

ACS/City of Memphis

Litigation and Claims Management System – PID 5212

Request for Proposal

Prepared By: Information Services

Closing Date for Proposals: 06/27/08

Proposals Accepted at: ATTN: ACS Business Office

Litigation and Claims Management System

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**AFFILIATED COMPUTER SERVICES (ACS), INC.
CITY OF MEMPHIS DIVISION OF INFORMATION SERVICES**

**Request for Proposal
Litigation and Claims Management System**

ACS (hereinafter referred to as "ACS") and the City of Memphis (hereinafter referred to as "City") invite qualified Vendor(s) to provide proposals for the installation of a customized litigation and claims management system, which would allow the City of Memphis to manage the information associated with individual claims (cases) for the City Attorney's Office. The requirements include, but are not limited to, modules for processing and tracking claims, subrogation, client advice, litigation opinions tracking, scheduling, collections and financial tracking to be supported by the vendor and the Information Services Division of the City.

The selected Vendor(s) will be contractually responsible for all services denoted in the document. Vendor(s) may partner with another Vendor(s) to meet the needs of this RFP. ACS will be accountable for the management of this contract.

All questions pertaining to the RFP must be forwarded to ACS at the e-mail address listed on the front page of the document under "**E-Mail Inquiries**" (requests@memphistn.gov).

Interested parties should carefully review this RFP, including all requirements, terms, conditions, performance standards and financial penalties to ensure the most responsive proposals.

1.0 Introduction

The Information Services Division (IS) of the City provides services to satisfy the information needs of all Divisions. Subsequently these Divisions use this information to better serve the citizens of Memphis quickly and efficiently. By implementing the Litigation and Claims Management System the City would be better positioned to serve the Citizens need for information.

1.1 Overview of Work

The Vendor(s) shall provide installation of a customized litigation and claims management system, which would allow the City of Memphis to manage the information associated with individual claims (cases) for the City Attorney's Office. These requirements included, but are not limited to, modules for processing and tracking claims, subrogation, client advice, litigation, opinions tracking, scheduling, collections and financial tracking.

1.2 Schedule of Activities

ACTIVITY	DATE
Distribution of RFP	06/09/08
Deadline for Questions	06/20/08
Proposal Due (Mandatory) by 2:00 P.M.	06/27/08
Date to Open Sealed Proposals by RFP Evaluation Committee	07/02/08
Oral Presentation by Vendor(s) (optional at City discretion)	TBD

1.3 Term of Contract

Term of Contract is for one (1) years with the option to renew for four (4) additional 12 month periods.

1.4 Response

The Vendor(s) must submit a response with numbering corresponding to the sections 2.0 Contract Scope, 3.0 Requirements and 4.0 Vendor Qualification.

The following definitions are to be used when Vendor(s) is preparing responses.

Complies: means that the Vendor(s) accepts the statement/requirement provision in every respect. Vendor **must** also thoroughly explain in detail how their responses to each requirement in the RFP will be met. If Vendor does not thoroughly explain in detail how their response meets the requirements the Vendor may be subject to a lower score for insufficient information.

Does Not Comply: means that the Vendor(s) does not accept provision. If the Vendor(s) does not comply with a particular provision then the **Vendor(s) must:**

1. indicate that it does not comply;
2. give reasons for non-compliance; and
3. provide detailed language that would render the provision acceptable to the Evaluation Committee made up of City and ACS Employees.

1.5 Sole Responsibility

The successful Vendor(s) shall assume full responsibility for meeting all requirements agreed to in the response to this RFP.

1.6 Sole Contact

Further, ACS will consider the selected Vendor(s) to be the sole point of contact with regard to contractual matters, including the performance of warranty services and the payment of any and

all charges resulting from contract obligations. Upon contract award, the selected Vendor(s) will be directly responsible for all of its personnel and the selected Vendor(s) will designate an account manager who will serve as the point of contact for the City and ACS for billing, additions, moves, deletions, training, repairs, or any other requests or inquiries.

2.0 Contract Scope

2.1 Compliance with Proposed Contract

The Vendor(s) must submit a tabulated statement with numbering corresponding to the relevant clauses of Exhibit 1 (Proposed Contract), detailing its level of compliance with Exhibit 1 (Proposed Contract) as listed in Section 1.4. **An alternative contract will not be accepted.**

Indefinite responses such as “noted” as a statement of compliance or “to be discussed” or “to be negotiated” are not acceptable.

2.2 Subcontracting

The Vendor(s) will not assign this contract. Nor shall the Vendor(s) subcontract or permit anyone, other than the Vendor’s personnel, to perform any of the services, except with the written consent of the City and ACS.

3.0 Requirements

Currently, the City Attorney’s Office provides legal advice, counsel and representation to member of the public, the Office of Mayor, City Councilmembers, various City officials, several Boards and Divisions within the City of Memphis regarding legal matters. The Claims Department is charged with processing and investigating all claims for damages against the City of Memphis, as well as providing claims service on behalf of the City of Memphis. The Claims Department works under the auspices of the City Attorney’s Office. Additionally, the Claims Department is responsible for pursuing all subrogation claims resulting from damage to City of Memphis-owned property by third parties.

The litigation and claims management system must consist of a software application. It would allow the City of Memphis to manage the information associated with individual claims (cases) in the City Attorney’s Office, implement workflow, organize data, eliminate redundant data entry, generate reports, and handle repetitive tasks that previously required considerable manual effort. These requirements include, but are not limited to, modules for processing and tracking claims, subrogation cases, client advice (matters), opinions tracking, scheduling (tickler), litigation, collections, and financial tracking. Refer to Section 2 for the mandatory system requirements and Section 3 for the detailed requirements listing.

Mandatory User-Identified Litigation & Claims Management System Features

Number	Mandatory User- Identified Requirements
1.	Collects and tracks cause code data
2.	Provides “easy to use” inquiry features
3.	Provides “easy to use” Query Builder feature for data analysis

4.	Allows end user "ease of use" within application
5.	Must have access through Internet for remote attorneys and when attorneys are in travel status
6.	Contains "contacts" management feature
7.	Contains document generation and mail merge capabilities
8.	Contains calendar or scheduling feature
9.	Contains event notification or tickler feature
10.	Possesses edit capability
11.	Data can be converted from current system to replacement system
12.	Must be able to process client advice (matters) cases with ease of use
13.	Must be able to process claims with ease of use
14.	Must be able to process subrogation claims with ease of use
15.	Must be able to process financial information with ease of use
16.	Must be able to track and process opinions
17.	Contains reports-customization capability
18.	Ability to capture notes feature with time / date stamp /user
19.	Ability to link multiple cases
20.	Ability to identify related cases
21.	Must achieve the highest level of data integrity and accuracy throughout all of the modules
22.	System must be installed and utilized in other government agencies
23.	Has the ability to view and print scanned documents
24.	Has the ability to open and close multiple "window" sessions at the same time
25.	Provides the highest level of support
26.	Ability for a City employee to enter accident data via the Internet
27.	Ability for citizens to enter claims-related data via the Internet

Questionnaire / Vendor Qualifications

The Vendor must respond to the following tables in section 3.1 through section 3.13 by using the Key/Legend below:

- B** = Baseline feature is provided.
- R** = Report writer required.
- N** = System does not provide this function.
- T** = Third-party software.
- A** = Feature available in next version. If so, specify date(s).
- C** = Customization of off-the-shelf product required.
- *** = Comments.

3.1 General Application Requirements (Characteristics)	Response
A. Are there user-defined and maintained tables for users to perform the following listed functions:	
A1. Descriptions of cause codes or descriptions of types of claims.	
A2. Categorization of governmental entities (city divisions or city departments).	
A3. Categorization of law offices.	
A4. Disposition information.	
A5. Claims and Litigation related notes. Ability to time / date stamp / user ID.	
A6. All financial “reserves” data, including any supplemental amounts related to the original reserve.	
A7. Types of proceedings.	
B. Does the system contain the following subsystems (modules)? Refer to additional information immediately following this table.	
B1. Claims.	
B2. Subrogation.	
B3. Litigation.	
B4. Client Advice (Matters).	
B5. Opinions Tracking.	
B6. Financial (Reserves) Tracking.	
B7. Inquiry.	
B8. Reports Generation.	
B9. Document Manager.	
B10. Scheduling Manager.	

Listed below are additional requirement, which should be included but are not limited to, those requirements listed in Section 3.1, Subsection A and B:

A5 – Notes Screen. This screen would be used for the entry of notes generated from investigations related to the claim (Claims, Subrogation) or the case (Litigation).

B1 – Claims Module. This module would be used to enter legal case data for litigation that has been initiated directly with the Claims office. The Claims module should have the following menu tab options:

General Data, Description Text, Contacts, Cause Code, Related Matters, Notes, Documents, Calendar, Financial, and Disposition Text.

General Data: This screen would be used to add or edit records in support of the following data fields:

File ID	Required, System Generated
Claims Name	Required
Status	Required, default is Open
Claimants	List of claimants
Responsible Parties	List of responsible parties
Assigned To	Required
Investigator	Required
Department	Required
Division	Required
Disposition	Disposition of case
Location	Incident Location
Description	Relate to Cause Code
Storage Area	Location of file
Claim	Amount
Incident Date	Required
Filing Date	Required, Date claim filed
Closing Date	Date claim closed
Reserve amount	Amount set aside
Settle Amount	Amount paid out

The Cause Code screen would be used to categorize a case. The following cause code should be available via check boxes:

1983, Auto Liability Bodily Injury, Auto Liability Property Damage, Contracts, Discrimination, Employment, Environment, General Liability Bodily Injury, General Liability Property Damage, Glass, Personal Injury, Potholes/Manholes/Street Cut, Sewer, Taxes/Collections, Towing, Theft/Missing Property, Wrongful Death, Zoning.

The Related Matters screen would be used for the entry of information pertaining to matters that are claims related.

B2 – Subrogation Module. This module would be used to enter claims for which third parties are responsible for damages to city property.

The Subrogation module should have the following menu tab options:

General Data, Contacts, Cause Codes, Related Matters, Documents, Notes, Calendar, Financial, and Disposition Text.

General Data: This screen would be used to add or edit records in support of the following data fields:

File ID	Required, System Generated
Claim Name	Required
Division	Required
Status	Required, default is Open
Disposition	Disposition of case
Location	Incident Location
Description	Free Text
Storage Area	Location of file
Owed Amount	Amount owed to city
Incident Date	Required
Filing Date	Required, Date claim filed

The Cause Codes screen would be used to categorize a case. The following cause codes should be available via check box:

Auto Accident and Property Damage

The Related Matters screen would be used to enter information pertaining to matters that are claim related.

B3 – Litigation Module. This module would be used to enter legal case data for litigation that has been initiated directly with the City Attorney’s office or as a claims action. The Litigation module should have the following menu tab options:

General Data, Contacts, Cause Codes, Related Matters, Documents, Calendar, Financial, and Disposition Text.

General Data: This screen would be used to support the entry and editing of the following data fields:

File ID	Required, System Generated
Docket #	Required, User Generated
Status	Required, default is Open
Case Name	Required
Plaintiff	User Generated
Defendant	User Generated
Assigned To:	Required
Court	Required
Division	Required
Case Type	Required
Description	Free Text
Incident date	Required
Serve Date	Required

Close Date	Date case closed
Location	Incident location
Description	Free Text
Storage Area	Physical location of file
Suit Amount	Amount asked in suit
Reserve Amount	Amount set aside
Disposition	Final disposition of case
Settle Amount	Amount paid out

The Cause Codes screen would be used to categorize a case. The following cause code should be available via check boxes:

Auto Accident, Contract, Defective Condition, Discrimination, Employment, Environmental, Sued as Official & Individual, Fraud/Theft, Intellectual Property, 1983, Procedure, Property Damage, Personal Injury, Sued an Individual, Sewer, Taxes/Collections, Trip/Fall, Wrongful Death, Zoning, Other, Sued as Official. Additionally, provide a keyword button so that specific word associations can be entered for the case.

The Related Matters screen would be used to enter information pertaining to matters that are case.

B5 – Opinion Tracking (Module). This module would contain answers to subject matter solicited by City of Memphis officials, court personnel, or any official office, which needs clarification concerning legal status.

B9 – Document Manager (Module). This module would contain letters or forms associated with Claims, Litigation, or Subrogation. Also, it would be desirable that a document template builder be included so that the letter writing process is streamlined.

B10 – Scheduling Manager (Module). This module would be used for scheduling capabilities in support of activities associated with Claims, Litigation, and Subrogation. Also, it would be desirable that a scheduling template builder be included so that scheduling might be streamlined.

3.2 Contacts / Litigant Information	Response
A. Does the system record unlimited names, address, city, state, zip codes, telephone numbers and an “active” address indicator?	
B. Can the system record corporate, AKA and DBA names?	
C. Can the system associate corporate, AKA and DBA names with a person?	
D. Does the system included a name search function?	

Listed below are additional requirements, which should be included but are not limited to, those requirements listed in Section 3.2:

Regarding Claims and Litigation, the Contacts screen would be used for adding any individual or entity that is associated with a claim or case, respectively. Contacts would be a party, vendor, or staff including a designation of whether the contact has an active role in the matter. Also, a field for contact notes in the matter would be desirable.

Regarding Subrogation, the Contacts screen would be used for adding any individual or entity that is associated with an incident. Contacts could be a party, vendor, or staff including a designation of whether the contact has an active role in the matter. Also, a field for contact notes in the matter would be desirable.

3.3 Tickler & Notice Generation	Response
A. Can tickler be generated in a user-defined format?	
B. Do ticklers have user-defined triggers?	
C. Can multiple ticklers be produced from on transaction?	
D. Does the system provide the ability to identify overdue events?	
E. Can the system remind or “tickle: staff to follow up on a particular proceeding?	
D. Can end user-defined reminders or ticklers be generated?	

Note: Regarding Claims, Subrogation and Litigation, a Calendar/Tickler screen would allow the user to specify events related to each case.

3.4 Hearings / Proceedings	Response
A. Can the system record all hearing or proceedings associated with the claim? For example, deposition date(s) and trial date?	
B. Can the system record the type of proceeding held?	
C. Can the system record the names of all the parties present and associate those parties to aforementioned proceeding(s)?	
D. Can the system record whether the parties were present during the proceeding?	
E. Can the system record the hearing results?	
F. Can the system record the “rescheduled” / “continued” date and time?	

3.5 Claims Disposition Information	Response
A. Can the system record the claims disposition and date?	
B. Can the system display the status of claims?	
C. Can the system record supplemental disposition amounts for the same claim?	
D. Does the system record the amount of judgment entered?	
E. Can the system track disposition and automatically dispose of the claims?	
F. Can the system track the disposition amounts and related dates whether the claim was disposed of?	

Note: Regarding Claims, Subrogation, and Litigation, a Disposition Text Screen would be used to document the final outcome of the case.

3.6 Financial	Response
A. Is the system capable of processing all claims reserves?	
B. Is the system capable of tracking the status of financial-related transactions associated with each claim?	
C. Can the system provide revenue distribution as defined by the user table, i.e., cause code table?	
D. Does the system track account payable?	
E. Can multiple end-users be assigned accounting supervisory level access?	
F. Can the system generate reports for all financial-related transactions?	

Listed below are additional requirements, which should be included but are not limited to, the requirements listed in Section 3.6:

Regarding Claims, Subrogation, and Litigation, the Financial screen would be used to record financial information such as amount, check number, invoice number, bureau/amount, name, transaction types, and date related to the claim. Additionally, the capability of selecting bureau/account and transaction types from a pick list would be desirable.

3.7 User Interface	Response
A. Is the user interface consistent throughout all the sub-systems?	
B. Does the software application utilize a graphical user interface (GUI)?	
C. Are short cut function keys / hot keys available?	
D. Can end users design data entry and reporting screens?	
E. Can end users define default values for entry fields?	
F. Can end users access all modules without logging in again (given proper security)?	
G. Does the system have the ability to correct data entered without having to delete the entire claims record?	
H. Does the system have the ability to generate claims numbers automatically?	
I. Can these claims number(s) be overwritten, i.e., does the system allow for the entry of unique case numbers?	
J. Is on-line assistance available?	
K. Are automatic alert / "help" messages available to end-users based on specific data entered?	

3.8 General Reporting Requirements	Response
A. Can the system create / save / . Modify / delete report logic and data for data extraction and printing?	
A1. Can the software application select, sort, extract, and print all data	
A2. Does the system allow for data selection based on complex statements using Boolean logic (e.g., AND, OR, IF, THEN, EXCEPT)?	
A3. Are all data fields accessible by the report utility?	
A4. Does the system support the creation of calculated data fields for reports?	
A5. Does the system provide both a report format default and user-defined format of column headings and data positioning on the report?	
A6. Is the system capable of creating files to export data?	
A7. Does the system report generator allow for free form output for notices?	
A8. Does the system provide the capability for document generation (mail merge) via Microsoft Word or WordPerfect?	
A9. Are "templates" for routine documents stored on the system?	
A10. Can end users customize these templates through the automatic insertion of system data (e.g., litigant name, litigant address, etc.) upon demand?	
B. Do reports have the ability to be produced automatically at a designated time?	
C. Do ALL reports have the ability to be produced upon request?	
C1. Ability to report on financial data whether open or closed relative to all claims.	
D. Does the system have the ability to generate mailing labels?	
E. Can reports be sorted in an order specified by the user? Example: Can reports be sorted by user type?	
F. Can the system provide claims information reports based upon user-identified or user-defined criteria?	
G. Can the system create a report regarding the number of claims pending (outstanding) or closed based on user-identified or user-defined criteria?	
H. Can the system interface directly with MS Excel, MS Power Point, and MS Access?	
I. Does the system have the ability to output to screen, text, or printer?	

3.9 Security	Response
A. Does user password security exist in the software application	
B. Does screen level security exist in the software application?	
C. Is there group or department level security?	
D. Is there organization level security?	

3.10 Support During and After Implementation	Response
A. Will the vendor commit a full-time, on-site project manager (or designated vendor representative) for the duration of the project?	
B. Will the City of Memphis have approval over the selection of the members of the project team?	
C. Can the vendor convert the existing data to the new system? The current software is the Litigation Case Management System (LCAMS), which utilizes a FoxPro front-end and back-end.	
D. Is a problem log maintained by vendor?	
E. If so, are problems classified according to degree of urgency?	
F. Is phone support available:	
F1. Through a toll free number?	
F2. Obtainable 24 hours a day?	
F3. Within a four working hour response time?	
G. Is vendor capable of remote diagnostics via Internet or remote dial In?	
H. Will the vendor provide on-site support if the system is down for more than four hours when the problem is unresolved and the remote diagnostics prove inconclusive?	
I. Will the vendor provide written periodic problem response reports?	
J. Documentation support:	
J1. Are printed user system manual available?	
J2. Are printed user procedures manuals available?	
J3. Are printed operator manuals available?	
J4. Are system technical manuals – system flow charts, descriptions, and overviews available?	
K. Is there a vendor user group established?	
K1. Does the user group provide input into future updates and priorities of those updates?	
K2. Is there coordination and communication with other users (agencies of similar size and mission) through the vendor user group?	
L. Will the vendor provide on-site end user training as requested?	
L1. Will the vendor provide on-site “go live” support? If so, provide proposed plan.	
L2. Will the vendor provide post implementation support? If so, provide proposed strategy or plan.	
M. Will vendor provide implementation (rollout) methodology	

review? If so, provide proposed strategy or plan.	
N. Will vendor perform business process review of existing claims processing? If so, provide proposed strategy or plan.	
O. Will vendor perform business process review of existing litigation processing? If so, provide proposed strategy or plan.	
P. Will vendor deliver kick off meeting?	

3.11 Integration of Latest Technology	Response
A. Is electronic filing of data transfer to or from remote sites (local area attorneys, law enforcement and other law enforcement agencies) available?	
B. Does the system and database support imaging technology? B1. If so, is the imaging solution a product of the vendor?	
C. Does the system have the ability to remotely enter data (upload / download feature)?	
D. Is the system web-enabled?	
E. Does the system provide electronic signature capture, storage, and retrieval?	
F. Does the system provide a document management system for electronic image?	

3.12 General System Requirements	Response
A. Describe the database requirements.	
B. Identify the operating system.	
C. Identify the language in which the system is written.	
D. Identify the hardware requirements.	

3.13 Miscellaneous	Response
A. Is the system capable of tracking insurance-related information	
B. Is the system capable of tracking related claims information?	
C. Is the system capable of linking multiple claims	
D. Has the system been installed in other government agencies of similar size and organizational mission?	

3.14 Maintenance Requirements (hardware, software, on call)

Support Options

The Vendor(s) shall provide all support options available to the City that are directed at providing the appropriate response time warranted by the Litigation and Claims Management System. Below are parameters that need to be factored into the support options. The Vendor(s) will provide and list descriptions of all items factored into the support options and the associated costs.

- A. 24x7 on-call support

- B. Four (4) hour on site response from the time of notification
- C. The Vendor(s) must have the ability to replace faulty hardware with locally available parts and within the time frame allotted in the above service levels.

3.15 Training

- A. The Vendor(s) shall provide a recommended training plan; complete with agendas that will be used to train all Law Division staff, and the IS department members that will provide system support
- B. The Vendor(s) shall provide all associated costs for the recommended training; user manuals, technical training materials, travel expense including airfare, accommodations, etc.
- C. The Vendor(s) shall deliver at a minimum of eight (8) days of onsite training for both technical support staff, as well as end-users.

3.16 Knowledge Transfer and Documentation

During and after implementation the Vendor(s) will work with the Law Division staff and IS staff to transition knowledge necessary to maintain and manage the new system(s). When the chosen Vendor(s) completes the implementation the City expects to receive five (5) bound copies of the system documentation.

3.17 Hardware

The Vendor(s) shall describe in detail all necessary hardware to fully implement the proposed solution.

- A. The Vendor(s) shall provide a Microsoft Visio diagram that explains the proposed hardware configuration
- B. The Vendor(s) shall list with description all necessary hardware and the associated costs
- C. The Vendor(s) shall provide low-end and high-end recommended workstation hardware requirements necessary to run all software efficiently and effectively

3.18 Software

- A. The Vendor(s) shall describe in detail all necessary software to fully implement the proposed solution.
- B. The Vendor(s) shall list with description all necessary software and the associated costs.
- C. The Vendor(s) shall provide documentation that details the proposed system(s) features and the proposed solution workflow diagram.
- D. The Vendor(s) shall ensure that City has possession of and modification rights to any custom software, software component, or custom code required to fully implement the solution.

3.19 Cost

- A. The Vendor(s) shall list and describe all associated costs necessary to fully implement the proposed system. All components necessary to meet the requirements must be included in the base cost, with all extra cost options specifically stated in a separate section. (**Total Base Proposal Price**). Cost submitted should be the Vendor's best and final offer.
- B. All yearly maintenance proposals should include the following numbering convention. Proposal may be itemized as required for clarity but all submissions must include summary totals as described below. All proposals shall be comprehensive. **Note:** Proposal for year 1 will consider the warranty provisions. Proposals shall include parts and labor for years 2 – 5.
 - Year 1 Maintenance (Included in Base Proposal Price)
 - Year 2 Maintenance
 - Year 3 Maintenance
 - Year 4 Maintenance
 - Year 5 Maintenance
 - Total 5 Year Maintenance
- C. The City expects to receive the lowest prices the Vendor(s) is charging other organizations purchasing similar quantities of service, maintenance and equipment. The City reserves the right to terminate the contract if, in the City's opinion, prices are deemed to be out of line with the general marketplace. All pricing should be listed in section (five) 5 of your response.

3.20 No Obligation to Purchase

The City does not guarantee the purchase of any service, maintenance, or equipment during the term of the contract.

3.21 Delivery Time

Services and equipment must be available within 30 days of the time of contract award. Installation must be scheduled at the City's convenience.

4.0 Vendor Qualification

4.1 Business Operation, Account Manager, Location and Business Compliance

- a. Vendor must have experience in providing similar support and services for a minimum of five (5) years.
- b. As part of this RFP the City expects the selected Vendor(s) to provide a dedicated account manager who will be the single point of contact for all issues regarding the Litigation and Claims Management System. This individual will work with the City and ACS Staff to proactively address any and all problems/issues.
- c. Additionally, the City desires the Vendor(s) of the proposed solution to have a local office in the Shelby county area or neighboring counties ("Crittenden, Desoto, Fayette or Tipton"), preferably in the City of Memphis.

- d. Vendor must also be in compliance with all City of Memphis, Shelby County and Tennessee business licensing, bond and insurance requirements. Vendor must provide a current copy of its business license.

4.2 Indemnification and Insurance

All listed insurance is required and must be agreed to in the reply of this document.

- a. **Indemnification:** Vendor shall indemnify, defend and save harmless ACS, their respective agents, officers, appointed and elected officials and employees from and against any and all claims, suits, actions, including workers' compensation suits and costs of any kind, including all defense costs, all attorney's fees, arising as a result of death, personal injury, or damage to real or personal property caused, in whole or in part, by the acts or omissions of Vendor in connection with this Agreement.
- b. **Insurance:** Vendor shall provide and maintain at its own expense during the term of this Agreement the following programs of insurance covering its operations hereunder. Such insurance shall be provided by insurer(s) satisfactory to ACS's Risk Manager and evidence of such programs satisfactory to ACS shall be delivered to ACS, on or before the effective date of this Agreement. Such evidence shall specifically identify this Agreement and shall contain express conditions that ACS is to be given written notice at least thirty (30) days in advance of any material change or termination of any program of insurance. Such insurance shall be primary to and not contributing with any other insurance maintained by ACS and shall name ACS as additional insured on the Commercial General Liability Policy, Business Automobile liability, excess umbrella liability. Vendor shall include ACS as loss payees on the property and commercial crime insurance policies. All such insurance shall be issued by a company that is licensed to do business in the State where the work is being performed and has a rating equal to or exceeding A- from A.M. Best.

The following coverages are the minimum amounts required:

- i. **Commercial General Liability Insurance:** including Premises & Operations, Products/Completed Operations, Contractual, Broad Form Property Damage and Personal Injury with a combined single limit of not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) general aggregate. This coverage will also include a waiver of subrogation clause in favor of ACS. If the above insurance is written on a Claims Made Form, such insurance shall be endorsed to provide an extended reporting period of not less than two years following the expiration or termination of this Agreement.
- ii. **Business Automobile Liability Insurance:** endorsed for all owned, non-owned, borrowed, leased, and hired vehicles used by Subcontractor in fulfillment of its obligations under this Subcontract, with a combined single limit of at least one million dollars (\$1,000,000) per accident, and containing a waiver of subrogation clause in favor of Contractor.
- iii. **Worker's Compensation:** Vendor shall maintain a program of workers' compensation insurance in an amount and form to meet all applicable requirements of the State of Tennessee, including employer's liability with a Five Hundred Thousand Dollar (\$500,000) limit, covering all persons performing work on behalf of Vendor and all risks to such persons under this Agreement.

iv. Property Insurance: against all risks of physical loss or damage to property in Vendor's care, custody, or control and covering not less than the full replacement cost of any property at risk due to this Agreement.

v. Professional Liability: that will cover all acts, errors, or omissions by the Vendor in the amount of One Million Dollars (\$1,000,000) per claim with an annual aggregate of at least Two Million Dollars (\$2,000,000) inclusive of legal defense costs.

vi. Excess Umbrella Liability Insurance: in the amount of Five Million Dollars (\$5,000,000) per occurrence. ACS shall be included as additional insured.

vii. Commercial Crime: Vendor shall maintain a fidelity bond/commercial crime insurance policy, in the amount of not less than Five Million Dollars (\$5,000,000), to insure against loss of money, securities, or other property referred to hereunder which may result from employee dishonesty, forgery or alteration, theft, disappearance and destruction, computer fraud and burglary and robbery. Such insurance shall be primary and name the ACS as loss payee as their interests may appear.

- c. **Failure to Procure Insurance:** Failure on the part of Vendor to procure or maintain the required insurance shall constitute a material breach and default of this Agreement upon which ACS may terminate or suspend this Agreement. If coverage is canceled, terminates, or lapses and is not replaced with similar coverage, ACS has the right to go out and purchase insurance. The Vendor will be responsible for all costs and deductibles associated with the purchased insurance.
- d. **Claims Procedure:** The Vendor agrees to notify ACS immediately of any claim that may involve ACS. Notification should be sent to the ACS Project Director.

4.3 Living Wage Ordinance

In accordance with Ordinance No. 5185, amendment Ordinance No. 5257 commonly referenced as the Living Wage Ordinance, any contractor or subcontractor holding a service agreement with ACS on behalf of the City of Memphis must pay a living wage to each of its employees in the amount of \$10.27 per hour with health benefits for employees and their dependents or \$12.32 per hour without health benefits. Proof of such compensation must be evidenced by payroll reports which shall include information required by City (Exhibit 1, Exhibit D).

4.4 Qualified Service

Vendor must have adequately qualified employees who are available to perform the services that are requested. Vendor may be requested to provide resumes for employees who will perform the services.

5.0 M/WBE (Minority/Women Business Enterprise) Program

The City has a Minority/Women Business Enterprise Program that is designed to increase the participation of minority and women-owned businesses in the City's purchasing activities.

5.1 M/WBE Definition

In accordance with the City of Memphis Ordinance No. 4388, minority-owned businesses are defined as those that are 51% owned and controlled by African Americans. Women-owned businesses are defined as those that are 51% owned and controlled by one or more women, but

not African Americans. To qualify as an M/WBE Vendor, a firm must be included on the list of certified M/WBE's, available from:

**Office of Compliance
125 N. Main, Room 440
Memphis, TN 38103**

A list of certified M/WBE Vendor is available from the Office of Compliance, at the address listed above.

5.2 M/WBE Certification

Only those Vendors that have been certified by the Uniform Certification Agency (UCA) in Shelby County and its surrounding counties are eligible to qualify as M/WBE businesses. If the Contractor is a certified firm, enter the following information and submit a copy of your UCA certification:

Minority (MBE): _____ Women (WBE): _____
 Certification Number: _____
 COMPLY (Insert YES or NO): _____
 EXCEPTION (Insert YES or NO & Specify): _____

5.3 Certified Subcontractor Participation

The City also encourages non-M/WBE Vendor to seek participation in this proposal with an M/WBE Vendor (vendor must adhere to the same provisions stated in section 5.2). Even if you are not an M/WBE Vendor, please explain below any participation by an M/WBE Vendor that is proposed for the project. Include name, address and certification number if any M/WBE participant, plus the estimated percentage of the contract to be awarded to the participant, as follows:

\$ Show the dollar value of the subcontract to be awarded to this Vendor.

% Show the percentage of the total proposal represented by the subcontractor.

M/WBE-Indicate whether the Vendor is MBE by inserting an M, or WBE by inserting a W.

Submission of this proposal commits the Vendor to the firms listed below:

\$	%	M/WBE	Certified Subcontractor's Name, Address and Telephone	Certification #

For additional information regarding certification as an M/WBE Vendor, please contact: Ms. Carlee McCullough at (901) 576-6545.

6.0 General Information

This section covers topics describing the obligations and expectations Vendor.

Advisory – Vendors are encouraged to review this RFP thoroughly, including all requirements, terms, conditions, deadlines and cost information to ensure submission of a timely and responsive proposal. Vendors must fully document all costs and thoroughly explain the anticipated benefits to the City.

6.1 Technology Development

The Vendor(s) must keep abreast of technological advances and make the City aware of new technology as it becomes available, within the scope of services provided under the requirements of this RFP.

6.2 Relevant Local and Corporate Experience

ACS requires that each Vendor provide verifiable, documented evidence of local government and corporate experience, preferable in an environment comparable in size and scope to the City, for all the services detailed in its proposal. It is the responsibility of the Vendor to explain how past experiences relate to its proposal, including appropriate quantifiable data. Only verifiable experience with references will be considered.

6.3 Pricing

The cost to the City for the Vendors' various services must be submitted in a cost table in section five (5) of Vendor's response. It should be noted that the City's goal is to provide the best public service possible and that cost will be only one factor in the evaluation of proposals. Cost submitted should be the Vendor's best and final offer.

6.4 Disclosure of Information

Once the final contract is awarded, the selected Vendor(s) shall not disclose any details in connection with City or ACS information without the advance written approval of the City's Contract Administrator. The Vendor may identify its services to clients provided that during the performance period of the contract, the Vendor shall not publish or disseminate commercial advertisements, press releases or feature articles using the name of the City without written consent of the Contract Administrator.

6.5 Proprietary Considerations and Public Records

Responses to this RFP become the exclusive property of the City and are public record according to the City of Memphis Open Records Ordinance No. 5206.

6.6 Non-Responsive Proposals

The City reserves the right to deem proposals non-responsive if any of the documents required by the City are omitted; dates/times related to the RFP are missed, or if the basic required components of the solution and related services are not addressed.

6.7 Proposal Closing Date

Written responses to this RFP must be received by ACS no later than 2:00 PM CENTRAL TIME on the date listed in Section 1.2, Scheduled Activities as "Proposals Due (Mandatory)". Sealed responses must be addressed as it appears on the front page of this document titled "Proposal Accepted at".

6.8 Right to Reject

Notwithstanding any other provisions of this RFP, the City reserves the right to reject any or all proposals.

6.9 Inquiries

All questions pertaining to the RFP must be forwarded to ACS at the e-mail address listed on the front page of this document under "**E-Mail Inquiries**" (requests@memphistn.gov) ("Appropriate Contact") no later than 4:00 pm CENTRAL TIME on the date listed in Section 1.2, Scheduled Activities - "Deadline for Questions". All questions received by the stated time will be

answered in a timely manner. Failure to address questions to the appropriate contact may disqualify a proposal from consideration. Written responses to all properly presented questions will be provided at least 24 hours prior to proposal closure via the City website at <http://www.memphistn.gov> . **Responses will not be emailed, only posted to the website.**

6.10 Prohibitions of Amendments

Once a proposal has been submitted, the City will not accept any amendments or enhancements to the proposal.

6.11 Proposal Cost

The City will provide no reimbursement of any kind for any costs incurred in responding to this RFP.

7.0 Response Format and Mandatory Documents

This section provides an outline of the format and structure of the response to the document. Failure to submit a response that conforms to the format outlined in the section will be considered non-responsive and, as such, will disqualify the Vendor.

Vendors must submit **one (1) original and twelve (12) copies** of the proposal, including **two (2) on CD** and must be able to be viewed using Microsoft Office Products or Adobe Acrobat software, supporting manuals, brochures and reports on or before, but no later than **2:00 p.m. CENTRAL TIME on the date listed in Section 1.2, Schedule of Activities as "Proposals Due (Mandatory)."** Proposals received after the closing time and date will be considered late and not entitled to participate in the process. Proposals, copies and related information should be sealed in a single package with the address of the Vendor in the upper left-hand corner and clearly marked with the project name listed on the cover page of this RFP. Sealed responses must be addressed as it appears on the front page of this document titled "Proposal Accepted at".

The following outline is required to be used for Vendor responses

(Including headings, sections and paragraphs)

1. Cover Letter, Corporate Introductions and Company Background
2. Table of Contents
3. Response
4. References
5. Cost Table
6. Completeness
7. Executive Summary

7.1 Response Preparation

In preparing a response to this RFP, the following should be considered:

- a. Proposals should be written clearly, unambiguously and to the extent possible in such a manner that evaluation committee members with little or no technical expertise will understand it.
- b. Proposals should be specific and complete in every detail. However, Vendors are welcome to outline alternative or additional services, provided the associated costs and benefits to the City are clearly presented. While the City and ACS encourage Vendor creativity in response to the RFP, the evaluation of proposals will be based primarily on responses to the required elements.
- c. Proposals may be deemed non-responsive if they are substantially an advertisement of past accomplishments and corporate history.

- d. Proposals must conform to the outline, including headings, sections and paragraphs. Vendors may further subdivide specific paragraphs or add relevant sections at the end of their proposals. However, the proposal must be clearly organized so the evaluating committee is able to easily locate responses to specific items.
- e. All specified information must be provided in accordance with the outline. Reference to other documents must only be used to supplement and/or substantiate information outlined in the body of the proposal.
- f. All pages must be sequentially numbered.
- g. All responses shall be firm offers and may not be withdrawn for a period of 120 calendar days following the date listed in Section 1.2, Schedule of Activities as "Proposal Due (Mandatory)".

1. **Cover Letter, Corporate Introductions and Company Background**

This section shall comprise no more than four (4) pages, including name and address of the firm or joint venture submitting the proposal and the name, address and telephone number of the person(s) authorized to represent the firm or joint venture. If the proposal is being submitted by or on behalf of more than one entity, all entities represented must be clearly identified.

Vendor must provide a brief company description, history and financial status. In addition, Vendor should submit the following information:

- a) **Name.** The name under which the bidder is licensed to do business.
- b) **Address.** The address of the bidder's headquarters office.
- c) **Local Address.** The address of the bidder's local office responsible for the proposed work, if different from the headquarters office.
- d) **Local Officers.** Names, titles and telephone numbers of local officers or representatives of the bidder.
- e) **Years of Local Service Experience.** The number of years the bidder has actively participated in work in Shelby County and its neighboring counties similar to that described in this RFP Section 1.1 Overview of Work.
- f) **Size of Staff.** The number of bidder employees: internationally, nationally and locally. Information must include the total number of employees in Shelby County and its neighboring counties; in particular, the number of technical and support staff presently supporting similar service, their qualifications and length of service.
- g) **Annual Report.** The bidder's most recent annual report or current audited financials. The financial stability of the Vendor and the Vendor's length of time in business will be closely evaluated.
- h) **Customer List.** Names, address and telephone numbers of customers to whom the bidder provides the same/similar services as quoted in this document. References may be contacted to describe their experience with the bidder, including the quality of the bidder's technical support and maintenance. Particular attention will be paid to the number of Shelby and neighboring county customers and the quality of service rendered to those customers.
- i) **Record with the City.** Description of past bidder experience in delivering products or services to The City similar to those required under the contract.
- j) **Warranties.** Description of warranties available from or through the bidder, including manufacturer's warranties on components.
- k) **Current Contract Obligations.** Existing Vendor contractual commitments of similar scope and priority and their estimated impact on the Vendor's ability to service this contract, if awarded.
- l) **Other.** Other general information, as determined by the Vendor to be of importance in evaluating the Vendor.

2. Table of Contents

The table of contents should provide a comprehensive listing of the material in the proposal arranged by section, with a listing of the subject(s) in each section and with pages numbered. The numbering of the proposal must conform to that specified in this RFP Section 7.0.

3. Response

The Vendor must thoroughly discuss and explain in detail how their response to each requirement in the RFP will be met as stated in section 1.4.

4. References

Vendor must provide references that are able to confirm the successful installation and support of other clients of equal size. The references must include the name, address and telephone number of top-level management contact person for each reference and must include the equipment and services supported within the scope of this RFP. ACS must be able to contact the reference without notification to the Vendor. A minimum of three (3) and a maximum of six (6) references must be provided. At least two (2) references should be for contracts of similar size or larger.

5. Cost Table

The cost to the City for the Vendors' various services must be submitted in a cost table. Cost submitted should be the Vendor's best and final offer.

6. Completeness

Although the City and ACS have made every reasonable effort, there is no representation made regarding the completeness of the contract requirements. The Vendor is expected to review the requirements and make appropriate recommendations. Any required services, products, or equipment not specified in the proposal will be the sole responsibility of the Vendor and should be listed in this section.

7. Executive Summary

Vendor shall describe in non-technical terms their approach to implementing the requested service, identifying any unique or distinctive services to which the Vendor wishes the evaluation committee to give particular attention. **Do not include any pricing in this section.**

8.0 Evaluation Process

The evaluation process involves a thorough review of the proposals and selection of a Vendor.

8.1 Evaluation Committee

All proposals will be reviewed by City of Memphis and ACS staff ("Evaluation Committee") to determine if they contain the minimum essential requirements outlined in the RFP, including instructions governing submission, format and compliance with standard City requirements. Those proposals deemed non-responsive may be disqualified without further evaluation and the Vendor will be notified. The Evaluation Committee will examine each proposal that meets the mandatory requirements and recommend a Vendor to the City.

8.2 Evaluation Criteria

The following criteria and accompanying point system shall be used in the evaluation of the Proposals. The City of Memphis and ACS reserves the right to change or modify the criteria. Proposals will be evaluated on the compliance with City requests.

I. Requirements This information will be derived from the Requirements section of the RFP	45%
Mandatory Requirements 1 Through 27 (Section 3.0)	5%
General Application Requirements (Section 3.1)	4%
Contacts and Litigant Information (Section 3.2)	2%
Tickler and Notice Generation (Section 3.3)	2%
Hearing / Proceedings (Section 3.4)	2%
Claims Disposition Information (Section 3.5)	2%
Financial (Section 3.6)	2%
User Interface (Section 3.7)	2%
General Reporting Requirements (Section 3.8)	2%
Security (Section 3.9)	2%
Support During and After Implementation (Section 3.10)	2%
Integration of Latest Technology (Section 3.11)	2%
General System Requirements (Section 3.12)	2%
Miscellaneous (Section 3.13)	2%
Maintenance Requirements (Section 3.14)	2%
Training (Section 3.15)	2%
Knowledge Transfer (Section 3.16)	2%
Hardware (Section 3.17)	2%
Software (Section 3.18)	2%
Delivery Time (Section 3.21)	2%
II. Total Cost	45%
Total Cost	45%
III. Additional Considerations	10%
Vendor complies or participates with M/WBE	5%
Business Operation, Account Manager, Location and Business Compliance (Section 4.1)	5%

8.3 Oral Presentations

After preliminary evaluations are completed, a short list of qualified Vendor(s) may be invited to give an oral presentation. This presentation is optional at the discretion of the City. **However, no proposal may be altered or enhanced during an oral presentation.**

Exhibit 1

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“Proposed Contract” SERVICES AGREEMENT

THIS SERVICES AGREEMENT (hereinafter “Agreement”) is made and entered into as of this date, month and year (the “Effective Date”), by and between ACS GOVERNMENT SYSTEMS, INC., with offices located at 1800 M Street, NW, Washington, DC 20036 (hereafter “ACS”), acting on behalf of the City of Memphis, Tennessee, and Vendor with offices located at Vendor Address (hereinafter “Vendor”).

WHEREAS, ACS is operating under contract to perform information technology services for the City of Memphis, Tennessee;

WHEREAS, ACS is empowered under its contract with the City of Memphis to act on behalf of the City of Memphis, including agencies, departments or representatives thereof for the purpose of procuring information technology services;

WHEREAS, ACS on behalf of the City of Memphis desires to obtain from Vendor certain Litigation and Claims Management System;

WHEREAS Vendor is ready, willing and able to provide the services outlined in this Agreement, under the terms and conditions described herein, and

WHEREAS, this Agreement includes and incorporates the following exhibits:

Exhibit “A”: Scope of Work

Exhibit “B”: Pricing Sheet / Payment Provisions

Exhibit “C”: Employee Acknowledgement and Confidentiality Agreement

Exhibit “D”: Living Wage Ordinance

NOW, THEREFORE, in consideration of the promises and the mutual commitments contained herein, the parties agree as follows:

1. Order of Precedence

In the event of any inconsistency between this Agreement, and any other conditions of sale set forth by Vendor, the order of precedence shall be as follows: this Agreement and any other conditions of sale set forth by Vendor.

2. Third Party Beneficiary

ACS and Vendor understand and agree that this Agreement is entered into for the benefit of the City of Memphis, Tennessee and that the City of Memphis (“City” or ‘Client’) is hereby expressly made a third party beneficiary of this Agreement.

3. Services

Vendor shall fully provide, and complete all services and deliverables set forth in Exhibit “A” – Scope of Work. All work will be performed in accordance with the specifications set forth in this Agreement. There is no guaranteed minimum or maximum amount of supplemental services to be purchased under this Agreement, and the Agreement does not grant Vendor the exclusive right to provide any products or services. ACS may, upon 15 days prior written notice, terminate any services set forth in Exhibit A pursuant to this Agreement.

4. Personnel

All Vendor personnel performing work under this Agreement shall be subject to the prior and continuing approval of ACS and the City. If at any time during the term of this Agreement, any Vendor personnel are not approved by ACS and the City, then Vendor shall, immediately upon receipt of written notice from ACS, replace such personnel with substitute qualified personnel or take such other action as requested by ACS.

ACS and Vendor both agree that it is in their best interests to keep the turnover rate of the Vendor personnel performing the services to a reasonably low level. Accordingly, if ACS believes that Vendor's turnover rate may be excessive and so notifies Vendor, Vendor shall provide data concerning its turnover rate, meet with ACS to discuss the reasons for, and impact of, the turnover rate and otherwise use good-faith, commercially reasonable efforts to keep such turnover rate to a reasonably low level. If appropriate, Vendor shall submit to ACS its proposals for reducing the turnover rate, and the parties shall mutually agree on a program to bring the turnover rate down to an acceptable level. In any event, notwithstanding transfer or turnover of personnel, Vendor remains obligated to perform the services without degradation and in accordance with this Agreement.

Vendor warrants and represents that all personnel furnished by Vendor under this Agreement are the employees or agents of Vendor. Vendor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Agreement, all employee compensation and benefits. ACS and the City shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, health, welfare and disability benefits, Federal and local taxes, or other compensation, benefits, or taxes, for any personnel provided by or on behalf of Vendor. In addition Vendor shall be solely liable and responsible for any and all workers' compensation benefits to any person as a result of injuries arising from or connected with any work performed by or on behalf of Vendor pursuant to this Agreement.

Vendor shall conduct all necessary employment eligibility verifications for the Vendor personnel performing work under this Agreement. Additionally, Vendor will perform Background Checks on any employee assigned to this agreement, if requested by ACS.

5. Warranties

Vendor warrants that:

- a. Vendor shall strictly comply with the specifications, requirements, standards, and representations set forth in this Agreement and the attachments thereto.

- b. All tasks, deliverables, goods, services, and other work shall be provided by Vendor in a timely and professional manner by qualified personnel.
- c. All tasks, deliverables, goods, services, and other work performed by Vendor shall be complete, uniform in appearance, and in accordance with generally applicable standards in the industry and shall perform according to the requirements as set forth in Exhibit "A" – Scope of Work..
- d. None of the Vendor work product(s) or Vendor material(s) provided under this agreement to ACS, nor Vendor's performance of the services will: (i) infringe on the copyrights, trademarks, service marks, trade secrets or trade names of any third party arising or enforceable under the laws of the United States, (ii) infringe on any existing patents of any third party, or (iii) contain confidential or proprietary material misappropriated from any third party.
- e. In the event that warranty or non-warranty repairs are necessary, Vendor shall respond in person on the same day as a service request on a downed system is made and no later than twenty-four hours after service is requested on a downed node.
- f. In the event that any service provided under this Agreement are found to be non-compliant with the above warranty, Vendor shall for a period of twelve (12) months from the event(s) giving rise to the claim, either: a) correct the defective service item(s) at Vendor's expense, or b) provide ACS with an equitable adjustment in the contract price.

6. Compensation

All compensation to Vendor under this Agreement shall be paid by ACS and shall be set forth on the Pricing Sheet annexed hereto as Exhibit "B" – Pricing Sheet.

Vendor will invoice ACS on a monthly basis in arrears. Properly submitted invoices pursuant to this Agreement shall be due and payable by ACS thirty (30) days after receipt thereof, subject to receipt of an accurate and timely invoice delivered to the following address:

ACS State and Local Solutions, Inc.
PO Box 981245
El Paso, TX 79998-1245
ATTN: Memphis-ESG/394206

7. Term of Contract

The term of this Agreement shall commence on _____ and shall expire _____ thereafter, unless sooner terminated, in whole or in part, as provided in this Agreement. ACS will have the option to extend the contract term for four (4) additional periods of 12 months each.

8. Indemnification and Insurance

- a. Indemnification: Vendor shall indemnify, defend, and hold harmless ACS and the City, its respective agents, officers, employees and elected and appointed officials from and against any and all losses, claims, suits, actions, and costs of any kind, including all reasonable costs of investigation or defense (including attorneys' fees), that arise or are alleged to have arisen out of, or in connection with, the (i) negligent or intentional acts or omissions of Vendor or Vendor personnel, or (ii) breach by Vendor of any term of this Agreement. In addition, Vendor shall indemnify, hold harmless and defend ACS and the City from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorney's fees, for or by reason of any actual or alleged infringement of any United State's patent, copyright, or any actual or alleged trade secret disclosure, arising from or related to the operation and utilization of Vendor's work under this Agreement.
- b. Insurance: Vendor shall provide and maintain at its own expense during the term of this Agreement the following programs of insurance covering its operations hereunder. Such insurance shall be provided by insurer(s) satisfactory to ACS' Risk Manager, and evidence of such programs satisfactory to ACS shall be delivered to ACS' Contract Administrator, on or before the effective date of this Agreement. Such evidence shall specifically identify this Agreement and shall contain express conditions that ACS is to be given written notice at least thirty (30) days in advance of any material change or termination of any program of insurance.

Such insurance shall be primary to and not contributing with any other insurance maintained by ACS, and shall name ACS as additional insured on the Commercial General Liability Policy, Business Automobile liability, excess umbrella liability. Vendor shall include ACS as loss payees on the property and commercial crime insurance policies.

All such insurance shall be issued by a company that is licensed to do business in the State where the work is being performed and has a rating equal to or exceeding **A-** from A.M. Best. ACS shall have the right to include additional requirements or modify the current requirements at anytime during the term of this Agreement as it becomes necessary. The following coverage's are the minimum amounts required but not limited to:

- i. **Commercial General Liability Insurance**, including Premises & Operations, Products/Completed Operations, Contractual, Broad Form Property Damage, and Personal Injury with a combined single limit of not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) general aggregate. The general aggregate should apply per location or per project or both. This coverage will also include a waiver of subrogation clause in favor of ACS.

If the above insurance is written on a Claims Made Form, such insurance shall be endorsed to provide an extended reporting period of not less than two years following the expiration or termination of this Agreement.

- ii. **Business Automobile Liability Insurance**, endorsed for all owned, non-owned, borrowed, leased, and hired vehicles used by Subcontractor in fulfillment of its obligations under this Subcontract, with a combined single limit of at least one million dollars (\$1,000,000) per accident, and containing a waiver of subrogation clause in favor of Contractor.
- iii. **Worker's Compensation** in an amount and form to meet all applicable requirements of the State where the work is being performed, including employer's liability, with a five hundred thousand dollar (\$500,000) limit, covering all persons performing work on behalf of Subcontractor and all risks to such persons under this Agreement, and containing a waiver of subrogation clause in favor of Contractor.
- iv. **Property Insurance** against all risks of physical loss or damage to property in Subcontractor's care, custody, or control and covering not less than the full replacement cost of any property at risk due to this Agreement.
- v. **Professional Liability** to cover all acts, errors, or omissions by the Subcontractor in the amount of one million dollars (\$1,000,000) per claim, with an annual aggregate of at least two million dollars (\$2,000,000), inclusive of legal defense costs.
- vi. **Commercial Crime:** In the event that Subcontractor responsibility under this Subcontract involves the handling of money, checks, credit cards, securities, and/or third party property, Subcontractor shall maintain a fidelity bond/commercial crime insurance policy including coverage for property of third parties in an amount equal to the estimated annual amount of funds and/or third party property that Subcontractor shall have in its care, custody, or control but in any case not less than five Million Dollars (\$5,000,000) to insure against loss of money, securities, or other property referred to hereunder which may result from employee dishonesty, forgery or alteration, theft, disappearance and destruction, computer fraud, and burglary and robbery. Such insurance shall be primary and name the Customer and ACS as loss payee as their interests may appear.
- vii. **Excess Umbrella Liability Insurance** in the amount of five million dollars (\$5,000,000) per occurrence and listing Customer and ACS as additional insureds.

Failure to Procure Insurance: Failure on the part of Vendor to procure or maintain the required insurance shall constitute a material breach and default of this Agreement upon which ACS may terminate or suspend this Agreement. If coverage is canceled, terminates, or lapses and is not replaced with similar coverage, ACS has the right to go out and purchase insurance. The Vendor will be responsible for all costs and deductibles associated with the purchased insurance.

Claims Procedure: The Vendor agrees to notify ACS immediately of any claim that may involve ACS. Notification should be sent to the ACS' Project Director.

9. Compliance with Applicable Law

Vendor shall comply with all applicable Federal, State, and local laws, rules, regulations, ordinances, and directives, and all provisions required thereby to be included in this Agreement are hereby incorporated herein by reference.

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Vendor shall indemnify and hold harmless ACS and the City from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorney's fees, arising from or related to any violation on the part of Vendor, its employees, agents, or subcontractors of any such law, rules, regulations, ordinances or directives.

All Vendor personnel providing services under this Agreement which require specific Federal, State, or local governmental licenses or credentials shall maintain such licenses or credentials current and valid throughout the period of Agreement performance. Any Vendor agent or employee who drives a vehicle in performance of contract operations shall have a valid operator's license for that vehicle class; evidence of vehicle insurance coverage for the driver will be required prior to assignment to such duties. Vendor shall maintain a file of required insurance, licenses and credentials for the business entity and for all subject employees which is current at all times and accessible for ACS inspection.

10. Fair Labor Standards

Vendor shall comply with all applicable provisions of the Federal Fair Labor Standards Act, and shall indemnify, defend, and hold harmless ACS and the City, their officers, employees and agents from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorney's fees arising under any wage and hour law, including but not limited to, the Federal Fair Labor Standards Act, for work performed by Vendor's employees for which ACS or the City may be found jointly or solely liable.

11. Nondiscrimination and Affirmative Action

Vendor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will be treated equally without regard to or because of race, creed, color, religion, ancestry, national origin, sexual orientation, sex, age, condition of physical or mental handicap, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Vendor shall certify, at ACS' request that it is in full compliance with all applicable EEO rules and laws.

12. Records and Audits

Vendor shall maintain accurate and complete financial records of its activities and operations relating to this Agreement in accordance with generally accepted accounting principles. Vendor shall also maintain accurate and complete employment and other records relating to its performance of this Agreement. Vendor agrees that ACS shall, upon reasonable notice and scheduling, have access to and the right to examine, audit, excerpt, copy or transcribe any pertinent transaction, activity, or records relating to this Agreement (i.e. invoicing/billing, incident log (s) and time card (s)). Vendor shall keep and maintain this documentation and it shall be made available to ACS during the term of this Agreement and for a period of 5 years thereafter unless written permission of ACS is given to dispose of any such material prior to such time. All such material shall be maintained by Vendor at a location in Memphis, Tennessee, provided that

if any such material is located outside of Memphis, then, at ACS' option, Vendor shall, at its sole expense, have such material delivered to its location in Memphis, Tennessee for inspection by ACS and the City within five (5) days of ACS' request for such material.

Failure on the part of Vendor to comply with the provisions of this paragraph shall constitute a material breach of this Agreement upon which ACS may terminate or suspend this Agreement as provided in Section 19(a) of this Agreement.

13. Living Wage Ordinance

In accordance with Ordinance No. 5185, commonly referenced as the Living Wage Ordinance, any contractor or subcontractor holding a service agreement with ACS on behalf of the City of Memphis must pay a living wage to each of its employees in the amount of \$10.27 per hour with health benefits for employees and their dependents or \$12.32 per hour without health benefits. Proof of such compensation must be evidenced by payroll reports which shall include information required by City (Exhibit D).

14. Governing Law; Jurisdiction and Venue

This Agreement shall be governed by, and construed in accordance with, the laws of the State of Tennessee.

The Parties hereby submit and consent to the exclusive jurisdiction of any state or federal court located within Shelby County or the United States Western District of Federal Court within the State of Tennessee and irrevocably agree that all actions or proceedings relating to this Agreement, other than any action or proceeding required by this Agreement to be submitted to arbitration, will be litigated in such courts, and each of the Parties waives any objection which it may have based on improper venue or *forum non conveniens* to the conduct of any such action or proceeding in such court.

15. Severability

If any provision of this Agreement or the application thereof to any person or circumstance is held invalid, the remainder of this Agreement and the application of such provision to other persons or circumstances shall not be affected thereby.

16. Penalties and Liquidated Damages

Vendor recognizes that various ACS losses, penalties (including service level penalties), and/or liquidated damages may be assessed against ACS for certain failures to perform. In any such case where ACS' failure to perform is due to some act or omission, or failure to perform on Vendor's part, Vendor agrees to pay or reimburse ACS for such assessments and ACS may deduct same from any Vendor's invoices as applicable. In any such case where Vendor is assessed penalties, such penalties will not exceed the corresponding amount ACS is penalized by Client due to the Vendor's act, omission, or failure to perform.

17. Suspended or Debarred Entities

By signing this Agreement, Vendor certifies that it is not presently listed by any federal agency as debarred, suspended, or proposed for debarment from any federal contract activity. If, during the term of this Agreement, this information changes, Vendor shall notify ACS without delay. Such notice shall contain all relevant particulars of any debarment, suspension, or proposed debarment.

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18. Prohibition Against Assignment, Delegation and Subcontracting

This Agreement, or any interest therein, including, but not limited to, any claim for monies due or to become due with respect thereto, shall not be assigned or delegated, or both, by Vendor, and any assignment or delegation shall be null and void. Except as may be approved in writing by ACS no performance of this Agreement, or any part thereof, shall be subcontracted by Vendor, and any such subcontract shall be null and void.

19. Termination and Suspension

(a) Termination for Cause: Either Party may terminate this Agreement for cause. Events constituting cause shall include, but not be limited to: (i) commencement of bankruptcy or insolvency proceedings by or against the other party; (ii) continued, flagrantly unsatisfactory performance by either party's personnel; (iii) continued failure to meet the performance standards described in this Agreement or Exhibit "A"; and (iv) breach of any other material condition of this Agreement. If termination is for reasons of cause, the terminating party shall issue a written cure notice to the other party. The terminated party shall have ten (10) days from the receipt of said notice to provide a written Corrective Action Plan (CAP) to the terminating party. If the CAP, as may be amended by the parties, is found to be acceptable to the terminating party, the terminated party shall proceed to cure the identified defects. Such additional time to cure defects shall not waive either party's rights to terminate the Agreement if the identified defects in the Cure Notice are not corrected to the satisfaction of the terminating party. If, at the terminating party's sole determination, the Agreement is terminated for cause, the terminated party shall be paid for those services provided and accepted by the terminating party up to the time of termination.

(b) Termination for Convenience: ACS may, in its sole discretion, terminate the Agreement for convenience. In the event of a termination for convenience, ACS shall pay the Vendor for the services performed and/or materials provided and accepted in accordance with the Agreement's provisions, up to the effective time of termination as specified in the Notice of Termination for Convenience. Termination for Convenience costs shall be subject to audit by ACS for determinations of reasonableness. If Default is later determined to be based on an event which did not constitute Cause, Termination shall be treated as if for Convenience.

Under any termination, ACS shall provide disposition instructions to Vendor for work product paid for or otherwise belonging to ACS or the City, which is in the custody of the Vendor. Vendor further agrees to comply with any assistance reasonably requested by ACS to facilitate the orderly transfer of the services to ACS or its designee.

(c) Suspension: ACS may, at its sole option, issue to Vendor a total or partial Notice of Suspension of Work. In the event of a suspension of project work, ACS shall pay Vendor for

the services performed and/or materials provided and accepted in accordance with the Agreement's provisions, up to the effective time of suspension as specified in the Notice of Suspension. Vendor will also deliver all the completed and partially completed deliverables to and as directed by ACS. If Vendor does not receive written notice to continue the suspension, resume or terminate the Project within a 30 day period immediately following Vendor's receipt of ACS' Notice of Suspension, then the Agreement will terminate automatically for the convenience of ACS, in accordance with Section 19(b).

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20. No Amendments

The terms of this Agreement may not be varied or modified in any manner, except in a subsequent writing executed by an authorized representative of each party.

21. ACS' and City Facilities

Except to the extent otherwise approved by the City and/or ACS, in their sole discretion, Vendor shall use any and all items provided by the City and/or ACS for the sole and exclusive purpose of providing the services described in this Agreement. Use of City and/or ACS facilities by Vendor does not constitute a leasehold interest in favor of Vendor or Vendor's customers.

Vendor shall use any and all items provided by the City and/or ACS in an efficient manner. To the extent that Vendor utilizes such City and/or ACS provided items in any manner that unnecessarily increases facility costs or other costs incurred by the City and/or ACS, City and/or ACS reserves the right to set-off the excess costs of such practices. Vendor shall be responsible for any damage to any and all item(s) provided by the City and/or ACS resulting from the abuse, misuse, neglect or gross negligence of Vendor, its employees and subcontractors or other failure to comply with its obligations respecting the such items provided by the City and/or ACS.

Vendor, its employees and agents shall keep any and all items provided by the City and/or ACS in good order, not commit or permit waste or damage to such items, not use such items for any unlawful purpose. Vendor shall act and comply with City's and/or ACS' standard policies and procedures as made available to Vendor regarding access to and use of such City and/or ACS provided items, including procedures for the physical security of the City and/or ACS facilities.

Vendor shall permit City and its agents and representatives, including ACS, to enter into those portions of the City and/or ACS facilities occupied by Vendor staff at any time to perform facilities-related services.

Vendor shall not make any improvements or changes involving structural, mechanical or electrical alterations to the City and/or ACS facilities without the City's and/or ACS' prior written approval. Any improvements to the City and/or ACS facilities will become the property of the City and/or ACS.

When the City and/or ACS facilities are no longer required for performance of the services described in Exhibit "A", Vendor shall return such facilities to the City and/or ACS in

substantially the same condition as when Vendor began use of such facilities, subject to reasonable wear and tear.

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22. Due Diligence and Non-Reliance

Vendor represents, warrants and covenants that it has had opportunity to conduct, and has conducted, due diligence with respect to the City's IT environment, and all other items and conditions it deems necessary to conclude this Agreement, and Vendor represents, warrants and covenants that it has not relied upon any written or oral statement of ACS or its employees, directors, officers, consultants, attorneys or any elected or appointed officials in concluding this Agreement.

23. Obligations Extended Beyond Period of Performance

Vendor, its employees, agents, and subcontractors shall not disclose any details in connection with this Agreement to any party, except as may be otherwise provided herein or required by law, for a period of no less than five (5) years from the termination of this Agreement and any subsequent amendments. In addition, the Indemnification, Records and Audits, Penalties, and Confidentiality provisions of the Agreement shall survive for a period of five (5) years following the expiration or earlier termination of this Agreement.

24. Confidentiality

Vendor agrees during the term of this Agreement and thereafter that it will take all steps reasonably necessary to hold ACS' and the City's proprietary, confidential and trade secret information in trust and confidence. Vendor shall not use or disclose to any person, firm or entity any proprietary, confidential or trade secret information of ACS or the City without the express, prior written permission of ACS or the City. In addition, Vendor agrees to keep the terms, conditions, and pricing contained herein confidential. The provisions of this Paragraph shall survive the expiration or other termination of this Agreement.

Vendor shall obtain an executed copy of Exhibit "B" – Employee Acknowledgement and Confidentiality Agreement – for each of its employees performing work under this Agreement. Such Employee Acknowledgement and Confidentiality Agreements shall be delivered to ACS, on or immediately after the effective date of this Agreement but in no event later than the date any such employee first performs work under this Agreement.

25. Software

If in the event Vendor should develop software under this Agreement, and for which it is fully paid by ACS (hereafter "Client Proprietary Software"), Vendor recognizes that said software is the exclusive property of the City and that the City reserves the right to use, market, license, or sell it to others. The Vendor agrees that the Client Proprietary Software is a trade secret of the City, is protected by civil and criminal law and by the law of copyright, and is very valuable to the City and that its use and disclosure must be carefully and continuously controlled. The Vendor further understands that operator manuals, training aids, and other written materials for such Client Proprietary Software are subject to the Copyright Act of the United States. Vendor shall not utilize or permit others to utilize any Client Proprietary

Software, or the ideas, concepts, techniques, and materials associated therewith, to provide services to others.

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26. Termination of Prior Agreements

This Agreement, together with the exhibits thereto, constitute the entire understanding between the parties with respect to the subject matter of this Agreement and supersedes any prior discussions, negotiations, proposals, agreements and understandings.

27. Conditional Agreement

This Agreement is conditioned upon the City approving the commitment of funds for this project and approving the contract through ACS.

28. Notices

All notices or demands required or permitted to be given or made under this Agreement shall be in writing and shall be hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties at the following addresses. Addresses may be changed by either party giving ten days prior written notice thereof to the other party.

If to ACS:
ACS Government Systems, Inc.
1800 M Street, NW
Washington, DC 20036
Attn: GCS Director of Contracts

If to Vendor:
VENDOR INFORMATION

29. Authority

The undersigned represent that they are authorized to execute this Agreement on behalf of the parties hereto, and each party has relied upon the authority of the other in executing this Agreement.

IN WITNESS WHEREOF, ACS and Vendor have caused this Agreement to be signed by their duly authorized agents on the day and year first set forth hereinabove.

ACS GOVERNMENT SYSTEMS, INC.

VENDOR COMPANY NAME

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

EXHIBIT A
Scope of Work

DRAFT

EXHIBIT B
PRICING SHEET / PAYMENT PROVISIONS

The following fixed cost(s) shall apply for purposes of this Agreement. The prices shall remain in effect throughout the term of this Agreement. The Vendor may submit to ACS, for its consideration, a written request for a contract price adjustment prior to the beginning of each successive contract year (i.e. the two option years) as set forth in the Agreement.

**EXHIBIT C
EMPLOYEE ACKNOWLEDGEMENT AND
CONFIDENTIALITY AGREEMENT**

DRAFT

PROJECT NAME:	
VENDOR NAME:	
CLIENT:	ACS Government Systems, Inc., and the City of Memphis, Tennessee

GENERAL INFORMATION:

Your employer has entered into a contract with the CLIENT identified herein to provide certain services to CLIENT. In order to perform services or work under this contract, your signature on this Employee Acknowledgement and Confidentiality Agreement is required.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the VENDOR, referenced above, is my sole employer for purposes of the above-referenced contract, I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the CLIENT for any purpose whatsoever, and that I do not have and will not acquire any rights or benefits of any kind from the CLIENT by virtue of my performance of work under the above referenced contract.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work related to the above-referenced contract. I agree to forward all requests for the release of any data or information received by me to the CLIENT's Project Director, for the above-referenced Contract, and to my immediate supervisor.

I agree to keep confidential all records and all data and information pertaining to persons and/or entities receiving services from the CLIENT.

All materials, including, but not limited to, data, information, computer program, design, and details of systems feature and marking plans, which the VENDOR gains access to or knowledge of in the performance of this Agreement shall be deemed proprietary information of CLIENT. I hereby agree not to disclose for a period of five (5) years, commencing with the date of the termination of this Agreement, any part of the proprietary information to other persons, and I agree to keep proprietary information confidential. Information is not considered confidential if it can be obtained through open records procedures or independently through a third party who has legal authority to release the material.

I agree to return all confidential materials to my immediate supervisor upon completion of the Contract, or termination of my employment with my employer, whichever occurs first. I acknowledge that violation of this agreement will subject me to civil and/or criminal action and that the CLIENT may seek all possible legal redress.

SIGNATURE: _____

NAME (Print): _____

DATE: ____/____/____

POSITION: _____

EXHIBIT D
Living Wage Ordinance

DRAFT

ORDINANCE NO: 5257

AN ORDINANCE TO AMEND CHAPTER 2, ARTICLE XI, CODE OF ORDINANCES, CITY OF MEMPHIS, SO AS TO ADD AN ANNUAL ADJUSTMENT TO THE LIVING WAGE

WHEREAS, the Memphis City Council along with the Administration recognizes that the living wage should be adjusted annually in accordance with the Poverty Level Index.

NOW, THEREFORE,

SECTION 1. BE IT ORDAINED BY THE COUNCIL OF THE CITY OF MEMPHIS, That Chapter 2, Article XI, Code of Ordinances, City of Memphis be amended as follows:

Sec. 2-416. Annual adjustment of living wage.

- (a) The living wage rate shall be modified July 1, 2008 to incorporate the update, if any, made to the federal poverty level income for a household size of four (4) by the Secretary of the Department of Health and Human Services.
- (b) The living wage rate for employees of service contractors shall be modified in accordance with the date the RFP is issued, and such RFP will contain the actual rate (in dollars per hour, with and without benefits) which applies for that RFP.
- (c) In the case of contract renewals, the living wage rate applicable as of the date of the renewal shall be the effective living wage rate.
- (d) The Director of the Division of Finance shall report to the Memphis City Council no later than the first meeting in April 2009 the impact, if any, to the City's FY 2009 O&M budget.

SECTION 2. BE IT FURTHER ORDAINED, That the provisions of this Ordinance are hereby severable. If any of these sections, provisions, sentences, clauses, phrases or parts are held unconstitutional or void, the remainder of this Ordinance shall continue in full force and effect.

SECTION 3. BE IT FURTHER ORDAINED, That this Ordinance shall take effect from and after the date it shall have been passed by the council, signed by the chairman of the council, certified and delivered to the office of the mayor in writing by the comptroller and become effective as otherwise provided by law.

BILL MORRISON

JANIS FULLILOVE
MYRON LOWERY
Council Members

SCOTT MCCORMICK
Chairman of the Council

Attest:

Patrice Thomas, Comptroller.

THE FOREGOING ORDINANCE
5257 PASSED
1st Reading 3-18-08
2nd Reading 4-1-08
3rd Reading 4-15-08

Approved: *Scott McCormick*
Chairman of Council

Date Signed: 05-06-2008

Approved: *[Signature]*
Mayor, City of Memphis

Date Signed: 5/14/08

I hereby certify that the foregoing is a true copy, and said document was adopted by the Council of the City of Memphis as above indicated and approved by the Mayor.

Valerie C. Snipes
Comptroller

AN ORDINANCE TO AMEND CHAPTER 2, CODE OF ORDINANCES, CITY OF MEMPHIS, SO AS TO ESTABLISH A LIVING WAGE

WHEREAS, under the leadership of Councilman Joe Brown the Living Wage issue was introduced to the Memphis City Council and as it is important to the health and welfare of all residents of the City of Memphis that working people are paid a wage that enables them to lift their families out of poverty; and

WHEREAS, the City awards taxpayer-funded contracts to businesses to provide services to the public and to City government; and

WHEREAS, the purpose of this ordinance is to ensure that businesses receiving service contracts from the City pay a living wage.

NOW, THEREFORE,

SECTION 1. BE IT ORDAINED BY THE COUNCIL OF THE CITY OF MEMPHIS, That Chapter 2, Code of Ordinances, City of Memphis, be amended so as to create the following:

**Chapter 2
Administration**

Art. XI Living Wage

2-407 --- 2-425

ARTICLE XI – Living Wage

Section 2-407. Definitions:

For purposes of this article, the following words and phrases shall have the meanings respectively ascribed to them by this section:

City - means the City of Memphis, including those city departments which exercise independent control over their expenditure of funds.

Contractor - means any person that enters into a service contract with the city.

Employee - means any person who is employed full-time, part-time or on a temporary basis as a service employee of a contractor or subcontractor on a city service contract.

Employer - means any person, company or corporation that employs two or more employees at any one time within a calendar year and who is a contractor or subcontractor provided, however, that corporations organized under Section 501 (C)(3) of the Internal Revenue Code of 1954, 226 U.S.C. 501 (C)(3) shall be exempted as to all employees other than child care workers.

Person – means any individual, business entity, corporation, partnership or joint venture.

Service Contract - means a contract awarded to a contractor by the city primarily for the furnishing of services to or for the city (as opposed to the purchase of goods or other property or the leasing of property). Service contract includes subcontracts but does not include any contract, whether or not a subcontract, which: (1) involves only the purchase of goods; (2) involves services provided by student interns; (3) is a contract in existence prior to the effective date of this article; or (4) is a contract with a school district, municipality or other unit of government.

Subcontractor – means any person not an employee that enters into a contract (and that employs employees for such purpose) with a contractor to assist the contractor in performing service contracts.

Section 2-408. Payment of minimum compensation to employees.

All employees employed and work performed as part of a service contract with the city shall receive an hourly wage no less than that set under the authority of this article. The minimum hourly wage shall be as defined by the University of Memphis Fogleman College of Business for the Memphis area, which today is at least \$10 per hour with health benefits for employees and their dependents or \$12 per hour without health benefits.

Section 2-409. Monitoring and Enforcement.

a. The comptroller shall monitor compliance with this law and may contract with non-governmental agencies to investigate possible violations.

b. The Mayor or his or her designee may promulgate rules to implement the provisions of this law and may delegate such authority to the comptroller.

c. The comptroller shall submit an annual report to the Mayor and the City Council summarizing and assessing the implementation of and compliance with this new law during the preceding year.

Section 2-410. Required records – payroll reports.

(a) Contractor to submit.

The service contractor shall submit 2 complete copies of the payroll reports and the payrolls of each subcontractor, consecutively numbered, not later than 14 days from the end of their respective payroll periods, 1 copy to be sent to the contracting agency, the other to the Comptroller where the same will be available for public inspection during regular business hours.

(b) Contents.

The payrolls shall contain:

- (1) the name of the prime service contractor and any subcontractor, if any;
- (2) a designation of the project and location;
- (3) the name, Social Security Number, and occupation of each employee;
- (4) the classification in accordance with the classification fixed in the contract;
- (5) the number of hours worked daily by the service worker at straight time and overtime and the hourly wage rate for each;
- (6) the gross wages paid to the service worker per pay period; and
- (7) such other data as may be required by the Comptroller from time to time.

- (c) Prime contractor responsible for subcontractors.

The prime service contractor shall be responsible for the submission of all subcontractors' payrolls covering work performed.

- (d) Signed statement of compliance.

Each copy of the payroll shall be accompanied by a statement signed by the contractor or the subcontractor, as the case may be, indicating:

- (1) that the payroll is correct;
- (2) that the wage rates contained therein are not less than those established by this ordinance as set forth in the contract;
- (3) that the classification set forth for each service worker conforms with the work that the service worker performed; and
- (4) that the service contractor has complied with the provisions of this article.

Section 2-411. Article applicable to new service contracts.

The provisions of this article shall apply to:

- (1) A service contract consummated after the effective date of this article.
- (2) A service contract amendment consummated after the effective date of this article.

Section 2-412. Retaliation and Discrimination Barred.

It shall be unlawful for any employer to retaliate, discharge, demote, suspend, take adverse employment action in the terms and conditions of employment or otherwise discriminate against any employee for reporting or asserting a violation of this law, for seeking or communicating information regarding rights conferred by this law, for exercising any other rights protected under this law, or for participating in any investigatory or court proceeding relating to this law. This protection shall also apply to any employee or his or her representative who in good faith alleges a violation of this law, or who seeks or communicates information regarding rights conferred by this law in circumstances where he or she in good faith believes this law applies. Taking adverse employment action against a covered employee(s) or his or her representative within sixty days of the covered employee engaging in any of the aforementioned activities shall raise a rebuttable presumption of having done so in retaliation for those activities. Any covered employee subjected to any action that violates the subsection may pursue administrative remedies or bring a civil action in a court of competent jurisdiction.

Section 2-413. Penalties.

- (a) Debarment for 2 years.

In the event the Comptroller determines, with approval from the full Council, that any service contractor has failed to pay the living wage rate or has otherwise violated the provisions of this article and that such failure was intentional, no contract shall be awarded to such service contractor, or to any person in which such service contractor has an interest until 2 years have elapsed from the date of such determination.

Section 2-414. Collective Bargaining.

Parties subject to this article may, by collective bargaining agreement, provide that such agreements shall supersede the requirements of this article.

Section 2-415. Exemptions.

The following are not covered employees for purposes of this article:

- (1) A person who provides solely volunteer services that are uncompensated except for reimbursement of expenses such as meals, parking or transportation; and
- (2) A person employed in construction work that is subject to the provisions pursuant to the Prevailing Wage ordinance; and
- (3) Any and all Employees in the Hospitality industry, including, but not limited to, any and all employees working for restaurants and limited and full-service hotels and lodging establishments within the city limits of Memphis and Shelby County.

Sections 2-416 – 2-425. Reserved.

SECTION 2. BE IT FURTHER ORDAINED, That the provisions of this Ordinance are hereby severable. If any of these sections, provisions, sentences, clauses, phrases or parts are held unconstitutional or void, the remainder of this Ordinance shall continue in full force and effect.

SECTION 3. BE IT FURTHER ORDAINED, That this Ordinance shall take effect from and after the date it shall have been passed by the council, signed by the chairman of the council, certified and delivered to the office of the mayor in writing by the comptroller, and become effective as otherwise provided by law.

TAJUAN STOUT MITCHELL
Chairman of the Council

Attest:
Patrice Thomas, Comptroller.

THE FOREGOING ORDINANCE

5185 **PASSED**
 1st Reading 10-03-2006
 2nd Reading 11-01-2006
 3rd Reading 11-21-2006

Approved *Tajuan Mitchell*
Chairman of Council

Date Signed: 12-15-06

Approved: *[Signature]*
Mayor, City of Memphis

Date Signed: 12-11-06

I hereby certify that the foregoing is a true copy, and said document was adopted by the Council of the City of Memphis as above indicated and approved by the Mayor.

[Signature]
Comptroller