



BAY AREA  
AIR QUALITY  
MANAGEMENT  
DISTRICT

Updated: July 30, 2018

Request for Proposals# 2018-008  
**Grant Management Platform**

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**SECTION I – SUMMARY**

The Bay Area Air Quality Management District (Air District) is evaluating electronic grant management platforms for the organization. The Air District runs multiple incentives programs, with a minimum of 5,000 applications a year and is interested in a software-as-a-service system that provides a secure, searchable, configurable, and audible database for managing grant programs and projects. This RFP is for a Grants Management System (GMS) for one of the Air District’s incentive programs, and the Air District will consider expanding the GMS to other programs based on the results of the initial pilot. Vendors shall meet the requirements of this RFP with standard, currently available products and services.

To respond to this Request for Proposals (RFP), an interested firm should submit one (1) electronic copy (in Adobe Acrobat PDF file format) of its proposal to the Air District’s Procurement Portal (Portal):

Cynthia Zhang, Staff Specialist  
Bay Area Air Quality Management District  
375 Beale Street, Suite 600; San Francisco, CA 94105  
Portal link: <http://baaqmd.bonfirehub.com>

**Proposals must be submitted and received by 4:00 p.m. on August 8, 2018.  
Late proposals will not be considered.**

Proposals must address all information requested in this RFP. A proposal may add information not requested in this RFP, but the information should be in addition to, not instead of, the requested information and format. Minority business enterprises, women's business enterprises, veteran's business enterprises, and Certified Green Businesses are encouraged to submit proposals. **Any questions regarding this RFP should be submitted through the Portal.**

## **SECTION II – BACKGROUND**

### **A. Air District Overview**

The Air District was created by the California Legislature in 1955 as the first regional agency to deal with air pollution in California. The Air District's jurisdiction includes Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, southwestern Solano, and southern Sonoma counties.

The Air District regulates stationary sources of air pollution, such as factories, oil refineries, chemical plants, gasoline stations, and agricultural burning. The Air District offers incentives to reduce emissions from transportation and mobile sources. In 2017, the Air District adopted a Clean Air Plan, a multi-pollutant strategy to reduce ozone, particulate matter, toxic air contaminants, and greenhouse gases. The strategy includes proposed regulations, grant and incentive programs, public education and outreach, and partnerships with other agencies and stakeholders.

The Air District is governed by a twenty-four-member Board of Directors, consisting of elected officials, including county supervisors, mayors, and city council members. The Executive Officer / Air Pollution Control Officer for the Air District is Jack P. Broadbent.

### **B. Grants Programs**

The Air District currently distributes approximately \$100 million annually from multiple state and regional funding sources through its grant programs. Each program has its own unique requirements for eligibility, application, evaluation, notifications to grantees, reporting and payment processes.

Currently, the Air District administers more than 12 distinct programs. In total, these programs award 2,000 to 5,000 projects annually. The GMS will be piloted for the Clean Cars for All program discussed below. If the pilot meets the Air District's overall grant management needs, the Air District will consider expanding the GMS to include other Air District programs, examples of which are also discussed below.

#### **Clean Cars for All**

Clean Cars for All is a new grant program for lower-income consumers living in disadvantaged communities that would provide consumers up to \$9,500 to scrap an old vehicle and purchase or lease a hybrid, plug-in hybrid, or battery electric vehicle. Consumers will also have the option to select an incentive of up to \$4,500 for alternative transportation options (e.g. Clipper card). The program will include case managers who

will assist Air District staff with supporting participants throughout the application process and partnerships with dealers, vehicle scrappers, and alternative transportation options. This program is initially funded for 2 years with \$5 million in funding. The Air District anticipates providing rebates to up to 1700 individual consumers, but may have additional applicants who will be placed on a waiting list after funds are depleted. A team of up to 15 Air District staff and contractors will be responsible for supporting applicants to submit materials, reviewing eligibility and approving funding. The FYE 2019 program is tentatively scheduled to launch in late 2018.

### **Charge! Program**

*Charge!* is a grant program that offsets the cost of purchasing and installing publicly available electric vehicle (EV) charging stations. Eligible applicants include public agencies and private businesses who must qualify for at least \$10,000 in funding. *Charge!* projects may consist of multiple site locations and charger types and award amounts are variable based on the type and quantity of equipment. Once projects are awarded, project sponsors enter into contracts with the Air District where they have one year to install their charging stations and follow reporting requirements for three years after charging stations are installed and operating. The FYE 2018 Charge! Program had \$5 million available for projects and received almost 100 applications.

### **Zero-Emissions Vehicle Program**

The Zero-Emissions Vehicle (ZEV) Fleet Program is designed to accelerate adoption of ZEVs in public and private fleets. The program provides funding to reimburse up to 90% of the cost to purchase or lease a new ZEV. Project sponsors have reporting requirements for 3 years – the minimum amount of time the vehicles must be owned and operated. The current cycle has \$5 million reserved and is expected to launch in 2018.

### **Woodsmoke Reduction Incentive Program**

This program incentivizes Bay Area homeowners living in specific geographic areas to change out polluting wood-burning heating stoves and fireplaces with clean, natural-gas or electric alternatives. Award amounts range from \$750 to \$12,000 depending on which alternative is installed, whether the applicant qualifies for income assistance programs, and the geographic location of the applicant. Applicants who were approved receive reimbursement after submitting proof that the alternative device has been purchased and installed. In 2018, this program received over 800 applications and distributed approximately \$900,000 in funding. Applicants who applied after funding is exhausted are placed on a waiting list in case additional funding becomes available. This program is expected to continue in the future and requirements may change from year to year.

### **Pilot Trip Reduction Program**

This pilot program seeks to support the start-up of new, innovative services that provide first- and last-mile connections to mass transit. Interested parties apply to this program through a 2-step process. In the first step, the applicant submits a letter of interest that describes the service. Air District staff screens these letters and invites the most promising candidates to advance to the second step, where the applicant will provide a more detailed proposal, including timelines, budgets, etc. Applicants who are selected

for awards will enter into contracts with the Air District to start up and operate their proposed services for a defined period of time, during which they are required to submit progress reports and may request disbursement of grant funds. \$3 million in local funding is available for this program.

### **SECTION III – SCOPE OF WORK**

The Air District seeks a vendor who will host software as a service for a grant management system for the Clean Cars For All program, along with services to install, configure, deploy, test and support the system, as well as train users.

The mandatory requirements for the system are the following:

- Able to accommodate a minimum of 5,000 applications a year and 50 or more Air District staff logged on at the same time who are evaluating or administering projects, and able to allow for multiple staff to work on the same project simultaneously.
- Able to accept, store, and organize multiple file attachments that may be submitted as supplemental documents to applications. Files may be in various formats such as PDF, DOC, JPG, XLS.
- Migrate and integrate electronic records migrated from Air District systems (e.g. Microsoft CRM, Access database, Excel spreadsheets, and Microsoft OneDrive).
- Provide a secure, searchable, and auditable database to store project data and metrics, and to track grant project status in electronic format.
- Provide an applicant interface to access and submit online grant applications, supplemental documents, invoicing forms, reporting forms, to provide reminders, and to check the status of their application or project.
- Provide multiple account types, security and permissions, and administrative levels for Air District staff, contractors, and applicants.
- Place applicants who applied after funds were depleted, but who are to be eligible for future grant cycles on a waiting list.
- Scalable to support the addition of other grant programs with different workflows and requirements.
- Generate and export letters, contracts, and reports in standard Microsoft Office formats using configurable templates that can be auto-populated from application meta data.
- Send configurable, automated emails (e.g. confirmations and reminders) that can auto-populate from application meta data and are stored and accessible in the system.
- Configurable, automated workflow for review and routing documents that are built into the installed product.
- Data management, tracking, and reporting tools.
- Security and encryption features that meet the Air District's information security requirements.
- Can be customized by Air District staff to make independent changes and

- updates without a service request.
- Supports the option for the Air District to maintain on-premises copies of all project data, supplemental documents, and emails.

The Air District is also interested in whether the proposed software includes the following desired features:

- Able to accommodate 500 or more applicants accessing the system and submitting applications at the same time, and able to process, accept and process over 5,000 application submittals per year, at peak rates that may exceed 1,000 applications submitted per hour.
- API integrations with document management (e.g. OnBase) and financial systems (JD Edwards)
- Integration with customer hotline system to track phone calls
- Receive or access emails from external mailboxes, and organize, store, and associate these emails with projects
- Templates for performing complex calculations (e.g. cost effectiveness and emissions reductions)
- Personalized task management system for grant administrators, reviewers, and recipients with pending tasks and upcoming assignments
- Track paper records that have not been digitized

The proposed services must include the following:

- Deployment, including system design and site preparation; metadata definition or taxonomy definition, system installation; customization or application development (if required) and integration; testing and debugging
- Migration of data and documents from existing systems
- Documentation and training
- Maintenance and support

Deliverables must include:

- Discovery document outlining the final scope of the project based on staff interviews
- Final implementation plan and timeline
- All databases and code associated with the application
- System architecture document with field and table definitions
- High availability and disaster recovery plan detailing recovery objectives and how they will be achieved
- Information security plan detailing how information security requirements will be achieved and maintained.

The Air District's preliminary timeline is to select a solution and implementation partner in

August 2018, and to deploy the solution by November 2018. (Note: The Air District reserves the right to extend or delay the timeline prior to executing the final agreement.)

## **SECTION IV – INSTRUCTIONS TO BIDDERS**

### **A. General**

1. Interested organizations must create an account through the Portal described on p. 1 of this RFP to view RFP documents and addenda, and to submit questions and bid documents.
2. All proposals must be made in accordance with the conditions of this RFP. Failure to address any of the requirements is grounds for rejection of this proposal.
3. All information should be complete, specific, and as concise as possible.
4. Proposals should include any additional information that the respondent deems pertinent to the understanding and evaluation of the bid.
5. The Air District may modify the RFP or issue supplementary information or guidelines during the proposal preparation period prior to the due date. Please check our [Portal](#) for updates prior to the due date.
6. Proposals shall constitute firm offers. Once submitted, proposals may be withdrawn, modified and resubmitted through the Portal up until the **August 8, 2018** due date.
7. The Air District reserves the right to reject any and all proposals.
8. All questions must be in written form and submitted through the Portal no later than **4:00 p.m. on July 2, 2018**. All questions will be answered in writing and posted on the [Portal](#) by **6:00 p.m. on July 9, 2018**.
9. The cost for developing the proposal is the responsibility of the bidder, and shall not be chargeable to the Air District.

### **B. Submittal of Proposals**

All proposals must be submitted according to the specifications set forth in Section V (A) – Contents of Proposal, and this section. Failure to adhere to these specifications may be cause for the rejection of the proposal.

1. Due Date – All proposals are due no later than 4:00 p.m., **August 8, 2018**, and should be submitted via the Portal:

Cynthia Zhang, Staff Specialist  
Bay Area Air Quality Management District  
375 Beale Street, Suite 600; San Francisco, CA 94105

Portal link: <https://baagmd.bonfirehub.com/>

2. Uploading large documents may take significant time, depending on the size of the file(s) and Internet connection speed. Bidders should plan sufficient time before the due date to begin the uploading process and to finalize their submissions. Bidders will not be able to submit documents after the due date and time. Proposals received after the time and date provided previously specified will not be considered.
3. Signature – All proposals should be signed by an authorized representative of the bidder.
4. Submittal – Submit one (1) electronic copy (in Adobe Acrobat PDF file format). Electronic submissions submitted via the Portal will be acknowledged with a confirmation email receipt. Late proposals will not be accepted. Any correction or re-submission of proposals will not extend the submittal due date.
5. Grounds for Rejection – A proposal may be immediately rejected at any time if it arrives after the deadline, or is not in the prescribed format, or is not signed by an individual authorized to represent the firm.
6. Disposition of the Proposals – All responses to this RFP become property of the Air District and will be kept confidential until a recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act. If a respondent believes that any portion of its submittal is exempt from public disclosure, it may mark that portion “confidential.” The Air District will use reasonable means to ensure that such confidential information is safeguarded, but will not be held liable for inadvertent disclosure of the information. Proposals marked “confidential” in their entirety will not be honored, and the Air District will not deny public disclosure of any portion of submittals so marked.

By submitting a proposal with portions marked “confidential,” a respondent represents it has a good faith belief that such portions are exempt from disclosure under the California Public Records Act and agrees to reimburse the Air District for, and to indemnify, defend, and hold harmless the Air District, its officers, employees, and agents, from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses, including without limitation, attorneys’ fees, expenses, and court costs of any nature whatsoever, arising from or relating to the Air District’s non-disclosure of any such designated portions of a proposal.

7. Modification – Once submitted, proposals, including the composition of the contracting team, may be altered up until the due date. Proposals may not be modified after the due date. All proposals shall constitute firm offers valid for ninety (90) days from the **August 8, 2018**, due date.

## **C. Interviews**

1. The Air District, at its option, may interview bidders. The interviews will be for the purpose of clarifying the proposals.
2. Submittal of new proposal material at an interview will not be permitted.
3. Interviews may involve a presentation and/or a question-and-answer session.

## **SECTION V – PROPOSAL FORMAT, CONTENT, AND SUBMITTAL**

### **A. Contents of Proposal**

Submitted proposals must follow the format outlined below and include all requested information. Failure to submit proposals in the required format can result in the proposal being eliminated from evaluation and consideration.

1. Technical Proposal
  - a. Cover Letter (Section I) – Must include the name, address, and telephone number of the company, name and contact information for the project manager, and must be signed by the person(s) authorized to represent the firm.
  - b. Table of Contents – Clearly identify material contained in the proposal by section.
  - c. Response to Proposal Requirements (Section II, maximum of 4 pages) – Provide responses to all the mandatory technical and service requirements and the preferred features listed in Section IV Scope of Work. Provide a technical description of the proposed system, including:
    - Proposed system architecture
    - Description of the data and table formats
    - Description of where data will live, the Air District's right to that data and how in the event of contract termination data will be transferred to the Air District
    - Description of any hosting services to be used as part of the project
    - Security outline for the proposed system and data
    - Conflict resolution process including technical issues between the Air District and contractor
    - Software upgrade plan including all necessary current and projected system maintenance and upgrade requirements
  - d. Implementation Plan and Timeline (Section III, maximum of 2 pages) – Please provide a preliminary implementation plan for deploying the GMS solution. This should include:
    - Major phases and activities
    - Overall timeline
    - Requirements and expectations of Air District staff and resources



- e. Firm Experience and References (Section IV, maximum of 3 pages) – Provide a statement of your firm’s background and related experience in providing similar services to governmental organizations, if any. Provide at least three (3) references of other, similar projects including contact name, title, and telephone number for all references listed. If possible, include a project where an initial pilot was expanded to multiple instances. Please describe the approach to scaling up a project.
  - f. Assigned Personnel (Section V, maximum of ½ page per person) – Provide the following information about the staff to be assigned to the project:
    - List all key personnel assigned to the project by name, title, and role. Provide a description of their background, along with a summary of their experience in providing similar services for governmental agencies, and any specialized expertise they may have. Substitution of project manager or staff will not be permitted without prior written approval of the Air District’s assigned program manager.
    - Provide a statement of the availability of staff in any local office with requisite qualifications and experience to conduct the requested project.
  - g. Retention of Working Papers (Section VI) – All working papers are the property of the Air District. Include a statement acknowledging that if your firm is awarded the contract, you will retain project related papers and related reports for a minimum of five (5) years.
  - h. Subcontractors (Section VII) – List any subcontractors that will be used, the work to be performed by them, and the total number of hours or percentage of time they will spend on the contract.
  - i. Conflict of Interest (Section VIII) – Address possible conflicts of interest with other clients affected by contractors’ actions performed by the firm on behalf of the Air District. The Air District recognizes that prospective bidders may have contracts to perform similar services for other clients. Include a complete list of such clients for the past three (3) years with the type of work performed and the total number of years performing such tasks for each client. The Air District reserves the right to consider the nature and extent of such work in evaluating the proposal.
  - j. Additional Data (Section IX) – Provide other essential data that may assist in the evaluation of the proposal (e.g. green business certification, etc.).
2. Cost Proposal
- a. Cost proposals should follow the format provided in Attachment A, Cost Proposal.

- b. The Cost Proposal must separately list costs for setting up the GMS for one Air District grant program, data migration, training for Air District staff, and yearly maintenance costs. The Cost Proposal should also provide estimated costs for adding additional grant programs to the GMS.

## SECTION VI – PROPOSAL EVALUATION

A panel of Air District staff will evaluate all proposals. The panel will recommend the selection of the contractor to the Air Pollution Control Officer (APCO), who will, in turn, make a recommendation to the Air District Board of Directors. The Air District Board of Directors must approve the contract to carry out the work described in this RFP. An example of a typical contract for professional services used by the Air District is included in Section VII.

Proposals will be evaluated on the following criteria:

Category	Description	Weight
Consulting Services	The scope and comprehensiveness of the implementation services proposed.	20%
Technical Requirements	Ability of the proposed GMS solution to address the Air District's technical requirements in areas including security and access control, integration, scalability, and administration and reporting.	20%
Vendor Requirements	The qualifications, stability, and relevant experience of the vendor.	18%
	Preference given to Local (0.5%), veteran (0.5%), minority (0.5%), and women-owned (0.5%) businesses. *	2%
Cost	Cost proposal for the software, maintenance, and services for the GMS system and its implementation.	40%
	<b>Total</b>	<b>100%</b>

\* The Air District gives preferences to local business and those that are certified as green businesses by a government agency or independent private rating organization.

The Air District reserves the right to reject any and all proposals submitted and/or request additional information. During the selection process, the Air District's evaluation panel may interview bidders. The interviews will be for clarification only. The submittal of new material will not be permitted at that time. Interviews may involve a presentation and/or a question-and-answer format or any combination of these.

If two or more proposals receive the same number of points, the Air District will accept

the lower cost offer.

## **SECTION VII – SAMPLE CONTRACT**

A sample contract to carry out the work described in this RFP is available on the District's website at <http://www.baaqmd.gov/about-the-air-district/request-for-proposals-rfp-rfq/samples-previous>.

## **SECTION VIII – ATTACHMENTS**

- Attachment A – Cost Proposal