



CITY OF MARQUETTE
REQUEST FOR PROPOSALS
RFP # 17-06
COMPUTER MAINTENANCE MANAGEMENT SYSTEM
PUBLIC WORKS AND FACILITIES

Deadline for RFP Opening will be at 3:00 p.m. EST, July 12, 2017. Location of the opening will be at City Hall, Room 103, 300 W. Baraga Avenue, Marquette, MI 49855. RFP's must be in sealed envelopes clearly identifying the RFP title. No fax or electronic RFP's will be accepted. Bid specifications can be found on the City website at www.mqtcty.org/bids

Mail Proposals To:

City of Marquette
ATTN: Katie Burnette, Finance Department
300 W. Baraga Avenue
Marquette, MI 49855

The City of Marquette reserves the right to reject any and all proposal if judged not to be in the best interest of the City.

L. Michael Angeli, City Manager

For questions or further information, contact:

Curt Goodman
Director of Public Works & Utilities
City of Marquette
300 W. Baraga Avenue
(906) 361-8008
cgoodman@mqtcty.org

City of Marquette, MI

Marquette, MI | 300 W Baraga Ave, MI 49855



Request for Proposal Asset Management System

June 19, 2017

Prepared by:

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Donohue Project No.: 13149



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CHAPTER 1 REQUEST FOR PROPOSAL

1.1 BACKGROUND

The City of Marquette, Michigan is located in Michigan's Upper Peninsula, on the shore of Lake Superior. The City serves approximately 30,000 people and manages approximately 1,000 assets (as defined by the City) at the wastewater treatment facility and lift stations.

Linear assets in the collection system are currently managed using Esri ArcGIS (GIS). The collection system includes approximately 87 miles of sanitary sewer pipe and 54 miles of storm water pipe. Wastewater treatment plant and lift station assets are managed using Hach JobCal. BS&A Software is used to manage the City's finances, including purchasing and inventory.

The City is requesting proposals to provide maintenance and asset management software (Asset Management System) for managing the assets of the City's collection system, storm water system, wastewater treatment and lift stations.

The purpose of this Request for Proposal (RFP) is as follows:

- Solicit proposals from organizations
- Conduct a fair evaluation based on the criteria listed
- Conduct scripted demonstrations from selected vendors
- Select the Supplier(s) who best represents the City's interests.

Respondent's proposals shall include a work plan and costs for hardware, software, and professional services necessary to implement a complete Asset Management System.

While the City is focused on implementing the solution for Public Works (wastewater collections and storm water) and wastewater treatment (wastewater treatment plant and lift stations), the Asset Management System(s) may also be used in the future for the City's drinking water treatment plant, water distribution and other parts of the City's infrastructure.

1.2 GENERAL REQUIREMENTS / SCOPE

The purpose of this project is to select and implement a complete Asset Management System for the City's Public Works and wastewater treatment plant that will support both the needs of the City's operations and maintenance staff and provide the tools necessary to manage the assets according to the methodologies developed during the City's Asset Management Program project. The main tasks of this project include:

- Confirm functional and system requirements
- Install, setup and configure software and hardware
- Implement systems
- Train users
- Test systems
- Assist in the go-live of the software.

This is not an exhaustive list of the activities needed to complete the project. There may be other tasks the Supplier may suggest or require that should be included in the proposal.

The City anticipates that the Asset Management System will improve maintenance, purchasing and asset management processes and efficiencies through automation, simplified scheduling and workflow processes, and data management. It is anticipated that the Supplier will provide a solution that has the following general functionality:

- **Manage Work and Business Processes** – manage work processes including service requests, work orders, scheduling, preventative/predictive maintenance, purchase requisitions, purchase orders, invoicing, allocation of costs to equipment, interactions with GIS, etc.
- **Manage the Asset Registry** – Manage equipment lists, GIS data and associated hierarchy and associated attributes.
- **Manage Labor and Related Expenses** – Schedule and manage labor, labor rates and allocate costs to equipment.
- **Provide Mobility** – Provide mobile applications and mobile devices (preferably phones or tablets) for data entry, work order management and review of information from remote locations and facilities.
- **Manage Inventory** – Provide inventory monitoring, management and integration into business processes.
- **Manage Performance, Asset Reliability and Business Risk** – Evaluate and prioritize repair/replacement needs, provide the ability to measure key performance indicators, evaluate asset reliability through data management and mapping and incorporate business risk management including likelihood and consequence of failure, business risk evaluation and other similar metrics. Incorporate GIS and mapping to forecast and plan for improvements based on different types of assets and conditions.
- **Develop customized reports** – provide the ability to develop customized reports although the City's preference is to utilize standardized reports.
- **GIS Integration** - Integrate with the City's Geographic Information System (GIS)

1.3 SOFTWARE IMPLEMENTATION PLAN AND PROPOSAL REQUIREMENTS

The selected Supplier shall develop and document a Software Implementation Work Plan to accomplish the Asset Management System implementation meeting all of the requirements listed in Appendix A – Specifications.

Following the City's acceptance of that plan and authorization to proceed, the selected Supplier shall deliver the agreed-upon Software solution and work plan. The selected Supplier will be required to provide training to users and support staff and provide ongoing support for the Asset Management System.

The City reserves the right to select any Supplier or combination of Suppliers that, in the sole opinion of the City, best suit the needs and requirements.

1.3.1 REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Issue Request for Proposals	June 19, 2017
Supplier Proposals Due	July 12, 2017
Scripted Demonstrations	Anticipated Week of July 24
Anticipated Final Selection and Notice to Proceed	August 9, 2017
Work must be completed by	July, 2018

1.3.2 PROPOSAL FORMAT

Submittals should include but are not limited to, the proposal itself followed by Appendix A (Specifications) and Appendix B (Cost Worksheet).

The proposal itself should adhere to the following format, be provided in the specific order listed, and include:

Cover Letter

One or two page introduction, and signed statement of commitment to the RFP requirements.

Description of the Company

Provide a description of the proposing company.

Project Understanding

In this section, demonstrate an understanding of the project, with relevant assumptions and dependencies, including onsite space and network requirements for implementation staff, City staff and IT department staff requirements during each phase of the scope of work. Document assumptions and conditions that could impact the implementation. This includes internal staff availability, key decisions that need to be made, etc. Highlight key project risks and potential mitigations.

Related Experience/References of Supplier Firm

Provide a description of projects (minimum of three (3), maximum of five (5)) of a similar nature and size that would substantiate the qualifications of the Supplier Firm for the work. Include contactable references for all projects. Water and wastewater industry contacts in Michigan are preferred.

Project Schedule and Implementation Work Plan

The project schedule (relative to the Notice to Proceed) shall be furnished by the Supplier showing the personnel engaged in each task, the deliverables, and the significant completion dates (days after contract start, not specific dates) for the major tasks of the project. Appropriate review periods and location of where the work will be performed must be indicated. An overview of the project schedule should be illustrated in a Gantt chart.

Include any anticipated risks, negative or positive, and proposed response strategies. Include the Supplier's perception of the degree of City participation required to complete all project tasks, and when each task involving City participants should be completed.

The Implementation Work plan should be a task-based elaboration that is fully represented as a Scope of Services and Schedule, to include, at a minimum:

- Project kickoff meeting
- Project discovery to understand the City's organization, technology infrastructure, business and maintenance work processes and the specific needs of the City related to the project.
- Project management coordination with the City, resource planning, assignment of roles and responsibilities, etc.
- Communication planning for all stakeholders
- System configuration and implementation
- Issue reporting and resolution protocols during configuration and testing
- Report development
- User and System Acceptance Test planning, including Final System Acceptance signoff followed by a 90-day warranty period. Ongoing support and maintenance would transition to the Supplier's support organization following the end of the 90-day warranty period.
- Training including administrator, end-user, and post-go-live supplemental training
- Go-Live assistance
- Transition from implementation team to support team
- Long term support

Please note: In preparation of the project work plan, schedule, and resource commitments, a practical approach and realistic projection of timing is of primary importance.

Appendix A: Specifications

Suppliers are required to complete Appendix A. Suppliers shall expand columns or otherwise alter the format of the Requirements Matrix to best facilitate their response.

Appendix B: Software Pricing Worksheet

Software Pricing Worksheets are provided. Suppliers should complete Appendix B and include it with the electronic version of proposal, and with the proposal file on the submittal flash drive.

1.4 PROPOSAL GUIDELINES

Any proposals received after the date and time stated in Section 1.5 may be considered unresponsive returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements in this document, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Inquiries and/or requests for clarification related to this RFP may be made only to the contact person indicated below. The City will provide a response that will be made available to all potential proposers via email. Any oral responses made by any City employee or other representative of the City shall be considered informal, subject to change without notice at any time, and not binding upon the City under any circumstances. The contact person for the City is:

Pam Greenleaf pgreenleaf@mqtcty.org (906) 225-8382
300 W. Baraga Avenue
Marquette, MI 49855

RFP Amendments - The Project Team reserves the right to request clarification on any proposal or to ask respondents to supply any additional material necessary to assist in the evaluation of the proposal. The Project Team reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

Proposal Validity Period - Proposals shall be valid for 90 days following the submission deadline. The intent is to make the proposals (or part of the proposals) part of the negotiated agreement.

Contract and Insurance – The Supplier will be required to execute an agreement with the City and provide a certificate of insurance meeting the requirements in Appendix C, naming the City and Donohue and Associates, Inc. as additional insureds. The certificate of insurance shall remain in force during the entire contract period.

Public Disclosure - All materials provided to the City are subject to State and City public disclosure laws.

1.5 PROPOSAL EVALUATION CRITERIA

The City will evaluate all proposals after considering the following factors and will select the proposal that it feels is the best fit in its sole judgement. Factors to be considered include:

- The firm’s prior experience implementing maintenance and asset management software at similar organizations.
- The firm’s proposed project plan in response to the criteria outlined in its proposal.
- The firm’s depth of resources and talent as outlined in its proposal.
- The cost of the firm’s proposal.

Each proposing organization shall submit two copies and one electronic copy on a flash drive of its proposal to the address below by **3:00 pm Eastern Time on July 12, 2017**.

City of Marquette
Attn: Katie Burnette, Finance Department
300 W. Baraga Avenue
Marquette, MI 49855

1.6 SOFTWARE DEMONSTRATION SCRIPT TOPICS

The City will select Suppliers for scripted demonstrations based on review of the proposals.

To aid in the evaluation of the Supplier's solution, each is requested to provide a demonstration of their software that includes, at a minimum, the demonstration and discussion of the following topics:

1. Site/Facility Organization (15 min)
2. Asset hierarchy, attributes / Details (15 min)
3. Work/Maintenance Management (15 min)
 - a. Service requests/Work Order process
 - b. Work Order Prioritization
 - c. Scheduling
4. Vertical Asset Management/Horizontal Asset Management/GIS Integration (15 min)
5. Parts Inventory and Cost Tracking (15 min)
6. Manage Assets Risk Including Likelihood and Consequence of Failure (15 min)
7. Mobile Tools (15 min)
8. Reporting (15 min)
 - a. Standard reports

APPENDICES

Appendix A – Specifications

APPENDIX A - SPECIFICATIONS

Prospective vendors shall address the following scope requirements in their proposal responses. Supplier shall note exceptions to the detailed scope of work.

This section specifies the minimum requirements for this system. The Supplier shall carefully examine each item of the specification. Failure to offer a completed bid or failure to respond to each section/specification may cause the proposal to be rejected as "non-responsive." All variances, exceptions and/or deviations must be fully described in the appropriate section, or attached to this specification sheet.

All items marked as 'YES' must be available during the demonstration and system-testing phase of the project. Provide comments and descriptions as necessary to discuss the requirement for both 'YES' and 'NO' answers.

	General System Description	Comply (Yes or No)	Comment/Description
A-1	Project discovery workshop to understand the City's organization, technology infrastructure, business and maintenance work processes and the specific needs of the City related to the project.		
A-2	Send scanned documents to email recipients from within the Software application.		
A-3	Provide storage and tracking of auditing information associated with facilities, assets, work orders, and other analytical information retained within the Software. Provide a list detailing stored data elements for each audit-qualified transaction, discuss capabilities available for reviewing and filtering transactions by date, type, etc., and the ability to customize events captured.		
A-4	Identify any additional general system information not called out in this section that are deemed important differentiators or essential functionality.		

APPENDIX A - SPECIFICATIONS

Work Management Processes		Comply (Yes or No)	Comment/Description
B-1	Provide routine/standard maintenance management, ad-hoc work orders, review/assign/track work requests, etc.)		
B-2	Schedule/assign work to individuals or groups.		
B-3	Provide the ability to alter (i.e., prioritize, change dates, etc.) the stated/standard schedule and the process for deleting work orders or tasks that are not received or executed.		
B-4	Provide schedule review capabilities (e.g., calendar format) and the ability to review past, present, and future work requests.		
B-5	Provide user selectable filtering criteria available within the scheduling element of the proposed system (e.g., filter by Project Manager/Staff Member/Requesting Department/External Customer).		
B-6	Provide permission-based views of the schedule (i.e., user can only see their facility, assets, etc.		
B-7	Allow authorized users to review and approve/decline user-requested scheduled work before being added to the schedule.		
B-8	Allow external users to request work via the Software.		
B-9	Provide the ability to prioritize work including the use of "high priority" based on a flag or rule that evaluates the asset criticality.		
B-10	Manage the purchasing process including developing purchase requisitions and purchase orders, connections to work orders and approval processes.		
B-11	Manage labor time in the system, incorporate and update labor rates, fringe benefits and other payroll costs and allocate the costs to assets and/or invoicing.		
B-12	Provide an inventory management system that includes tracking parts according to first in-first out or other standardized accounting protocols.		
B-13	Identify any additional work management discussion not called out in this section that are deemed important differentiators or essential functionality.		

APPENDIX A - SPECIFICATIONS

Asset/Equipment Identification		Comply (Yes or No)	Comment/Description
C-1	Information on assets/equipment shall be stored in the Software. Software shall manage asset ID, assign attributes and associated data fields. Software shall support automated creation of asset IDs and when such IDs are generated (e.g., during commissioning, engineering, planning etc.).		
C-2	Migrate data including asset lists, facility numbers, asset hierarchies and asset attributes.		
C-3	Identify any additional asset/equipment information not called out in this section that are deemed important differentiators or essential functionality.		

System Integrations		Comply (Yes or No)	Comment/Description
D-1	Software shall have general ability to integrate other systems. Software shall support interaction with the use of APIs.		
D-2	Integrate with Esri Arc GIS database for stormwater and collection system asset registry and asset management interactions.		

Asset Management and Standards		Comply (Yes or No)	Comment/Description
E-1	Provide and track risk, probability of failure, consequence of failure, business risk evaluation, and other typical asset management components.		
E-2	Track preventive and standard maintenance on assets.		
E-3	Alert staff when asset maintenance is required, based on the client-defined set up in the asset maintenance section of the system.		
E-4	Identify any additional asset management and standards not called out in this section that are deemed important differentiators or essential functionality.		

APPENDIX A - SPECIFICATIONS

Reporting and Data Export		Comply (Yes or No)	Comment/Description
F-1	Provide inherent routine and ad-hoc reporting functionality including the ability to export query results to third party software (i.e., Excel, Access, etc.). Description should include discussion on ability to save and share reports and to establish filters (e.g., saving the report template but allowing users to select specific criteria).		
F-2	Describe the ability to filter and sort reports to meet individual needs (e.g., by asset, system, user, etc.)		
F-3	Provide inherent system graphing functionality.		
F-4	Provide trending and statistical analysis capabilities.		
F-5	Provide a list of any "standard" reports to be supplied with the system. These reports may include those of an operational (e.g., analyses reporting), management, transactional (e.g., audit trail) and/or general system nature.		
F-6	Provide the ability to combine multiple reports (i.e., print and store multiple individual items as a report package).		
F-7	Provide the ability to report maintenance performance, asset reliability and business risk including the ability to measure key performance indicators, evaluate asset reliability through data management and mapping and incorporate business risk management including likelihood and consequence of failure, business risk evaluation and other similar metrics.		
F-8	Identify any reporting and data export considerations not called out in this section that are deemed important differentiators or essential functionality.		

Alerts/Notifications		Comply (Yes or No)	Comment/Description
G-1	Provide event triggering available in the system and indicate how such events are designated, added, amended, or deleted by a user or system administrator. Event triggering will play a major role for the selected system and should provide automated e-mails and other notification types to one or more recipients based on any client-defined rule.		
G-2	Allow for alerts/notifications to selected staff in the following scenarios:		
G-3	Alert worker of work/tasks added to their work list		

APPENDIX A - SPECIFICATIONS

Alerts/Notifications		Comply (Yes or No)	Comment/Description
G-4	Scheduled work approaching scheduled date		
G-5	Alert low inventory of parts		
G-6	Track replies to sent Alerts/Notifications.		
G-7	Provide various formats for Alerts/Notifications (e.g., email, text message, etc.). Include discussion on the content of such Alerts/Notifications (i.e., work location, etc.).		
G-8	Identify any alert/notifications not called out in this section that are deemed important differentiators or essential functionality.		

Handheld or Other Mobile Devices		Comply (Yes or No)	Comment
H-1	Provide mobile data communications and collection. Provide details on processes (e.g., synchronization, online availability, failure recovery, off-line capabilities, etc.) used in hand-held utilization.		
H-2	For mobile devices, Provide a configurable data entry form and offer a bi-directional interface for such items as schedule download and automated upload of collected data. Please explain the proposed system's method of achieving this result, as well as any mobile applications presently available.		
H-3	If third party products are used, describe the degree of integration with the core solution and any supplemental training needed to operate the software.		
H-4	Identify any handheld or other mobile device considerations not called out in this section that are deemed important differentiators or essential functionality.		

Training and Documentation		Comply (Yes or No)	Comment/Description
I-1	The City has facilities to accommodate training of 10+ people at a time. Provide the curriculum and training for each of the classes listed below, including number of days, necessary skills of attendees, etc. (those identified should be considered the minimum requirement), and any others you recommend.		

APPENDIX A - SPECIFICATIONS

Training and Documentation		Comply (Yes or No)	Comment/Description
I-2	End-user training classes (City will have approximately 20 participants)		
I-3	Separate training classes for Power Users; should include training on all Software functionality (City will have approximately 5 participants)		
I-4	Separate training for System Administrator training. Training should include items such as report development, database structure, troubleshooting techniques, notification/alert setup, asset/facility/system addition, etc. (City will have approximately 3 participants)		
I-5	Follow-up training onsite within 30-90 days; explain how system proficiency is ensured after the follow-up training.		
I-6	All training for the City must be provided at City facilities. Designate any costs not covered in this proposal (e.g., any assumptions on available facilities and equipment.)		
I-7	Provide Software documentation, including all system administration guides, technical reference guides, training materials, end-user manuals, and report development guides.		
I-8	Provide online help and documentation, including search capabilities, context sensitive searching, etc.		
I-9	List any third party documentation to be delivered (e.g., Crystal Reports, hardware manuals, label printing guides, etc.)		
I-10	Identify any Training and Documentation considerations not called out in this section that are deemed important differentiators or essential methodologies.		

System Infrastructure		Comply (Yes or No)	Comment/Description
J-1	The City prefers that the Software should run in the Microsoft (MS) Windows Server 2016 environment, although Windows 2008 is also acceptable. Describe the operating system options available to the City and any factors influencing the recommended platform.		
J-2	Provide a recommended server(s) specification detailing all necessary components, space and environmental requirements.		

APPENDIX A - SPECIFICATIONS

System Infrastructure		Comply (Yes or No)	Comment/Description
J-3	The City prefers the MS SQL Server 2012 database platform. Please specify the vendor's recommended database (including version), and explain the rationale of the database choice.		
J-4	Can the system utilize server virtualization with the proposed Software. Include any problems encountered?		
J-5	The City would like to evaluate the feasibility of remote hosting the Software at the supplier's hosting site. Describe cloud hosting capabilities and any experience, including any problems encountered, with remote hosting of all or portions of the proposed Software solution. Include discussion regarding bandwidth requirements, data backups, data security and availability.		
J-6	Specify the proposed Software Solution architecture (including all proposed components, third-party software, ancillary hardware, etc.) configuration by description and drawing (e.g., n-tier client-server, thin-client/web-enabled). No formal requirement is set forth in terms of architecture as long as it best meets the needs of the City.		
J-7	Provide a list and brief description of all available modules and integrated third-party applications for the proposed Software. Please discuss how seamless the modules/third-party applications fit with the core Software product. Include any problems encountered during core or module/third-party application upgrades.		
J-8	Provide high-level details on the architecture of the proposed configuration, including the availability of API's, web services, and similar open architectures enabling expansion, custom reporting, and interfacing to the Software (such description should include a listing and discussion of available web services).		
J-9	The system must be compatible with Microsoft Exchange (for sending automated alerts, etc.) and use SMTP service.		
J-10	Provide the minimum desktop/laptop/tablet configurations supported by Software.		
J-11	Describe any experience or problems encountered with incompatible hardware, operating systems, server configurations, Microsoft Office versions or similar issues of which the City should be aware regarding the related infrastructure.		
J-12	Describe the software products and/or tools utilized in development of the Software.		

APPENDIX A - SPECIFICATIONS

System Infrastructure		Comply (Yes or No)	Comment/Description
J-14	Describe any web services provided within the proposed solution and the web application development platform(s) used.		
J-15	Describe any data security practices/options to ensure data security and integrity are maintained when data is transferred between system components (e.g., Software to reporting server, etc.).		
J-16	Indicate where event triggering and transaction processing take place (e.g., database level, middleware, etc.).		
J-17	Identify any ancillary licensing requirements (SQL Server, SQL Client Access, etc.). That are necessary and will be the responsibility of the City once the project is complete.		
J-18	Elaborate appropriately and succinctly any System Infrastructure considerations not called out in this section that are deemed important differentiators or essential functionality.		

Remote Access		Comply (Yes or No)	Comment/Description
K-1	Describe any functionality available within the proposed solution to allow users external to the City to make work requests. Include discussion regarding the City architecture needs to meet this requirement (specifically, include any minimum required bandwidth needed to support proposed functionality).		
K-2	Elaborate appropriately and succinctly any Remote Access considerations not called out in this section that are deemed important differentiators or essential functionality.		

System Support		Comply (Yes or No)	Comment/Description
L-1	The system must be maintained to be current with any future Operating System or database upgrades such that support for these systems has not expired. Describe the process utilized to ensure compatibility with future versions of the installed platform and the infrastructure environment.		
L-2	Describe the ability to provide the following minimum support items:		

APPENDIX A - SPECIFICATIONS

	System Support	Comply (Yes or No)	Comment/Description
L-3	The system should be provided with telephone and online support during standard business hours. If the vendor's standard support hours fall outside of this time frame, describe the process that will used to support the City.		
L-4	All upgrades or system patches must be provided with full documentation concerning the nature of the change and the process for its installation.		
L-5	Phone support must be available during the installation of any issued upgrade/patch.		
L-6	Describe support procedures for incidents occurring outside normal business hours and/or emergency/critical situations.		
L-7	Describe the method the City will use to log and track submitted support incidents. Include a description of the tools used, how follow-up information is provided, and how incident resolution notification is handled. If possible, include screen shots and sample reports from all tools used to manage support incidents.		
L-8	Describe the upgrade plan (i.e., Are upgrades required to maintain support? What notice is given and what upgrade paths are offered when a version approaches retirement? When is a version no longer supported?, etc.). Also include the method of communication to inform the client an upgrade has been sent.		
L-9	Describe the process and responsibility for performing system updates and/or configuration setting changes to all proposed application environment.		
L-10	Describe the process for system updates such that no content, links, configuration settings, files, etc. are abandoned.		
L-11	Describe, with examples, the prioritization of support calls and the intended response time for resolution of each level of priority.		
L-12	Describe the vendor's team in place to support the proposed Software solution. Include number and locations of call centers, normal call center staffing levels, average call volume (per day, month and year), and number of field support staff including the location and proximity to the City's data center. List any additional software solutions also supported by identified support staff and approximate percentage of time spent supporting these other solutions. Please identify which individuals, if any, are sub-contracted and/or other non-vendor employee.		

APPENDIX A - SPECIFICATIONS

System Support		Comply (Yes or No)	Comment/Description
L-13	Elaborate appropriately and succinctly any System Support considerations not called out in this section that are deemed important differentiators or essential functionality.		

Data Archival and Backup		Comply (Yes or No)	Comment/Description
M-1	Is the Software provided with an inherent backup utility or does the system rely on the backup systems and processes of the operating environment (i.e., server and operating system)? Does included backup support encryption? Describe the functionality and/or the vendor's recommendation with respect to other tools/options for backup and/or archival.		
M-2	Describe the proposed systems ability to retrieve archived data for inclusion in reports, and how report data may be used to obviate the need for voluminous long-term data storage. Include any 'restore' functionality and/or any limitations on the query ability of such data.		
M-3	Describe the ability to purge data from the system after a specified amount of time. Identify any limitations or data sets that are not able to be purged.		
M-4	Describe any vendor available disaster recovery options or services. Include examples of other customer disaster recovery solutions and any recommended disaster recovery methodology or strategy if none is available through the vendor.		
M-5	Elaborate appropriately and succinctly any Data Archival and Backup considerations not called out in this section that are deemed important differentiators or essential functionality.		

APPENDICES

Appendix B – Software Pricing Worksheet

APPENDIX B – SOFTWARE PRICING WORKSHEET

The City of Marquette (City) seeks firm prices for the products and services outlined in the RFP.

Further granularity within the sections is encouraged to indicate EXACTLY what is included in the quoted price. The Supplier assumes all liabilities with respect to any ambiguity in presentation of cost. Note: The City does *not* wish for the Supplier to include its own quotation format.

The Supplier must submit the following cost proposals in the format shown on the following pages: All cost proposals are not to exceed basis for each cost item below. Specify terms and conditions for site licenses, delivery, payment, and other applicable goods and services. Prices must be in effect for one (1) year after the Notice to Proceed date, including freight charges, taxes, and any other delivery costs incurred and installation, and are on a not to exceed basis.

The City understands the cost structures for Asset Management Systems varies from system to system. The Supplier shall note any variances from the cost worksheets and provide an explanation.

List all software cost being proposed including one-time cost. Indicate product number when applicable for product line. The City understands that Suppliers have variable pricing structures for utility wide, concurrent users, named users, requesters, hosting options, mobile devices and other options. The description below is included to provide a framework for the City’s anticipated users. The Supplier is encouraged to provide licensing and software approach and cost structures that fit their business model and may best suit the City.

SOFTWARE NAME AND DESCRIPTION (list software name, description, version no. and purpose)	PRODUCT NUMBER	QTY	UNIT COST	TOTAL COST	WARRANTY PERIOD
Licensing for Software. Note version and any limitation or restrictions. Please base pricing on the following: <ul style="list-style-type: none"> • 20 named or 10 concurrent users with data entry capabilities and • 10 mobile devices (if separate cost model for devices). Note alternative pricing model and include costs if applicable.					
COST PROPOSAL 1 TOTAL					

APPENDIX B – SOFTWARE PRICING WORKSHEET

COST PROPOSAL 2 - SUMMARY COST BY ACTIVITY

ACTIVITY	VENDOR HOURS	VENDOR PERSONNEL COST	VENDOR EXPENSES	TOTAL COST
Project management, quality assurance, or other administrative services.				
Implementation services as described in proposal. Include all elements of delivery such as installation, configuration, acceptance testing, etc.				
Training. Indicate number of days per class and number of hours per day below:				
• End-User				
• Power User				
• System Administrator				
• Optional: Other, please specify _____				
COST PROPOSAL 2 TOTAL				

COST PROPOSAL 3 - ANNUAL MAINTENANCE SUPPORT CONTRACT COST

The Supplier must submit an itemized listing of each component in the maintenance support contract. Specify proposed terms of the maintenance cost. The Supplier must also describe in detail the annual percentage charged for maintenance based upon each cost item. The cost item must also be defined. Provide cost figured for annual maintenance and future releases. Maintenance costs must be fixed for a period of three years. Specify costs for future releases as the lower of, a state percentage off of the then current list price, or today's current price. Describe when the maintenance will become effective.

MAINTENANCE SUPPORT AND DESCRIPTION	ANNUAL MAINTENANCE COST
Annual support for one year. Also include, if available, the cost for 24x7 support.	
Pricing for any additional support services as per the requirements matrix. Please list by line item.	
COST PROPOSAL 3 TOTAL	

APPENDIX B – SOFTWARE PRICING WORKSHEET

COST PROPOSAL 4 – OTHER CONTRACT COSTS

The following items will need to be specified for future use by the City and may be incorporated as part of the final contract.

COST ACTIVITY	COST
Per hour cost for custom programming and/or requested enhancements.	
Per day cost of on-site, non-maintenance related activity. Include all expenses.	
Cost of additional user/seat licenses	
Future annual support cost (beyond first three years). Note any escalators in price.	
COST PROPOSAL 4 TOTAL	

The undersigned certifies that the proposed Software will satisfy all elements and requirements of the related RFP.

Supplier Name: _____
Signature: _____
Title: _____
Date: _____

APPENDICES

Appendix C – Terms and Conditions