



**REQUEST FOR PROPOSALS
RFP-16-36**

PROPOSAL DUE DATE:

WEDNESDAY, NOVEMBER 30, 2016 BY 4 PM OUR CLOCK

ASSET MANAGEMENT SOFTWARE and SUPPORT

SEALED PROPOSALS MUST BY MAILED OR DELIVERED TO:

City of Wheat Ridge Municipal Building
Attn: Jennifer Nellis, CPPB
BID – Purchasing & Contracting Division
7500 W. 29th Avenue
Wheat Ridge, CO 80033
Phone: 303-235-2811 Fax: 303-234-5924

DOCUMENTS PREPARED BY:
INFORMATION TECHNOLOGY DIVISION
PURCHASING & CONTRACTING DIVISION

IMPORTANT: PLEASE READ ENTIRE DOCUMENT
Per the attached specifications, terms, and conditions.

PLEASE DO NOT REMOVE ANY PAGES FROM THIS BID DOCUMENT

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REQUEST FOR PROPOSALS
RFP-16-36
ASSET MANAGEMENT SOFTWARE and SUPPORT

Project Overview/Scope: The City is requesting proposals from previously qualified firms to provide asset management software and support for use in a municipal environment. The selected firm or individual will be responsible for providing a turn-key solution. The anticipated start date is January 2017, and the desired migration/upgrade completion date is April 2017. City has allocated up to \$160,000 in the 2017 budget, yet to be approved by Council, for the purchase, implementation, training and support of new asset management software.

Please visit the City website for any additional attachments: www.ci.wheatridge.co.us

Deadline for Questions: Noon, November 17, 2016

Point of Contact: Jennifer Nellis, Purchasing Agent, jnellis@ci.wheatridge.co.us (email preferred method of communication), or phone 303-235-2811. Do not contact the requesting department or any member of the selection committee.

Minimum Requirements: Awarded firm must have a valid City of Wheat Ridge Business/Use Tax license prior to starting the project. This service requires compliance with both the "Illegal Alien" provisions of CRS8-17.5-101 and "Non-Discrimination Assurance" of Title VI Regulations at 49 CFR Part 21.

Five firms qualified in an RFI process and only those firms will be allowed to submit proposals and give demonstrations in this formal RFP solicitation process.

Proposals Due: WEDNESDAY, November 30, 2016 BY 4:00 PM OUR CLOCK. THERE IS NO PUBLIC OPENING. Late receipt of bids will not be considered regardless of postmark. It is the responsibility of the offeror to ensure the proposal is received in the Purchasing Office on or before the due date and time.

Submit to: City of Wheat Ridge Municipal Building
Attn: Jennifer Nellis, CPPB
BID – Purchasing & Contracting Division
7500 W. 29th Avenue
Wheat Ridge, CO 80033

The City only accepts proposals in hardcopy format. Fax, email, or other electronic means are not acceptable. Sealed proposals must include: one (1) marked "Original" and twelve (12) copies of the proposal, for a total of thirteen complete sets.

Mark envelopes: RFP-16-36 Asset Management Software and Support

Comments: All proposals must be sealed, and will be validated upon receipt. No proposals will be accepted after the due date and time. Proposals received after the specified opening time will be filed unopened. The City of Wheat Ridge reserves the right to reject any and all qualifications or any part, and to waive any formalities or informalities to make an award in the best interest of the City.

RFP Documents: Official documents are available by email and on the City website, www.ci.wheatridge.co.us. Project updates and awards will be posted on the City website.

Publish Dates:

Jennifer Nellis, Purchasing Agent, CPPB

City Website 11-10-16
Vendor Email 11-9-16

RFP-16-36
PROPOSAL REQUIREMENTS / SELECTION CRITERIA
Asset Management Software and Support

Point of Contact: Jennifer Nellis, Purchasing Agent, jnellis@ci.wheatridge.co.us, fax 303-234-5924, or phone 303-235-2811. Do not contact the requesting department or any member of the selection committee.

I. INTRODUCTION

A. General

The City of Wheat Ridge (the “City”) Municipal Building is located in the northwest Denver metropolitan area, with municipal offices at 7500 W 29th Avenue, Wheat Ridge, CO 80033. The City’s area consists of about nine square miles of rolling land adjacent to Interstate 70 transportation corridor between Denver and the Rocky Mountains. The topography is somewhat unique, with a natural ridge traversing the City. The City is a suburban community of approximately 33,000 residents. The City is a home-rule municipality with eight council members, and a city manager and mayor form of government. The City currently has approximately 30,000 residents and 250 benefitted employees.

B. Background

The City conducted a formal request for information back in 2015, and based on qualifications and information learned from that RFI and products proposed, five companies now have the opportunity to submit responses to this RFP. Those firms – proposed products are: Azteca Systems, Inc. - Cityworks, Cartegraph Systems, Inc. – Cartegraph The Operations Management System – CMS8, CitiTech Systems, Data Transfer Solutions – VUE Works, and Tracker Software - Pub Works.

C. Objectives

The goal is to contract with a qualified individual or firm to provide exceptional asset management software and support services most suitable to the City’s needs, uses and budget as determined by the City.

This document constitutes a request for proposal for an Asset Management system (*infrastructure assets, municipal maintenance and service request programs*) migration/upgrade - identifying core features, and detailing value added options. The system needs to be reliable on a 24/7 basis and accessible to people in the Public Works, Recreation, Fleet Management, Finance, Community Development, Information Technology, and other departments.

The City greatly desires a turn-key solution with minimal impact to staff at Wheat Ridge for implementation and conversion of the existing data. We prefer an off-the-shelf product that is current, widely tested and utilized, and that has a foreseeable use life of 8-10 years. Product upgrades since the RFI presentations are acceptable, however if a new platform is anticipated, please disclose that information regarding the expected timeline.

Timing is of the essence, with full implementation required by the end of April, 2017.

The City is looking for a GASB formatted reporting option to allow us to complete state and federal report templates that we do not have to reinvent or modify.

Briefly describe how new products will benefit the City, how a full migration is handled, what kind of training is included, and average time to allow for full migration. Include the attached questionnaire in your response to this Request for Proposal.

Approximately \$160,000 has been proposed for approval in the 2017 budget. These funds, if approved, are not available for actual encumbrance until January 1, 2017.

II. STATEMENT OF WORK

Following consideration of the submittal information you provide, a committee will be interested in seeing an in-depth demonstration of your products, solutions and features. City staff may also elect to visit a current customer's location to learn about first-hand use of proposed asset management solutions. The City shall be the sole judge of the acceptability of the asset management system for the City and its decision shall be final.

The City of Wheat Ridge currently utilizes Cartegraph products and solutions to manage infrastructure assets and municipal maintenance programs. The City currently has 22 licenses; ten people are consistent users. We are considering options to improve on and possibly expand the capabilities of the current software system, including those available from Cartegraph. The City currently uses the following Cartegraph modules, and has needs to continue using similar inventory and asset management modules (considered minimum requirements):

Work Fleet: used to manage oil changes, preventative maintenance and vehicles

Sign View: used to manage signs, when they were replaced, damaged or otherwise repaired

Pavement View Plus: used to manage our pavement conditions of roads, gather status of pavement, create work orders, etc.

Storm View: used to manage our storm sewer outlets, inlets, inventory, condition and maintenance of assets

Service requests via Work Director: used to create and generate and report on Service requests for all modules.

GIS Director: used to map assets in GIS (ESRI Arc GIS Ver. 10.3)

Tree View: used to map trees and their conditions and maintenance on maps and reports

Versa View: used to create and manage work orders.

The actual product options and services to be performed will be determined by the City.

III. PROPOSAL SUBMISSION AND EVALUATION CRITERIA

A. Proposal Submission

Submit one (1) proposal marked "original" and twelve (12) additional printed copies, for a total of thirteen complete sets to:

Address: City of Wheat Ridge Municipal Building
ATTN BID: Jennifer Nellis, CPPB
7500 W. 29th Avenue, Purchasing and Contracting Division
Wheat Ridge, CO 80033

PROPOSAL DUE DATE: WEDNESDAY, NOVEMBER 30, 2016 BY 4:00 PM OUR CLOCK. NO EXCEPTIONS.

MARK OUTSIDE OF ENVELOPE: RFP-16-36, Asset Management Software and Support

B. Evaluation Criteria

To simplify the review process and to obtain the maximum degree of comparability, the proposal must follow the outline described below and—at a minimum—contain the requested information.

Firms will be judged not only on their past experience for the type of work involved, but also on their ability to address issues critical to the success of the project requirements outlined in this RFP. Submittals should be formatted to correspond exactly to the bullets. Indexes for each of the categories are preferred, in the same

order. Additional relevant information is encouraged, though proposals should not exceed 75 letter-sized pages in length.

Omissions or incomplete responses in terms of content or aberrations in form may, at the City's discretion, render the proposal non-responsive. If you would like to incorporate the City marketing logo or City seal in your submittal, please contact: Jayme McRimmon, Administrative Support Technician, via email: jmcrimmo@ci.wheatridge.co.us

Clear and concise responses are appreciated.

Submit the following information in your proposal, in this order:

1) Signature Page and Forms

- a. Proposer Information and Addendum Acknowledgement
- b. Illegal Alien Form
- c. Non-Discrimination Assurance Form
- d. Non-Collusion Affidavit
- e. Attachment A - Questionnaire

2) Firm Qualifications and Experience of Staff and Team (25%)

- a. Provide an overview of your company's history. Include information on management, firm size, number of employees, years in business, location of working office, and other DBA's.
- b. Provide three references: include the name, current phone number and email address of the owner's project manager for each project listed. Provide total dollar amount and a brief summary of the work performed.
- c. Demonstrate experience in overseeing and coordinating multiple, concurrent projects.
- d. Discuss your firm's familiarity with municipal customers using the proposed software solution.
- e. Provide a statement agreeing to provide and maintain insurance per the RFP requirements, if awarded.
- f. Identify the team members and their respective roles, including any sub-consultants.
- g. Provide resumes of essential staff; indicate experience with similar projects, credentials of training, education, and certifications, and lengths of time with the company,
- h. Describe individual experiences with the City or other government agencies. Detail experience in the Denver metropolitan and other areas in Colorado.

3) Demonstration – Modules, Functionality and Data Migration (30%)

- Demonstration of all required Modules
 - a. Fleet
 - b. Signs
 - c. Pavement
 - d. Storm water
 - e. Work orders
 - f. Service Requests
 - g. GIS integration
 - h. Tree Inventory
 - i. Reporting
 - j. Other functions as Value Added
- Software functionality
 - k. Ease of use
 - A. Consistency of interface
 - l. Ease of understanding (intuitive)
 - m. Ease of data entry
 - A. Gather

- B. Track/Locate
- n. Ease of reporting
 - A. Analyze
 - Data Migration
- o. Ease of deployment
- p. Integrity of data migration
- q. Web interface
- r. Portable for Smart devices
 - A. Offline mode
- s. Ease of configuration
- t. Security, permissions and auditing
 - A. Active Directory 2012r2 integrated

4) Approach, Timelines, and Current Workload (15%)

- a. Provide information on current and projected (next 9 months) workload and how this project will be accomplished within that framework, outlining various phases, if any.
- b. Detail your approach in managing work to meet project deadlines, or an expedited schedule if needed.
- c. Identify any foreseeable problems in the implementation of the program.
- d. Describe how the objectives identified will be achieved.
- e. Demonstrate your understanding of the technical requirements.
- f. Provide a Gantt chart detailing the steps and timeline for complete implementation.
- g. Discuss your customer service philosophy and your firm’s approach toward client communication and reporting.

5) Fee Schedule (30%)

- a. Onetime cost of Software
- b. Onetime cost of Data Migration
- c. Onetime cost of Installation
- d. Onetime cost of Training
- e. Onetime cost of optional value added features
- f. Annual reoccurring cost of Software and Technical support
- g. Annual reoccurring cost of Licensing/Subscription
- h. Rates are negotiable.

The City reserves the right to base its evaluation on a “Should Cost” analysis to reflect the real costs to the City arising out of, or incidental to the award. The City shall look to substance more than format and shall perform its cost and price evaluation on the basis of probable real costs projected for five years.

IV. SELECTION PROCESS

Following receipt of RFP submittal packages, the selection committee requests demonstrations with each interested vendor.

Software demonstrations will be held at our Municipal Building, 7500 W. 29th Ave., Wheat Ridge, CO 80033 on the mornings of December 7, 8, 13, 14 and 15; one per day. Reference checks may be made either before or after demonstrations, and the negotiation of fees.

- 1) Submittals and demonstrations will be evaluated as a whole in accordance with the evaluation criteria above.

- 2) **Product Demonstrations:** Five partial days will be devoted to product demonstrations and Q&A. Key personnel from the firm who will be directly involved with the project should attend the demonstration. The selection committee will, in particular, be interested in knowing more about the firm's current product offering specific to the City's needs and the firm's proposed solution, the perceived ability to meet specified deadlines, and the overall project approach, and will appreciate the opportunity to converse with individuals who will act as the primary contacts for the project.
- 3) **Fee Proposals and Final Selection:** The City will attempt to negotiate a contract with the highest ranked firm, following the demonstration / Q&A process and follow up on references, and may request a best and final offer.

V. ANTICIPATED SCHEDULE OF EVENTS

All times are local, and by our clock. Proposals will be validated (stamped) with time and date upon receipt.

Event	Anticipated Date
RFP Issued	November 9, 2016
Mandatory / Optional / Recommended Pre-Proposal Conference	N/A
Inquiry Deadline	November 17, 2016 by noon
Final Addendum Issued	November 21, 2016
Proposal Due Date and Time	WEDNESDAY, November 30, 2016 by 4 PM our clock
Demos / Interviews	December 7, 8, 13, 14 and 15 (9 AM – 12:30 PM, set up as early as 8 AM)
Negotiation of Contract – CAF due	December 30, 2016
Council Approval	January 9, 2017
Start Date	January, 2017
Complete Implementation Date	April, 2017

VI. ADMINISTRATIVE AND OFFEROR INFORMATION

- 1) **PROPOSAL OPENING, EVALUATION, AND AWARD**
 There is no public opening. Names of each proposer will be posted on the city website. Proposals will be examined after opening, and will be evaluated on the basis of the evaluation criteria including demonstrations. The firm selected for the award will be chosen on the basis of the apparent greatest benefit to the City and not necessarily on the basis of lowest price. No proposal may be withdrawn for a period of sixty (60) calendar days of the Proposal Opening date.
- 2) **SALES AND USE TAXES**
 Don't include sales or use tax in your proposal, as the City of Wheat Ridge is exempt from City, County, State, and Federal sales and excise taxes. Certificates will be issued upon request.
- 3) **PROPOSER QUALIFICATIONS**
 No proposal shall be accepted from and no contract will be awarded to any person, firm, or corporation that is in arrears to the City of Wheat Ridge, upon debt or contract that is a defaulter, as surety or otherwise, upon any obligation to the City, or that is deemed irresponsible or unreliable by the City. If requested, proposers shall be required to submit satisfactory evidence that they have a practical knowledge of the particular supply or service bid upon and that they have the necessary financial resources to provide the proposed supply or service.

4) **RIGHT TO INVESTIGATE**

The City reserves the right to investigate and confirm the proposer’s financial responsibility. This may include review of financial statements, bank references, and interviews with past employees, and creditors. Unfavorable responses to these investigations are grounds for rejection of the proposal.

5) **NO COMMITMENT BY THE CITY OF WHEAT RIDGE**

This Request for Proposals does not commit the City of Wheat Ridge to award any costs or to pay any costs, or to award any contract, or to pay any costs associated with or incurred in the preparation and demonstration of a response to this request, or to procure or contract for services or supplies. In acceptance of proposals, the City of Wheat Ridge reserves the right to negotiate further with one or more of the firms as to any features of their proposals, and to accept modifications of the work and price when such action will be in the best interest of the City. This includes solicitation of a best and final offer from one or more of the proposers.

6) **PROPOSAL REPRESENTATION**

Each proposer must sign the proposal and shall give his or her full business address on the form provided in this proposal. Proposals by partnerships shall be signed with the partnership name by one of the members or by an authorized representative. Proposals by corporations shall be signed with the name of the corporation, followed by the signature and designation of the president, secretary, or other person authorized to bind it in the matter and shall have the corporate seal affixed thereto.

7) **ANTI COLLUSION CLAUSE**

No officer or employee of the City of Wheat Ridge, and no other public official or employee who may exercise any function or responsibilities in the review or approval of this undertaking, shall have any personal or financial interest—direct or indirect—in any contract or negotiation process thereof. The above compliance request will be part of all City of Wheat Ridge contracts for this service.

8) **INSURANCE**

The successful proposer shall, during the term of this Agreement and until completion thereof, provide and maintain the following types and minimum insurance coverage, as follows:

Type of Insurance	Minimum Limits of Liability
Worker’s Compensation, Coverage A	Statutory, including occupational disease coverage for all employees at work site.
Employer Liability, Coverage B	\$1 million per person \$1 million per accident \$1 million each disease
Commercial General Liability (<i>including Products and Completed Operations, Broad Form Property Damage, and Contractual Liability</i>) <ul style="list-style-type: none">• Bodily Injury• Property Damage	\$1 million per occurrence \$2 million aggregate \$1 million per occurrence \$2 million aggregate
Comprehensive Automotive Liability (<i>owned, hired, and non-owned vehicles</i>) <ul style="list-style-type: none">• Bodily Injury	\$1 million per occurrence

• Property Damage	\$1 million per occurrence
Technology Professional Liability (Errors and Omissions)	\$2 million per occurrence or claim \$2 million aggregate
<i>The City of Wheat Ridge shall be named as additional insured on the Commercial General Liability and Comprehensive Automobile Liability policies. Insurance shall include provisions preventing cancellation without 30 days prior notice by certified mail to the City.</i>	

The successful proposer shall effect the insurance policies in a company or companies and in a form satisfactory to the Owner. Before commencing any performance under the Agreement, successful proposer shall deliver to the City certificates of insurance issued by the insurance company and/or its duly authorized agents, pertaining to the aforementioned insurance and certifying that the policies stipulated above are in full force and effect.

Nothing herein shall be deemed or construed as a waiver of any of the protections to which the Agencies may be entitled pursuant to the Colorado Governmental Immunity Act, sections 24-10-101, C.R.S., as amended.

Workers' Compensation Insurance

The contractor shall provide workers' compensation insurance for all persons employed to perform work to be done under the contract, and assure that all workers will receive compensation for compensable injuries.

Technology Professional Liability Insurance (Errors and Omissions)

Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the software firm/contractor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. If the contractor maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or higher limits maintained by the consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

Evidence of technology professional liability insurance will be required upon award of this project.

9) **LAWS AND REGULATIONS**

All applicable State of Colorado and Federal laws, City and County ordinances, licenses and regulations shall apply to the award throughout, and herein incorporated here by reference.

10) **SUBCONTRACTING**

No portion of this proposal may be subcontracted without the prior written approval of the City.

11) **SALES PROHIBITED / CONFLICT OF INTEREST**

No officer, employee, or member of City Council shall have a financial interest in the sale to the City of any real or personal property, equipment, material, supplies, or services—where such officer or employee exercises (directly or indirectly) any decision-making authority concerning such sale, or has any supervisory authority over the services to be rendered. Soliciting or accepting any gift, gratuity favor, entertainment,

kickback, or any items of monetary value from any person who has or is seeking to do business with the City of Wheat Ridge is prohibited.

12) **MODIFICATION OF AGREEMENT**

No modification of award shall be binding upon the City, unless made in writing and signed by authorized agents of both parties.

13) **CANCELLATION**

Either party may cancel the award in the event that a petition—either voluntary or involuntary—is filed to declare the other party bankrupt or insolvent, or in the event that such party makes an assignment for the benefit of creditors.

14) **TERMINATION OF AWARD FOR CAUSE**

If through any cause the successful proposer shall fail to fulfill in a timely and proper manner its obligations, or if the successful proposer shall violate any of the covenants, agreements, or stipulations of the award, the City shall thereupon have the right to terminate the award by giving written notice to the successful proposer of such termination—specifying the effective date of termination. In that event, all finished or unfinished services, reports, or other materials prepared by the successful proposer shall—at the option of the City—become its property, and the successful proposer shall be entitled to receive just, equitable compensation for any satisfactory work completed, or prepared documents/materials furnished.

Notwithstanding the above, the successful proposer shall not be relieved of liability to the City for damage sustained by the City by virtue of breach of the award by the successful proposer, and the City may withhold any payments to the successful vendor for the purpose of set-off, until such time as the exact amount of damages due the City from the successful proposer is determined.

15) **TERMINATION OF AWARD FOR CONVENIENCE**

The City may terminate the award at any time by giving written notice to the successful vendor of such termination (specifying the effective date thereof) at least thirty (30) working days before the effective date of such termination. In that event all finished or unfinished services, reports, materials(s) prepared or furnished by the successful proposer under the award shall—at the option of the City—become its property. If the award is terminated by the City as provided herein, the successful vendor will be paid an amount which bears the same ratio to the total compensation as the services actually performed or material of compensation previously made. If the award is terminated due to the fault of the successful proposer, termination of award for cause relative to termination shall apply.

16) **EQUAL OPPORTUNITY**

The successful firm will agree not to refuse to hire, discharge, promote, demote, or to otherwise discriminate in matters of compensation against any person otherwise qualified solely because of race, creed, sex, national origin, ancestry, or physical handicap.

It shall be a condition that any company, firm, or corporation supplying goods or services must be in compliance with the appropriate areas of the Americans with Disabilities Act of 1990 as enacted, and from time to time amended, and any other applicable Federal regulation. A signed, written certificate stating compliance with the Americans with Disabilities Act may be required, upon request, by the City.

17) **DISADVANTAGED BUSINESS ENTERPRISES**

Disadvantaged business enterprises are afforded full opportunity to submit bids and will not be discriminated against on the grounds of race, color or national origin in consideration for an award. As a recipient of Federal funds, subject to United States Department of Transportation Title VI Regulations at 49 CFR Part 21 the Civil Rights Act of 1964, the City of Wheat Ridge and its responsible agents, contractors

and consultants assure that no person shall on the grounds of race, color or national origin be excluded from participation in the opportunity to bid, or be discriminated against in consideration of award of this project. The United States has a right to seek judicial enforcement with regard to any matter arising under Title VI, 49 CFR Part 21.

18) **COMMON LANGUAGE**

Unless otherwise specified in this document, all words shall have a common language unless the context in which they are used clearly requires a different meaning. Words in the singular number include the plural, and in the plural include the singular. Additionally, words in the masculine gender include the feminine and the neuter, and when the sense so indicates, words of the neuter gender may refer to any gender. The words "firm," "bidder," "vendor," "contractor," "consultant," and "proposer" refer to any person, partnership, corporation, or other entity.

19) **PROPRIETARY INFORMATION**

The evaluation committee will hold information provided by proposers during the RFP process in confidence until the date of an award. After that date, proposals will become public record. Proposers may request parts of their proposals to remain confidential and shall indicate as such in the proposal and on the appropriate proprietary or financial pages. All information included in any proposal that is of a proprietary nature must be **clearly** marked. The City shall be held harmless from any claims arising from the release of proprietary information not clearly designated as such by the proposing firm. An entire proposal shall not be considered proprietary.

20) **COMPETITIVENESS AND INTEGRITY**

The Purchasing Office maintains control of its internal and third-party communications during the procurement process to prevent biased evaluations and compromises of confidential information, and to preserve the competitiveness and integrity of such procurement efforts. Proposers should not disclose their pricing to any employees of the City other than the contract representative. Attempts by proposers to establish informal communication channels regarding this procurement will be viewed negatively, and shall result in rejection of the offending firm's offer.

21) **PROPOSAL FORMAT**

All responses to this Request for Proposal shall use the respondent's format, except for those pages which have blanks to be filled in by the respondent, or those pages marked for return with proposal. A proposal can be rejected by the City if the submitting firm fails to completely fill in all blanks for evaluation of the proposal, or fails to answer all questions. Proposal should be submitted initially on the most favorable terms. All proposals shall be prepared in a comprehensive manner as to content; however, no necessity exists for expensive binders or promotional materials. All costs—including travel and expenses incurred in the preparation of this proposal—shall be borne solely by the proposer.

22) **PROPOSAL REJECTION AND / OR PARTIAL ACCEPTANCE**

The City reserves the right to the following:

- Reject any and all proposals.
- Accept other than the lowest price.
- Waive minor defects or technicalities, formalities, and informalities.
- Accept in whole or in part such proposal where it is deemed advisable.
- Make an award on the basis of the apparent greatest benefit to the City of Wheat Ridge.
- Alter the scope of work reasonably and RFP documents until a contract is executed.

23) **GOVERNING LAW**

The laws of the State of Colorado shall govern any contract executed between the successful contractor and the City. Further, the place of performance and transaction of business shall be deemed to be in the County of Jefferson, State of Colorado. In the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Colorado—more specifically, Jefferson County, Colorado.

24) **TAXES AND LICENSES BY THE AWARDED CONTRACTOR**

The contractor shall promptly pay—when they are due—all taxes, excises, license fees, and permit fees of whatever nature applicable to work which it performs under this agreement, and shall take out and keep current all required municipal, County, State or Federal licenses required to perform this work. Additionally, the contractor shall furnish the City—upon request—duplicate receipts or other satisfactory evidence showing or certifying to the proper payment of all required licenses and taxes. Contractor shall promptly pay—when due—all bills, debts, and obligations it incurs performing work under this agreement, and to allow no lien, mortgage, judgment, or execution to be filed against land, facilities, or improvements owned by the City.

25) **PROMPT PAYMENT DISCOUNTS**

In determining the most responsive price proposal(s) the City will consider all acceptable proposals on a basis of the net price to be paid after deduction of the discount specified in the respective proposals. Prompt payment discounts allowing less than 10 days for the discount to apply shall not be considered as a cost factor in the evaluation of proposals. In connection with any prompt payment discount offered, time will be computed from date of receipt of a correct invoice to include the receipt and acceptance of performance.

26) **OWNERSHIP OF CONTRACT PRODUCTS**

All products produced from the awarded contract shall be the sole property of the City.

27) **FUNDING**

There is in effect within the City of Wheat Ridge, Colorado, Section 2-4 of the City's Code of Laws which limits the amount for which the City shall be liable to the amount expressly appropriated by the City Council, either through budgeted appropriation, or contract or bid award. The contractor is specifically advised of this Section 2-4 of the Code of Laws. This contract is specifically subject to the provisions of said Code Section. Funding of this contract for any time period after January 1st of the year succeeding the date of entry of this contract is expressly contingent upon appropriations being made by the City Council of the City of Wheat Ridge, Colorado. No promise—expressed or implied—is made that such funding will be approved by the City Council, acting in its legislative discretion.

28) **INDEMNIFICATION**

The consultant agrees to indemnify, defend, and to hold the City and its agents, officials, officers and employees harmless for, from and against any and all claims, suits, expenses, damages, or other liabilities including reasonable attorney fees and court costs arising out of damage or injury to persons, entities, or property causes or sustained by any person or persons to the extent caused by the negligent performance or failure of the consultant to provide services pursuant to the terms of this agreement.

29) **INDEPENDENT CONTRACTOR**

The consulting firm is an independent contractor. Notwithstanding any provision appearing in this RFP, all personnel assigned by the firm to perform work under the terms of this RFP and any subsequent agreement shall be—and remain at all times—employees or agents of the firm for all purposes. The firm shall make no representation that it is the employee of the City for any reason.

30) EMPLOYMENT OF LABOR

The Consultant and each of the approved sub-consultants shall hire qualified workers for the project who are citizens of the United States or legal resident aliens with first preference being given, insofar as practicable, to those having served in the armed forces of the United States and having been honorably discharged or released from active duty therein.

The Consultant shall employ only competent persons to do the work, and whenever requested in writing by the City Representative, the Consultant shall discharge any person who commits trespass or in, in the opinion of the City Representative, disorderly, dangerous, unfaithful, insubordinate, incompetent or otherwise unsatisfactory.

31) DUE DILIGENCE

Due care and diligence has been used in the preparation of this information and it is believed to be substantially correct. The responsibility, however, for determining the full extent to the exposure and the verification of all information shall rest solely with the proposer. The City is not responsible for any errors or omissions in the specification, or for the failure on the part of the proposer in determining the full extent of exposure.

32) DEBRIEFING

After the project award has been made, vendors may contact the City Purchasing Agent to request a debriefing on the selection process, as well as a discussion of the strengths and weaknesses of their firm's proposal.

33) SECURITY ACCESS CARDS

The City will issue security access cards to assigned workers. It will be at the discretion of the City to determine if the access cards are issued specifically for each worker, or if a guest card will be issued.

34) SAMPLE AGREEMENT

A sample agreement is provided in the RFP documents for informational purposes only. Do not complete or enclose with your submitted proposal.

35) COOPERATIVE PURCHASING EFFORT

Other governmental agencies—including State agencies, special districts, counties, municipalities, and school districts, etc.—may be extended the opportunity to purchase off this bid with the agreement of the successful vendor(s).

THANK YOU FOR YOUR INTEREST IN DOING BUSINESS WITH THE CITY OF WHEAT RIDGE



RFP-16-36
ASSET MANAGEMENT SOFTWARE and SUPPORT SERVICES
SAMPLE AGREEMENT, FOR REVIEW ONLY

THIS AGREEMENT made this _____ day of **MONTH, YEAR**, by and between the City of Wheat Ridge, Colorado, hereinafter referred to as the "City" or "Owner" and _____ (company name), _____ (company address), hereinafter referred to as the "Contractor."

WITNESSETH, that the City of Wheat Ridge and the Contractor agree as follows:

ARTICLE 1 – SERVICES

The Contractor shall serve as the City's consultant and provide as a minimum all of the professional services required as per **RFP-16-36 Asset Management Software and Support**, as more fully described in the Request for Proposal and Contractor's response to the RFP (Exhibit 1) incorporated herein by reference.

ARTICLE 2 – TERM

The work to be performed under this agreement shall commence promptly after receipt of a fully-executed copy of the agreement, to the extent that the Contractor has been authorized to proceed by the City.

Completion shall be within _____ (____) **CALENDAR DAYS** or by April 2017.

The City may, upon mutual written agreement by the parties, extend the time of completion of services to be performed by the Consultant, if needed. Licensing and support services shall be invoiced annually thereafter, as follows: __TBD__

ARTICLE 3 – PAYMENT AND FEE SCHEDULE

It is understood and agreed by and between the parties hereto, that the City shall pay the Contractor for services provided, and the Contractor shall accept a not-to-exceed amount of (written dollar amount), (\$ numerical dollar amount) as full payment for such services.

The City hereby agrees to pay the Consultant the amounts required for additional work as deemed necessary, at the unit prices set forth in the Consultant's proposal, with a total contract amount not to exceed (written dollar amount), (\$ numerical amount), in accordance to the provisions and subject to the conditions as set forth in this agreement and the documents referred to above.

And/or

It is understood and agreed by and between the parties hereto, that the City shall pay the Consultant for services rendered, \$.00 per hour. There is no charge for computer, telephone, postage, copies, or other ordinary costs and expenses.

A. Invoices by Task Completion

Invoices will be submitted by the Contractor for services performed and expenses incurred, pursuant to this agreement. The payment may be expedited by the user department and processed as a VISA transaction within two business days of City approval. The City may elect the alternative method of payment by the Treasurer's Office through proper accounting procedures. Payment is then made to the Contractor within thirty (30) days of receipt. A check is mailed to the Contractor.

B. Funding

There is in effect within the City of Wheat Ridge, Colorado, a provision of the City's Code of Laws which limits the amount for which the City shall be liable to the amount expressly appropriated by the City Council, either through budgeted appropriation, or contract or bid award. The contractor is specifically advised of the provisions of this portion of the Code of Laws of the City of Wheat Ridge, which was enacted pursuant to Ordinance 787, Series of 1989, and expressly incorporated herein. This contract is specifically subject to the provisions of said Ordinance and adopted Code Section.

ARTICLE 4 – INDEPENDENT CONTRACTOR

In performing the work under this agreement, the Contractor acts as an independent contractor and is solely responsible for necessary and adequate worker's compensation insurance, personal injury and property damage insurance, as well errors and omissions insurance. The Contractor, as an independent contractor, is obligated to pay Federal and State income tax on monies earned. The personnel employed by the Contractor are not and shall not become employees, agents, or servants of the City because of the performance of any work by this agreement. The Contractor warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for it, to solicit or secure this agreement, and that it has not paid or agreed to pay any company or person—other than bona fide employees working solely for the Contractor—any commission, percentage, brokerage fee, gifts, or any other consideration, contingent upon or resulting from the award or making of this agreement. For breach or violation of this warranty the City will have the right to annul this agreement without liability or in its discretion to deduct from the agreement price or consideration, or otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gift, or contingent fee.

ARTICLE 5 – INSURANCE

In accordance with Article 4 above, the Contractor shall furnish a certificate of insurance upon notification of award, and prior to performance. Work shall not commence under this agreement until the Contractor has submitted to the City and received approval thereof, a certificate of insurance showing compliance with the following minimum types and coverages of insurance:

Type of Insurance	Minimum Limits of Liability
Worker's Compensation, Coverage A	Statutory, including occupational disease coverage for all employees at work site.
Employer Liability, Coverage B	\$1 million per person \$1 million per accident \$1 million each disease
Commercial General Liability (<i>including Products and Completed Operations, Broad Form Property Damage, and Contractual Liability</i>) <ul style="list-style-type: none">• Bodily Injury	\$1 million per occurrence \$2 million aggregate

<ul style="list-style-type: none"> Property Damage 	\$1 million per occurrence \$2 million aggregate
Comprehensive Automotive Liability <i>(owned, hired, and non-owned vehicles)</i> <ul style="list-style-type: none"> Bodily Injury Property Damage 	\$1 million per occurrence \$1 million per occurrence
Technology Professional Liability (Errors and Omissions)	\$2 million per occurrence or claim \$2 million aggregate
<p><i>The City of Wheat Ridge shall be named as additional insured on the Commercial General Liability and Comprehensive Automobile Liability policies. Insurance shall include provisions preventing cancellation without 30 days prior notice by certified mail to the City.</i></p>	

Nothing herein shall be deemed or construed as a waiver of any of the protections to, which the agencies may be entitled pursuant to the Colorado Governmental Immunity Act, Sections 24-10-101, CRS, as amended.

ARTICLE 6 – INDEMNIFICATION

The Contractor agrees to indemnify, defend, and to hold the City and its agents, officials, officers and employees harmless for, from and against any and all claims, suits, expenses, damages, or other liabilities—including reasonable attorney fees and court costs arising out of damage or injury to persons, entities, or property causes or sustained by any person or persons to the extent caused by the negligent performance or failure of the Contractor to provide services pursuant to the terms of this agreement.

ARTICLE 7 – EQUAL EMPLOYMENT OPPORTUNITY

The Contractor shall not discriminate against any employee or applicant for employment because of age, race, color, religion, sex, or national origin. The Contractor shall adhere to acceptable affirmative action guidelines in selecting employees and shall ensure that employees are treated equally during employment, without regard to age, race, color, religion, sex, or national origin. Such action shall include—but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training—including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices provided by the local public agency setting forth the provisions of this nondiscrimination clause.

The Contractor will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this agreement so that such provisions will be binding upon each subcontractor—provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

ARTICLE 9 – CHARTER, LAWS, AND ORDINANCES

The Contractor at all times during the performance of this agreement, agrees to strictly adhere to all applicable Federal, State, and local laws, rules, regulations, and ordinances that affect or govern the work as contemplated under this agreement.

ARTICLE 10 – LAW AND VENUE

The laws of the State of Colorado shall govern as to the interpretation, validity, and effect of this agreement. The parties agree that venue and jurisdiction for disputes regarding performance of this contract is with the District Court of Jefferson County, Colorado.

ARTICLE 11 – TERMINATION

The Contractor acknowledges that his failure to accomplish the work as described shall be considered a material breach of the contract and entitle the City to consequential damages resulting from failures, acts, or omissions—including, but not limited to re-procurement costs, insufficient or improper work.

The City and the Contractor agree that this agreement may be canceled for cause by either party, with a fifteen (15) day prior written notice. The cost of completing the portion of the work which remains unperformed at the time of such termination shall be deducted from the contract price before payment is made.

The City may terminate the agreement for its convenience, upon thirty (30) days written notice. In the event of such termination the Contractor will be paid for all work and expenses incurred up until the time of such termination.

All work accomplished by the Contractor prior to the date of such termination shall be recorded, and tangible work documents shall be transferred to and become the sole property of the City, prior to payment for services rendered.

ARTICLE 12 – NOTICES

Contact Information	City	Contractor
Name:		
Office Phone:		
Cell Phone:		
Email Address:		
Address:		
City, State, Zipcode		

ARTICLE 13 – ASSIGNMENT AND SUBCONTRACTORS

The duties and obligations of the Contractor arising hereunder cannot be assigned, delegated, nor subcontracted except with the express written consent of the City. The subcontractors permitted by the City shall be subject to the requirements of this agreement, and the contractor is responsible for all subcontracting arrangements, as well as the delivery of services as set forth in this agreement. The contractor shall be responsible for the performance of any subcontractor.

ARTICLE 14 – SEVERABILITY

To the extent that the agreement may be executed and performance of the obligations of the parties may be accomplished within the intent of the agreement, the terms of this agreement are severable. Should any term or provision hereof be declared invalid or become inoperative for any reason, such invalidity or failure shall not

affect the validity of any other term or provision hereof. The waiver of any breach of a term hereof shall not be construed as a waiver of any other term, or the same term upon subsequent breach.

ARTICLE 15 – INTEGRATION OF UNDERSTANDINGS

This agreement is intended as the complete integration of all understanding between the parties. No prior or contemporaneous addition, deletion, or other amendment hereto shall have any force and effect whatsoever, unless embodied herein in writing. No subsequent novation, renewal, addition, deletion, or other amendment hereto shall have any force or effect unless embodied in writing and signed by an authorized representative of the City and the contractor.

ARTICLE 16 – PROHIBITION ON EMPLOYING OR CONTRATING WITH ILLEGAL ALIENS

Illegal Aliens – Public Contracts for Services

CRS 8-17.5-101 and Public Law 208, 104th Congress, as amended and expanded in Public Law 156, 108th Congress, as amended:

The Contractor certifies that he/she shall comply with the provisions of CRS 8-17.5-101 et seq. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this contract or enter into a contract with a subcontractor that knowingly employs or contracts with an illegal alien. The Contractor represents, warrants, and agrees that it (i) has verified that it does not employ any illegal aliens, through participation in the Basic Pilot Employment Verification Program administered by the Social Security Administration and Department of Homeland Security, or (ii) otherwise will comply with the requirements of CRS 8-17.5-101 (2)(b)(I). The Contractor shall comply with all reasonable requests made in the course of an investigation by the CO Department of Labor and Employment. If the Contractor fails to comply with any requirement of this provision or CRS 8-17.5-101 et seq., the City may terminate this contract for breach and the Contractor shall be liable for actual and consequential damages to the City.

ARTICLE 17 - DISADVANTAGED BUSINESS ENTERPRISES

Disadvantaged business enterprises are afforded full opportunity to submit bids and will not be discriminated against on the grounds of race, color or national origin in consideration for an award. Consultants shall insert this provision in all sub-contracts for any work covered by this Agreement, so that it shall be binding upon each sub-consultant or sub-contractor providing labor or services.

ARTICLE 18 – AUTHORIZATION

Each party represents and warrants that it has the power and ability to enter into this agreement, to grant the rights granted herein, and to perform the duties and obligations described herein.

IN WITNESS WHEREOF, the parties hereto have executed this agreement in two (2) copies, each of which shall be deemed an original on the day and year first written above.

ATTEST:

JANELLE SHAVER, CITY CLERK

DATE

(Seal)

APPROVED AS TO FORM:

GERALD DAHL, CITY ATTORNEY

ATTEST TO CONTRACTOR:

NAME

TITLE

DATE

OWNER

**CITY OF WHEAT RIDGE
7500 W. 29TH AVENUE
WHEAT RIDGE, CO 80033
303-234-5900**

JOYCE JAY, MAYOR

CONTRACTOR

**NAME
ADDRESS
CITY, STATE, ZIPCODE**

AUTHORIZED SIGNATURE

PRINTED NAME

TITLE

DATE

RFP-16-36
Asset Management Software and Support

PROPOSER INFORMATION AND ADDENDUM ACKNOWLEDGMENT

FEIN / SSN (Required) _____
Federal ID number

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIPCODE _____

PHONE _____ FAX _____

AUTHORIZED SIGNATURE _____
REQUIRED—MUST BE IN INK

PRINTED NAME _____

TITLE _____ EMAIL _____

PROPOSER IS RESPONSIBLE FOR FOLLOWING UP ON ALL ADDENDA

ACKNOWLEDGE ADDENDA: Proposer is responsible for confirming receipt of each addendum; please initial as applicable.

#1 _____ #2 _____ #3 _____ #4 _____

POINT OF CONTACT: Jennifer Nellis, Purchasing Agent, jnellis@ci.wheatridge.co.us, fax 303-234-5924

DO NOT CONTACT THE REQUESTING DEPARTMENT OR MEMBERS OF THE EVALUATION COMMITTEE

Signature acknowledges that proposer:

- 1) Has read the RFP documents thoroughly prior to submitting a proposal,
- 2) Will fulfill the obligations in accordance to the scope of work or specifications, terms, and conditions,
- 3) Is capable of performing quality work to achieve the City objectives, and
- 4) Is submitting without collusion with any other individual or firm.

Bidder must complete and SUBMIT this form with your bid/proposal or will be considered Non-Responsive and/or Non-Responsible and therefore disqualified from bidding.

**CITY OF WHEAT RIDGE, CO
CERTIFICATION STATEMENT FOR
ILLEGAL ALIENS, COMPLIANCE TO HB 1343**

The vendor, whose name and signature appear below, certifies and agrees as follows:

1. The vendor shall comply with the provision of CRS 8-17.5-101 et seq.
2. The vendor shall not knowingly employ or contract with an illegal alien to perform this work, or enter into a contract with a subcontractor who knowingly employs or contracts with an illegal alien.
3. The vendor represents, warrants, and agrees that it (i) has verified that it does not employ any illegal aliens, through participation in the Basic Pilot Employment Verification Program administered by the Social Security Administration and Department of Homeland Security, or (ii) otherwise shall comply with the requirements of CRS 8-17.5-102(2)(b)(I).
4. The vendor shall comply with all reasonable requests made in the course of an investigation by the Colorado Department of Labor and Employment. If the vendor fails to comply with any requirement of this provision or CRS 8-17.5-101 et seq., the City may terminate an award for breach of contract, and the vendor shall be liable for actual and consequential damages to the City of Wheat Ridge.

CERTIFIED and AGREED to this _____ day of _____, 20____

RFP NUMBER AND TITLE: _____

FIRM SUBMITTING PROPOSAL: _____
(print full legal name)

Authorized Signature: _____

Printed Name: _____

Attestation: (a corporate attestation is required)

BY: _____
(Corporate secretary, or equivalent)

Place Corporate seal here, if applicable

Bidder must complete and SUBMIT this form with bid/proposal or will be considered Non-Responsive and/or Non-Responsible and therefore disqualified from bidding.

CITY OF WHEAT RIDGE, CO
NON-DISCRIMINATION ASSURANCE FORM
TITLE VI REGULATIONS AT 49 CFR PART 21

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin by any entity receiving Federal financial assistance.

The City of Wheat Ridge is a recipient of Federal financial assistance and as such, it—as well as all of its responsible agents, contractors and consultants—is required by the United States Department of Transportation Title VI Regulations at 49 CFR Part 21 (the Regulations) to assure nondiscrimination. The City of Wheat Ridge assures that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination on the grounds of race, color, or national origin under any program or activity conducted by the City.

All bidders are hereby notified that the City of Wheat Ridge will affirmatively ensure that disadvantaged business enterprises will be afforded full opportunity to submit bids in response to all invitations and will not be discriminated against on the grounds of race, color or national origin in consideration for an award. This applies to all solicitations for bids for work or material subject to the Regulations, and for all proposals for negotiated agreements.

The bidder, whose name and signature appear below, certifies and agrees as follows:

1. The bidder shall comply with the provisions of Title VI of the Civil Rights Act of 1964.
2. The bidder assures the City of Wheat Ridge that disadvantaged business enterprises are afforded full opportunity to submit bids as sub-contractors or sub-consultants and will not be discriminated against on the grounds of race, color or national origin in consideration for award.
3. The bidder shall comply with all reasonable requests made in the course of an investigation of Title VI, the Regulations and this assurance by the Colorado Department of Transportation, the US Department of Transportation or the City of Wheat Ridge, as a sub-recipient of Federal financial assistance.
4. The bidder agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under Title VI, the Regulations and this assurance.

FIRM: _____
(Print full legal name of company)

AUTHORIZED SIGNATURE: _____

Printed Name and Title: _____

Date Certified and Agreed: _____

Attestation: (A corporate attestation is required)

Place corporate seal below:

BY: _____
Corporate Secretary or Equivalent

Bidder must complete and SUBMIT this form with bid/proposal or will be considered Non-Responsive and/or Non-Responsible and therefore disqualified from bidding.

CITY OF WHEAT RIDGE, CO
NON-COLLUSION AFFIDAVIT
RFP-16-36
ASSET MANAGEMENT SOFTWARE and SUPPORT

COMPANY SUBMITTING BID _____

STATE OF: _____

COUNTY OF: _____

_____ of lawful age, being duly sworn, on oath says that (s)he is the agent authorized by the Bidder to submit the attached bid. Affidavit further states that the Bidder has not been a party of any collusion among Bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding; or any Federal, State or Municipal official or employees as to quantity, quality, or price in the prospective Contract, or any other items of said prospective Contract; or in any discussions between bidders and any Federal, State or Municipal official concerning exchange of money or other thing of value for special consideration in the letting of a Contract.

NAME _____

TITLE _____

Subscribed and sworn to before me this ____ day of _____, 2016

NOTARY PUBLIC SIGNATURE

My Commission Expires:

Bidder must complete and SUBMIT this form with bid/proposal or will be considered Non-Responsive and/or Non-Responsible and therefore disqualified from bidding.

RFP-16-36
ASSET MANAGEMENT SOFTWARE and SUPPORT
ATTACHMENT A - QUESTIONNAIRE

Please address the following items, concerns and questions in a proposal format as they relate to your proposed product and solution.

SOFTWARE PRODUCT INFORMATION

1. Software product name:
2. Provide a brief product description:
3. Was your software written by your organization or acquired from a third party?
4. Recommended/required hardware and operating system platforms for deployment:
5. Recommended/Required RDBMS for deployment:
6. Do you recommend a dedicated server to support your applications?
7. Is the application Certified to run on Windows Server 2012-r2/2016 as a Virtual Server in a Microsoft Hyper-V environment?
8. List the recommended application modules or functions suitable for Wheat Ridge city departments:
9. What is the release version and how long has this product been on the market?
10. What software development languages(s) and tools are used to make and maintain the product?
11. Have you supplied to other municipal customers, of a similar size that would act as a reference for you? (provide reference name, city, title, contact information including phone and email)
12. Describe the application software architecture (desktop, client/server, web, etc.)
13. Do you develop your own permitting software solutions or does your firm re-sell/integrate solutions?

SOFTWARE FUNCTIONAL INFORMATION

14. Is there an ad-hoc report writing capability? Briefly describe.
15. Does the solution include a web browser based query and reporting capability available?
16. Does the solution include review process calendar and public meeting agenda management functions?

17. Does the solution include an address-based or parcel-based query and permit cross-reference capability?
18. Does the solution include the ability to store and view electronic documents, images and CAD files with an application?
19. GIS interface: The City has a parcel-level GIS maintained with ESRI (www.esri.com) ARC/INFO coverages, ArcView shapefiles and ArcGIS geodatabases. Please describe how the project can integrate or interface with ESRI GIS.
20. Does the solution track fleet inventory assets and maintenance schedules?
21. Does the solution include fixed asset management and improvement financial information?

TIMELINE and PROJECT APPROACH

22. How much time is needed to allow for implementing your system? What are the key variables or obstacles affecting implementation schedule?
23. Provide a Gantt chart showing your firms proposed 60-90-day time line for implementation & training.
24. Include a description of your process for converting data from Cartegraph to your format with pictures of assets.

IMPLEMENTATION COSTS

25. For each module, please include typical, estimates costs for all required and optional modules. Detail licensing costs and recurring support costs for a 20-user configuration and a 5-user configuration. Replicate as needed.
 - a. Module Name:
 - b. 20-user license costs
 - c. 20 users annual support costs
 - d. 5-user license costs
 - e. 5 users annual support costs
 - f. Site License cost
26. In addition to license costs, what other fee-based services do you offer and recommend for successful implementation? (Training, data migration, consulting, etc.)
27. Are new releases chargeable separately?
28. Are new release updates required to be applied in series or can one skip several updates and just apply the latest cumulative update?
29. Please identify your hourly consulting fee rates for ad hoc consulting and implementation support.
30. Describe the recommended start-up training program including estimated schedule and costs.
31. What do you charge for customization?

32. What are the annual maintenance and support costs?
33. What is the annual licensing cost?
34. What is the one-time software cost?
35. What is the one-time Professional services cost for migrating the data from Cartegraph?
36. What is the one-time Training cost to conduct 1 eight-hour day of training onsite for staff?
37. What is the one-time Training cost to conduct 2 eight-hour days of training onsite for staff?
38. What is the one-time Training cost to conduct 3 eight-hour days of onsite training for staff?

TRAINING

39. Do you offer formal user training?
40. What types of courses do you run and what is their duration?
41. What level of training would you recommend?
42. Describe any training materials offered?
43. Please provide details of how the product is supported across multiple sites?
44. What levels of support are available, definition of each level and what are the hours of operation and response times?
45. Where is the office located that will provide support services?
46. Does support include product updates, as well as bug fixes at no extra charge?
47. What is the helpdesk escalation procedure?