



9611 SE 36th Street
Mercer Island, WA 98040

**REQUEST FOR PROPOSAL
(RFP #16-01)**

For

Enterprise Asset Management Software

Release Date: September 9, 2016

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the City of Mercer Island, WA (“City”) for:

RFP #16-01

Enterprise Asset Management Software

Please send sealed proposals to:

Attention:

Mike Kaser, Information Services Director
City of Mercer Island – IGS
9611 SE 36th Street
Mercer Island, WA 98040

Due: October 7, 2016

By: 4:00 PM Pacific Time

Proposals submitted after the due date and time will not be considered. Proposers accept all risks of late delivery of mailed submittals regardless of fault.

The City reserves the right to:

- Reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an on-site scripted product demonstration. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.
- Accept the proposal(s) or parts of a proposal deemed most advantageous to the City.
- Amend the RFP in any manner prior to contract award.
- Cancel or reissue the RFP.
- Obtain clarification of any point in a vendor’s proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, web demonstrations, on-site demonstrations or vendor headquarters visits.

- Share the RFP, proposals and subsequent vendor provided information with its consultant(s) in order to secure expert opinion.
- If applicable, request from the software vendor a different implementation provider or implementation team member(s) than the one proposed or at its sole discretion, select a different implementation provider or implementation team on its own.
- All proposals become the property of the City. Materials submitted will not be returned to the proposer.

Public Disclosure Notice

In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request for Proposal.

Proposers should be aware that any records they submit to the City or that are used by the City even if the proposers possess the records may be public records under the Washington Public Records Act (RCW 42.56). The City must promptly disclose public records upon request unless a statute exempts them from disclosure. Proposers should also be aware that if even a portion of a record is exempt from disclosure, generally, the rest of the record must be disclosed.

Exemptions, including those for trade secrets and "valuable formula," are narrow and specific. Proposers should clearly mark any record they believe is exempt from disclosure.

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1. PURPOSE

The purpose of this RFP is to solicit proposals from software vendors, systems integrators, implementation partners and/or Value Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Asset Management (EAM) solution that meets the City of Mercer Island's needs.

The ideal vendor shall have experience in successfully implementing the proposed solution at cities or similar public agencies with similar requirements to the City. The successful vendor shall be responsible for the final approved design, installation, and implementation and commissioning of the EAM system including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to provide the best overall EAM solution for the City. Total cost of ownership will not be the only factor in making the determination. Other factors that may contribute to the selection process include but are not limited to:

- Project approach and understanding of the City's objectives and requirements
- Vendor's implementation methodology and success
- Vendor's installed base and experience with customers similar to the City
- Feedback from customer references
- Ability to meet the City's requirements (software functionality, usability, performance, flexibility, integration, and technology)
- Ability to meet the City's selection and implementation timeframe
- Ongoing maintenance and support

2. BACKGROUND

Mercer Island is a full-service City, situated between two major metropolitan areas (Seattle and Bellevue). The City is looking for a system to improve asset management, including elements that will assist in further refinement and evaluation of levels of service and generate reports to improve operational efficiencies. It is envisioned that the new asset management system will be integrated with the City's Financial System as well as Fleet management and improves functionality amongst the City's Utilities (Sewer, Stormwater, Water), as well as the City's Right-of-Way team.

3. ENTERPRISE ASSET MANAGEMENT SYSTEM REQUIREMENTS

The City’s objective is to replace the current legacy EAM system which will optimally include the following areas of functionality:

Functionality	
GIS-Related Asset & Work Management	Citizen Requests (Service)
Asset Management	Capital Projects
Work Management	Reporting
Inventory Management	

The more detailed functional requirements are in Attachment A – Key Requirements and Pricing Estimates.

4. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. Please complete and submit all of the forms in their native format (MS Word).

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter.
Section 2	Key Requirements & Pricing Estimates	Complete the Key Requirements & Pricing Estimates form – Attachment A.
Section 3	Customer References	Complete the Customer References form – Attachment B.
Section 4	RFP Exceptions	Complete and sign the RFP Exceptions form – Attachment C.
Section 5	Implementation Methodology	Provide a brief overview of your implementation methodology and the expected timeframe for this project. Please limit this to no more than three (3) pages.

Submittals shall be delivered in a sealed envelope or sealed box clearly marked: **RFP #16-01 CITY OF MERCER ISLAND ENTERPRISE ASSET MANAGEMENT SOFTWARE** by the deadline listed below.

Required Number of Proposals

Two (2) complete and bound proposals as well as one (1) electronic USB format drive should be included. The USB drive submitted should have the electronic proposal / response in BOTH PDF FORMAT AND THE NATIVE FILE FORMAT OF THE FORMS (Microsoft Word) and must be received by the date and time listed. The City, at its discretion, may make additional copies of the proposal for the purpose of evaluation only. The original proposal will include original signatures, in ink, by authorized personnel.

5. RFP SCHEDULE

These dates are estimates and are subject to change by the City.

Event	Date
Release RFP	September 9, 2016 4:00PM PST
Questions (if any) Due	September 20, 2016
City Response to Questions	September 23, 2016
Proposal Responses Due	October 7, 2016 4:00PM PST
Short List Vendor Demonstrations	Week of November 29 th and December 5 th
Reference Checks	Weeks of December 5 th and 12 th
Contract and Statement of Work Negotiations	December 2016
Contract Award	December or January 2016

6. RFP COORDINATOR/COMMUNICATIONS

Upon release of this RFP, all vendor communications should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding.

Name: Mike Kaser
Mailing Address: 9611 SE 36th St Mercer Island, WA 98040
E-mail: mike.kaser@mercergov.org

7. EVALUATION PROCEDURES

The RFP coordinator and other staff will evaluate the submitted proposals.

The evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the number and nature of exceptions (if any), the total cost of ownership and how well the vendor's proposed solution meets the needs of the City as described in the response to each requirement and form.

As part of the evaluation, the City reserves the right to request additional information, ask for a Web demo, and conduct conference calls to go over the response, or take any other action it deems necessary in order to do a thorough and objective evaluation of each response. In addition, the City will require that a short list of finalist vendors conduct a scripted product demonstration for its selection team at a location and time chosen by the City.

8. CONTRACT NEGOTIATION

The City reserves the right to negotiate with the selected vendor that, in the opinion of the City, has submitted a proposal that is the "best value." In no event will the City be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and the City shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of the City to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

9. CONTRACT AWARD AND PROTEST

The City reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with the City. The City shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

10. OWNERSHIP OF DOCUMENTS

Any proposals, reports, studies, conclusions, software modifications, and summaries prepared by the vendor for this project shall become the property of the City.

Attachment A – Key Requirements & Pricing Estimates

City of Mercer Island Enterprise Asset Management Company Qualifications and Information	
1. Vendor Company / Contact Information	
▪ Company Name and Address	
▪ Contact Person: Name and Title	
▪ Phone, Email, Website	
2. Company Information	
▪ Year Founded; Private vs. Public	
▪ Revenue and Income: Current and Prior Year	
▪ Nearest regional office to the City of Mercer Island, WA	
3. Vendor Employee Counts for the Proposed Solution	
▪ Total US	
▪ Product Development	
▪ Support: Implementation and Help Desk	
▪ Sales	
▪ Administration	
4. Proposed Solution	
▪ Name of Proposed Solution	
▪ Core Competency of Proposed Solution	
▪ Target Industry Focus	
▪ Brief Solution History/Genealogy	
5. Number of Customers on Proposed Solution	
▪ Total	
▪ Total US	
▪ Total US Cities of Similar Size and Scope to Mercer Island	
▪ Provide Sample List of City Customers	

**City of Mercer Island
Enterprise Asset Management
Company Qualifications and Information**

6. Implementation Model	
<ul style="list-style-type: none"> ▪ Direct, Implementation Partner, Value Added Reseller 	
<ul style="list-style-type: none"> ▪ Typical Implementation Duration for Core Functionality (6, 12, 18 Months...) 	
<ul style="list-style-type: none"> ▪ Support Model – VAR, Direct, Hours, etc. 	
7. Software as a Service (SaaS) / Application Hosting Option	
<ul style="list-style-type: none"> ▪ Brief description of SaaS/ Application Hosting models available. 	
<ul style="list-style-type: none"> ▪ Describe your policy towards data ownership and transferability from your SaaS/Hosted solution to your on-premises solution or to a 3rd party. 	
<ul style="list-style-type: none"> ▪ Location of Hosting site(s), mirrored sites. Are these your sites or 3rd party? If 3rd party, who is the organization? 	
8. Version Releases	
<ul style="list-style-type: none"> ▪ Current version and release date for your Proposed Solution 	
<ul style="list-style-type: none"> ▪ Anticipated date and version number for next release 	
<ul style="list-style-type: none"> ▪ Version proposed for implementation 	
<ul style="list-style-type: none"> ▪ Number of prior versions supported 	
<ul style="list-style-type: none"> ▪ Describe major and minor release schedules 	

R = Required
 I = Important
 N = Nice to have
 E = Explore

**City of Mercer Island
 Enterprise Asset Management
 Pricing Estimates**

Pricing Estimates, On-Premises	
1. Software Licensing – On Premises – Include concurrent user / per user /per site pricing model details. Differentiate between modules that are included or separated into additional expense. Assume 15 concurrent or 45 named users.	
2. Portal Licensing (if applicable) – Discuss pricing for citizen request portal.	
3. Implementation – Training, travel expenses, installation, data conversion, integration, etc.	
4. Annual Maintenance, 5 Years	
Year One	
Year Two	
Year Three	
Year Four	
Year Five	
5. Total Year One:	
6. Total Five Years:	
Pricing Estimates, Hosted / Software-as-a-Service	
1. Software Licensing – Other than or in addition to annual subscription.	
2. Portal Licensing (if applicable) – Discuss pricing for citizen request portal.	
3. Implementation – Training, travel expenses, installation, data conversion, integration, etc.	
4. Annual Subscription, 5 Years	
Year One	
Year Two	

Year Three	
Year Four	
Year Five	
5. Total Year One:	
6. Total Five Years:	

This following table contains the Enterprise Asset Management system requirements. This is not a comprehensive list of all of the City’s EAM requirements, but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contracts.

For each line item a ranking has been provided indicating the importance to the City. Rankings used are R for Required, I for Important, or N for Nice to Have and E for Explore. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every line item**. If the requirement does not pertain to the proposal being submitted, enter “N/A”. The comment should include a **brief explanation** of how the item is supported. **Please do not modify the format, font, numbering, etc. of this form.** If a submitted RFP includes blank responses the document may be eliminated from consideration. Apply the following rating system to each line item requirement:

Y	Fully supported by the current release of the software.
3P	Supported with third party software (i.e. software not directly owned or controlled by the vendor submitting the proposal).
C	Customization is required to meet the requirement (e.g. changes to the underlying code must be made, a report must be specifically developed for the customer, tables have to be created or modified, etc.). Causes extra coding or upgrade work in order to implement new versions or upgrades.
F	Future functionality: Supported in the next release of the software (or releases) within the next 1 – 2 years.
N	Not supported.

Sample Response Format: Please use the format below when completing your response.

	General	Rating and Comment
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	Y System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

R = Required
 I = Important
 N = Nice to have
 E = Explore

City of Mercer Island Enterprise Asset Management Key Requirements

	Functional Requirements	
	Key Areas of Functionality	Response – Rating and Comment
R	1. GIS-Based Asset and Work Management	
R	2. Asset Management	
I	3. Citizen Request (Service)	
R	4. Work Management	
R	5. Inventory Management	
R	6. Capital Projects	
R	7. Reporting	
R	Technology and General Functionality	
R	8. Specify if proposing on-premises, single tenant cloud, or multi-tenant cloud deployment model.	
I	9. If proposing on-premises deployment, indicate supported solution stacks (e.g. LAMP, WINS, etc.).	
R	10. If proposing on-premises deployment, support virtual server environment utilizing VMWare.	
R	11. Indicate if web-based or web-enabled. Explain if this applies to entire application or only specific areas of functionality.	
R	12. List single sign-on technologies supported (e.g. MS Active Directory, LDAP, etc.).	
R	13. Role-based security.	
R	14. Field-level security for roles or individuals.	
R	15. Briefly describe remote access capabilities and supported technologies.	
R	16. List mobile platforms and devices supported.	
N	17. Dictation for notetaking/comments in the field (speak into device for voice capture).	
R	18. Role-based and user-definable menus, fields and screens.	
R	19. Establish required fields on data entry screens.	
R	20. Searchable system user help.	
I	21. Context sensitive system help.	
R	22. Audit trail with date, time, user stamp and historical values.	

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**City of Mercer Island
 Enterprise Asset Management
 Key Requirements**

R	23. Document and photo attachment throughout system.	
R	24. All fields are searchable throughout the system, including user-defined fields.	
I	25. All fields are reportable throughout the system, including user-defined fields.	
R	26. Customer definable rule-based workflow throughout the system.	
R	27. Briefly describe interface/integration tools and methodologies. (E.g. Application Program Interfaces, Web Services, Service Oriented Architecture, Proprietary Middleware Tools, etc.).	
	28. Possible key systems for interfacing/integrating:	
R	a. ESRI ArcGIS (GIS)	
I	b. SunGard TRAKiT (Community Development)	
E	c. Harris inHANCE CIS (Utility Billing)	
I	d. Hyland OnBase (Document Management)	
R	e. SunGard ONESolution (Financials)	
E	f. TBD (Recreation & Facility Booking)	
I	g. CCTV	
I	h. Phoenix (Fuel System)	
R	GIS-Based Asset and Work Management	
R	29. Describe degree of integration with ESRI products including GIS viewing capabilities	
R	30. Configurable options for geodatabase interface, e.g. system of record, source for asset id assignment, etc.	
I	31. Support visibility of multiple layers from ArcGIS in EAM, e.g. ownership, previous location, permits, etc.	
R	32. Bi-directional view of information within GIS and EAM (e.g. view map from EAM, view asset history from GIS).	
I	33. Location management of asset by address (e.g. water meter), intersection (e.g. street sign), and GPS coordinates (e.g. Right-of-way) tied to GIS.	

City of Mercer Island Enterprise Asset Management Key Requirements		
R = Required		
I = Important		
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E = Explore		
I	34. Map display of location and status of selected work order(s).	
I	35. Create “on the fly” work orders or service requests from a map selection (e.g. asset) in GIS.	
I	36. Print and/or export (for example, PDF format) a map with a legend, bar scale, and notes displaying work order or asset location.	
R	37. Create location-based reports of assets or work orders based on geographic region or user defined areas and subjects.	
R	38. Group assets within a selected area via map to create and schedule preventive maintenance.	
R	Asset Management	
R	39. Support management of both horizontal and dimensional assets for Public Works, Parks Maintenance, and Facilities including: Water, Wastewater, Streets, Right-of-Way, Fleet, Capital Projects, Trees, Trails, and Buildings.	
R	40. Generate asset records from multiple sources including purchasing (PO), capital projects, replacement, etc.	
I	41. Access as-built diagrams (either through GIS or attachments) in the field.	
R	42. Monitor asset cost history for the life of the asset including acquisition, maintenance, repairs, retirement, and disposition.	
R	43. Maintain asset attribute history for the life of the asset including naming conventions, location and transfers, repurchase frequency, etc.	
I	44. Track asset to a location, facility, vehicle, department or person (e.g. small and attractive assets).	
I	45. Transfer an asset and all related records and history to another person, location, facility or equipment/asset.	
R	46. Track asset activities and history for unlimited years (e.g. repairs, replacement, maintenance, upgrades, retirement, abandon-in-place, etc.).	

<p>R = Required I = Important N = Nice to have E = Explore</p> <p style="text-align: center;">City of Mercer Island Enterprise Asset Management Key Requirements</p>		
R	47. Track and maintain location information for utility locate work.	
E	48. Interface with "Call Before You Dig" 811 service.	
I	49. Condition tracking with useful life estimates by asset type, e.g. fire hydrants, pump stations, street lights, roads, etc.	
I	50. Support Pipeline Assessment and Certification Program (PACP) for sewer condition.	
I	51. Track information to support ISA Tree Assessment reporting.	
N	52. Support visual and video (CCTV) inspections of assets.	
R	53. Ability to group assets within a category and area in GIS format to help schedule and coordinate preventive maintenance activities (e.g. street sweeping, grate cleaning, Fats/Oil/Grease (FOG) control, etc.).	
R	54. Preventive maintenance including scheduling, proactive part inventory reservations, procedure checklists or attachments, etc.	
I	55. Lifecycle management including strategy to comply with municipal asset management standards.	
I	56. Enter an asset #, address, cross street or other attribute and see planned projects impacting that asset (e.g. see other utility maintenance work projects, overlays, CIP).	
I	Citizen Request (Service)	
I	57. Provide a brief overview of functionality available to support citizen requests (e.g. citizen portal, citizen mobile application, IVR, email, call log, etc.).	
I	58. Citizen visibility of request, status and resolution.	
I	59. Internal citizen request administrative work queue.	
R	60. User definable service levels for citizen requests.	
R	61. Escalation workflow approval process for emergency and priority requests.	
R	Work Management	
R	62. Allow work orders to be created and closed without assets tied to them.	

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**City of Mercer Island
 Enterprise Asset Management
 Key Requirements**

I	63. User definable work order categories, e.g. reactive, maintenance, chargeable, etc.	
I	64. Manage both internal and contractor work orders.	
I	65. Copy/duplicate work order to create new.	
I	66. Support recurring work orders (e.g. catch basin inspections).	
R	67. Assign time and resources at creation and during tasks on chargeable work orders.	
R	68. Configurable categories, tasks, reasons, types and sub-types for work performed, including context sensitive dropdowns.	
I	69. Automatic work order status based on accessing and completing tasks.	
R	70. Work order scheduling (e.g. work crew calendar).	
I	71. Schedule balancing by crew or by person (e.g. load balancing).	
R	72. Generate a daily work list for staff based on work orders and assigned tasked and estimated time to complete them.	
R	73. SCADA support for water flow, trending, quality, levels, etc. tied to work orders.	
I	74. Ability to schedule closures; shut downs by date, or by date and time.	
I	75. Detect Duplicate work orders by addresses or location.	
E	76. Predictive maintenance functionality.	
R	Inventory Management	
R	77. Centralize inventory warehouse for supplies, parts and equipment.	
N	78. Multiple and virtual / rolling (vehicle) warehouses.	
R	79. Inventory tracking including asset tagging and barcoding.	
E	80. Tracking of small and attractive inventory.	
I	81. Fixed asset identification flow through to inventory.	
R	82. Inventory location management.	
I	83. Min/max order quantities and re-order lead times that trigger suggested purchase requisitions.	

R = Required I = Important N = Nice to have E = Explore			City of Mercer Island Enterprise Asset Management Key Requirements	
R	84.	Issue/transfer inventory to work orders, warehouses, and people.		
R	85.	Support bar code reading for additions and depletions to inventory.		
R	86.	Support Actual and Last in First Out (LIFO) inventory valuation.		
I	87.	Receiving – ability to scan packing slips and attach to item/invoice record.		
R	Capital Projects			
R	88.	Ability to link work orders to projects. Briefly discuss if projects are handled in the EAM or typically 3 rd party and how they connect.		
I	89.	Ability to link work orders to grants (which might also be tied to projects). Briefly identify best practices approach.		
R	90.	Contractor “management” such as work orders, percent or milestone completions, etc.		
R	91.	Asset cost allocation to one or many general ledger accounts.		
N	92.	Capture CIP budget information.		
R	Reporting			
R	93.	List all levels of reporting and technologies used. (E.g. Standard Reports – System Proprietary, Ad Hoc Reports – Crystal Reports, etc.). Indicate if embedded or 3 rd party.		
R	94.	User level security flows through to queries and reports.		
R	95.	Ad-hoc query and reporting tools with drill down to source transactions based on multiple parameters / filters.		
R	96.	Ad-hoc query and reporting on real-time data.		
R	97.	Approval metric-specific reporting (e.g. work order aging, escalations, past due approvals, etc.).		
R	98.	User-definable executive dashboard components by individual with drilldown and around capability.		
N	99.	Mobile executive dashboards (at-a-glance functionality).		

Attachment B – Customer References

Provide at least three references that are similar in size and requirements to the City of Mercer Island, and that have implemented your software in the past five years. Reference sites should be fully implemented and live on the current version of the software.

Name of Customer:	
Concurrent Users:	Named Users:
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Current Users:	Named Users:
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Concurrent Users:	Named Users:
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Attachment C – RFP Exceptions

It is the intent of the City to contract with an Enterprise Asset Management vendor. All vendor representations, whether verbal, graphical or written, will be relied on by the City in the evaluation of the responses to this Request for Proposal. This reliance on the vendor's represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

PRINT THE WORDS "NO EXCEPTIONS" HERE _____ IF THERE ARE NO EXCEPTIONS TAKEN TO ANY OF THE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS.

IF THERE ARE EXCEPTIONS TAKEN TO ANY OF THESE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS, THEY MUST BE CLEARLY STATED ON THE TABLE BELOW AND RETURNED WITH YOUR PROPOSAL.

Firm or Individual	
Title	
Telephone	
Email	
Address	

PRINT NAME AND TITLE

AUTHORIZED SIGNATURE

DATE _____

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	RFP Section #, Page #	Exception Describe the nature of the Exception	Explanation of Why This is an Issue for You	Your Proposed Alternative
1				
2				
3				
4				
5				