



BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT

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Request for Qualifications# 2022-019

**Software Development and
Data Management Services**

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SECTION I – SUMMARY

In carrying out its mission to improve air quality, the Bay Area Air Quality Management District (“Air District”) seeks to retain the services of information technology professional services providers to support ongoing application development and support requirements. Through this Request for Qualifications (“RFQ”), the Air District expects to enter into Master Service Contracts with one or more firms to provide business analysis, user experience, product design, development, and quality assurance services through time and materials-based Task Orders.

To respond to this RFQ, an interested firm should submit one (1) electronic copy (in Adobe Acrobat PDF file format) of its statement of qualifications 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: <https://baaqmd.bonfirehub.com>

**Statements of qualifications must be received by
4:00 p.m. on Wednesday, December 21, 2022 (“deadline”).
Late submissions will not be considered.**

Statements of qualifications must address all information requested in this RFQ. A statement may add information not requested in this RFQ, 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, local businesses, and certified green businesses are encouraged to submit statements of qualifications. **Any questions regarding this RFQ should be submitted through the Portal.**

SECTION II – BACKGROUND

A. Air District Overview

The Bay Area Air Quality Management District (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 jurisdiction includes Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, southwestern Solano, and southern Sonoma counties.

The State Legislature originally gave the Air District the authority to regulate stationary sources of air pollution, such as factories, oil refineries, chemical plants, gasoline stations, and agricultural burning. With more recent legislation, the Air District was granted authority to enact certain transportation and mobile source measures.

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.

B. Software Development and Data Management Services

The goal of this RFQ is to identify qualified firm(s) to seamlessly integrate with the Air District’s existing Agile/Scrum team made up of: Certified Scrum Masters, Product Owners, Subject Matter Experts, Technical Analysts, Quality Assurance Engineers, User Experience Designers, Front and Back-end Developers, Database Administrators, Data Analysts and Infrastructure Operations Engineers. Interested firms shall propose staff resources with capabilities in *one or more* of the technical skills listed in the table below to provide ongoing software development services to the Air District. Previous air quality work is highly desirable but not mandatory.

Software Development Services Categories	
Software Development Professional Services	
<ul style="list-style-type: none"> ○ .NET Core on Azure Cloud ○ JavaScript frameworks such as Angular, Express, Redux and jQuery ○ CosmosDB / NoSQL ○ API development and NuGet ○ Extract, Transform and Load (ETL) 	<ul style="list-style-type: none"> ○ API integration, HTML, CSS, JSON, and related web technologies ○ Git source code management ○ SQL Server stored procedures ○ Visual Studio Integrated Development Environment
Software Quality Assurance Professional Services	
<ul style="list-style-type: none"> ○ Creation of test scenarios ○ Test case writing and execution 	<ul style="list-style-type: none"> ○ Software defect tracking ○ Regression test plans
Software Design Professional Services	
<ul style="list-style-type: none"> ○ Develop and prioritize Epics and Features ○ User story and acceptance criteria documentation ○ Subject matter expert coordination 	<ul style="list-style-type: none"> ○ Effective written and verbal communication with all team members ○ User acceptance testing coordination ○ Azure DevOps
Web Content Management System Professional Services	

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|--|---|
| <ul style="list-style-type: none">○ Operations and maintenance of:<ul style="list-style-type: none">▪ Sitecore content management▪ Internet Information Services▪ SendGrid cloud email▪ Secure Sockets Layer▪ Active Directory / Single Sign-On▪ Domain Name System▪ WCAG / 508 compliance▪ Automated language translation▪ Really Simple Syndication▪ Azure cloud infrastructure | <ul style="list-style-type: none">○ Development and integration of:<ul style="list-style-type: none">▪ Sitecore microsites▪ Twilio cloud communications API▪ Salesforce Marketing Cloud▪ Salesforce Contacts▪ Lionbridge Claytablet & XTM SDK▪ Mapbox SDK▪ Civic Clerk SDK▪ Analytics and reporting▪ Google Cloud Services▪ Granicus, YouTube, Zoom, & Microsoft Teams video |
|--|---|

Note: Azure DevOps is provided to track and coordinate activities including: Epics, Features, User Stories, Tasks, Bugs, Automation, Wiki and source code build pipelines.

SECTION III – GENERAL DESCRIPTION OF SERVICES

A. Services Needed

The Air District requires staff resource support (i.e., product owners, business analysts, user experience designers, software development engineers, web content management system specialists, Azure cloud infrastructure operations and maintenance, data management, and quality assurance analysts) to collaborate with the Air District's existing Agile/Scrum team to support the continued evolution of the online permit billing system and online services. The existing Agile/Scrum team is currently responsible for the full Software Development Lifecycle including, design, user story creation, subject matter expert coordination, documentation, interface development, data management, test case execution, regression testing and user acceptance testing.

Staff resource support will:

- Work remotely as part of an Agile team following a defined production release cycle. Production releases are coordinated to occur during off-hours for absolute minimum possible impact to Air District constituents.
- Attend a daily scrum, bug scrub, sprint planning and sprint reviews, for their corresponding Agile team, either in-person or via video conference.
- Check project deliverables into Azure DevOps frequently, but at a minimum prior to sprint planning.
- Participate in sprint reviews where all stakeholders are assembled to provide feedback and demonstrate the sprint's minimum viable product.
- Participate in sprint planning where user stories will be prioritized, assigned and story points allocated.
- Participate in release cycle retrospectives to discuss challenges and potential process improvements.

For resource allocation purposes, interested firm(s) should assume full time equivalents for a 12-month period beginning from the notice to proceed.

As examples of the work covered by this RFQ, firms may collaborate on projects including but not limited to those on the current Product Backlog which has been prioritized into the following Epics:

Rank	Epic
1	Engineering Permit: Device Input Form Logic
2	Engineering Permit: Application Fee Automation
3	Engineering Permit: Emission Calculations (Material Balance)
4	Engineering Permit: No Net Increase / Emissions Banking (Administrative Interface)
5	Engineering Permit: Condition Editor
6	Engineering Permit: Application Interface Enhancements (Large Facilities)
7	Enforcement and Compliance: Inspection Reports
8	Enforcement and Compliance: Complaint Investigation
9	Enforcement and Compliance / Legal: Mutual Settlement
10	Enforcement and Compliance: Reportable Compliance Activities
11	Enforcement and Compliance / Legal: Notice of Violations
12	Enforcement and Compliance / Legal: Hearing Board Process Tracking
13	Online Services: Subscription Center
14	Online Services: Agenda Management Integration
15	Online Services: Event Notifications
16	Online Services: Single Sign-On User Access

SECTION IV – SUBMISSION REQUIREMENTS

A. General

1. Interested firm(s) must create an account through the Portal described in this RFQ to view RFQ documents and addenda, and to submit questions and statements of qualifications.
2. All statements of qualifications must be made in accordance with the conditions of this RFQ. Failure to address any of the requirements is grounds for rejection of the submission.
2. All information should be complete, specific, and as concise as possible.
3. Statements of qualifications should include any additional information that the bidder deems pertinent to the understanding and evaluation of the submission.
4. The Air District may modify the RFQ or issue supplementary information or guidelines during the submission preparation period prior to the deadline. Please check the [Portal](#) for updates prior to the deadline.
5. The Air District reserves the right to reject any and all submissions.
6. All questions must be in written form and submitted through the Portal no later than **4:00 p.m. on Monday, November 21, 2022**. Bidders will not be able to submit questions after this time. All questions will be answered in writing and posted on the [Portal](#) by **6:00 p.m. on Monday, December 5, 2022**.
7. The cost for developing the statement of qualifications is the responsibility of the bidder, and shall not be chargeable to the Air District.

8. A firm's selection and the execution of a contract with the Air District does not guarantee any particular amount of work.

B. Submittal of Statements of Qualifications

All statements of qualifications must be submitted according to the specifications set forth in Section V (A) – Contents of Statement of Qualifications, and this section. Failure to adhere to these specifications may be cause for the rejection of the submission.

1. Deadline – All statements of qualifications are due no later than 4:00 p.m., December 21, 2022, and should be submitted via the Portal to:

Cynthia Zhang, Staff Specialist
Bay Area Air Quality Management District
375 Beale Street, Suite 600; San Francisco, CA 94105
Portal link: <https://baaqmd.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 deadline to finalize their submissions and complete the uploading process. Bidders will not be able to submit documents after the deadline. Statements of qualifications received after the deadline will not be considered.
3. Signature – All statements of qualifications must be signed by an authorized representative of the bidder.
4. Submittal – Submit one (1) electronic copy (in Adobe Acrobat PDF file format) to the Portal. Electronic submissions submitted via the Portal will be acknowledged with a confirmation email receipt. Late submissions will not be accepted. Any correction or re-submission of statement of qualifications will not extend the submittal deadline.
5. Grounds for Rejection – A statement of qualifications may be 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 Submissions – All responses to this RFQ 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. Statements of Qualifications 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 statement of qualifications 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 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 statement of qualifications.

C. Interviews

1. The Air District, at its option, may interview firms that respond to this RFQ. The interviews will be for the purpose of clarifying the statement of qualifications.
2. Submittal of new materials at an interview will not be permitted.
3. Interviews may involve a presentation and/or a question-and-answer session.

SECTION V – SUBMISSION CONTENTS

A. Contents of Statement of Qualifications

Submitted statements of qualifications should follow the format outlined below and include all requested information. Failure to submit statements of qualifications in the required format may result in the submission being eliminated from evaluation and consideration.

1. Experience, Structure, Personnel
 - a. Contact Information (Section I) – Provide the following information about the firm:
 - Address and telephone number of office nearest to San Francisco, California and the address and phone number of the office that each of the proposed staff members are based out of if different.
 - Name of firm's representative designated as the contact and email address
 - Name of project manager, if different from the individual designated as the contact
 - b. Table of Contents – Clearly identify material contained in the statement of qualifications by section.
 - c. Firm Experience (Section II) – Provide a statement of your firm's experience in providing similar services to those sought through this RFQ, including any services provided to governmental organizations. Describe the technical capabilities of the firm in all areas relevant to the services sought through this RFQ.
 - d. Assigned Personnel (Section III) – List all key personnel who would be

assigned to Air District projects by name and role. Provide descriptions of education and training, along with a summary of experience in providing services similar to those sought through this RFQ. Background descriptions can be a resume, curriculum vitae, or summary sheet. Substitution of project manager or staff will not be permitted without prior written approval of the Air District's assigned program manager.

- e. References (Section IV) - Provide a minimum of three (3) references of other, similar projects including company name or government entity, contact name, title, phone number and e-mail address for all references listed. For each reference, include a description of services provided and dates the services were provided.
- f. Work Samples (Section V) – Provide a minimum of three (3) work samples that the firm has completed in areas relevant to the services sought in this RFQ. Include the client, a description of the nature of the work, and the size and complexity of the project.
- g. Subcontractors (Section VI) – List any subcontractors that will be used and the work to be performed by them.
- h. Conflict of Interest (Section VII) – Address possible conflicts of interest or appearance of impropriety regarding other clients of the firm that could be created by providing services to the Air District. Describe procedures to be followed to detect and resolve any conflict of interest or appearance of impropriety. The Air District reserves the right to consider the nature and extent of such work in evaluating the statement of qualifications.
- i. Additional Information (Section VIII) – Provide other essential data that may assist in the evaluation of the statement of qualifications.

2. Fee Information

- a. The normal hourly rate of each principal and staff resource whose resume is provided or whose job category may be required, and the rate that would be charged to the Air District. Proposals should include rate tables consisting of the roles listed in the RFQ and the corresponding rate charged per the proposal. Rate tables should include only the roles, not list individuals. Resumes for individuals should indicate which role(s) each team member is qualified to perform.
- b. A list of rates for reimbursable expenses, such as expenses for travel, presentation materials, supplies, deliveries, B/W and color printouts and copies, faxes, photo scans and, copywriting and copyediting services.
- c. Any reduced fees offered to the Air District.
- d. Any other fees or charges.

SECTION VI – QUALIFICATION EVALUATION

A panel of Air District staff will evaluate all statements of qualifications. The panel will recommend the selection of one or more contractors 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 may be required to approve the contract(s) to carry out the work described in this RFQ. An example of a typical contract for professional services used by the Air District is included in Section VII.

In evaluating statements of qualifications submitted pursuant to this RFQ, the Air District places high value on the following factors, not necessarily in order of importance:

- Approaches in methodology with respect to the anticipated scope of services that demonstrate maximum comprehension of and ability to provide such services to the Air District.
- Experience of firm and employees to be assigned to an Air District project in general, and in particular, providing software development services to governmental agencies.
- Quality and diversity of work product as demonstrated through submitted work samples.
- Demonstrated knowledge of Air District activities and business requirements.
- Experience of the firm with comparable organizations and types of services.
- Innovative or outstanding work by firm that demonstrates the firm's unique, creative qualifications to provide software development services.
- Number, complexity, and nature of similar projects handled by the firm.
- Firm's staff ability and availability for working with Air District directors, officers, staff and consultants.
- Submission conforms to all RFQ requirements and is submitted in the format as noted in the RFQ.
- References of the firm.
- Proposed fee structure relating to services the firm would provide.

SECTION VII – SAMPLE CONTRACT

A sample contract to carry out the work described in this RFQ is available on the Air District's website at <http://www.baaqmd.gov/about-the-air-district/request-for-proposals-ftp-rfq/samples-previous>. (Click the + to the left of Sample Contracts, and then click on the Master Services Contract link)