Involvement Digital Engagement Software for a minimum of 3 years within the last 5 years.
2. Be in good financial standing and current in payment of all taxes and fees such as state franchise fees.
3. Have a proven record of public engagement.
4. Meet the requirements outlined in the Scope of Services.

### **Respondent References**

The respondent should submit a minimum of three references to substantiate the qualification and experience requirements for similar services completed within the last three years. References shall illustrate respondent's ability to provide the services outline in the specification. References shall include name, point of contact, telephone number and dates services were performed. SCPDC will be the sole judge of references.

### **Amendments**

SCPDC and the vendor reserve the right to amend the contract, within the original scope, by mutual written agreement at any time during the term of service, as may be necessary to achieve the highest quality of production by the most efficient and cost-effective means or to include a different element or special feature that was not contemplated or fully developed at the time of solicitation. SCPDC reserves the right to amend the contract for services for an additional 2 years (total of 3 years) without going back out to bid.

### **Proposal Response Format**

- A. Cover Letter. The cover letter should be submitted on the Proposer's official business letterhead and contain a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the SCPDC.
  - o Identify the submitting Proposer and provide their federal tax identification number;
  - o Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.
- B. Explain how you meet the *Respondent Qualifications*.
- C. Provide References as describe under *Respondent References*
- D. Provide evidence of a record of proven public engagement.
- E. Provide evidence that the *Minimum Qualifications* are met, including screen shots and link to mock or active site(s) for review. Provide a short answer for each qualification in the order they are requested.
- F. List the supported browsers, devices, and administration tools compatible with the service.
- G. Financial Proposal: Pricing based on providing an unlimited amount of surveys for 1 year with an option for an additional year at the same price, plus onboarding/training.

### **Number of Response Copies**

Each Proposer shall submit:

- o One (1) signed original response if submitting by mail or hand-delivery. A scanned copy will be accepted for email submittals.

### **Proposer's Certification of No Federal Suspension or Debarment**

By signing and submitting the proposal, the Proposer certifies that their company or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in "Audit Requirements in Subpart F of the Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (formerly OMB Circular A-133).

A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.

## **FEDERAL CLAUSES**

### ***CIVIL RIGHTS***

Both parties shall abide by the requirements of Title VII of the Civil Rights Act of 1964, and shall not discriminate against employees or applicants due to color, race, religion, sex, handicap or national origin. Furthermore, both parties shall take Affirmative Action pursuant to Executive Order #11246 and the National Vocational Rehabilitation Act of 1973 to provide for positive posture in employing and upgrading persons without regard to race, color, religion, sex, handicap or national origin, and shall take Affirmative Action as provided in the Vietnam Era Veteran's Readjustment Act of 1974. Both parties shall also abide by the requirements of Title VI of the Civil Rights Act of 1964 and the Vocational Rehabilitation Act of 1973 to ensure that all services are delivered without discrimination due to race, color, national origin or handicap.

### ***ANTI-KICKBACK CLAUSE***

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

### ***CLEAN AIR ACT***

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA list of Violating Facilities.

### ***ENERGY POLICY AND CONSERVATION ACT***

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

### ***CLEAN WATER ACT***

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities.

### ***ANTI-LOBBYING AND DEBARMENT ACT***

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act and the Debarment Act.

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### **Scope of Services**

**Objectives:**

1. Increase Participation by stakeholders in planning and decision making process
2. Provide multiple mechanisms and opportunities for citizens to participate in the process
3. Allow citizens to learn about the project and provide feedback
4. Gain Greater Insight into Public Opinion & Build Community Support
5. Obtain Quantifiable and Actionable Data (That isn't manually intensive and time consuming.)

**Minimal requirements:**

1. Software-as-a Service (SaaS) application.
2. Onboarding and/or training is available and ready at start of contract.
3. Includes pre-built engagement survey templates, i.e.:
  - a. participatory budget allocation preferences;
  - b. placing markers (pins) on maps by topic to indicate desired amenities or concerns ranking priorities or issues after seeing images and descriptions;
  - c. image ranking and voting where the public can first visualize nuances and tradeoffs on multiple topics;
  - d. rating scenarios (preliminary plans) after first being presented with images, descriptions, and pros & cons indicators; and
  - e. selecting preferred potential alternatives/projects on a map after first seeing locations, attributes and costs.
4. Does not require the public to register or sign up to participate in surveys.
5. Direct online access to standard reports (charts, graphs, map input, etc.).
6. Ability to download data in Excel.
7. Access to software host online training and support desk with a primary business contact for day to day business issues or items.
8. Can be used via desktop/laptop, tablet, mobile phone, kiosk, and workshop to broaden audience.
9. Supported by multiple browsers including, but not limited to, Internet Explorer, Firefox, Chrome, MacOS, Safari, etc.
10. Social media links built into the interface to promote easy sharing and to leverage public connections and encourage greater participation
11. Easily integrated into existing website project page or general engagement platform
12. Enables education (information sharing) and comprehensive surveying simultaneously
13. Enables quantitative and qualitative input, data collation and reporting provided, including mapping tools
14. Instant feedback accessible on survey progress and information within the survey