



**CITY OF SAN ANTONIO**  
**FINANCE DEPARTMENT – PURCHASING DIVISION**

**ADVERTISEMENT INFORMATION ONLY**

Solicitation Type and Name: **CUSTOMER FIRST SAN ANTONIO (C1SA) PROJECT (Software and Implementation Services for Point-of-Sale and Reservation/Registration Systems)**

Solicitation Number: **6100003293 (RFP 2013-083)**

Description: As part of its ongoing efforts to enhance quality and cost-effectiveness of service delivery to its customers, the City is seeking sealed proposals from qualified parties offering a solution for an Enterprise Point of Sale (POS) and a Reservation / Registration system (RRS) along with associated implementation services for a successful deployment at the City. The vision is to standardize and establish an enterprise platform for processing, reporting and managing cashiering transactions, processing facility reservations and handling program (activity) registrations for all departments within the City.

The City is seeking responses to a Request for Competitive Sealed Proposal (RFCSP) to obtain products and implementation services for (1) a comprehensive uniform payment checkout approach to serving citizens and other customers, whether in person or via self-service; and (2) a citywide facility reservation, event management, program registration, sports league management, and volunteer management system, with full customer self-service capability for reservation, registration and payments in-person or over the Internet. The Respondent is expected to provide comprehensive services to deploy the proposed solution within the City.

Applicable Product Categories (NIGP): 20966, 20987, 91838, 92045

Date Issued: Thursday, November 14, 2013

Due Date & Time: Wednesday, January 22, 2014 at 2:00 p.m. CT

Pre-Submittal Conference: City of San Antonio Public Library located at 600 Soledad Street, Central Library Auditorium, San Antonio, TX 78205 on **Tuesday, December 3, 2013 at 10:00 a.m.**

Staff Contact Person: Patricia Cavazos, Procurement Specialist III, [patricia.cavazos@sanantonio.gov](mailto:patricia.cavazos@sanantonio.gov)

**Evaluation Committee Voting Members:**

Ben Gorzell, Chief Financial Officer, City Manager's Office

Troy Elliott, Finance Director, Finance Department

Xavier Urrutia, Director, Parks & Recreation

Kevin Goodwin, Assistant Director, IT Services Department

Dennis Rosenberry, Administrative Services Officer, San Antonio Police Department

Steve De La Haya, Assistant Director, Convention & Visitors Bureau

Kathy Donellan, Assistant Director, Library

Margaret Villegas, Assistant Director, Finance Department

Melanie Seale, Assistant Director, Finance

**Pursuant to Section 011 – Restriction on Communications, Respondents are prohibited from communicating with: 1) elected City officials and their staff regarding the RFP or proposals from the time the RFP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFP has been released until the contract is awarded.**

Exceptions to the Restrictions on Communications:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until **2:00 p.m.**, Local Time, on **Friday, December 13, 2013**. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail. It is highly encouraged that you review the solicitation early and submit your questions at least 5 days prior to the Pre-Submittal Conference.

**Patricia Cavazos, Procurement Specialist III**  
**City of San Antonio, Finance Department**  
[patricia.cavazos@sanantonio.gov](mailto:patricia.cavazos@sanantonio.gov)

Questions submitted and the City's responses will be posted in the portal with the solicitation.

**To view this solicitation**, go to <https://supplierservice.sanantonio.gov/irj/portal>. If you have not completed the City's SAePS Vendor Registration, you must do so in order to view the solicitation and submit a response.

**TO REGISTER:** You will need to complete the vendor registration by accessing the SAePS Vendor Registration at <http://www.sanantonio.gov/purchasing/SAePS.aspx>. Questions regarding registration may be submitted to the SAePS Hotline at: (210) 207-0118 or by email at: [vendors@sanantonio.gov](mailto:vendors@sanantonio.gov)

**Note:**

After you have successfully registered, you will need to send an email to the staff contact person requesting to be added to the solicitation vendor distribution list.