

REQUEST FOR QUOTATIONS



AutoCAD Civil 3D On-Call Training RFQ

County of San Mateo

Department of Public Works

Release Date: February 22, 2016

Responses must be Received
by 4:00 p.m. Pacific Standard Time
on March 7, 2016

REQUEST FOR QUOTATIONS
FOR
AutoCAD Civil 3D On-Call Training RFQ

Proposal must be submitted to:

Gil Tourel, Principal Civil Engineer
County of San Mateo
Department of Public Works
555 County Center, 5th Floor
Redwood City, CA 94063

By 4:00 p.m. Pacific Standard Time on March 7, 2016

RESPONSES WILL NOT BE ACCEPTED AFTER THIS DATE AND TIME

Note regarding the Public Records Act:

Government Code Sections 6250 *et seq.*, the California Public Record Act, defines a public record as any writing containing information relating to the conduct of the public business. The Public Record Act provides that public records shall be disclosed upon written request and that any citizen has a right to inspect any public record unless the document is exempted from disclosure.

Be advised that any contract that eventually arises from this Request for Quotations is a public record in its entirety. Also, all information submitted in response to this Request for Quotations is itself a public record **without exception**. Submission of any materials in response to this Request for Quotations constitutes a waiver by the submitting party of any claim that the information is protected from disclosure. By submitting materials, (1) you are consenting to release of such materials by the County if requested under the Public Records Act without further notice to you and (2) you agree to indemnify and hold harmless the County for release of such information.

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SECTION I – GENERAL INFORMATION

A. STATEMENT OF INTENT

As outlined in more detail in Section II – Scope of Work, This RFQ seeks responses from any and all qualified agencies or individuals to provide on-call training and technical support services for AutoCAD Civil 3D software specific to roadway design and sewer design.

The Department of Public Works (the “Department”), plans, designs, constructs, operates and maintains facilities and equipment that are safe and accessible to the clients of County agencies, the general public and County employees. The Department advises the Board of Supervisors on all public works issues, including rates and charges for services that are fair to both the users and service providers. Public Works has a budget of approximately \$200 million and is comprised of over 300 employees in four divisions: Administrative Services and Airports, Engineering and Resource Protection, Facility Services, and Road Services. The budget includes federal and state funds earmarked for aviation and transportation, gas taxes to maintain 316 miles of County roads, and property taxes and service charges to provide various services to the 46 special districts governed by the Board of Supervisors and administered by the Department.

The tentative target start date and term for the proposed services is April 2016 through March 2019, subject to negotiation of a final agreement.

B. THE REQUEST FOR QUOTATIONS

The County of San Mateo seeks by way of this RFQ to obtain quotes from all qualified providers who have knowledge and expertise with providing on-call training and technical support services for AutoCAD Civil 3D software specific to roadway design and sewer design. Agencies or individuals must be able to show that they are capable of performing the services requested. Such evidence includes, but is not limited to, the respondent's demonstrated competency and experience in delivering services of a similar scope and type and local availability of the respondent's personnel and equipment resources.

Respondents must demonstrate the ability to provide services beginning on April 2016, or within reasonable time given start-up needs that are well justified in their quote.

Respondents should submit only one quote, but may be a participant on more than one response.

SECTION II – SCOPE OF WORK

A. DESCRIPTION

The Department is seeking a consultant, certified by Autodesk, to provide on-call training and technical support for AutoCAD Civil 3D software specific to roadway design and sewer design.

Training

The Department will require the Consultant to provide either on-site or off-site training as requested by the Department for various levels of users (i.e. beginner, intermediate, advanced).

Off-Site Training

Consultant will provide a curriculum based training for various levels of expertise on AutoCAD Civil 3D software. The levels of training anticipated are: beginner, intermediate, advanced, and custom. For the custom level, the Department will work closely with the Consultant in order to establish a curriculum that is based on the needs of the Department. Version of AutoCAD Civil 3D will be 2013 or newer.

Please provide a cost based on each level of training per person.

On-Site Specific Training

The Consultant will provide a technical expert to perform topic specific trainings to be located at County offices. The Department will work with the Consultant to create Civil 3D training with respect to topics such as roadway design, managing point files, creating alignments, surfaces, road templates, cross sections, profiles, and quantity tabulations, to serve as a refresher course. The Department anticipates that the frequency of trainings will be conducted based on the specialized needs of the Department with respect to Public Works infrastructure type projects.

The Department will provide the Consultant with sample project information, data, files and any other relevant information from past Department projects. The intent of these trainings will be to provide real life examples of topics (how to create a surface, how to create an alignment and cross sections, etc.) based on actual projects and data from previous County projects.

Consultant may also be requested to provide additional specialized trainings, on an as-needed basis to the Department. The Department will contact the Consultant prior to any request to establish the curriculum and topics to be presented. Consultant will be responsible to provide all necessary equipment and training materials for the class. This will include computers/laptops with AutoCAD Civil 3D software. The Department will provide access to a training room equipped with a projector, if training is held at County offices.

Please provide a cost per hour for training held either at County offices or off-site within a short driving distance from County offices.

Off-Site Technical Expert

The Consultant will provide an hourly rate for a Civil 3D technical expert to be available via telephone or video conference during normal business hours. The technical expert will be available to answer questions and provide either troubleshooting advice, one-on-one training or group training if needed. A number will be provided where Department staff can call in and obtain assistance. Calls will be tracked and billed out at 15 minute intervals.

Please provide an hourly rate for a Civil 3D technical expert to be available via telephone or video conference to provide technical assistance using Civil 3D.

On-Site Technical Expert

The Consultant will provide an hourly rate for a technical expert to be available at the Department's offices. The Civil 3D technical expert will be available to answer questions and provide either one-on-one or group training. A minimum of four hours will be scheduled per request of this service.

Please provide an hourly rate for a Civil 3D technical expert to be on-site.

SECTION III – GENERAL TERMS AND CONDITIONS

Read all Instructions. Read the entire RFQ and all enclosures (if any) before preparing your response.

Questions and Responses Process. Submit all questions relating to this RFQ by one of the following three methods:

- A. Mailed to: Krzysztof Lisaj or Carter Choi
555 County Center, 5th Floor
Redwood City, CA 94063

- B. E-mailed to: klisaj@smcgov.org or cchoi@smcgov.org

- C. Faxed to: 650-361-8220 Attn: Krzysztof Lisaj or Carter Choi

All questions must be received no later than 4:00 p.m. on Friday February 26, 2016.

All questions and responses will be posted to the Department of Public Works website at:

<http://publicworks.smcgov.org/AutoCADOn-CallTraining>

If changes to the RFQ are warranted, they will be posted to the Department of Public Works website. It is the responsibility of each respondent to check the website for changes and/or clarifications to the RFQ prior to submitting a response.

Contact With County Employees. As of the issuance date of this RFQ and continuing until the final date for responses, all respondents are specifically directed not to hold meetings, conferences, or technical discussions with any County employee for purposes of responding to this RFQ except as otherwise permitted by this RFQ. Any respondent found to be acting in any way contrary to this directive may be disqualified from entering into any contract that may result from this RFQ.

Respondents will submit questions or concerns using the questions and answers process as stated above.

Miscellaneous. This RFQ is not a commitment or contract of any kind. The County reserves the right to pursue any and/or all ideas generated by this RFQ. The responses will be used to determine the respondent's ability to render the services to be provided. The failure of a respondent to comply fully with the instructions in the RFQ may eliminate its response from further evaluation as determined at the sole discretion of the County.

SECTION IV – REQUEST FOR QUOTATIONS

This section describes the general RFQ procedure used by the County, and the remaining sections of this RFQ list the requirements.

A. TENTATIVE SCHEDULE OF EVENTS

EVENT	DATE
Release Request for Quotations	February 22, 2016
Questions Submitted to County Deadline	February 26 , 2016
Release Responses to Questions	March 2, 2016
RFQ Response Deadline	March 7, 2016
Review of Responses ⁽¹⁾	March 7-11, 2016

(1) Dates are subject to change

B. SUBMISSION OF RESPONSES

Responses: All responses should adhere to the specified content and sequence of information described by this RFQ.

One (1) original and two (2) copies and one (1) PDF copy on a CD must be received and date stamped by the Department no later than 4:00 p.m. on Monday March 7, 2016. Responses must include a company logo and be signed by the respondent. An unsigned response may be rejected. A response may be signed by any authorized agency representative of the respondent.

All responses must be received by the stated date and time in order to be considered for review.

C. RESPONSE REVIEW AND SELECTION

During the review process, the County may require a respondent's representative to answer specific questions orally and/or in writing. The County may also require a visit to the respondent's offices, other field visits or observations by County representatives, or demonstrations as part of the overall RFQ review.

Responses to this RFQ must adhere to the format detailed in Section V - RESPONSE SUBMISSION REQUIREMENTS. The criteria used as a guideline in the review will include, but not be limited to, the following:

- Firm qualifications and experience, including capability and experience of key personnel and experience with other public or private agencies to provide these services
- Proposed approach, including clarity of understanding of the scope of services to be provided and appropriateness of the proposed solution/services
- Customer service
- History of successfully performing services for public or private agencies
- Ability to meet any required timelines or other requirements
- Cost to the County for the primary services described by this RFQ
- References
- Compliance with County RFQ and County requirements

SECTION V – RESPONSE SUBMISSION REQUIREMENTS

The response should be submitted in the following format:

A. GENERAL INSTRUCTIONS

All responses should be typewritten or prepared on a computer and have consecutively numbered pages, including any exhibits, charts, and/or other attachments.

All responses should adhere to the specified content and sequence of information described by this RFQ.

Submit one (1) original and two (2) copies and provide a PDF copy on a CD. All printing shall be double-sided (duplex).

B. COVER LETTER

Provide a one page cover letter on your letterhead that includes the address, voice and facsimile numbers, and e-mail address of the contact person or persons. List the name of each person authorized to represent the respondent in negotiations. The original quote must be signed by an individual with authority to submit quotes on behalf of the agency.

C. RESPONSE CONTENT AND FORMAT

Tabbing of Sections

Be sure the proposal is properly tabbed using the following sections:

TAB 1 Firm Qualifications and Experience (2-duplex pages maximum):

- a. Provide a one page introduction that demonstrates an overview of your firm's history and provide a project overview based on the Scope of Work presented in this RFQ. The Consultant will provide a high level description of their approach to addressing the project tasks.
- b. Provide a statement of qualifications for your organization, including an organization chart, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFQ.
- c. How many full time employees (FTEs) do you plan to assign to provide the services in the RFQ if you are selected?
- d. How many people in total are employed by your company? Please delineate between employees and sub-consultants.
- e. If applicable, list the professional qualifications for each individual that would be assigned to provide services requested by this RFQ, including date and school of any applicable degrees, additional applicable training, and any professional certifications/licensing. In lieu of listing this information, you may submit a resume or curriculum vitae (CV) for each such individual if the resume/CV includes all the requested information.
Resume/CV will not be counted towards the page limit for TAB 1.
- f. If your firm requires the services of other sub-consultants for some of the qualifying elements, please indicate and include sub-consultant information in support of their qualifying experience for that particular element. Include that information with the proposal.

TAB 2 Proposed Approach (3-duplex pages maximum):

This section must describe the Consultant's proposed approach for meeting the services required by the Department. Relevant considerations include the quality and feasibility of the Consultant's approach to meeting these needs, the manner in which adequate staffing is to be provided (including planning for absences and back-up coverage, training, background checks, and monitoring, etc.), and equipment or other resources provided by you (if applicable). Remain cognizant of the following considerations when responding to the RFQ:

- a. Describe how you will fulfill the requirements of the Department included in this RFQ. Please attach a project plan, if appropriate. Provide a detailed project approach description. Identify any unique insights or strengths that your firm may have related to the services requested. Provide a description of the required tasks and how each task will be undertaken by the Consultant. Add details on how each task will be accomplished and provide a potential timeline of the anticipated work and key issues that may affect this timeline. Include any issues that you believe will require special consideration or attention for the Civil 3D training.
- b. List any needs for physical space and/or equipment at the Department.
- c. Identify how you will meet all other aspects of the scope of work and related requirements listed above, and list any items you cannot provide.
- d. Describe the measurements/metrics/deliverables/assessments you will provide to allow the Department to assess the services you will provide. Provide information on how deliverables will be provided to the County and how comments on draft deliverables will be addressed.
- e. Provide information on any other pertinent services, if any, you can offer that will enhance the Civil 3D training needs of the Department.

TAB 3 Customer Service (1-single sided page maximum):

- a. How will your services meet the needs of the Department?
- b. In the event of a routine problem, who is to be contacted within your organization?
- c. In the event of the identification of a problem by the Department, describe how you will address such problems and the timeframe for addressing them.

TAB 4 Claims and Violations Against Your Organization (1-single sided page maximum):

Please list any current violations or claims against you/your organization and those having occurred in the past five years, especially those resulting in claims or legal action against you.

TAB 5 Cost to the Department for Primary Services (1-single sided page):

- a. Provide a detailed explanation for all costs associated with your providing the requested Civil 3D services if you are selected. Provide a proposed hourly rate schedule for your firm and that of each sub-consultant. Both of these will need to be provided in a sealed envelope with the proposal. The envelope will be opened after the competing firm(s) have been ranked according to the proposal evaluation rating criteria.
- b. Is travel time to the Department expected to be billable? If so, how will travel time invoices be calculated? Generally, proposals that do not include such travel time or expenses are preferred unless the services requested require travel as part of the service.

TAB 6 References (1-single side page):

- a. Provide at least three client references, if applicable and appropriate, for whom you provide more than occasional services. Include names and phone numbers for these individuals.

TAB 7 Statement of Compliance with County Contractual Requirements (1-single sided page maximum):

Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard contract, including but not limited to the following:

The County non-discrimination policy;
The County equal employment opportunity requirements;
County requirements regarding employee benefits;
The County jury duty ordinance;
The hold harmless provision;
County insurance requirements; and

All other provisions of the standard contract.

In addition, the proposer should include a statement that it will agree to have any disputes regarding any contract venued in San Mateo County or the Northern District of California.

Proposals must advise County of any objections to any terms in the County's contract requirements and provide an explanation for the inability to comply with the required term(s). If no objections are stated, County will assume the proposer is prepared to sign the County contract as-is.