

City of San José - Consulting



BID DOCUMENT

Downtown San Jose Digital Wayfinding Kiosks

Bid Number: OED_RFP_06-18-2026

Closing Date: 07/31/2026 23:59:00 PT

200 E. Santa Clara Street
San José, California, 95113

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0 COVER

**CONSULTING SERVICES
REQUEST FOR PROPOSAL****RFP OED_RFP_06-18-2026****Downtown San Jose Digital Wayfinding Kiosks**

Release Date:	06/18/2026 PT
Procurement Contact: Address: E-mail Address:	Name 200 East Santa Clara Street San José, CA 95113-1905 Email
Deadline for Questions and Objections: <ul style="list-style-type: none">• Written Questions/Clarifications• Objections to Specifications/Requirements	07/07/2026 17:00:00 PT Objections to specifications and/or questions must be submitted in writing using the Biddingo Question and Answer utility at http://www.biddingo.com/sanjose .
Proposal Due Date and Time: Location:	07/31/2026 23:59:00 PT Proposal responses must be submitted online through Biddingo prior to the proposal due date and time.

1 INTRODUCTION AND OVERVIEW

The City of San José ("City") is soliciting proposals from qualified firms ("Proposers") to design, install, own, operate, maintain, and manage a Digital Wayfinding Kiosk Program ("Program") within Downtown San José. The Program is intended to enhance navigation and accessibility, support economic development, provide public information and community content, improve the visitor experience, and create opportunities for smart city functionality through the deployment of interactive digital kiosks throughout the [Downtown Strategy Boundary Map](#).

The City intends to enter into a long-term partnership with a qualified Proposer that will finance, deploy, operate, maintain, and refresh the Program at no cost to the City. In exchange, the selected Proposer will receive certain advertising rights and other rights as set forth in the final agreement, subject to a negotiated revenue-sharing arrangement with the City.

This Request for Proposals ("RFP") builds upon information gathered through a prior Request for Information process and subsequent stakeholder engagement efforts. The City seeks a Proposer capable of delivering a high-quality, innovative, and financially sustainable Program that advances the City's economic development, mobility, placemaking, and public information goals.

2 BACKGROUND

Downtown San José serves as the economic, cultural, entertainment, and transportation center of Silicon Valley. The Downtown core contains a diverse mix of employment opportunities, residential neighborhoods, cultural institutions, entertainment venues, public spaces, transit facilities, and visitor destinations.

As Downtown continues to evolve, the City seeks to improve the way residents, workers, and visitors navigate the urban environment and access information about destinations, transportation options, public services, events, and community resources.

The Program is intended to provide an integrated network of interactive kiosks that support navigation, accessibility, economic development, and community engagement while enhancing the overall Downtown experience.

The City envisions that kiosks may serve multiple functions, including but not limited to:

- Interactive wayfinding and navigation.
- Promotion of local businesses, destinations, and attractions.
- Real-time transit and mobility information.
- Public information and community messaging.
- Downtown event and activation promotion.
- Smart city applications and data collection.
- Public amenities and digital services.
- Emergency communications and public service announcements.

The Program is intended to be implemented through a partnership model under which the selected Proposer will be responsible for the design, financing, installation, operation, maintenance, repair, replacement, and eventual decommissioning of the Program. In exchange, the selected Proposer will receive advertising rights and enter into a negotiated revenue-sharing arrangement with the City.

The City's intention is for the Program to provide enhanced navigation, support Downtown activation, placemaking, and economic development efforts.

Additional Program requirements are set forth in Attachment A – Scope of Services and Requirements.

3 DESIRED QUALIFICATIONS

The City seeks proposals from firms with demonstrated experience designing, deploying, operating, and maintaining digital wayfinding kiosk systems, smart city infrastructure, digital signage networks, or comparable public-facing technology programs.

Qualified Proposers should demonstrate experience in the following areas:

1. Design, deployment, and operation of digital wayfinding or smart city kiosk programs.
2. Public-private partnership delivery models involving advertising-supported or revenue-generating public infrastructure.
3. Deployment and operation of technology systems within public rights-of-way and urban environments.
4. Digital advertising sales, content management, and revenue-sharing programs.
5. Accessibility compliance, including ADA and related accessibility standards.
6. Cybersecurity, data management, privacy compliance, and technology integration.
7. Long-term maintenance, operations, and lifecycle management of public-facing technology infrastructure.
8. Community engagement, stakeholder coordination, and public outreach.
9. Successful implementation of comparable projects for municipalities, transportation agencies, business improvement districts, or other public-sector organizations.

The City encourages innovative solutions that advance the goals identified in this RFP while demonstrating long-term operational and financial sustainability.

4 SCOPE OF WORK

The selected Proposer shall provide all labor, materials, equipment, software, services, permits, and other resources necessary to design, install, own, operate, maintain, and ultimately decommission a Digital Wayfinding Kiosk Program within Downtown San José.

Detailed scope of services, technical requirements, operational requirements, performance standards, and proposal requirements are provided in Attachment A, Scope of Services and Requirements, which is incorporated into this RFP by reference.

5 TERM OF AGREEMENT

The City anticipates entering into an initial ten-year agreement with the selected Proposer, with the opportunity to extend the agreement for additional five-year terms.

The proposed term of the agreement must be justified by the Proposer on the basis of capital investment in improvements, equipment, facilities, and Program promotion.

The City reserves the right to negotiate the final agreement term, renewal options, performance requirements, and

other agreement provisions as part of the contract negotiation process.

Additional anticipated agreement requirements are identified in Attachment A, Section A.10 and Attachment B, Digital Wayfinding Kiosk Term Sheet.

6 HOW TO OBTAIN THIS RFP

This solicitation may be downloaded from the Biddingo solicitation posting system at <http://www.biddingo.com/sanjose>. You may also access this solicitation, along with other City of San José solicitations, at <https://www.sanjoseca.gov/your-government/departments-offices/finance/purchasing/bid-opportunities>.

Vendors wishing to respond to this solicitation must register with Biddingo at <http://www.biddingo.com/sanjose>. If you have a problem registering, contact Biddingo directly at (800) 208-1290 or by email to info@biddingo.com.

All addenda and notices related to this procurement will be posted by the City on Biddingo. In the event that this solicitation is obtained through any means other than Biddingo, the City will not be responsible for the completeness, accuracy, or timeliness of the final solicitation document.

Prospective subcontractors should note that once registered with Biddingo, they may view all organizations (with name and contact information) who download the solicitation document.

There is no cost to the vendor to register, receive notifications, or submit responses for City of San José solicitations using Biddingo.

7 PROCEDURE FOR SUBMITTING QUESTIONS AND INQUIRIES

All questions and inquiries regarding this solicitation (including, but not limited to, questions about the products or services to be procured, any discrepancies or omissions, or requests for clarifications) must be made through the Question and Answer portal on Biddingo. The City will provide a written response to all questions in the form of an Addendum. Questions answered on the Biddingo Question and Answer portal shall be considered addenda to this solicitation.

The City shall not be responsible for nor be bound by any oral instructions, interpretations, or explanations issued by the City or its representatives. Should discrepancies or omissions be found in this solicitation or

should there be a need to clarify this solicitation, requests for clarification should be submitted online through Biddingo.

8 OBJECTIONS

Any objections as to the structure, content, or distribution of this RFP must be submitted through the Question and Answer portal on Biddingo. Objections must be as specific as possible and must identify the RFP section number and title, as well as a description and rationale for the objection.

All objections, questions, and inquiries pertaining to this RFP must be received by the Deadline for Questions and Objections specified on the cover sheet.

9 PROPOSAL SUBMITTAL REQUIREMENTS

To facilitate evaluation, Proposers shall organize their submissions in accordance with the requirements set forth below. Failure to provide the required information may result in lower evaluation scores or a determination that the proposal is non-responsive.

9.1 Cover Letter

Provide a signed cover letter on company letterhead that includes:

The Proposer, the primary contact person (name, title, phone, email), and a brief statement of the Proposer's interest and qualifications.

9.2 Qualifications and Experience

Provide information demonstrating the Proposer's qualifications and experience, including:

1. Company background, history, and organizational structure.
2. Experience with digital wayfinding, smart city technologies, digital kiosks, digital signage, or comparable programs.
3. Experience implementing projects in the public right-of-way and municipal environments.
4. Experience with public-private partnership and advertising-supported business models.
5. Identification of key personnel proposed for the project and their relevant experience.
6. Description of comparable projects.

References

Provide three (3) references from projects of similar scope and complexity, including at least one (1) public agency reference.

For each reference, provide:

- Organization name
- Contact name and title
- Telephone number
- Email address
- Brief project description

- Dates of service

Litigation Disclosure

Identify any litigation, arbitration, regulatory actions, or similar proceedings within the past five (5) years involving the Proposer, parent company, affiliates, or subsidiaries that relate to digital kiosks, digital signage, advertising programs, public-private partnerships, or similar services.

Provide a brief description of the matter and its resolution.

9.3 Technical Proposal

Provide a detailed response addressing all requirements contained in Attachment A – Scope of Services and Requirements, organized by section to facilitate evaluation. Proposers are encouraged to clearly identify any value-added services, innovative features, or enhancements beyond the minimum requirements.

9.4 Financial Proposal

Provide a detailed financial proposal including:

- Proposed revenue-sharing structure and minimum annual guarantee to the City.
- Ten-year, fifteen-year, and twenty-year advertising revenue projections (Years 1–10, 11–15, and 16–20), consistent with Attachment A, Section A.4.2
- Proposed agreement term and justification based on capital investment.
- Any additional in-kind benefits or value offered to the City.

9.5 Conflict of Interest Disclosure

Disclose any actual, potential, or perceived conflicts of interest that may arise from the Proposer's participation in this solicitation or performance of the resulting agreement.

9.6 Required Attachments

Proposers shall include the following attachments:

- Conceptual kiosk renderings or product sheets, including approximate dimensions of the kiosk structure and approximate dimensions of any digital screens.
- Supporting details demonstrating compliance with the 2025 California Building Code (CBC), including Chapter 11B Accessibility requirements, the 2025 California Electrical Code (CEC), and applicable CBC structural provisions for support and anchorage, including integration of accessible clearances, electrical device placement, and required structural backing and reinforcement.
- Proposed kiosk deployment maps or location exhibits.
- Financial exhibits supporting revenue projections.
- Sample maintenance logs or service-level agreements.
- Any proposed exceptions to the City's agreement terms.
- Any additional supporting materials the Proposer believes would assist the City in evaluating the proposal.
- Documentation demonstrating digital accessibility compliance, including current Voluntary Product Accessibility Template (VPAT) for kiosk hardware, software, and user interface components.

9.7 Required City Forms

Proposers shall complete and submit all City-required forms identified in this RFP, including but not limited to:

- Response Certification Form
- Term Sheet Acknowledgement Form
- Insurance Requirements Acknowledgement Form
- Customer Reference Form

9.8 Proposal Format

Unless otherwise specified by the City:

1. Proposals shall be submitted electronically through Biddingo.

2. Eight (8) hardcopies of the proposal shall be delivered to the RFP Procurement Contact specified for this solicitation no later than Thursday, August 6, 2026.
3. Proposal pages shall be standard letter size.
4. Minimum font size shall be 11-point.
5. Pages shall be numbered consecutively.
6. Proposals shall include a table of contents.
7. The proposal narrative shall not exceed twenty five (25) pages, excluding the cover letter, table of contents, resumes, required City forms, financial exhibits, renderings, maps, and other attachments specifically requested by the City.
8. Proposals shall not contain confidential or proprietary information unless clearly identified in accordance with the requirements of this RFP and applicable law.
9. Late proposals will not be accepted.

10 SELECTION PROCESS AND EVALUATION CRITERIA

10.1 SELECTION PROCESS

Proposals will be evaluated by a City selection committee using the criteria and weighting identified in Section 10.2.

The City reserves the right to conduct interviews with or request presentations from shortlisted Proposers. If interviews are requested, the project schedule may be adjusted.

The City may reject any or all proposals, at its sole discretion, and reserves the right to select a Proposer based solely on its review of submitted proposals without requesting any interviews.

If an insufficient number of proposals are received, or proposals do not adequately meet the City's requirements, the City may, at its sole discretion, reissue the RFP or enter into negotiations with a Proposer of its choice.

The City reserves the right to request clarifications or additional information from one or more Proposers during the evaluation process.

10.2 EVALUATION CRITERIA AND WEIGHTING

Proposals will be evaluated by a City selection committee using the following weighted scoring criteria:

Evaluation Criterion	Points	Weight
Qualifications and Experience	10	10%
Technical Proposal	40	40%
• Kiosk Design, Capabilities & Technology	10	
• Deployment Strategy & Community Engagement	10	
• Maintenance, Operations & Lifecycle Management	10	
• Value-Added Services & Innovation (Smart Features)	10	
Financial Proposal	40	40%
• Revenue-Sharing Structure	15	

• Minimum Annual Guarantee	10	
• Strength of Advertising Program and Revenue Model Feasibility: Including Ten, Fifteen, and Twenty-Year Revenue Projections	15	
Additional In-Kind Benefits & Offerings	10	10%
TOTAL	100	100%

11 BEST AND FINAL OFFER (BAFO)

A Best and Final Offer (BAFO) may be held with one or more finalist(s) if additional information or clarification is necessary to make a final decision. The BAFO may allow finalist(s) to revise some or all of their original submittals based on additional information provided by the City.

The City will send out the request for a BAFO with instructions addressing the areas to be covered and the date and time by which the BAFO is to be submitted. After receipt of BAFO responses, scores may be adjusted based on the new information received.

The City will request only one BAFO unless the City's Purchasing Officer determines that another BAFO is warranted.

Proposers are cautioned that the issuance of a BAFO is optional and at the sole discretion of the City. Therefore, Proposers should not assume that there will be an additional opportunity to amend their Proposals after the original submission. Proposers may not request an opportunity to submit a BAFO.

12 GROUNDS FOR DISQUALIFICATION

All solicitation respondents are expected to have read and understand the "Procurement and Contract Process Integrity and Conflict of Interest," Section 7 of the Consolidated Open Government and Ethics Provisions adopted on August 26, 2014. A complete copy of the Resolution 77135 can be found at: <https://www.sanjoseca.gov/home/showdocument?id=19565>.

Any vendor who violates this policy will be subject to disqualification. Generally, the grounds for disqualification include:

Contact regarding this procurement with any City official or employee or evaluation team member other than the Procurement Contact or Purchasing Officer from the time of issuance of this solicitation until the end of the protest period.

Evidence of collusion, directly or indirectly, among vendor respondents in regard to the amount, terms, or conditions of this solicitation or their respective responses.

Influencing any City staff member or evaluation team member throughout the solicitation process, including the development of specifications.

Evidence of submitting incorrect information in response to a solicitation or misrepresenting or failing to disclose material facts during the evaluation process.

In addition to violations of the Process Integrity Guidelines, the following conduct may also result in disqualification:

Offering gifts or souvenirs, even of minimal value, to City officers or employees.

Existence of any lawsuit, unresolved contractual claim, or dispute between Proposer and the City.

Evidence of respondent's inability to successfully complete the responsibilities and obligations of the proposal.

Respondent's default under any City contract resulting in termination.

Evidence of any wage theft judgements as described in the Certification Form.

13 CONFLICT OF INTEREST

In order to avoid a conflict of interest or the perception of a conflict of interest, proposer(s) selected to provide goods and services under this RFP will be subject to the following requirements:

The proposer(s) selected under this RFP will be precluded from submitting proposals or bids as a prime contractor or subcontractor for any future procurement with the City if the specifications for such procurements were developed or influenced by the work performed under the agreement(s) resulting from this RFP.

Proposer(s) may not have any interest in any potential proposers for future City procurements that may result from the work performed under the agreement resulting from this RFP.

14 GENERAL INFORMATION

The City reserves the right to waive any informality or irregularity in any response. Additionally, the City may, for any reason and at its sole discretion, decide not to award a contract as a result of this solicitation or to cancel the solicitation altogether. The City shall not be obligated to respond to any proposal submitted nor be legally bound in any manner by submission of the proposal.

The City is not required to accept the lowest submitted priced. Responses will be evaluated to determine the most advantageous (best value) proposal on a variety of factors including, but not limited to, price, design, quality, features, and performance.

The City reserves the right to accept or reject any item(s) or groups of items in a response and may elect to award by line item(s) if it is found to be in the City's best interest to do so.

The City also reserves the right, in its sole discretion, to make multiple awards. In the event the City elects to make multiple awards, awards will be made in rank order starting with the highest ranked vendor based on the selection criteria established for this solicitation.

In the event any respondent to this solicitation cannot meet a specified budget requirement, the City reserves the right to award to the next highest ranked vendor in accordance with the selection criteria set forth for this solicitation.

Freight and/or shipping charges shall be provided at no additional cost to the City, i.e., "FOB Destination Prepaid," unless specified as a separate line item in this solicitation.

Vendors should not include sales tax in their submitted pricing. The City will work with the selected vendor to add sales tax as appropriate and will incorporate it into the final contract.

The City of San José is exempt from federal excise tax, including federal transportation tax. The City will provide an exemption certificate as appropriate.

Statistical information contained in this solicitation is for informational purposes only. The City shall not be responsible for the complete accuracy of said data.

Any estimated quantities provided are for quoting purposes only and are not to be interpreted as a guarantee to purchase any amount. Any variations from the estimated quantities do not entitle the vendor to an adjustment in unit pricing or rates.

The City reserves the right to verify any information provided during the solicitation process and may

contact any provided references or any other persons or entities known to have contracted with the responding vendor.

The City may require audited financial statements as certified by an independent Certified Public Accountant. Do not submit these documents unless they are requested.

The laws of the State of California shall govern this solicitation process and any resulting agreements, including any required vendor agreements for subscriptions, licensing, maintenance, support, hosting, etc.

All goods and services provided to the City by the successful vendor shall comply with all City policies, rules, and regulations which may be in effect during the term of the agreement, as well as all applicable federal, state, and local statutes, ordinances, and regulations. The successful vendor is also required to comply with all applicable equal opportunity laws and regulations.

The City shall not be liable for any pre-contractual expenses incurred by prospective vendors or selected contractors, including, but not limited to, costs incurred in the preparation or submission of solicitation responses. The City shall be held harmless and free from any liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this solicitation.

All products (if applicable) must be of new, unused condition, unless otherwise requested in this solicitation.

Failure to carefully read and understand this solicitation in its entirety, including all accompanying documentation, may cause response submittals to be out of compliance or rejected by the City or may legally obligate the respondent to more than it intends or realizes.

Information obtained by any vendor respondent from any officer, agent, or employee of the City shall not affect the risks or obligations assumed by the vendor or relieve the vendor from fulfilling any of these solicitation conditions or any subsequent contract conditions.

Only the response format specified in this solicitation will be accepted as compliant for submitted responses. Failure to fully complete and submit all required forms and documentation may result in disqualification.

15 PUBLIC NATURE OF PROPOSAL MATERIAL

All materials submitted in response to this solicitation shall become a public record and retained as

property of the City of San José. These materials are subject to disclosure under the State of California Public Records Act (California Government Code Section 7920 et seq). There are limited and narrow exceptions to this disclosure requirement.

Do **NOT** include confidential or proprietary information in your response material as it may be disclosed if requested by any member of the public.

If you must include confidential or proprietary information that you believe is exempt from disclosure, you must (1) clearly mark the specific information as "Confidential," "Trade Secret," or "Proprietary;" (2) state the specific provision in the Public Records Act that provides the exemption; and (3) provide the factual basis for claiming the exemption in each specific instance.

In the event you claim such an exemption, you must include a redacted version of your submission and state in the submission the following: ***"[insert Respondent Name] shall indemnify the City and the City's officers, employees, and agents and hold them harmless from any claim or liability and defend against any action brought against the City for City's refusal to disclose trade secrets or other proprietary or confidential information contained in [insert Respondent Name]'s solicitation response to any person making a request. This indemnification obligation shall be through the term of the City's Records Retention Schedule which is four (4) years after the date of award or cancellation of this solicitation for non-awarded vendors and four (4) years after contract termination for awarded vendors."***

Failure to meet the requirements set forth in Sections C and D above shall constitute a waiver of your right to exemption from disclosure.

Any material which contains language purporting to render all or significant portions of the submission "Confidential," "Trade Secret" or "Proprietary," or fails to provide the exemption information required above will be considered a public record in its entirety.

Although the California Public Records Act recognizes that certain confidential or proprietary information may be protected from disclosure, the City of San José may not be able to establish that the information is a trade secret or otherwise proprietary. If a request is made for information marked "Confidential," "Trade Secret," or "Proprietary," the City will provide the respondent who submitted the information with reasonable notice to seek protection from disclosure by a court of competent jurisdiction.

The City will not disclose any part of any response before it announces a Recommendation of Award or Notice of Intended Award on the grounds that there is a substantial public interest in not disclosing responses during the evaluation process. After the announcement of a Recommendation of Award or Notice of Intended Award, all responses received to this solicitation will be subject to public disclosure.

16 PROTESTS

1. If an interested party wants to dispute the award recommendation, they must submit their protest in writing to the Department Director or Designee no later than ten (10) calendar days after the Recommendation of Award is published, detailing the grounds, factual basis, and providing all supporting information. Protests will not be considered for disputes of requirements or specifications, which must be addressed in accordance with the Objections Section above. Failure to submit a timely written protest to the contact listed below will bar consideration of the protest.
2. Protests must be addressed to the following:

City of San José
Attention: Rachel Quirimit
200 East Santa Clara Street, 12th Floor
San José, CA 95113

Protests may be submitted by email to Rachel.quirimit@sanjoseca.gov, with a copy to the RFP Procurement Contact specified for this solicitation.

17 CITY BUSINESS TAX

The awarded vendor(s) must comply with the [San José Municipal Code Chapter 4.76](#) with respect to the payment of any applicable City Business Tax prior to the commencement of work. Contact Finance/Revenue Management by phone at (408) 535-7055 or businesstax@sanjoseca.gov to determine applicable tax costs. Additional information about the business tax and registration process can be found on the City's website at <https://www.sanjoseca.gov/your-government/departments-offices/finance/business-tax-registration>.

18 CALIFORNIA SECRETARY OF STATE REGISTRATION

Awarded vendor(s) must have and maintain an active registration and be in good standing with the [California Secretary of State](#) to conduct business with the City of San José or provide a letter to the City citing the provisions under California law upon which they are exempt from registering with the California Secretary of State. This will be verified by the City prior to contract execution.

19 ENVIRONMENTALLY PREFERABLE PRODUCTS AND SERVICES

The City has adopted an "Environmentally Preferable Procurement" (EPP) policy. The goal is to encourage the procurement of products and services that help to minimize the environmental impact resulting from the use and disposal of these products. The EPP policy may be found on the City's website

at <http://www.sanjoseca.gov/home/showdocument?id=1268>.

In accordance with the EPP policy, vendors are encouraged to offer Energy Star, Green Seal, EcoLogo, or EPEAT certified products as applicable. The City also suggests that proposers offer products and services that are produced or delivered with minimal use of virgin materials, maximum use of recycled materials, and reduced waste, energy usage, water utilization, and toxicity in the manufacture and use of products.

Vendors are encouraged to offer Energy Star certified products, products that meet FEMP (Federal Energy Management Program) standards for energy consumption, and products that are produced with recycled materials, where appropriate, unless otherwise specified in this solicitation.

20 OTHER PUBLIC AGENCY PURCHASES

It is intended that other public agencies be permitted to purchase under the same terms resulting from this procurement. Any participating public agency shall accept sole responsibility for placing orders, arranging deliveries and/or services, and making payments to the vendor. The City of San José will not be liable or responsible for any obligations, including but not limited to, financial responsibility in connection with participation by other public agencies.

21 RFP DOCUMENTS & SUBMITTAL CHECKLIST

Cover letter identifying the Proposer, primary contact person (name, title, phone, email), and a brief statement of the Proposer's interest and qualifications (Section 9.1)

Qualifications and Experience (Section 9.2)

Company background and organizational structure

Description of comparable projects

Three (3) client references including at least one (1) public entity, with contact name, title, phone, email, and project description

Disclosure of any pending or recent litigation, arbitration, regulatory actions, or similar proceedings

Technical Proposal (Section 9.3)

Detailed response to all requirements in Attachment A — Scope of Services and Requirements, organized by section

Financial Proposal (Section 9.4)

Proposed revenue-sharing structure and minimum annual guarantee to the City

Ten-year, fifteen-year, and twenty-year advertising revenue projections (Years 1–10, 11–15, and 16–20)

Proposed agreement term and justification based on capital investment

Any additional in-kind benefits or value offered to the City

Conflict of Interest Disclosure (Section 9.5)

Completed conflict of interest disclosure statement

Required Attachments (Section 9.6)

Conceptual kiosk renderings or product sheets, including approximate dimensions of the kiosk structure and any digital screens

Documentation demonstrating compliance with the 2025 California Building Code (CBC), Chapter 11B Accessibility requirements, and the 2025 California Electrical Code (CEC)

Proposed kiosk deployment maps or location exhibits

Financial exhibits supporting revenue projections

Sample maintenance logs or service-level agreements

Any proposed exceptions to the City's agreement terms

Current Voluntary Product Accessibility Template (VPAT) for kiosk hardware, software, and user interface components

Any additional supporting materials the Proposer believes would assist the City in evaluating the proposal

Required City Forms (Section 9.7)

Response Certification Form

Term Sheet Acknowledgement Form

Insurance Requirements Acknowledgement Form

Customer Reference Form

A Scope of Services and Requirements

This document provides details regarding the City's scope of work and requirements for this RFP.

Original attached file(s)

Seq.	File	Description	Required
1	Attachment A - Scope of Services and Requirements.pdf		Optional

B Digital Wayfinding Kiosk Term Sheet

City's Standard Terms and Conditions that will be the basis for any resulting agreement.

Original attached file(s)

Seq.	File	Description	Required
1	Attachment B - Digital Wayfinding Kiosk Term Sheet.pdf		Optional

C Insurance Requirements

The City's Insurance Requirements for which the successful vendor(s) will be required to provide proof of coverage prior to contract execution.

Original attached file(s)

Seq.	File	Description	Required
1	Attachment C - Insurance Requirements.pdf		Optional

1 Response Certification Form

Complete, sign, and submit with your solicitation response. This Certification Form must be submitted with your proposal response.

Original attached file(s)

Seq.	File	Description	Required
1	Form 1 - Response Certification Form.docx		Required

2 Term Sheet Acknowledgement Form

Complete, sign, and submit with proposal response.

Original attached file(s)

Seq.	File	Description	Required
1	Form 2 - Term Sheet Acknowledgement Form.docx		Required

3 Insurance Requirements Acknowledgement Form

Complete, sign, and submit with proposal response.

Original attached file(s)

Seq.	File	Description	Required
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1	Form 3 - Insurance Requirements Acknowledgement Form.docx		Required
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4 Customer Reference Form

Complete and submit **3** customer references (using this form) with your proposal response.

Original attached file(s)

Seq.	File	Description	Required
1	Form 4 - Customer Reference Form (example).docx		Required