



*****Request for Proposal*****

City of Kent – Information Technology Department

Asset Management Project

Issued: September 15, 2017

Date Due: October 30, 2017

Time Due: **4:00 pm** Pacific Time as shown by City Clerk's Clock

Table of Contents

1	Introduction	3
1.1	Background	3
1.2	Selection Process Schedule of Events.....	3
1.3	Communications Regarding RFP	4
1.3.1	RFP Submission Instructions	4
1.3.2	RFP Coordinator.....	5
2	Requirements	6
2.1	City of Kent Contract Requirements.....	6
2.2	Proposer Qualification Requirements	7
2.2.1	Proposer Support Requirements	8
2.2.2	Proposer Communication Requirements.....	8
2.3	Project Schedule Requirements	8
3	Selection Process	9
3.1	RFP Evaluation	9
3.2	References.....	10
3.3	Cost Review	10
3.4	Final Proposer Selection.....	10
4	Proposer Clarifications and Questions	11
4.1	RFP Changes or Amendments.....	11
4.2	City of Kent Clarifications	11
4.3	Proposer Contact.....	11
4.4	Proposer Prime Contractor Responsibility	12
4.5	Period of Validity of Proposals	12
4.6	Responsiveness and Errors in Proposals.....	12
4.7	Right of Selection or Rejection of Proposal.....	12
5	Proposer Instructions	13
5.1	Required Proposal Format	13
5.2	Proposer Response Forms	13
5.3	Proposer Information	14
5.4	Proposer Certification	15
5.5	Proposer Questionnaire	18
5.5.1	Service	18
5.5.2	Implementation Plan	19
5.5.3	Reporting / Billing	20
5.5.4	Other Information.....	21
5.6	Customer References (Less than 36 Months).....	22
5.7	Customer References (More than 36 Months).....	23
Exhibit A: Required Contract Terms and Conditions		
Exhibit A-1 Minimum Insurance Requirements		
Exhibit A-2 EEOC Policy & Documents		
Exhibit B: Business and Systems Requirements		
Exhibit C: Vendor Response Form – Business and Systems Requirements		
Exhibit D: Vendor Response Form – Cost Proposal		

1 Introduction

The City of Kent ("The City") is requesting cost information and review of business and system requirements from vendors that can provide a computerized maintenance management system (CMMS) for the City of Kent Public Works Department. The City's current CMMS is managing over 150,000 assets, supporting over 150 end users. The City is evaluating possible vendors and the costs for their CMMS solutions and related professional services to partner with the city in the replacement of its existing Asset Management system. The outlining costs should be identified as individual modules and based on the business and systems requirements included in this document.

1.1 Background

The City intends to replace the current asset management system, Hansen, for its Public Works department. The City seeks to select a single contract with one Proposer to replace the Hansen software and provide system support throughout the contract's lifecycle. Support includes data conversion, implementation management, training, testing, onsite and offsite technical support, advice, data integration, systems integration, system maintenance and upgrades, and other such support activities for the new asset management software until such time that the City decommissions the software.

1.2 Selection Process Schedule of Events

The solicitation, receipt, and evaluation of the RFP responses are anticipated to follow the schedule outlined below. The City reserves the exclusive right to modify the schedule as circumstances may warrant. In the event of any change to the schedule below, notification will be provided to those entities who have submitted proposals.

EVENT	TARGET DATE
Release Request for Proposal	September 15, 2017
Proposer Questions Due	September 18 - October 6, 2017
City Response to Proposer Questions Due	October 13, 2017

Proposals Due	October 30, 2017
Finalized Proposer Presentations by Invitation and Site Visits	December 1, 2017
Selection of Proposer	December 15, 2017 - January 30, 2018
Contract Negotiations & Planning	February 14, 2018
Presentation to Operations Committee	March 8, 2018
Presentation to Full Council	March 22, 2018
Mayor's Contract Signature/Purchase Order	April 13, 2018

1.3 Communications Regarding RFP

1.3.1 RFP Submission Instructions

An original and three (3) copies of your proposal are required. They may be delivered by postal mail, private courier, express service, or by hand to the following location:

City of Kent
City Clerk's Office
Kent City Hall – First Floor
220 Fourth Ave South
Kent, WA 98032

The proposal and copies must be enclosed in a sealed envelope or box with the exterior marked with the following to distinguish it from routine mail:

CITY OF KENT ASSET MANAGEMENT RFP ENCLOSED

The proposal and copies must be received at the above location no later than **4:00pm Pacific Time on October 30, 2017**.

No oral or electronically transmitted proposals will be accepted.

Proposers wishing to submit proposals have full responsibility for delivery of proposals on time. Delays caused by any delivery service, including the US Postal Service, will not necessarily be grounds for a waiver of the deadline requirement. Proposals not received at the above location by the proposal

deadline may be rejected and automatically disqualified from further consideration.

All proposals submitted shall be prepared and submitted in accordance with the instructions in this RFP, and all proposals submitted shall become the property of the City.

Proposer understands that as a general rule all documents received by the City are considered public records. Therefore, all proposals may be subject to public inspection according to applicable disclosure rules and regulations.

BY SUBMITTING A PROPOSAL, PROPOSER AGREES TO FOREGO MAKING ANY PUBLIC RECORDS REQUEST FOR ANY PROPOSAL SUBMITTED FOR THIS RFP AND, TO THE EXTENT ALLOWED BY LAW, WAIVES ITS RIGHT TO MAKE SUCH A REQUEST UNTIL THE CONTRACT IS AWARDED TO THE SELECTED FIRM AND SIGNED BY THE MAYOR.

1.3.2 RFP Coordinator

All communications regarding this RFP from Proposers and other sources must be directed to the following RFP Coordinators:

Levin Conway

Systems Analyst
Public Works Department
City of Kent
220 Fourth Ave South
Kent, WA 98032
(253) 856-5629 Phone
(253) 856-4700 Fax
Email: lconway@kentwa.gov

And

Melissa Janson

Project Manager/Business Analyst
Information Technology Department
City of Kent
220 Fourth Ave South
Kent, WA 98032
(253) 856-4605 Phone
(253) 856-4700 Fax
Email: mjanson@kentwa.gov

The individuals identified above are the sole points of contact at the City for this procurement. Any other communication will be considered unofficial and

non-binding on the City. Proposers are to rely on written statements issued by the RFP Coordinators only. Communications directed to parties other than the RFP Coordinators may result in disqualification.

Specific questions concerning this RFP must be submitted in writing, which may be sent by fax or email to the RFP Coordinators. However, questions must be received by 4:00 p.m., Pacific Time, on October 6, 2017. Copies of questions relevant to the RFP process, together with the City's responses will be distributed to all participating Proposers via the Proposers provided email point of contact.

Proposers who seek information, clarification, or interpretations from City employees without using this written submission process are advised that such material is used at the Proposer's own risk and the City shall not be bound by any such representations, whether oral or written.

2 Requirements

2.1 City of Kent Contract Requirements

The City reserves the right to make an award without further discussion of the proposal submitted. Any submitted proposal shall constitute an offer. Therefore, the proposal should be submitted initially on the most favorable terms that the Proposer can propose. There may be no best and final offer procedure. The City does reserve the right to contact a Proposer for clarification of its proposal.

The Proposer should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. The selected Proposer will be expected to enter into a contract that contains those terms and conditions provided for in the attached and incorporated Exhibit A, among other terms as the parties may negotiate and mutually agree.

In responding to this RFP, if a Proposer takes issue with any provision included within Exhibit A, the Proposer must state the provision it wishes to modify or amend, as allowed in Section 5.4 of this RFP, "Proposer Certification." Wholesale rejection of the City's provisions and substitution with the Proposer's own provisions is not acceptable. The City will review requested exceptions and accept or reject the same at its sole discretion; however, insurance, indemnification, choice of law, dispute resolution, and attorney fee provisions will not be changed. If the City and the successful Proposer are unable to agree on terms and conditions within a reasonable time period that will allow the City to maintain its project schedule, the City may exercise its right to negotiate with other Proposers. The City reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations. The contract will incorporate the proposal of the successful Proposer, and that proposal, to the extent it does not conflict with the contract, will also bind the selected

Proposer. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to the City.

2.2 Proposer Qualification Requirements

The table below lists mandatory and desirable Proposer qualifications. Proposers not meeting mandatory criteria may be disqualified from participation in this procurement.

No.	Criteria	Mandatory	Desired
V1	Proposer has been in business for at least 5 years	✓	
V2	Proposer is licensed and legally authorized to do business in Washington State	✓	
V3	Proposer is not disqualified from doing business with the City of Kent	✓	
V4	Proposer's software has been implemented by at least 1 municipal Public Works agency in Washington State.		✓
V5	Proposer's software is primarily web-based, supports ESRI GIS, Microsoft SQL Server, and mobile devices for field connectivity	✓	
V6	Proposer maintains a high level of support before, during, and after implementation, and actively encourages the use of support resources during the lifetime of the product.	✓	
V7	Proposer's software architecture contains appropriate customer-facing APIs and supporting documentation to enable the City	✓	

	to develop additional interfaces, if necessary.		
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*Additional software requirements are listed in Exhibit B Business System Requirements Details

2.2.1 Proposer Support Requirements

The Proposer must provide a detailed description of:

1. Service levels and availability of the Proposer’s project team to perform the implementation, and ability to troubleshoot problems during and after the initial installation in both a normal and “emergency” setting for the duration of the final agreed upon Project Implementation Schedule up until the City provides its final project sign off and within the timeframe provided for by Section 5.5.2.
2. Proposed service and maintenance agreement including coverage and levels of service post project sign off.
3. Data collection and billing processes and timeframes as detailed in the proposed implementation plan as referenced in Section 5.5.2.
4. Training requirements for product implementation and deployment.

2.2.2 Proposer Communication Requirements

The Proposer will designate one Project Manager who will be the primary contact for the project duration throughout the implementation phase. The City of Kent will provide one Project Manager who will be the point of contact for the City of Kent. The successful Proposer will be required to communicate and work closely with the City project manager.

During on-site visits, Proposer’s personnel or subcontractors will be required to check in with the City project manager upon arrival at the City each day, and may be required to wear ID badges provided by the City while on-site.

To minimize confusion and avoid mistakes and/or delays, the Proposer’s Project Manager will briefly exchange relevant information related to the project daily or weekly as the project designates. The Proposer’s Project Manager will be expected to communicate to the City’s Project Manager a summary of current status, accomplishments, and ongoing plan.

2.3 Project Schedule Requirements

The Project Managers for the City and Proposer will work together to set the implementation schedule, which will be incorporated into and become part of the contract. The project implementation will be scheduled with the City’s

final approval to avoid delays or interference with regular City business as much as is reasonably possible.

Proposer must be able to adhere to the approved implementation schedule.

3 Selection Process

All proposals will be reviewed by the RFP Coordinators to determine compliance with administrative requirements and instructions specified in this RFP. Proposers are specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

Proposers will be evaluated and scored based on their merits in response to this RFP and according to the non-exclusive criteria set forth in this section. Other factors not listed here may be considered as the selection process develops. This evaluation and scoring process will guide the City's decision, but will not control the City's decision. The RFP process is inherently subjective and qualitative, and the City will consider scoring results and all other submission materials, presentations, and interviews when making a final decision. The City has complete discretion in selecting a proposer who, in the judgment of the City, best meets the City's needs. The City, and not any Proposer, is best qualified to make that decision.

3.1 RFP Evaluation

The City will utilize the scoring weights provided below in selecting finalists:

RFP Evaluation Scoring Weights

Criteria	Weight
Technical architecture	10%
Functional requirements	30%
Vendor experience	20%
Maintenance and support	20%
Project management approach	20%

The City reserves the right to obtain clarification of any point in a proposal, or to obtain additional information necessary to properly evaluate a proposal. Failure of a Proposer to respond to such request for additional information or clarification may result in rejection of the proposal. The City's retention of

this right shall in no way reduce the responsibility of Proposers to submit complete, accurate, and clear proposals.

The City, in its sole discretion, will determine which Proposer's CMMS solution can best serve the City's goals and system environment. All proposals should be submitted with the most complete information possible.

3.2 References

Reference checks will be done on those Proposers identified by the City as finalists. The City reserves the right to contact any person or organization for information regarding a Proposer regardless of the references provided by the Proposer. The Proposer must provide a minimum of 6 state or local government peer references where the Proposer provided services of a similar type and scope. Three (3) of these references must be clients for whom the Proposer has supplied services within the past 36 months. Another three (3) references must be clients for whom the Proposer last supplied services more than 36 months ago.

3.3 Cost Review

Comparison and analysis of all pricing submitted will be performed by the RFP Coordinators and will be based on the total cost of the proposal and a 10-year sustainment cost.

3.4 Final Proposer Selection

A final Proposer selection will be made based on each Proposer's proposal/demonstrations; including without limitation:

1. Overall proposals fit with the City's strategic goals and objectives
2. Proposer demonstrations implementation proposal
3. Demonstrated ability to support a successfully implemented CMMS solution post-installation (sustainment) and the feasibility of Proposer's support options
4. Cost of overall proposal
5. Cost of maintenance and support proposal
6. Suitability of project team and/or third-party integrator in meeting the City's needs
7. Suitability of proposal in meeting the City's needs
8. Reputation and references of the supplying Proposer
9. Ability to understand the business needs of the users
10. Ability to work as a team with the City Project Manager
11. Contract review
12. Other similar matters

Final Proposer Selection Scoring

Criteria	Weight
Submitted proposal	5%
Cost	20%
Demonstrations implementation proposal	35%
Strategic fit	40%

The City reserves the right to negotiate with all Proposers deemed qualified based on the selection process outlined in this Section 3. Qualified Proposers are defined as those Proposers qualified by the selection committee.

4 Proposer Clarifications and Questions

Specific Proposer questions concerning the RFP must be made in writing, which may be sent by fax or e-mail to the RFP Coordinator. However, questions must be received by 4:00 p.m. PDT, on October 6, 2017. Copies of questions relevant to the RFP process, together with the City's responses will be distributed to all participating Proposers.

Proposers who seek information, clarification, or interpretations from the City without using a written submission process are advised that such material is used at the Proposer's own risk and the City shall not be bound by any such representations, whether oral or written.

4.1 RFP Changes or Amendments

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all who received the RFP and have not officially withdrawn from consideration or been disqualified. Any revisions to the RFP will be issued in the form of an addendum and will be distributed to all Proposers prior to the Response Due Date. For this purpose, the published Proposer questions and City answers and any other pertinent information shall be provided as an addendum to the RFP.

4.2 City of Kent Clarifications

The City reserves the right to obtain clarification of any point in a proposal, or to obtain additional information necessary to properly evaluate a proposal. Failure of a Proposer to respond to such a request for additional information or clarification may result in rejection of the proposal. The City's retention of this right shall in no way reduce the responsibility of Proposers to submit complete, accurate, and clear proposals.

4.3 Proposer Contact

The proposal must include the name of the specific individual who will act as the primary contact during proposal evaluation, for on-site installation/services, and on-site during any and all phases. The proposal must identify the contact's organization, position in the organization, address, telephone number, fax number, and email address. This person will be the point of contact for all information, decision-making, and verification required in the course of this RFP and any resulting contract.

4.4 Proposer Prime Contractor Responsibility

The successful Proposer will be the party with whom the City contracts will be the sole contact for all products and services proposed through this RFP process. If a Proposer's proposal includes equipment, wiring, cabling, connections, or services to be supplied by entities other than itself, any supply contract required will be a private matter between the Proposer and that third-party. The City will have a contract with the Proposer and the Proposer only. The Proposer must take full responsibility for all work of its subcontractors.

4.5 Period of Validity of Proposals

The City shall not be liable for any costs incurred by Proposers in preparing or submitting a proposal to the City, or for any subsequent demonstrations required by the City. Proposals should be prepared simply and economically, providing straightforward, concise descriptions of the Proposer's capabilities to satisfy the requirements of the proposal.

4.6 Responsiveness and Errors in Proposals

Proposers are responsible for all errors or omissions in their proposals and any such errors or omissions will not serve to diminish their obligations to the City. Proposers may not be allowed to alter proposal documents once they have been submitted to the City. The City reserves the sole right to allow corrections or amendments due to errors identified in the proposals by either the Proposer or the City. The City also reserves the right, at its sole discretion, to waive irregularities in any proposal.

Proposers should note that this RFP is not subject to public works bidding laws and the City may reject, modify, or otherwise alter this proposal process, and may reject a Proposer or negotiate with an individual Proposer as it sees fit, at its sole discretion, with or without specific cause.

4.7 Right of Selection or Rejection of Proposal

The City offers this RFP as a competitive negotiation. The City, at its sole option, may select or reject any or all proposals for any reason, may waive any informality in the proposal received, and may waive minor deviations from the specifications and shall be the sole judge thereof. Selection of a Proposer shall not be construed as a contract award. The City may award a

contract on the basis of information in addition to that received in a proposal. Therefore, it is emphasized that all proposals should be complete and submitted with the most favorable terms and pricing.

5 Proposer Instructions

5.1 Required Proposal Format

In submitting proposals, Proposers should follow the format described below. The contents of the submittal must be clear, concise, and complete. Proposals that fail to meet the format described in this section may not be considered. Proposers submitting non-compliant proposals will not be notified.

5.2 Proposer Response Forms

Submitted proposals must contain each of the elements listed in this section, which should be separated into tabbed and labeled sections in the order identified. This RFP contains response forms for Proposers' use in preparation of their responses. Use of these forms is not required, but all responses must be complete and appear in the same order as specified below. Incomplete responses may cause the Proposer's entire proposal to be rejected.

1. **Proposal Cover Letter.** The cover letter shall include the title of the RFP, submittal date, the lead respondent, principal contact, address, telephone number, fax number, email address, and web address, if applicable. The proposal shall be signed by a principal or officer authorized to represent and commit on behalf of the Proposer.
2. **Proposer Information.** The Proposer should provide background information concerning itself and the project team who would implement its proposal at the City, if selected. This information shall delineate the roles of each key team member, who would be directly involved in the timely implementation of the project, and the allocation of responsibilities among the team members for each phase of the project.
3. **Proposer Certification.** The Proposer must complete the Certification required by Section 5.4 and noting any exceptions in detail.
4. **Proposer Questionnaire.** The Proposer must complete the questionnaires that are included within Section 5.5 of the RFP and address the following service areas:
 - a. Service
 - b. Implementation Plan/Statement of Work
 - c. Reporting and Billing
 - d. Other Information (including company credit report)

5. **Proposer Qualifications.** The Proposer must meet the Qualifications as required by Section 2.2 and noting any exceptions in detail.
6. **Customer References.** Service provided within the last 36 Months. The Proposer must provide at least 3 references of customers serviced by Proposer within the last 36 months.
7. **Customer References.** Service provided more than 36 Months ago. The Proposer must provide at least 3 references of customers serviced by Proposer more than 36 months ago.
8. **Proposed Product Overview.** An explanation of the products and services available through Proposer that are responsive to this RFP.
9. **Proposed Technical Architecture.** The Proposer must provide a context diagram, or similar systems diagram, of the Proposers proposed system. This should include the system requirements, database technologies supported, and any additional technology platforms required to achieve a fully operational CMMS system as it relates to the City’s outlined core System and Business requirements and workflow diagrams.
10. **Terms and Conditions of the Agreement.** The Proposer must supply any additional terms and conditions that will apply to its Proposal should they not be covered in Exhibit A.
11. **Business Requirements Response Forms.** See Exhibit C
12. **Cost Response Forms.** See Exhibit D

5.3 Proposer Information

Proposer Company Name:				
Address 1:				
Address 2:				
City:	State:	Zip:		
Phone Number:				
Fax Number:				
Assigned Account Representative:				
Email Address:				

Proposer Company Name:					
Service Office Address 1:					
Service Office Address 2:					
City:	State:	Zip:			
Phone Number:					
Fax Number:					
Service Manager Name:					
Email Address:					

5.4 Proposer Certification

CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 90 days from the due date for receipt of proposals, or until another proposal has been accepted by the City and that entity begins providing service under contract, whichever occurs first, and it may be accepted by the City without further negotiation (except where obviously required by lack of certainty in key terms) at any time within that period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of the City whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances

are described in full detail on a separate page and attached to this document.)

5. I/we understand that the City will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of the City, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. I/we understand and agree that should I/we be given access to any portion of the City's network, servers, or data, that access may include sensitive or confidential records and information. Concerning such records and information, I/we understand and agree:
 - a. All records and information accessed or obtained will be utilized for the sole purpose of submitting this proposal and completing any work for which proposer may be contracted;
 - b. Proposer shall not disclose any records or information to any third-party without the prior express written permission of the City;
 - c. Proposer shall take all steps necessary to ensure the nondisclosure of any records or information to any third-party, including utilizing reasonable and appropriate security measures, to ensure that information is not lost, stolen, or provided to a third-party without the express written permission of the City;
 - d. At the conclusion of the performance of any contracted work, Proposer shall surrender all information to the City, and shall not keep any copy of the information provided to it by the City; and
 - e. Proposer agrees to take all measures necessary to ensure that its employees and subcontractors comply with the above-stated provisions, and shall be responsible in the event of a failure of the Proposer, or any of its employees or subcontractors, to comply with the above-stated provisions.
7. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Proposer or to any competitor.
8. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.

9. No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Signature of Proposer

Title

Date

5.5 Proposer Questionnaire

5.5.1 Service

1. What percent of time is your company willing to guarantee to the City for software implementation, testing, training, and ongoing service and maintenance?

2. What remedy would your company propose if the project does not 1.) Complete milestones on time 2.) Provide the City with agreed upon support and / or services after software implementation?

3. If you do use metrics as part of Project Management, please provide a copy of these metrics from a government agency similar to that of the City's size and complexity.

4. What is the average time for a customer service representative to respond from the moment a customer places a call for help/service? Upon determination that escalation is required, what is the average time for 2nd-tier support to respond to the issue?

5. What remedy would you propose if the arrival goal(s) indicated in Question 4 is not met?

6. What does training and implementation look like to you, how would you best propose implementation of your Software given the current system requirements and landscape as outlined in the "Business and Systems Requirements" Addendum, Exhibit B?

7. What other performance measures do you use for a successful implementation and deployment?

The following questions relate to the City's general service expectations.

5.5.2 Implementation Plan

1. Please provide a detailed implementation plan, as part of your response) specific to the City's business and systems requirements described in Exhibit B. At a minimum, this plan should address the following:
 - Overall project management approach.
 - Detailed sample project schedule that includes, but is not limited to, the following milestones that will be tied to the payment schedule:

Milestone	Deliverables	%
Initiation	Project Kickoff Meeting	10
Schedule	Mutually agreed-upon project schedule signed off by the City Project Manager and Vendor representative.	5
Business Requirements	Vendor representative and project team certify that all business requirements for each work group have been collected and required questions answered sufficiently to begin system configuration.	15
Configuration	Certification of the City's operating environment and successful installation of pre-production system.	15
Training	Training plan certified by the City and training completed by Vendor representatives.	15
Data Conversion	Converted data validated by the City's project team.	10

Testing	Pre-production system, including all required interfaces certified for production. Mutual confidence testing complete.	15
Go-Live	System in productive use.	5
Stabilization	Stabilization period complete.	10
Acceptance	The City accepts system at project closeout. Maintenance payments begin 1 year after date of acceptance.	N/A

- Personnel assigned, including references for the proposed project manager and support staff from prior engagements.
- Specifics regarding data conversion, interfaces testing, and training.
- Setup of required workflows as defined in Exhibit B, Section 7.
- Estimate of resources required by City personnel to meet project implementation schedule.

5.5.3 Reporting / Billing

1. What kind of information do you typically include on a monthly project management report? Please provide an example.

2. What format do you utilize for reporting purposes? (i.e. Excel, Access, Word, etc.)

3. Can your reports be modified or customized to meet the needs of the City?

4. What kind of information do you typically include on monthly and / or quarterly invoices? Please provide an example.

5. Do you provide on-line report access via the Internet? If so, please provide a sample or provide a URL address and password that would allow the City to view a sampling of these reports.

5.5.4 Other Information

1. The City requires the selected vendor to maintain a consistent project team throughout the engagement. Please describe the project management approach you will take for the duration of the project.

2. This RFP includes a number of required and optional interfaces to other software. Please describe your role in creating partnerships with other vendors, your interface development methodology, and the ability for end users to utilize available APIs to customize interfaces.

3. Please provide a Dun & Bradstreet Report (or comparable credit report) on your company.

5.6 Customer References (Less than 36 Months)

Please provide three customer references as a supplement to your response. Only provide references for customers for whom it is permissible to contact and for whom you have provided services within the past 36 months.

Reference 1

Reference Municipal Agency Name:					
Address 1:					
Address 2:					
City:	State:	Zip:			
Phone Number:					
Fax Number:					
Reference Representative:					
Title:					
Email Address:					
Years that reference has been a customer					

Reference 2

Reference Municipal Agency Name:					
Address 1:					
Address 2:					
City:	State:	Zip:			
Phone Number:					
Fax Number:					
Reference Representative:					
Title:					
Email Address:					

Years that reference has been a customer	
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Reference 3

Reference Company Name:				
Address 1:				
Address 2:				
City:	State:	Zip:		
Phone Number:				
Fax Number:				
Reference Representative:				
Title:				
Email Address:				
Years that reference has been a customer				

5.7 Customer References (More than 36 Months)

Please provide three customer references as a supplement to your response. Only provide references for customers for whom it is permissible to contact and for whom you have not provided services to within the past 36 months.

Reference 1

Reference Municipal Agency Name:				
Address 1:				
Address 2:				
City:	State:	Zip:		
Phone Number:				
Fax Number:				

Reference Representative:			
Title:			
Email Address:			
Years that reference has been a customer			

Reference 2

Reference Company Name:			
Address 1:			
Address 2:			
City:	State:	Zip:	
Phone Number:			
Fax Number:			
Reference Representative:			
Title:			
Email Address:			
Years that reference has been a customer			

Reference 3

Reference Municipal Agency Name:			
Address 1:			
Address 2:			
City:	State:	Zip:	
Phone Number:			
Fax Number:			
Reference Representative:			

Title:	
Email Address:	
Years that reference has been a customer	