



**ELECTRONIC BIDDING SYSTEM FOR
SAWS PURCHASING DEPARTMENT
BID NO: 19-19056**

**Addendum No. 2
July 17, 2019**

Questions and Responses

1. **Question:** Cost Proposal: We suppose that the costs to be provided are exclusive of any taxes, and any taxes if applicable would be charged as extra. Please clarify otherwise.

Response: SAWS is tax exempt. Taxes should not be included in the cost.

2. **Question:** Page 5 – Section 7.0 Integration: Ability to incorporate Adobe e-signature for digital signature. In which part of the application, this integration has to be done?

Response: SAWS preference is to utilize the Adobe sign for electronic signature capture on any bid documents. Please describe how you could support electronic signatures.

3. **Question:** Page 5 – Section 7.0 Integration: Ability to incorporate vendor login screen to the SAWS website. Are vendor going to register through SAWS website only or need to redirect on SAWS website?

Response: SAWS preference would be a highly integrated login and authentication, in which business users can login directly from the SAWS website and leverage a 3rd party identity provider. This will provide business users to have a single identity (profile, username and password) that is shared across all business applications. This is NOT an absolute requirement, and redirecting with local identities (to the electronic bidding) will be considered. Please describe your system's approach and it will be considered and scored along with other system requirements.

4. **Question:** Page 5 – Section 8.0 Security: Ability for SAWS to ensure a respondent's identity. What is to be identified as an identity of respondent?

Response: Describe how SAWS can ensure the bidding response is provided by a registered (valid) entity.

5. **Question:** Page 5 – Section 10. Configuration: Create custom fields / applications. What is to be provided in custom applications?

Response: Describe the process to create new custom data elements, forms, business logic and workflows.

6. **Question:** Page 44 – Section 1.0 Business Process and Data Exchange Requirements: Has the Vendor ever been subjected to either an electronic or physical security breach? Please describe the event(s) and the steps taken to mitigate the root causes. What damages or exposure resulted? Are records of breaches and issues maintained and will these records be available for inspection by SAWS? Please elaborate.

Response: *Please respond to questions describing any cyber security breach.*

7. **Question:** Page 45 – Section 2.0 Application/Solution Configuration: 2.1 what is the name of the application the Vendor will host to provide services to SAWS? (List all) Is the application on premise or hosted? Please elaborate.

Response: *Please respond to questions describing your system hosting.*

8. **Question:** Page 46 – Section 2.0 Application/Solution Configuration: 2.2 what functionality will be provided to SAWS employees or SAWS customers through the application? What do you mean application?

Response: *The application reference is the Electronic Bidding System. Provide quick summary of functions.*

9. **Question:** Page 48 – Section 2.0 Application/Solution Configuration: 3.2 what application level protections are in place to prevent vendor/Vendor or subcontractor staff from being able to view protected information i.e.: encryption, masking, etc.? Which level of data encryption is expected from vendor?

Response: *If solution is cloud-based, describe any controls to limit sub-contractor access to sensitive data.*

10. **Question:** Page 50 – Section 6.0 Account Provisioning and De-Provisioning: 6.1 what is the account provisioning/removal process? Example: how are users accounts created and managed?) Users means officer (SAWS users?) or bidders (who will participate)?

Response: *Describe how both are managed.*

11. **Question:** Page 51 – Section 7.0 Password Management: 7.1 what will be the Policy and Procedures for the logging, authentication, authorization and password management scheme? (Please provide a soft copy of the process.) If authentication will be done by AD of SAWS then what is this point all about?

Response: *If Microsoft Active Directory is used for SAWS users please describe authentication for bidders only.*

12. **Question:** Page 54 – Section 7.0 Password Management: 7.5 Does the Vendor support or provide Single Sign On capabilities? If so please explain how. Does the vendor support SAML 2.0? Is SAML Mandatory?

Response: *SAWS preference is support for SAML. Not a hard requirement.*

13. **Question:** Page 54 – Section 7.0 Password Management: 7.6 Does the SaaS vendor support two factor authentication and if so how? What is expectation in two factor authentication?

Response: *SAWS preference is support for two factor authentication. Not a hard requirement.*

14. **Question:** Page 3 – Section C. Scope of Solution and Services: Implementation Services Requirements, Training, Support. For Offline training to end users, administrators & supplier, kindly confirm the number of days for training (Pre and Post go-live), location, etc. for end users, administrators & supplier.

Response: *The respondent shall propose the number of days needed for training pre and post go-live.*

15. **Question:** Further, whether all cost of accommodation & others (tickets, visiting, training facilities etc...) for training will be provided or not by the client (San Antonio Water System) in case of offline training scheduled, kindly confirm.

Response: *Any costs associated with travel shall be in accordance with our SAWS Consultant Reimbursable Policy attached at the end of this addendum 2.*

16. **Question:** Do we (Service provider) need to keep / deployed a support resources for San Antonio Water System Users & Supplier Support at client's premises or it will be Online (remote access) from India? If it's need to keep / deployed a support resources at client's premises then kindly confirm the number of manpower for support with location wise and timing.

Response: *Response and support from overseas is acceptable as long as they meet SAWS SLAs and security.*

17. **Question:** Also, please confirm whether San Antonio Water System will provide software and hardware peripherals, office space desk for support resources for doing daily routine activity at premises. e.g. phone, internet, computer system, etc... OR service provider will have to provide all these details to the support resources.

Response: *Yes, SAWS can provide computing resources.*

18. **Question:** 1. Supplier Registration will be Done through system integration or through User Input. 2. If Supplier Registration needs to be Done through User input, then who will Register Supplier, Department users or Service Provider or Supplier themselves. Kindly clarify.

Response: *Bidders will create their accounts using the system front end (user input).*

19. **Question:** Supplier Registry process activity i.g. reset password etc. will be done by the San Antonio Water System user to using of tool or service provider will do the all activity at their end.

Response: *SAWS preference is bidding system will support self-service password resets along with SAWS staff having the ability to initiate a password reset if needed.*

20. **Question:** Ref. to this point, we assume that San Antonio Water System user will do all activity with respect to Electronic Bidding System for RFP, RFQ, BVB, IFB, Sealed Bid, etender/ auction creation, edit, hosting, publishing, evaluate, downloading, etc...by using the tool. And, service provider will help to the users of client for process activity on the portal.

Response: *Yes, that is correct.*

21. **Question:** If the Service Provider needs to do the all activity i.g. Creation, editing etc. then we assume that user of San Antonio Water System will provide sufficient timeline to service provider in working days & hours for process further because It will be completely depend on the requirement of each task or it should be mutually decided, please confirm.

Response: *See response to question 20.*

22. **Question:** Also, If the Service Provider needs to do the all activity (Create, editing etc..) with respect to Electronic Bidding System tool then we assume that user of San Antonio Water System will review / verify the same on the portal., Kindly confirm.

Response: *See response to question 20.*

23. **Question:** Further, Service provider Support to San Antonio Water System user and supplier both or Only to San Antonio Water System user.

Response: *Our preference is for the Service Provider to provide support to both.*

24. **Question:** Approx. Number of Unique Supplier & User of San Antonio Water System. Kindly share.

Response: *This number is not known.*

25. **Question:** Number of Events (RFP, RFQ, IFB, BVB). Kindly share.

Response: *We do approximately 175 informal bids and approximately 200 formal bids per year.*

26. **Question:** Exhibit A: Insurance Specification and certification of liability Insurance Requirements. Kindly note that since we are based out of India, we don't have any Insurance coverage or other legal requirements to operate in the State of Texas. However if we are awarded the contract, we assure you of getting all the legal compliances to operate in the State, prior to the Contract Signing. Hope it will not affect our participation or proposal evaluation.

Response: *We do not operate this way. All requirements of the bid need to be in place prior to submitting a response.*

27. **Question:** Page 47 – Section Clause 2.4: What is the vendor's application hosting hardware and software platform? Can we proposed cloud solution that will be deployed in specific USA region?

Response: *Yes.*

28. **Question:** Page 48 – Section Clause 3.1: How is SAWS data kept physically and logically secure at the vendor location? We are based overseas, and do not have any local presence in USA as on date; Can we proposed solution which is hosted in India's Datacenter?

Response: *No. The system and data must reside on a servers residing in the USA.*

29. **Question:** Page 13 – Section Submitting a Response: Physical submission. Since we are based out in India so physical submission would require 4-5 days to reach so can you allow us with the E-mail submission

Response: *SAWS is a public entity and by Texas Local Government Code 252 we must receive Sealed Proposals. E-mail submission is not permitted at this time.*

30. **Question:** Page 24 – Section Compliance Agreement: W9 Form. Since we are based out of India and we don't propel any tax laws of USA so kindly relieve us from this clause.

Response: *Countries outside of the USA can submit an equivalent of the W9, such as the W-8BEN.*

31. **Question:** Page 17 – Section Exhibit E: Conflict of Interest Questionnaire. Since we are based out in India so Conflict of Interest Questionnaire submission won't be possible for us.

Response: *The Conflict of Interest Questionnaire is a requirement to be completed and submitted with the bid.*

32. **Question:** Page 34 – Section Exhibit B: SMWB. Since we are based out of India so we don't have such kind of law here.

Response: *It is a requirement that the form is completed.*

33. **Question:** What is the purpose of the Adobe e-signature integration? How would it be used?
- Response:** *See response to question 2.*
34. **Question:** Will the contract management system be hosted by VENDOR (SaaS) or deployed on your organization's server (on premise)? Is there a preference or would you like us to price out both?
- Response:** *Both are acceptable.*
35. **Question:** Will there be data migrated / imported into Contract Management Software?
- Response:** *Please describe how your system can accept migrated data from excel or flat text files.*
36. **Question:** How many columns/fields are currently tracked in the current/legacy system?
- Response:** *No legacy system exists, not applicable.*
37. **Question:** How many total electronic Records (rows in excel spreadsheet) and how many total electronic files in current/legacy system?
- Response:** *No legacy system exists, not applicable.*
38. **Question:** How many total legacy (historic) electronic contract files will be imported into the Contract Management Solution?
- Response:** *We are not requesting a Contract Management Solution.*
39. **Question:** Where are the legacy (historic) electronic contract files currently stored (shared folders, SharePoint, document management system, etc.)
- Response:** *No legacy system exists, not applicable.*
40. **Question:** What data will your organization be passing in the data integration between the Contract Management Solution and other third-party systems?
- Response:** *If this functionality is available potential data such as part list, price list, vendor information, vendor item numbers etc.*
41. **Question:** Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?
- Response:** *Both.*
42. **Question:** What agreement types would you like to start authoring within the system (number of templates)?
- Response:** *At this time we have approximately eight solicitation templates.*
43. **Question:** For the Statement "Separate the login process for employees and contractors. SAWS employees should access the system using SAWS AD credentials." Could you further defines SAWS AD Credentials?
- Response:** *SAWS preference is using Microsoft's ADFS (cloud) or AD (on premise) for identity management of SAWS employee accounts.*

End of Questions and Responses

**Consultant
And
Contractor
Reimbursable Expense Policy**



San Antonio Water System

Consultant & Contractor

Reimbursable Expense Policy

1. GENERAL

1. Introduction

The Reimbursable Expense Policy should be used as a basis for submitting expenses relating to any Consultant and/or Contractor Agreement for the San Antonio Water System (SAWS). This policy also pertains to all reimbursable expenses by sub-consultants/contractors on any SAWS project.

2. Policy

Official reimbursable expenses shall be properly authorized, processed, conducted, reported, and reimbursed in accordance to this Policy. Consultants/Contractors are expected to exercise good judgment in the type and amount of expense incurred.

The Consultant/Contractor is responsible for becoming familiar with and adhering to the Policy as applicable for each reimbursable expense submitted.

For travel expenses, Consultants/Contractors are expected to plan in advance of the departure date to obtain lowest cost fares, rates and accommodations. In addition, Consultant/Contractors are encouraged to use all practical means, including internet discounters, to obtain the lowest cost fares, rates, and accommodations.

3. Definitions

The following definitions apply to this Policy:

Domestic Travel – Travel between business points within the continental United States (CONUS).

Actual and Reasonable Expenses – The specific, itemized expenses incurred, based on original receipts up to the amount judged by the SAWS Contracting Director to justifiable under the circumstances.

Official Travel Time – For computing per diem allowances, official travel starts at the day (time) the consultant leaves their home, office, or other authorized point and ends on the day (time) the consultant returns home, to the office, or other authorized point.

Travel Expenses – Includes meals, lodging, transportation and incidental expenses for less than 30 consecutive days.

Extended Travel Expenses - Includes meals, lodging, transportation and incidental expenses for 30 or more consecutive days.

Reimbursable expenses – those official expenses directly related to a project or assignment related to an executed contract or agreement.

4. Reimbursements

Expenses incurred by the Consultant/Contractor performed outside the scope of the Consultant/Contractor Agreement will be denied. This includes, but is not limited to, expenses incurred:

- Prior to the execution of the Agreement;
- After the expiration of the Agreement;
- At a location not included in the Agreement;
- At a cost in excess of those costs allowed within the Agreement and/or within this Policy.
- In connection with other agreements the Consultant/Contractor has with other clients.

Only those expenses which are ordinary and necessary, and within the allowable budget, to accomplish the official business purpose are eligible for reimbursement.

Entertainment expenses, including alcohol, are not reimbursable.

Consultants/Contractors will be responsible for all unapproved travel and related expenses.

5. **Interrupted Itinerary**

If official business travel is interrupted for personal convenience, any resulting expense shall be borne by the Consultant/Contractor.

2. **Transportation Expenses**

1. **Guideline**

Consultants must utilize the most economical mode of transportation and the most usually traveled route consistent with the business purpose of the trip.

2. **Air Travel**

Lowest Available Airfare

Airfare reimbursement shall not exceed the lowest practical, available cost of competing airfare. When all considerations are equal (e.g. travel time dates, times, destination, and work impacted by travel), the consultant must choose the lowest fare available at that time, regardless of personal preferences for air carrier.

Use of Business or First Class

No reimbursement will be made for Business or First Class travel without advance written approval from the SAWS Contracting Director (or designee). (Note: Business or First Class accommodations obtained through use of frequent flyer programs or at Consultant's expense will not require advance approval. However, Consultant must be able to the lowest available price of Coach accommodations in order to be reimbursed from that portion of the expense.)

First Class travel may be approved under the following circumstances:

- Required to accommodate a disability or special medical need (requires proof from a medical doctor);
- No other class of service (coach or business) is available within 24 hours of the proposed departure or arrival time.

Business Class travel may be approved under the following circumstances:

- No other class of service is provided on regularly scheduled flights between origin and destination.
- Required to accommodate a disability or special medical need.
- An overall savings (subsistence costs, overtime, lost productivity time) compared to waiting for coach class.

Extended Travel to Save Costs

The additional expenses associated with travel that includes an extended stay (e.g. Saturday night stay) may be reimbursed when the overall savings is at least \$150 compared to the cost if the Consultant had not extended the trip.

The additional expenses that must be considered for the extended stay savings include but not limited to are, additional cost of lodging, rental car, meals and parking.

3. **Travel by Private Automobile**

Reimbursement for Travel by Private Automobile

When a private automobile is used *due to business necessity*, actual mileage will be reimbursed at the most current rate allowable by the Internal Revenue Service. The number of miles driven must be documented by the Consultant. No

additional reimbursement is made for expenses related to the use of the automobile. Routine repairs, cleaning, detailing, tires, gasoline, or other automobile expense items are not reimbursed for privately owned automobiles.

When two or more persons share a privately owned automobile, only the driver may claim the reimbursement for mileage. Two or more persons traveling to the same destination, for the same purpose, and same or approximately the same time span on the same days or days shall be expected to share a privately owned automobile whenever possible.

Charges for parking and toll roads are allowed; however receipts must be provided.

Reimbursement for Travel by Private Automobile in Lieu of Air Travel

When a private automobile is used instead of available air travel for the personal convenience of the Consultant, reimbursement of transportation costs by private automobile shall not exceed the documented amount of airfare Consultant would have paid had the Consultant traveled by air.

Reimbursement for Travel To or From a Common Carrier Terminal

When a Consultant drives a privately owned automobile to or from a common carrier terminal, the mileage and tolls for one round trip, plus parking for the duration of the trip may be claimed for reimbursement. Documented miles driven and receipts must be provided. Consultant is expected to use the lowest, reasonable cost parking option available.

4. **Rental Vehicles**

Rental cars may be used for transportation to or from a common carrier terminal. Rental cars may also be used upon arrival at the official business destination when the use of public transportation or other transportation such as taxis is not practical when cost, number of miles to be traveled and other factors are taken into consideration. Only commercial agencies may be used. Consultants are strongly encouraged to request the lowest available rate when making rental car reservations.

Reimbursement

Reimbursement is limited to standard sedans or a vehicle commensurate with the requirements of the trip. The cost of the rental car and gasoline will be reimbursed. Documented miles driven and receipts are must be provided.

The car must be turned in promptly. Daily charges, outside Official Travel Time, will not be reimbursed.

Insurance

The Consultant assumes all risks and expenses associated with obtaining insurance deemed necessary when using a rental car. Car rental insurance, including collision damage waivers, is not reimbursable.

5. **Ground Transportation**

The following guidelines apply to ground transportation to or from a common carrier terminal at the business point.

Taxis

The cost of the taxi ride plus gratuity will be reimbursed. Receipts must be provided.

Airport Shuttle Service

The cost of the airport shuttle ride plus gratuity will be reimbursed. Receipts must be provided.

Local Buses and Subways

Local bus and subway fares are reimbursable; however, receipts are not required.

3. Living Expenses

1. Lodging

Lodging expenses for travel within the Continental United States (CONUS) are reimbursed at actual cost, up to the maximum rate established in the U. S. General Services Administration (GSA) Federal Travel Regulation Domestic Per Diem Rates. Lodging taxes, although not included in the GSA per diem rate for lodging, are additionally reimbursable. Consultants are strongly encouraged to request the lowest available rate when making the lodging reservations.

Hotel bills should show the hotel name and locations, dates room was occupied and the rate per day. Other items appearing on the hotel bill should be identified as to the business reason for the charges.

Consultant will not be reimbursed for the following expenses appearing on the hotel bill:

- Alcohol (alone or part of meal)
- Entertainment
- Personal services in general
- Laundry/Dry cleaning if travel is less than five days

When accommodations are shared with other than an official Consultant, reimbursement is limited to the cost that would have been incurred had the Consultant been traveling alone.

2. Non-Commercial Lodging

Consultants lodging in non-commercial facilities such as house trailers or field camping are reimbursed actual expenses up to the maximum applicable GSA lodging rate. No reimbursement for housing as a guest in a private home.

3. Meals Expense

Meals expense for travel within the Continental United States (CONUS) are reimbursed at actual cost, up to the maximum rate established in the U. S. General Services Administration (GSA) Federal Travel Regulation Domestic Per Diem Rates.

Meals expense for the first and last day of travel are reimbursed at the lower of actual costs or the pro-rated GSA per diem rate listed below:

Beginning of "Official Travel Time" Date of Departure		Ending of "Official Travel Time" Date of Departure	
Prior to 11:00 am	100% per diem	Prior to 11:00 am	33% per diem
11:01 am to 5:00 pm	66% per diem	11:01 am to 5:00 pm	66% per diem
After 5:00 pm	33% per diem	After 5:00 pm	100% per diem

For travel of more than 12 hours but less than 24 hours; meals are reimbursed at the pro-rated GSA per diem rates defined above.

Daily expenses incurred within the vicinity of the Consultant's primary work site shall not be reimbursed.

4. Incidental Expenses

Payments for tolls, parking charges, cab fares can be reimbursed with proper documentation. Reasonable laundry and dry cleaning expenses will be allowed if travel is over a period of 5 consecutive days. Additionally, reasonable gratuities shall be reimbursed.

Expenses for entertainment and personal convenience items such as alcohol, in-room movies, reading materials and clothing are not reimbursable.

5. **Daily Allowance and Lodging Allowance for Extended Travel**

A Consultant remaining at one location for 30 days or more but not more than six months shall be considered extended travel. The 30 days begins on the first day at the assignment location. The Consultant's return home for weekends does not break the continuity of an extended travel assignment.

The maximum reimbursable rate for extended travel will be the lesser of actual costs of lodging (housekeeping, utilities and furniture rental), meals, and incidentals (as previously outlined above) **or** 60% of the maximum rate established in the U. S. General Services Administration (GSA) Federal Travel Regulation Domestic Per Diem Rates.

All extended travel must be approved in advance by the Contracting Director or designee prior to Consultant committing to any extended lodging arrangement.

Consultants are encouraged to require employees to relocate to the primary work site, when practical, to avoid excessive Extended Travel and/or repetitive Travel for weekly commute to the primary work site from Consultant or Consultant's employees' homes.

4. **Miscellaneous Expenses**

1. **General**

Miscellaneous expenses that are ordinary and necessary to accomplish the official business purpose of the trip are reimbursable. Receipts are required for all miscellaneous expenses. The most common of these expenses are as follows:

- Use of computers, printers, faxing machines, and scanners.
- Postage and delivery.
- Office supplies specific to the project.

Expenses that will not be reimbursed will be items for personal use or items that do not have a direct business reason or benefit to the project. Examples of these expenses are:

- Business gifts.
- Snacks or other entertainment items for staff meetings and/or meetings with sub-consultants.
- Mileage expense for purchase of items, where the direct project related item was purchased was not the sole reason for the trip.
- Carrying cases for cell phones or computers.
- Items that could be used on more than one project.

2. **Telephone Calls**

Telephone calls should be made in the most economical method possible. Claims for phone call require a statement of the date, person called, phone number, and business reason for the call.

Personal phone calls are not reimbursable.

5. **Travel Expense Statements**

1. **Reimbursement**

A travel expense statement must be prepared and submitted with the appropriate supporting documents. Expenses should be itemized chronologically according to the nature and type of travel expense (i.e. airfare, hotel, meals, etc.). The completed and supported travel expense statement should be submitted in the next billing cycle closest to the actual expense