



City of  
**Rockville**  
Get Into It

City of Rockville  
Rockville, Maryland

**REQUEST FOR PROPOSAL 08-19**  
**For**  
**Enterprise Resource Planning (ERP) Software, Implementation, and**  
**Integration Support Services**

**Responses Due by 2:00 P.M. Eastern Time, Tuesday, September 11, 2018**

ISSUED BY:

Jessie J. Woods, Senior Buyer  
Procurement Division  
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Any individual with a disability who would like to receive the information in this publication in another form may contact the ADA Coordinator at 240-314-8100, TDD 240-314-8137

***MFD Outreach Program***

***It is the intent of the City of Rockville to increase opportunities for minority, female and disabled (MFD) owned businesses to compete effectively at supplying goods, equipment, and services to the City, within the constraints of statutory purchasing requirements, departmental needs, availability, and sound economic considerations. Suggested changes and MFD enhancements to this solicitation's requirements for possible consideration and/or inclusion in future solicitations are encouraged.***



**CITY OF ROCKVILLE  
ROCKVILLE, MARYLAND  
REQUEST FOR PROPOSAL XX-18  
ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE, IMPLEMENTATION, AND  
INTEGRATION SUPPORT SERVICES**

Sealed proposals addressed to the City of Rockville, Maryland to provide ERP software, implementation, and integration support services, will be received at Rockville City Hall, Procurement Division, Attention: Jessie J. Woods, 111 Maryland Avenue, Rockville, Maryland 20850 until **2:00 PM (EASTERN), Tuesday, September 11, 2018.** **No proposals will be accepted after that time.**

The City will **not** accept fax proposals or proposals sent via e-mail. All faxed or e-mailed proposals shall be rejected and returned.

**RECEIPT AND HANDLING OF PROPOSALS**

The offeror assumes full responsibility for the timely delivery of the proposal to the designated location. Proposals delivered to any other office or location will not be considered.

In accordance with Chapter 17 of the City's Procurement Ordinance, competitive sealed proposals are not publicly opened or otherwise handled so as to permit disclosure of the identity of any offeror or the contents of any proposal to competing offerors during the evaluation process. The proposals, except for information identified by the offeror as proprietary, shall be open for public inspection after the contract award.

**1) PROPOSAL DOCUMENTS**

The proposal documents are available several ways:

1. Download the document from the City Web site at <http://www.rockvillemd.gov> Click on bids and proposals.
2. Visit the Procurement Division and pick up a proposal packet between the hours of 8:30 A.M. and 5:00 P.M., Monday through Friday, excluding government holidays. We are located at Rockville City Hall, 111 Maryland Avenue, Rockville, Maryland 20850.

**PRE-PROPOSAL MEETING**

A pre-proposal meeting is scheduled for 1:30 P.M., Thursday, August 16, 2018 at 111 Maryland Avenue, Rockville, Maryland 20850.

### **SUBMITTAL OF QUESTIONS**

Prospective offerors are required to submit any questions no later than **2:00 P.M., Thursday, August 23, 2018** to Jessie J. Woods, via e-mail at [jessie.woods@rockvillemd.gov](mailto:jessie.woods@rockvillemd.gov). Oral answers to questions relative to interpretation of requirements or the proposal process will not be binding on the City. The City reserves the right to include questions and responses in the form of written Addendums, as it deems necessary.

### **PRIMARY SITE LOCATION**

Rockville City Hall, 111 Maryland Avenue, Rockville, Maryland.

### **AWARD**

Award will be made to the qualified offeror obtaining the highest weighted score combining price and technical qualifications. Additional information regarding award criteria can be found within 3.0 Proposal Evaluation and 4.0 Response Selection sections of this document.

### **AGREEMENT**

The successful offeror shall be required to complete a two-party standard form of agreement. A sample agreement (**CONTRACT** For Machinery, Supplies, and/or Services STANDARD FORM OF AGREEMENT BETWEEN THE CITY OF ROCKVILLE AND SUPPLIER OR CONTRACTOR) is included starting on page 51. The City reserves the right to make changes to the sample agreement, where no change to the agreement form by the successful offeror will be considered. By submitting an offer in response to this Request for Proposal (RFP), an offeror, if selected for award, shall be deemed to have accepted the terms of this RFP and any subsequent Contract based on the aforementioned two-party standard form agreement. Part or all of this RFP and the successful proposal may be incorporated into any subsequent Contract.

### **TERM**

The Contractor shall begin work within six (6) months after receipt of a Purchase Order. Start date and work schedule must be approved by the City Executive Sponsor. All work associated with specific task shall be completed within agreed upon timelines, once the work begins, which ensures that the project is completed by June 30, 2022. The initial contract term shall run through June 30, 2022 with the option to renew for five (5) additional one (1) year periods, one (1) year at a time.

The City reserves the right to terminate the contract, for its convenience, by giving the firm 30 days written notice. The firm will be paid for its services through the effective date of termination.

The City may, at any time during the contract period, make changes within the general scope of the contract and its technical provisions. If such change causes any increase or decrease in the firm's cost of performance, an adjustment will be made in contract price, or in time allowed for performance, or both, and a contract amendment of such adjustment shall be made. Any claims by the firm for such an adjustment must be made in writing prior to proceeding with the service for which an adjustment is requested. Nothing in this clause shall excuse the firm from proceeding with performance of this contract in accordance with its original requirements, terms and conditions, and any approved changes.

#### **NOTICE TO BIDDERS**

"Pursuant to 7-201 et seq of the Corporations and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, MD 21201 before doing any interstate or foreign business in this State. Before doing any intrastate business in this State, a foreign corporation shall qualify with the Department of Assessments and Taxation." Bidders must supply with their bids their US Treasury Department Employer's Identification Number as such number is shown on their Employer's Quarterly Federal Tax Return (US Treasury Department Form No. 941). Companies located outside Maryland should call 1-410-767-1006, or e-mail: charterhelp@dat.state.md.us.

#### **QUALIFICATIONS TO CONTRACT WITH PUBLIC BODY**

Bidders must be qualified to bid in the state in accordance with Section 14-308 of the State Finance and Procurement Article of the Annotated Code of Maryland which ordains that any person convicted of bribery (upon acts committed after July 1, 1977) in furtherance of obtaining a contract from the State or any subdivision of the State of Maryland shall be disqualified from entering into a contract with the City.

#### **EXPENSES ASSOCIATED WITH RESPONSE**

The City of Rockville will not be responsible for any expenses incurred by a firm in preparing and submitting a proposal. All proposals shall provide a straightforward, concise delineation of the firm's capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

#### **REJECTION OF PROPOSALS**

The City reserves the right to reject any or all proposals in part or in full and to waive any technicalities or informalities as may best serve the interests of the City.

**DISABILITY INFORMATION**

Any individuals with disabilities who would like to receive the information in this document in another form may contact the ADA Coordinator at (240) 314-8100; TDD (240) 314-8137.

**W-9 FORM REQUIRED**

Successful respondents are required to complete and submit a W-9 Form. The W-9 form can be accessed at: <http://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=3>. It is the successful respondent's responsibility to act upon this instruction for submitting a W-9 form. The City will not be able to process payments if this form is not completed and submitted to the Procurement Division.

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## **1.0 INTRODUCTION**

### **1.1 About the City of Rockville**

Rockville is one of the five largest municipalities in Maryland and is the seat of Montgomery County. It occupies 13.03 square miles within the metropolitan Washington, D.C. area and is located 12 miles northwest of the nation's capital. A major portion of the prestigious I-270 technology corridor is within the City's corporate limits. The City employs 518 full-time employees and has an annual budget for fiscal year 2019 of \$136.2 million (total operating budget for all funds.)

The City of Rockville operates under the council-manager form of municipal government and derives its governing authority from a charter granted by the General Assembly of Maryland. The governing body is the Mayor and Council, which formulates policies for the administration of the City. The Mayor and Council are comprised of a mayor and four councilmembers all directly elected at large for four-year terms. The Mayor and Council appoint the City Manager to serve as the City's Chief Executive Officer.

The City provides a full range of services including: public safety; zoning and planning; one-stop location for licenses, permits, and inspections; water, sewer, stormwater, and refuse and recycling services; snow removal, leaf collection, street maintenance, and other public works functions; recreation and parks services; and special programs for senior citizens, youth, and low-income residents.

## **2.0 PROJECT BACKGROUND**

### **2.1 Objectives**

The objective of the new ERP (Part I) project is to provide a state-of-the-art single-vendor replacement to legacy permitting (Tidemark Advantage 3.5.3) and asset management (Hansen 7.7) systems, the solution should provide:

1. Robust tracking and workflow functionalities, with workflow automation and flexible configuration, data and business rules enforcement and the ability to easily reconfigure workflows to quickly respond to future business process changes;
2. End user friendly ad-hoc reporting functionality;
3. A broad range of external services for public access such as on-line, complaint/service order requests, application submission, process visibility, fee payments, inspection requests, etc.;
4. Position the City to go beyond our current internal limitations and provide additional capabilities such as interdepartmental coordination, mobile field access, business intelligence, and compliance monitoring;
5. Integration with other tools and systems (electronic document management, electronic plan review, interactive voice response, electronic payment, geographic information, financial management, management reporting, utility billing, etc.) to provide a seamless overall experience for the City's internal and external customers;
6. Minimize our maintenance burden through good design, use of best practices, reliance on industry standard platforms and technologies, and greater re-use of code and business rules;
7. Best practices inherent in the software which can be adopted by the City with minimal or no customization of the underlying software;
8. Implementation and training strategies which enable the organization to successfully deploy and adapt to the new software and business processes;
9. Solutions whose suite of products may include additional offerings, such as Finance, Human Resources, Procurement, Utility Billing, etc., beyond those included in this request or easily integrate with other ERP products through such tools as open APIs.

## 2.2 Existing Systems and Long-Term Plans

The City needs to immediately replace its legacy systems for asset management, permitting, work orders, inspections/code compliance, and licensing. Other systems and applications will be maintained or will be considered for integration with the new ERP system at a later date.

Additionally, the City is actively seeking procurement of a new Utility Billing System (UBS) for the City's water service (RFP 02-19). This system is expected to be implemented prior to implementation of the ERP system, integration with the new UBS will be required.

The following table summarizes the existing systems and long-term plans for each.

System/Application	Current	Plan
Permitting, Code Enforcement, Licensing	Tidemark Advantage (3.5.3)	Replace now
Plan Review	Avolve ProjectDox (9)	Maintain and integrate with ERP
Asset Management, Work Orders	Hansen 7.7	Replace now
CRM	Custom SharePoint App	Replace now
Core Financial (General Ledger, AP, AR, Payroll, Procurement, etc.)	CGI – AMS Advantage Financials 3.10 Business Intelligence 4.1	Future consideration for ERP
Human Resource Management (HRM)	CGI – AMS Advantage HRM 3.10 Business Intelligence 4.1	Future consideration for ERP
Budgeting	MS Excel	Future consideration for ERP
Time & Attendance	Kronos	Future consideration for ERP
Utility Billing	Harris - DataNOW/Govolution	Replace now (RFP 02-19)
Fleet Management	Faster	Maintain
Recruitment and Staff Performance Evaluation	NeoGov	Maintain
GIS	Esri	Maintain and integrate with ERP
Legislative Management and Video Management	Granicus	Maintain

The current Tidemark permitting and Hansen asset management systems are used by several City departments including Community Planning and Development Services (CPDS), Public Works (PW), Recreation and Parks, and Police. Each department has their own approvals, workflows and data criteria tracking needs.

## 2.3 Current Infrastructure and Standards

The City of Rockville uses Cisco and compatible solutions to manage its robust IT infrastructure. Technologies include Hyper-converged infrastructure with Asynchronous replication for Disaster Recovery and Next-Generation Firewalls. The City of Rockville also benefits from using the Microsoft ecosystem for Window Operating Systems, Office 365, Microsoft SQL, and Azure Cloud Services.

Although the City does not have a formal Master Data governance policy, the City's Esri-based GIS system is viewed as the Authoritative Source for all geographic data including Address, Property Parcel, and Infrastructure Asset Management.

The CGI – AMS system is the Authoritative Source for Financial data.

## 2.4 Organization Structure

The new system will be used most heavily by our Community Planning Development Services, Public Works, Recreation & Parks, Police, and City Manager's Office, but will impact all departments most notably Finance. Please refer to **Attachment C - Organizational Chart**.

## 2.5 Issues with Current Solutions

The City of Rockville hopes to resolve the following issues with the replacement ERP (Part I) system:

- Legacy Permitting (Tidemark Advantage 3.5.3) and Asset Management (Hansen 7.7) systems which are no longer upgradable nor fully supported;
- Existing systems (Permitting and Asset Management) are not integrated with one another, nor do they facilitate adequate data sharing of payments with the Financial System (CGI – AMS Advantage 3.10)
- Existing Asset Management system does not integrate with Utility Billing for work-order management;
- Department and system specific "shadow" systems, such as MS Excel spreadsheets, MS Access databases, manual reports, and forms that staff use because our current enterprise systems do not meet their needs;
- Duplicative data entry;
- Complex and inconsistent manual work processes;
- Inconsistent multiple sources of the same data, and other electronic content;
- Poor or non-existing reporting tools;
- Inability to integrate with other vendor's systems as needed.

## **2.6 High-Level Scope**

### **2.6.1 The desired ERP (Part I) Software Functionality:**

- Land Management and Permitting
  - Planning
  - Permitting
  - Inspections and Scheduling
  - Code Enforcement
- Licensing
  - Rental property
  - Animals
  - Professional/Occupational
- Asset Management
  - Utilities (water, wastewater, stormwater)
  - Facilities
  - Parks and Forestry
  - Streets and signage
  - Traffic Control
  - Environmental Assets
  - Equipment/tools
  - Vehicles
- Customer Relationship Management (CRM)
  - Service Requests
  - Work Orders
  - License and Permit Submissions
- Mobile Access
  - Inspections
  - Work Orders
- Report Design Tool

- Easy design of reporting for all systems/modules.
- Public Facing Portal
  - For applicant/public to view service request, permit, and license information and status, initiate actions, purchase permits online, and make online plan submissions.
- Configurable Workflow Engine
  - For configuring business processes
- Payments
  - Accept, track payments and print receipts for Permits, Licenses, Work orders.
- Application Programming Interfaces (API)
  - Adapter development kits or similar enterprise application integration (EAI) tools to facilitate data transmission and exchanges with other systems or modules.

## 2.6.2 Estimated Future System Users by Function

Module	Estimated License Counts
<b>Asset Management</b>	
Wastewater Systems, Facilities and Equipment, Stormwater Systems, Streets and Traffic Control devices, Signage, Water Distribution Systems, Forestry, Parks and Recreation Equipment, and Work orders	114
<b>Permitting</b>	
Planning, Permitting, Inspections & Code Enforcement	142
<b>Licensing &amp; Case Management</b>	
Business Licensing (i.e. Rentals, Animal Licensing, Parking Permits, Professional/Occupational Licensing)	34
<b>Mobile Applications</b>	
Inspections and Work orders	94
<b>Web Portal</b>	
Service requests, permits and licensing submissions	133

## 2.7 Implementation Services Scope

The City seeks a comprehensive set of services that ensure ERP (Part I) software success. These services would likely include:

- Project Management;
- Software Configuration;
- Development:
  - Enhancements and Modifications (if applicable),
  - Data Integration support to CGI-AMS Advantage (3.10),
  - Data Integration support to Utility Billing,
  - Data Integration support to ProjectDox (9),
  - Custom Reports, Queries, and Forms,
  - Configure Workflows,
  - Historical Data Conversion and Migrations; and
- Security Configuration;
- Testing;
- Organizational Change Management and Communications;
- System Administrator Training;
- End-User Training;
- Role Specific Documentation;
- Knowledge Transfer;
- Deployment (Roll-Out) Support; and
- Post-Implementation Support (call center/off-site) and Software Maintenance.



## **2.8 Anticipated ERP (Part-II) Functionality (Modules for Future Consideration)**

The scope for anticipated future functionality includes but is not limited to the following new systems or existing systems which are not yet due for replacement:

- Core Financials (existing)
- Procurement and Logistics (new)
- Human Resources and Payroll (existing)
- Timekeeping (existing)
- Document Management (new)
- Construction Project Management (new)
- Contract Management (new)

## **2.9 About this RFP**

This RFP for ERP applications seeks a single-vendor product and implementation solution that support the business capabilities identified in Sections 2.6.1, 2.6.2 and 2.7.

## **3.0 Proposal Evaluation**

The evaluation process will comprise:

- Round 1: A preliminary examination to determine substantial responsiveness to stated minimum requirements.
- Round 2: A detailed vendor response evaluation.
- Round 3: One or more demonstrations, presentations, and project team interviews.
- Round 4: (Optional) Proof-of-Concept demonstrations, and site visits to selected reference customers of the vendor.

After completing the evaluation phase of the process, the City will determine how many vendors it will enter into financial negotiations with, based on the scope of offers it receives. The final selection will be based on the satisfactory outcome of these negotiations.

### **3.1 Preliminary Examination (Round 1)**

The City will examine the proposals to determine whether they are complete, that the documents have been properly signed, and that they are generally in order. Proposals that are not deemed complete will be removed from consideration, and will not be reviewed by the City's Evaluation Committee.

## 3.2 Detailed Vendor Response Evaluation (Round 2)

For those vendors whose proposals pass the minimum criteria (Round 1), the Evaluation Committee will evaluate the proposals and may ask questions of a clarifying nature from proposers. During Round 2 each individual evaluation committee member scores the proposal using a proposal evaluation matrix form based on the Proposal Evaluation Measures below. All individual evaluator ratings are then added together to create a composite rating. This composite rating indicates the group's collective ranking of the highest rated proposals. The highest rated proposals will move to Round 3.

Proposal Evaluation Measure	Weight
<b>Solution and Project Approach</b> (Section 6)	25%
<b>ERP Functional and Technical Requirements Matrix Scoring</b> (Attachment D)	40%
<b>Firm Experience and Capabilities</b> (Section 5 and Respondent's Questionnaire)	10%
<b>Project Team Qualifications and Experience</b> (Section 6.4)	15%
<b>Fees and Pricing</b> (Attachment A)	10%
<b>This includes a detailed listing of all fees and costs associated with implementation of the ERP.</b>	
<b>Total Points</b>	<b>100</b>

The **Solution and Project Approach - 25%** evaluation will include evaluation will include the fit, implementation plan, documentation, training, and integrations, with related City infrastructure, system environments and business applications.

Technical merits and features will be reviewed against the requirements identified in the **ERP Functional and Technical Requirements Matrix - 40% (Attachment D)**.

### **3.3 Demonstrations, Presentations, and Project Team Interviews (Round 3)**

The City will invite vendors whose response score classifies them as a top vendor during the Detailed Vendor Response Evaluation (Round 2) to have their Project Team present their response and provide product demonstrations to the City's evaluation team. The City's evaluation team will expect to be able to ask detailed questions, of both the proposal response, presentation and of the Project Team.

Please note that on-site demonstrations for short-listed vendors are estimated to be held during the weeks of **Monday, October 15, 2018 – Friday, November 2, 2018**, vendors should be prepared to conduct the on-site demonstrations during this timeframe. It is expected that the Vendor's proposed Project Manager and key members of the implementation team take part in the on-site demonstration sessions.

During Round 3 each evaluation committee member scores the demonstrations of the short-listed vendors (from Round 2) using an evaluation matrix form based on the Oral Presentation and Demonstrations Criteria below. The Round 2 and Round 3 ratings will be considered in combination to determine the collective ranking of the highest rated proposals. These final rankings will be used to determine the proposals which will move to Round 4.

**Oral presentations and demonstrations criteria:**

Demonstrations/Interviews	Weight
Overall Presentation & Demonstration	10%
Software Operation, Functionality (out-of-the-box) & Versatility	30%
Access to Information & Data (User Experience)	20%
Customer Platform & Service Options (test, training environments and Partners/Sub-Contractors options for implementation/upgrade support)	5%
Integration & Workability	15%
Technical Support and Client Services (user groups, community portal, etc....)	10%
References (3.3.1)	10%
<b>Total Points</b>	<b>100</b>

### 3.3.1 References (Round 3)

The vendor should provide details of five reference customers (**Appendices - References**). These should be customers with requirements similar to those of the City of Rockville. Details should include information about the reference customer's contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the reference customer's project manager or other senior staff members familiar with the project. The City reserves the right to contact these reference customers and to discuss their satisfaction with the vendor and its products.

### 3.4 Due Diligence (Round 4 -Optional)

The top vendors from the third-round evaluation will then proceed to an additional level of due diligence, which may include the following activities:

- Follow-up questions and answers with the vendors
- Additional on-site vendor demonstrations/proof-of-concept demonstrations
- Site visits

Due Diligence Evaluation Measures	Weight
Additional Demonstrations/Proof-Of-Concept Demonstrations	60%
Site Visits	40%

#### 3.4.1 Clarifications (Round 4)

Further meetings will be setup to explore specific areas of the response, as deemed necessary by the City to clarify the response. Vendors are expected to comply with these meeting requests within the time frame stated. Vendors may be asked to confirm these clarifications in writing by submitting a revision or explanation of their initial response.

#### 3.4.2 Proof-of-Concept Demonstrations (Round 4)

After the detailed technical evaluation and demonstration phases, optionally a subset of vendors may be requested to demonstrate their solution using City provided test scenarios using City staff where appropriate. The intent of this phase is to evaluate differentiating criteria to prove fitness.

#### 3.4.3 Logistics

All vendors selected for the proof-of-concept will be given detailed requirements for the demonstrations; these will be in the form of scripted scenarios focusing on the requirements of the City of Rockville. Instructions for demonstrating proof-of-concept will be provided in writing at that time. The City will have a key contact person for any questions relating to the proof-of-concept, which will be provided with the instructions. It is expected that the vendor will have someone on-site to assist with the proof-of-concept.

All costs associated with the demonstrations are the responsibility of the vendor. The City will provide instructions to selected vendors a minimum of seven working days prior to the scheduled demonstration.

#### **3.4.4 Proof-of-Concept Review**

Following the execution of the proof-of-concept, vendors may be required to meet with a larger group of executives, project team members and other selected individuals to provide a proof-of-concept review. Vendors may be required to demonstrate their proof-of-concept scenarios, as well as to describe, in detail, the specifics of their solution.

### **3.5 Selection**

As reflected above, contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of the City. After evaluating the proposals, the interview process and further discussions with the finalists or the tentatively selected vendor, the City reserves the right to further negotiate the proposed work and/or method and amount of compensation before making a final selection.

## 4.0 Response Selection

### 4.1 Schedule

Task	Date
RFP released to vendors on	Thursday, July 26, 2018
RFP Q&A period begins on	Friday, July 27, 2018
Pre-Proposal Conference	Thursday, August 16, 2018, 1:30 P.M. Eastern Time
RFP Q&A period ends on	Thursday, August 23, 2018, 2:00 P.M. Eastern Time
Final Posting of Answers to Questions Received	Friday, August 31, 2018
Sealed Proposals Due to the City	Tuesday, September 11, 2018, 2:00 P.M. Eastern Time
Proposals evaluation begins on	Tuesday, September 18, 2018
Demonstrations, Presentations, and Meetings	Monday, October 15, – Friday, November 2, 2018
Proof-of-Concept begin on	Wednesday, November 28, 2018
Proof-of-Concept end on	Friday, December 21, 2018
Proposal evaluation ends on	Friday, January 4, 2019
Proposed notification of intent to award on or before	Friday, January 18, 2019

***The City reserves the right to modify this schedule at the City's discretion. Notification of changes in the response due date would be posted on the City website or as otherwise stated herein.***

***All times and dates are Eastern Daylight Time.***



## **4.2 Offer Period of Response**

The offer made by a vendor must be valid through July 31, 2019.

## **4.3 Notification of Intent to Award**

The City will award, at its sole judgement, the ERP software and services purchase agreement to the vendor who best suits the current and future needs of the City.

After the contract has been awarded, the City will notify the unsuccessful vendors.

## **4.4 Debriefing of Respondents**

The City may at its sole discretion offer to debrief unsuccessful vendors. No further discussions will be entered into.

## **4.5 Treatment of Information**

All information about the City provided during the RFP process shall remain under nondisclosure and cannot be released without the express permission of the City of Rockville.

## 5.0 Firm Experience and Capabilities

Provide the City with a description of your firm and examples of your firm's commitment to the services set forth in this RFP and/or local government clients in general, as well as a statement of qualifications demonstrating performance of similar work within the past five (5) years.

### 5.1 Firm Profile

Summarize the organizational structure, ownership, and size of your firm plus its date of organization and current principal place of business.

Identify your firm's professional registrations, affiliations, and memberships.

### 5.2 Firm Services

Please outline the full range of services provided by your firm.

### 5.3 Relevant Projects

Indicate the number of years the firm has provided the products and services outlined in the RFP.

Provide a list of all local governmental entities for which your firm has previously provided equivalent services.

Describe in detail your firm's experience with similar projects to include, but not limited to the following as they relate to the services required:

A list of three (3) projects completed within the past five (5) years that best illustrate your firm's capabilities as they relate to the required work described herein, including description, scope, project, and cost.

Information on delivery of projects on time and within budget, execution time (contract vs. actual), cost (estimated vs. actual), as well as, any problems encountered and the solutions devised.

**Note: The City reserves the right to contact the customers referenced in these projects to verify/confirm the details provided by your firm.**

### 5.4 City of Rockville

Describe any prior and/or ongoing specific experience or familiarity with the City of Rockville.

## **5.5 Other Information and Qualifications**

Provide any additional information you wish to call to the City's attention with respect to your firm's qualifications.

## **5.6 Subcontractors**

Please specify similar qualifications for all proposed subcontractors.

## **5.7 Workload**

Firm's overall current workload, and anticipated workload if awarded a contract for this need to include current production capability.

## **6.0 Solution and Project Approach**

Please address and reference the following topic areas in your proposal.

### **6.1 Platform Architecture**

#### **6.1.1 Platform**

The City requires a self-hosting on-premises “in-house” solution. Describe the architecture that supports this solution and the critical technical components that are required.

##### **Source Code Escrow**

Vendors should provide details of Source Code Escrow services, identifying the software escrow service used, provide contact information, and describe company policy regarding software escrow updates.

#### **6.1.2 Test/Training Environment**

The City would like to have test and training environments. Please specify if this option is available and any additional costs.

### **6.2 Software**

#### **6.2.1 Product and Service History**

Vendors should describe the history of their application offering(s). This includes initial release date, current version number, current version release date, application development history (list of dates when major functionalities or modules were added or changed, and whether they were in a marketable package/suite or as a solution for a particular industry).

Vendors should indicate how many live customers they have for the proposed application, the delivery mode (SaaS, self-hosted, etc....), and the size of those customers (by number of employees: small = fewer than 100; midsize = 100 to 999; large = 1,000 or more).

Vendors should provide detailed information about their product development roadmap for application products.

Vendors should indicate which third-party software packages are required for their applications to function correctly (for example, application servers, web servers, databases, and agents or clients for backup, software distribution and security). They should indicate who is responsible for purchasing and maintaining licenses for this software.

## **6.2.2 Product Support and Service Warranty**

Vendors should describe the support offerings available for their applications and associated products. In addition, they should provide a copy, and a description, of all warranties associated with the proposed solution.

Vendors should provide a list of any user associations (i.e. groups) or public discussion areas relating to their product or service offerings.

## **6.2.3 Software Costs**

In addition to the cost schedules, describe the pricing model used for the estimated cost provided in your response. Discuss the typical payment terms and the method of determining future cost adjustments on a year over year basis (e.g., general price increases, changes in user counts).

## **6.2.4 Product Upgrades and New Version Releases**

Vendors should describe:

- The process of new version releases and the application of service packs to the application product(s). Please specify the number of releases per annum and the time period within which users must adopt each release.
- Who is responsible for applying service packs for the application products(s), OS patching, and who controls the patching deployment schedule.
- The quality assurance/testing processes that are followed to determine whether an upgrade or custom modification is suitable for release.
- The process by which opportunities for system enhancements are identified, screened, programmed, field-tested, and released to customers.
- Whether the upgrade methodology includes a tracking system both to report on the status of the upgrade and to record problems and bugs.

## **6.2.5 Licensing Model**

The City prefers a Perpetual licensing model. Please specify all licensing options available with your solution.

## **6.2.6 Unique Requirements**

The City desires to avoid customization of baseline software and prefers to adopt the business practices inherent in the software. However, the City may have business requirements that are

unique to the City. With this understanding, describe your approach to addressing client-specific needs within your solution related to creating, configuring, and modifying business process models and workflows for business transactions based on business rules.

### **6.2.7 Paid Enhancements/Customizations**

In the event a requirement is not satisfied with the Commercial Off-The-Shelf (COTS) solution, the City may want to pay for an enhancement or customization to satisfy the requirements.

Vendors should describe:

#### **Development Methodology:**

- Explain your development methodology.
- Explain how you engage with clients throughout the process to ensure a successful engagement.
- Describe the implementation process for custom features.
- Explain your methodology for on-going maintenance of the deployed “enhanced” software.
- What is your bug fix strategy?

#### **Software Estimation:**

- How does your team typically estimate the cost and time to build an enhancement/custom feature?
- In general, how accurate are your estimates?

#### **Rates:**

- What are your current rates?
- What is your billing structure? E.g. weekly, hourly, fixed?
- Will there be any additional costs?

#### **Portfolio and Past Work:**

- Has your company performed any customizations for other clients? Give relevant examples from your portfolio, and include an explanation of the initiative and details of your involvement (design, strategy, development, team size, technology leveraged, length of project).

### **6.2.8 Scope Gap**

For those elements of the scope that are not supported by your offerings, third-party products, or suggestions of alternative approaches to meet the scope are encouraged.

## **6.3 Project Management**

### **Preliminary Implementation Timeline and Phasing**

Please include implementation timeline and phasing, recommended implementation approach (i.e., parallel versus serial implementation of modules), and the costs and/or risk associated with the approach you are recommending.

### **Project Management**

Describe your Project Management Methodology.

### **Project Risks, Assumptions, and Constraints**

Describe any known risks, assumptions, and constraints regarding your proposed solution.

### **Organizational Change Management**

Describe your approach to organizational change management and communications for a citywide ERP project to prepare users for new system adoption. Include in the description any deployments of social media or marketing approaches to reach a broader audience of stakeholders. Additionally, describe how your staff will participate in the City's change management strategy along with City Staff.

### **Pre-Implementation Activities**

Describe any suggested activities that the City could complete prior to the start of the implementation project that would accelerate or facilitate the implementation effort.

## 6.4 Staffing

### Project Team Qualifications and Experience

Firm Project Team shall have experience in implementing ERP systems preferably with municipal or county experience. Familiarity with implementing the ERP software solution for functional areas such as Forestry, (Physical Infrastructure) Asset Management, Code Enforcement, Customer Service Requests, Inspections, Licensing, Planning, Permitting and Work-orders is also desirable.

### Project Manager Qualifications:

- Be a permanent staff employee of the firm.
- Oversee all aspects of the project.
- Serve as the constant primary point of contact for the City.
- A minimum of ten (10) years of relevant experience.

### Key Team Members Qualifications:

- A minimum of five (5) years of relevant experience.

### Staff Approach

Describe your approach to staffing and how those resources are coordinated to work effectively with the City project team.

Please indicate if your internal staff will be performing all implementation services, or if you will enlist partners. If you will be enlisting partners, please identified them along with their participation responsibilities. Please note that the primary awarded vendor has sole responsibility for managing any partner work and performance.

In the table format below, indicate key project staff, their role and relevant skills. Additional provide a 1-2 page resume for each person.

### Key Project Staff

Staff Member Name	Role	Relevant Skills

Also, include information regarding typical on-site/off-site vendor staffing schedules.



### **Customer Project Roles**

Based upon the planned scope and proposed timeline of the project, describe the roles and positions that would typically be expected of the customer organization. Also indicate typical time commitments and duration of commitment for each City Staff role.

## **6.5 Implementation**

### **Installation**

Describe the typical installation process.

### **Implementation Services Methodology**

Please describe your organization's standard methodology for providing advanced technical services such as major version upgrades, integrations, and rollout of customizations. Indicating your organizations relationship to the services provider. For example, 80% are completed using Internal Staff, and 20% are completed using Services Partners.

Please describe your services methodology approach for this engagement, and if it is different from your standard approach, please indicate reasoning.

### **Business Process Workflows**

Describe what business process workflow documentation is required for implementation in the proposed system. Further, describe how you will assess existing business process workflows for migration into the new system with improvements as necessary or appropriate.

Please see **Attachment B "Process Inventory"** for a list of key work processes that the City plans to implement in the new system.

### **Reporting**

Describe the approach for the creation of custom reports and the configuration of standard reports during the implementation process.

The City has approximately 200 key custom forms and reports in TideMark Advantage 3.5.3. Please describe your recommended approach to evaluating existing forms and reports, to ensuring reporting needs are met. Describe your role and level of effort in supporting this task.

### **Data Conversion and Migration**

Describe the process for successful conversion of historical data from existing systems (Tidemark Advantage 3.5.3, Infor Hansen 7.7) and migration to the proposed system for read only (not transactional) reference. Describe any tools the services vendor will use to complete the data migration. Outline your role and tasks, the City's role and tasks and any additional costs that are associated with the effort.

The City has approximately 70,000 attachments to existing records in TideMark 3.5.3. Describe your approach for handling these attachments.

### **Testing Tools**

Describe any tools and enablers included in your implementation approach that facilitate thorough and efficient functional testing of the ERP system.

### **Go Live Support**

Please detail your cut-over and go live process. Address how the initial high volume of support needs is handled during this period.

## **6.6 Training**

Vendors should describe their approach to training the City IT/Power User project team and system end users, including role specific training materials, and who will be responsible for conducting the training.

Vendors should describe any prerequisite skills sets needed to implement and support their application products(s) as outlined in this proposal, prior to staff attending any vendor solution training.

## **6.7 Documentation**

Vendors should describe documentation that will be provided as part of the solution.

Minimally, the City expects System Configuration and Application Architecture Documentation.

## **6.8 Mandatory Integrations**

The City views sharing of financial/payment data with CGI-AMS Advantage Financials 3.10, service order/work order data with Utility Billing, and geographic data sharing with the City's Esri based GIS critical to the success of the project. Thus, the City expects that the vendor will have prebuilt such capabilities into their solution, or will work closely with the City in the development of the integration and/or API service.

### **CGI-AMS Advantage Financials**

The City's uses CGI – AMS Advantage Financials 3.10 and Business Intelligence 4.1 to manage its Core Financials (General Ledger, AP, AR, Payroll, Procurement, etc.). Data integrations with CGI are done using Pervasive Map Designer. Please describe the proposed approach to data integration your solution provides such as web services, drop zones, and developer/dba support to ensure accurate sharing of payment data for transaction such as permit fees, license fees, and code enforcement violations.

**Esri-GIS**

The City's Esri-based GIS system is viewed as the Authoritative Source for all geographic data including Address, Property Parcel, and Infrastructure Asset Management. Please describe the proposed approach and tools for data sharing and for GIS integrations in general.

**ProjectDox**

The City uses Avolve - ProjectDox 9 for electronic plan review and markup.

Please describe the interface options (REST, SOAP, etc.) your solution provides to support ProjectDox, or indicate if a standard integration with ProjectDox is already available.

**Utility Billing (RFP 02-19)**

The City is actively seeking procurement of a new Utility Billing System (UBS) for the City's water service. Once this system has been selected the City will provide additional information regarding the solution.

The City's Public Works department performs meter repairs, maintenance, and turn-off/on service, while the Utility Billing division of Finance performs meter reading and billing.

The City's intent is to have the new Utility Billing System (UBS) appropriately integrated with the ERP system, to eliminate the need for dual entry or manual processes between the areas.

Goals for the integration include:

- Permit City users to interact with a primary single comprehensive system,
- Share status information bi-directionally between asset management and the UBS as well as with the customers associated with the service order,
- Trigger service orders from work orders, and vice versa,
- Integration or use of a single Point-of-Sale (POS) for Utility Billing payments and ERP payments,
- Support reporting and other appropriate functions.

Please describe your proposed integration approach.

Additionally, please name all Utility Billing System (UBS) applications with which you have made successful integrations. Please describe each UBS integration, including length of time to setup the integration, tools used, and data types passed as part of the integration.

**Other**

Please describe any other existing solution integrations available.

## 6.9 System Requirements Matrix

**Attachment D “ERP Functional and Technical Requirements”** will be used to determine the fit of the vendor’s proposed solution to the City of Rockville’s requirements. It is imperative that vendors answer the questions in the Excel format provided in accordance with the guidelines provided in the spreadsheet; failure to do so may render the vendor liable to disqualification from the RFP process.

### 6.10 Process Inventory

**Attachment B “Process Inventory”** is a list of key work processes that the City plans to implement in the new system. This attachment is intended as a reference for the proposal vendor to use for scoping the project, and does not need to be returned with the proposal.

### 6.11 Product Capabilities and Functions

In addition to the requirements stated above, please detail any other product capabilities and functions that may be of interest to the City of Rockville.

### 6.12 General Comments

Vendors should include any additional information that they feel would help the City of Rockville evaluate their submission.

## 7.0 Cost Schedules

**Attachment A “Cost Schedules”** is a required component of the Respondent’s reply and should be submitted using the format provided.

### Services Costs

Due to the significant cost of ERP implementation services and the anticipated project timeline spanning multiple fiscal years, the City would like to understand not only the total approximate cost of implementation services but also the likely distribution of those costs. Estimated implementation costs should be presented by major project “work plan” phase in accordance with the Respondent’s general experience with projects of this type. Attachment A “Cost Schedules” provides for five Work Plan Phases. Please submit cost schedules for the number of Work Plan Phases you are proposing and, if necessary, submitting additional sheets in the same format if more than five Phases are proposed.

The City prefers that the majority of the implementation work such as installation, configuration, workflows, reports, training, etc... will be provided at a fixed cost.

In addition to the cost schedules, describe the Respondent’s approach to establishing a payment schedule and typical payment terms applied during an implementation project.

## **8.0 Procurement Provisions**

### **8.1 Corrections and Changes in Work**

If the City finds it necessary to require corrections to completed work due to errors made by the Contractor, the Contractor shall correct the work at no additional cost to the City.

If the City requires changes in completed work, the Contractor shall make such changes as directed by the City and the Contractor will be compensated at the same rates established by the Contractor's hourly rate(s).

### **8.2 Ownership of Documents and Content**

The City will retain all property rights, including publication rights, to all content developed by Contractor.

The Contractor shall ensure that duplication and distribution rights are secured for the City from any and all contractors and subcontractors.

The Contractor shall obtain all required copyrights for the City, when and where applicable.

### **8.3 Copyright**

Contractor shall not assert rights at common law or in equity or establish any claim to statutory copyright any material or information developed in performance of the services authorized. The City has the right to use, reproduce, or distribute any or all of such information and other materials without the necessity of obtaining any permission from Contractor and without expense and charge. Content or portions of content made or obtained by the Contractor may be used if approved by the City in writing.

**Note: The City of Rockville shall not be held liable for any copyright infringements or liabilities from content provided by the Contractor.**

## 8.4 Technical and Contractual Questions

Technical and contractual questions pertaining to this RFP may be directed to Jessie J. Woods, via e-mail at [Jessie.Woods@rockvillemd.gov](mailto:Jessie.Woods@rockvillemd.gov), no later than 2:00 P.M., Thursday, August 23, 2018. Oral answers to questions relative to interpretation of requirements or the proposal process will not be binding on the City.

To ensure fair consideration for all offerors, any interpretation made to prospective offerors will be expressed in the form of an addendum to the requirements, if such information is deemed necessary for the preparation of proposals or if the lack of such information would be detrimental to the uninformed offeror. Such addendums, if issued, will posted at the address listed below:

<http://rockvillemd.gov/business/bids.htm#bids>

Please note, that it is the respondent's responsibility to check this site frequently for Addendums, which may impact pricing, this document's requirements, terms and/or conditions. Failure to sign and return an Addendum with your response may result in disqualification of proposal.

## 8.5 Proposal Submittal Instructions

One (1) original and thirteen (13) copies of the proposal, marked "RFP 08-19" must be submitted to and received no later than 2:00 P.M. (EASTERN) on Tuesday, September 11, 2018 by the Procurement Division, City Hall, 111 Maryland Avenue, Rockville, MD 20850, Attn: Jessie J. Woods.

In order to provide each firm an equal opportunity for consideration, adherence to a standardized proposal format is required. Individual, separate and complete proposals must be submitted and contain the following elements organized into separate chapters and/or sections, as deemed appropriate. Failure to adhere to this format may result in the disqualification of your proposal(s).

- a) Letter of Interest
- b) Understanding the City's Requirements
- c) Firm Experience and Capabilities
- d) Project Team Qualifications and Experience
- e) Sub-Contractors
- f) Solution and Project Approach
- g) ERP Functional and Technical Requirements Matrix
- h) Price Proposal
- i) Other Relevant Information
- j) References
- k) Execution of Offer
- l) Other Miscellaneous Required Elements:
  - o Affidavit Form
  - o Respondent's Questionnaire
  - o Performance & Payment Bonds
  - o Agreement
  - o Insurance
  - o Extension to Metropolitan Washington Council of Governments

These elements parallel the basis of the City's proposal evaluation criteria. The following sections provide guidelines for information to include in the proposal.

### **a) Letter of Interest**

Provide a Letter of Interest, which includes a short, concise and focused overview that introduces your firm to the reader. The Letter of Interest must be signed and dated by an authorized agent, officer, or employee of the company.

### **b) Understanding the City's Requirements**

This section should include a definitive statement of intent to comply with all terms and conditions as delineated in this RFP. In the event, any of the terms and conditions found within this document are not acceptable as described, respondent must notate and explain any exceptions. Exceptions identified post response may not be considered, and

failure to agree to terms and conditions required by law or City Procurement regulations may be grounds for disqualification of your proposal.

**c) Firm Experience and Capabilities**

Provide your firm's relevant experience and capabilities, please refer to Section 5 for guidelines.

**Note: The City reserves the right to make such additional investigations as it may deem necessary to establish the competency and financial stability of any firm submitting a proposal. If, after the investigation, the evidence of competency and financial stability is not satisfactory in the sole opinion of the City, the City reserves the right to reject the proposal.**

**d) Project Team Qualifications and Experience**

Provide qualifications and experience of your firm's proposed Project Team. Refer to Section 6.4 for guidelines.

**Note: The City has the right of reasonable rejection and/or approval of staff or sub-contractors assigned to the project by the Contractor. The staff named in the proposal shall remain assigned to the project throughout the period of the contract. If the City rejects staff or sub-contractors, the Contractor must provide replacement staff or sub-contractor satisfactory to the City in a timely manner and at no additional cost to the City.**

**Note: The Contractor may make no diversion or replacement of staff without submission of a resume of the proposed replacement with final approval by the City of Rockville.**

**Note: The offeror shall clearly state if it is proposing to sub-contract any of the work herein. The names of all sub-contractors together with a description and anticipated percentage of the work being sub-contracted are to be provided in the Execution of Offer. The offeror assumes full liability for the performance of all subcontractors.**

**Note: The City reserves the right to contact customers referenced to verify/confirm details provided by your firm.**

**Note: The City reserves the right to make such additional investigations as it may deem necessary to establish the competency and financial stability of any firm submitting a proposal. If, after the investigation, the evidence of competency and financial stability is not satisfactory in the sole opinion of the City, the City reserves the right to reject the proposal.**

**e) Sub-Contractors**

List any sub-contracting disciplines needed to provide any and all requirements of this RFP and identify all Sub-Contractors and/or other proposed members of the Project Team not mentioned to this point, and describe what portions of the requirements they would perform along with their experience, qualifications, and capabilities to provide the specified services. Use the **LIST OF SUBCONTRACTORS OR SUPPLIERS** form supplied .

Respondents shall clearly state whether or not they intend to sub-contract any portion of the work herein. The names of all sub-contractors together with a description and



anticipated percentage of the potential work being sub-contracted are to be provided. The Contractor assumes full liability for the performance of all subcontractors.

The City of Rockville reserves the right to require Contractor and any third party (sub) contractors to also indemnify and hold harmless other federal, state and local governmental entities, and where required at no additional cost. All sub-contractors assigned to this project shall adhere to and deliver required Certificates of Insurance.

In the event an unforeseen need arises to utilize a subcontractor after an award has been made, the Contractor shall notify the City of Rockville in advance. Any and all subcontractors shall conform to all terms, conditions, and specifications of the contract.

**f) Solution and Project Approach**

Describe your solution, recommended project approach and work plan regarding the services that your firm will provide as they relate to the Solution and Project Approach outline in Section 6.

**g) ERP Functional and Technical Requirements Matrix**

Provide a completed **ERP Functional and Technical Requirements Matrix (Attachment D)**, which indicates those requirements your proposed solution meets.

**h) Price Proposal**

It is the intent of the City of Rockville to enter into a contractual agreement with one (1) selected respondent based upon the requirements outlined within this proposal and the subsequent revision (if necessary) to the scope based upon negotiations.

All prices are to be in U.S. dollars. Proposer must complete **Attachment A - Cost Schedule**, showing the breakdown of its pricing for software costs for the first five years, and professional services costs by proposed work plan phases. All costs must be itemized and included in the vendor's proposal. The Proposer's cost quotations must include detailed pricing and all itemized costs associated to fully implement a successful operation of a ERP – Part I Solution as described within (e.g., software cost, license fees, system install/setup, modifications, data conversions, training, interfaces, annual maintenance/support, documentation, hardware, add-on 3rd party software, discounts and any other anticipated costs). Applicable taxes should be separately itemized.

The Proposer must provide the annual maintenance fees associated with the new software and shall entitle the purchaser to any upgrades released during the first two years without additional cost. It is expected that future upgrades shall be available to allow the City to take advantage of improvements in both software and hardware capabilities. In the event a product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.

In addition to the breakdown of costs outlined above, the City requires submittal of quoted hourly rates for add-on professional and technical services be included as part of the Cost Proposal.

Hourly rates shall include all profit, fees, and other personnel expenditures.

Identify all non-labor costs including plan copies, courier, mailing, data processing, forms, fax transmissions, telephone calls, printing and all other expenses or incidentals. No additional payment will be made for travel expenses.

If the City finds it necessary to require corrections to completed work due to errors made by the Contractor, the Contractor shall correct the work at no additional cost to the City. If the City requires changes in completed work, the Contractor shall make such changes as directed by the City and the Contractor will be compensated at the same rates established by the Contractor's hourly rate(s).

All proposers are encouraged to also discounts off of hourly rates for all titles and positions for all services their firm provides, and discounts from list pricing for all products their firm provides. The discounts provided may be extended to the City and all members of the Metropolitan Washington Council of Governments (MWCOC), and Baltimore Regional Cooperative Purchasing Committee (BRCPC) as the Mid-Atlantic Purchasing Team (MAPT) for up to five (5) additional years, to be used on an as needed basis, if mutually agreeable to both parties. Please note, this statement makes no commitment to buy additional services, other than those needed to complete the work contained in this solicitation, and the City reserves the right to utilize other sources, at any time, during any agreed upon extension for like services.

Failure to provide these costs may result in the disqualification of your proposal.

**Note: All non-labor costs including data processing, forms, fax transmissions, telephone calls, printing and all other expenses are to be included within the pricing offered.**

**Note: No additional payment will be made for travel related expenses (e.g. – airfare, meals, mileage, lodging, per-diem, etc.).**

**i) Other Relevant Information**

Provide any additional information you wish to call to the City's attention with respect to your firm's qualifications and how it can add value to this project.

**j) References**

Completed the References form attached. Refer to Section 3.3.1 for additional details.

**k) Execution of Offer**

Complete and return the attached Execution Of Offer form with your proposal. Failure to complete and return this document may result in the disqualification of your proposal.

**I) OTHER MISCELLANEOUS REQUIRED ELEMENTS**

**i. AFFIDAVIT FORM**

Complete and return the enclosed Non-Conviction/Collusion Affidavit Form found in the Appendices with your proposal. Failure to complete and return this document may result in the disqualification of your proposal.

**ii. RESPONDENT'S QUESTIONNAIRE**

Complete and return the attached the **Respondent's Questionnaire Form** located in the Appendices with your proposal. Failure to complete and return this document may result in the disqualification of your proposal.

**iii. PERFORMANCE & PAYMENT BONDS**

The City reserves the right to require Contractor to provide City standard issue performance and payment bonds, prior to starting work on any individual projects, in instances where it is necessary that payment(s) be made prior to beginning the work and/or in instances where it is necessary to make payment(s) for hours worked, where no deliverables of equal value are received and accepted.

**iv. AGREEMENT**

Provide a statement that the firm, if awarded the contract, shall execute the City of Rockville's Standard Professional Services Agreement.

**v. INSURANCE**

Provide a statement that the firm, if awarded the contract, shall meet all of the insurance requirements contained within this bid document. Provide a copy of a current Certificate of Insurance.

## 8.6 Evaluation and Award

Selection will be made of one offeror deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal. Please refer to Section 3.0 Proposal Evaluation for additional details. Negotiations may be conducted with one or more offerors so selected. Price will be considered, but need not be the sole determining factor. After negotiations have been conducted, if needed, the City will select one offeror, which, in its opinion, has made the best proposal, and will award a contract to that offeror. The City may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous.

The Evaluation Committee may afford those offerors whose proposals seem to be the most beneficial to the City an opportunity to make oral presentations in order to clarify their proposals, including presenting proposal in a public forum. If requested, oral presentations shall be made at no cost to the City. When the committee has tentatively selected an offeror, it may request a conference to clarify specific matters. The City of Rockville reserves the right to reject any and all proposals and to accept the proposal(s) the City considers most advantageous. All proposals will become the property of the City.

At the conclusion of negotiations, the offeror(s) may be asked to submit in writing, a Best And Final Offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the offeror(s). The offeror(s) proposals will be rescored to combine and include the information contained in the BAFO. In this instance, the decision to award will be based on the final evaluation including the BAFO.

***Please note, respondents are discouraged from submitting inflated pricing in their original response in anticipation of price negotiation and the use of a BAFO process. The BAFO process may or may not be used, or may be used on a case-by-case basis to negotiate services, deliverables, pricing terms conditions, etc. with individual respondents. Placing inflated pricing in your original response may produce a low scoring result, which prevents your proposal from reaching the negotiation stage of the evaluation process.***

The City Manager, or the Mayor and Council will make the final decision of award based on the recommendations of the Review Committee(s), and endorsement of any other governmental bodies if necessary.

## 8.7 Compensation

The City will only compensate Contractor in the form of either one (1) lump sum payment upon completion and acceptance of all work, or monthly progress payments for work completed.

***Note: In any event, compensation shall not exceed the fixed, firm lump sum price proposed within Contractor's offer.***

***Note: The City reserves the right to develop an evaluation formula for pricing after receipt of proposals, and reserves the right to give preferential price scoring to offers containing lump sum payment upon completion and acceptance of all work.***

## **8.8 Invoicing and Payment**

The Contractor shall submit invoices, in duplicate, which shall include a detailed breakdown of all charges for that monthly period including employee names, date of services, itemized cost (hours and hourly rates), earned value chart (where applicable) and estimated percent completion for service.

Invoices shall be based upon completion of tasks and deliverables and shall reference a City Purchase Order number. All such invoices will be paid promptly by the City of Rockville unless any items thereon are disputed in which event payment will be withheld pending verification of the amount claimed and the validity of the claim. The firm shall provide complete cooperation during any such investigation. All invoices shall be forwarded to the following addresses:

City of Rockville  
Department of Information Technology  
City Hall  
111 Maryland Avenue  
Rockville, MD 20850

Individual contractors shall provide their social security numbers, and proprietorships, partnerships, and corporations shall provide their federal employer identification number on the pricing form.

## **8.9 Payments to Subcontractors**

Within seven days after receipt of amounts paid by the City of Rockville for work performed by a subcontractor under this contract, the Contractor shall either:

Pay the Subcontractor for the proportionate share of the total payment received from the City of Rockville attributable to the work performed by the Subcontractor under this contract; or  
Notify the City of Rockville and Subcontractor, in writing, of his/her intention to withhold all or a part of the Subcontractor's payment and the reason for non-payment.

## **8.10 Contract Administrator**

Contact information for the contract administrator will be provided upon award.

## **8.11 City Responsibilities**

The City will provide copies of any readily available information, which it deems as helpful to the Contractor, however the City does not warrant the accuracy of any documents and/or information.

## **8.12 Additional Compliance**

All services shall be performed in compliance with industry standards has determined by the City of Rockville, and all federal, state, and local laws, ordinances, and regulations.

## **8.13 Ownership of Documents**

Any and all deliverables, including but not limited to reports, specifications, blueprints, plans, negatives, electronic files, and documents, as well as, any other documents prepared by the Contractor in the performance of its obligations under the resulting contract shall be the exclusive property of City of Rockville. The Contractor shall not use, willingly allow, or cause such materials to be used for any purpose other than performance of all Contractors' obligations under the resulting contract without the prior written consent of City of Rockville. Documents and materials developed by the Contractor under the resulting contract shall be the property of City of Rockville; however, the Contractor may retain file copies, which cannot be used without prior written consent of the City. The City of Rockville agrees that the Contractor shall not be liable for any damage, loss, or injury resulting from the future use of the provided documents for other than the project specified, when the Contractor is not the firm of record.

## **8.14 Contract Exclusion and Affirmation**

Signing the Letter of Interest and Execution of Offer with a false statement is a material breach of contract and shall void the submitted proposal or any resulting contracts, and the Contractor may be removed from all proposal lists. By signing this proposal, the offeror/contractor hereby certifies that:

- The Contractor shall not engage in providing consulting or other services to any private entity regarding any property within any project area during the term of the project. This requirement is intended to avoid the appearance of any conflict of interest that may arise.
- The Contractor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted proposal.
- The firm, corporation, partnership, or institution represented by the Contractor, or anyone acting for such firm, corporation or institution has violated the antitrust laws, nor communicated directly or indirectly the proposal made to any competitor or any other person engaged in such line of business.
- The Contractor has not received compensation for participation in the preparation of the specifications for this Request for Proposal.

## **8.15 Public Information Requests**

Information, documentation, and other materials submitted under this proposal may be subject to public disclosure under various open records acts. Offeror is hereby notified that the City of Rockville strictly adheres to these open records requirements and the interpretations thereof rendered by presiding courts and tribunals. Offeror shall be deemed to have knowledge of these laws and how to protect the legitimate interests of the contractor.

### **8.16 Cost Reduction/Savings**

It is the City's intent that this request for proposal encourages maximum competition. Offerors are requested to identify in their proposal alternative approaches or methodologies, which if adopted, would reduce project costs, and generate additional cost savings. Offerors also should identify any aspect of the specifications that contribute unnecessarily to increased project cost.

### **8.17 Compliance with Contract**

The City Of Rockville will decide all questions, which may arise as to the quality, or acceptability of work performed, the manner of performance and the rate of progress of the work, the interpretation of the Requirements, Request for Proposal, Contractors Proposal, and Contract, as well as, acceptable fulfillment of the contract on the part of the Contractor.

### **8.18 Proof of Compliance with Laws**

When required, the Contractor shall furnish the City Of Rockville with satisfactory proof of its compliance with any and all Federal, State and Local laws, statutes, ordinances, rules, and regulations, as well as, any and all orders and decrees of any court or administrative bodies or tribunals in any matter affecting the performance of this contract.

### **8.19 Abandonment, Dissolution and Restructuring**

A Contractor who abandons or defaults the work on this contract and causes this contract to be re-bid will not be considered in future bids for the same type of work unless the scope of the work is significantly changed. Written notification of changes to company name, address, telephone number, etc. shall be provided to the City Of Rockville as soon as possible but not later than thirty (30) days from date of change.

### **8.20 Independent Vendor Status**

Contractor agrees that Contractor and Contractor's employees and agents have no employer-employee relationship with the City of Rockville. The City shall not be responsible for the Federal Insurance Contribution Act (FICA) payments, federal or state unemployment taxes, income tax withholding, Workers Compensation Insurance payments, or any other insurance payments, nor will the City furnish any medical or retirement benefits or any paid vacation or sick leave.

### **8.21 Right to Audit**

At any time during the term of any subsequent agreement and for a period of four (4) years thereafter the City of Rockville or duly authorized audit representative of the City, at its expense and at reasonable times, reserves the right to incrementally audit Contractor's records. In the event, such an audit by the City reveals any errors/overpayments by the City, Contractor shall refund the City the full amount of such overpayments within thirty (30) days of such audit findings, or the City at its option, reserves the right to deduct such amounts owing the City from any payments due Contractor.

## **8.22 Non-disclosure**

Contractor and the City of Rockville acknowledge that they or their employees may, in the performance of any subsequent agreement come into the possession of proprietary or confidential information owned by or in the possession of the other. Neither party shall use any such information for its own benefit or make such information available to any person, firm, corporation, or other organizations, whether or not directly or indirectly affiliated with Contractor or the City unless required by law.

## **8.23 Publicity**

Contractor agrees that it shall not publicize any subsequent agreement or disclose, confirm or deny any details thereof to third parties or use any photographs or video recordings of the City of Rockville's name in connection with any sales promotion or publicity event without the prior express written approval of the City.

## **8.24 Severability**

If one or more provisions of any subsequent agreement, or the application of any provision to any party or circumstance, is held invalid, unenforceable, or illegal in any respect, the remainder of the agreement and the application of the provision to other parties or circumstances shall remain valid and in full force and effect.

## **8.25 Non-waiver of Defaults**

Any failure of the City of Rockville at any time, to enforce or require the strict keeping and performance of any of the terms and conditions of any subsequent agreement shall not constitute a waiver of such terms, conditions, or rights, and shall not affect or impair same, or the right of the City at any time to avail itself of same.

## **8.26 Other Sources of Supply**

The City of Rockville reserves the right to purchase similar or augmentation services from other sources of supply.

## **8.27 Renewal**

Any subsequent agreement may be renewed for five (5) additional years, one (1) year at a time with all terms, and conditions remaining the same.

Unit prices and hourly rates are to be firm through June 30, 2024, and any discount structures shall remain firm throughout the life of any subsequent agreement. A request for a price or hourly rate adjustment is subject to approval or rejection by the City. A request for a price or hourly rate adjustment from a contract will not be approved unless the contractor submits to the City sufficient justification to support the Contractor's request. A request for price adjustment may not be approved which exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve (12) month period immediately prior to the date of the request.



The request shall be based upon the CPI for all urban consumers issued for the Washington, D.C. Metropolitan Area by the United States Department of Labor, Bureau of Labor Statistics for the specific commodity or service group being provided by the Contractor under any subsequent agreement as listed. The request for the increase must be accompanied with supporting documentation justifying the requested price or hourly rate adjustment. A price or hourly rate adjustment may only be approved prospectively by a written contract amendment executed by the City. The price or hourly rate increase, if approved, shall be effective sixty (60) days from the date of receipt of the contractor's request.

## **8.28 Cancellation**

Upon award, any order is subject to cancellation, without penalty either in whole or in part, if funds are not appropriated. The City reserves the right to immediate cancellation due to non-performance. The City reserves the right to cancellation for convenience with thirty (30) days written notice.

## **8.29 Additional General Terms and Conditions**

- The City of Rockville and the Contractor are referred to throughout this document. The Contractor is the individual, firm, corporation or any combination thereof with which any subsequent contract is made by the City of Rockville.
- The offeror shall carefully examine the requirements and secure from the City of Rockville additional information, if necessary, that may be requisite to a clear and full understanding of the need.
- The Contractor shall agree to ensure the continuity of the designated primary Project Manager assigned to perform the service. Contractor represents and warrants that the primary Project Manager is available for the entirety of the program and shall remain available throughout the term of the contract. Contractor represents and warrants that Contractor shall not remove or replace the primary Project Manager and Contractor agrees that Contractor's removal or replacement of the primary Project Manager may be grounds for termination of the contract. The City of Rockville recognizes, however, that events beyond the control of Contractor, such as death, physical or mental incapacity, long-term illness, or the termination of employment of the primary Project Manager, may require the Contractor to propose a replacement of another employee of the Contractor. In the event that such a replacement is necessary, Contractor agrees that the replacement person shall have equal or better qualifications at no additional cost to the City of Rockville. No replacement person shall begin work on the program without the prior written consent of the City of Rockville.
- The Contractor shall ensure the designated Project Manager has the management and technical expertise to perform the required services of the program.
- The Contractor shall ensure that the Project Manager and staff are sufficiently skilled and knowledgeable to effectively and efficiently utilize general office and electronic communication technology.
- Contractor shall have access to the Internet, established electronic mail, and required equipment necessary to communicate with the City of Rockville, program participants

and its customers. This technology shall be available to the Project Manager to communicate with all necessary parties through the term of this contract. It is expected that the Project Manager utilize technology to communicate while traveling, as well as, administrating this contract. The Contractor shall have the ability to transmit all documentation required by the City of Rockville electronically.

- It is the intent of the City of Rockville to purchase goods, equipment, and services having the least adverse environmental impact, within the constraints of statutory Procurement requirements, departmental needs, availability, and sound economic considerations. Suggested changes and environmental enhancements to this document's requirements for possible consideration and/or inclusion in future like requirements are encouraged.
- The terms and conditions found in the Appendices shall apply to any and all aspects of this work. In the event any terms and/or conditions are found to be conflicting within the entire Request for Proposal document, the City of Rockville shall determine, which terms and/or conditions apply on a case-by-case basis.
- Any and all third party (sub) contractors utilized shall adhere to and meet the requirements of the **General Conditions and Instructions to Bidders**. Additionally, upon request by City staff, third party (sub) contractors are to provide Certificates of Insurance, which meet the City's minimum requirements.
- The Contractor agrees to perform work as may be necessary to correct errors, defects, and omissions in the services required under any subsequent agreement without undue delays and without cost to the City. The acceptance of the work set forth herein by the City shall not relieve the Contractor of the responsibility of subsequent correction of such errors.
- Contractor's personnel shall be respectful and cautious of City of Rockville employees work areas and personal property, as well as, courteous to City of Rockville employees and the general public when working in areas where these individuals are present. The City of Rockville will determine the definitions of respectful, cautious, and courteous.
- The City reserves the right to retain all proposals submitted and to use any ideas therein regardless of whether that proposal is selected.
- References throughout this document to the City of Rockville, Mayor and Council, and/or City staff may at times be used synonymously. In the event of any questions or dispute, the City of Rockville reserves the right to solely determine whether or not any of the aforementioned terms were used synonymously within this document, and/or any subsequent contract.
- References throughout this document to bidders, companies, contractors, firm, offerors, respondents, consultant, etc. may at times be used synonymously. In the event of any questions or dispute, the City of Rockville reserves the right to solely determine whether or not any of the aforementioned terms were used synonymously within this document, and/or any subsequent contract.



**CITY OF ROCKVILLE**



**CITY OF ROCKVILLE  
EXECUTION OF OFFER FORM  
REQUEST FOR PROPOSAL 8-19  
ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE, IMPLEMENTATION, AND INTEGRATION SUPPORT  
SERVICES**

THIS FORM MUST BE COMPLETED, SIGNED AND RETURNED WITH YOUR PROPOSAL. CONTRACTOR AGREES TO PERFORM ALL WORK AS SET FORTH IN THIS REQUEST FOR PROPOSAL, AND IN ACCORDANCE WITH THE TERMS AND CONDITIONS AT THE PRICES QUOTED ON THIS FORM.

(ATTACHMENT A, along with a PRICING CHART should be included)

**OPTIONAL MASTER AGREEMENT**

All proposers are encouraged to also submit hourly rates for all titles and positions for all services their firm provides, where all materials shall be provided at cost. The rates provided may be extended to the City and all members of the Metropolitan Washington Council of Governments (MWCOC), selected by the proposer using the form found on the very last page of this RFP, for up to five (5) additional years, to be used on an as needed basis, if mutually agreeable to both parties. Please note, this statement makes no commitment to buy additional services, other than those needed to complete Item 1 (Above), and the City reserves the right to utilize other sources, at any time, during any agreed upon extension for like services.

**COMPENSATION FORMAT**

Confirm which compensation format is offered as set forth in Section XX:

Lump Sum \_\_\_\_\_ Progress Payments \_\_\_\_\_

**DELIVERY**

The Contractor shall begin work within six (6) months after receipt of a Purchase Order. Start date and work schedule must be approved by the City Executive Sponsor. All work associated with specific task shall be completed within agreed upon timelines, once the work begins, which ensures that the project is completed by June 30, 2022. The initial contract term shall run through June 30, 2022 with the option to renew for five (5) additional one (1) year periods, one (1) year at a time.

Yes \_\_\_\_\_

No \_\_\_\_\_

**LIST OF SUBCONTRACTORS OR SUPPLIERS**

Identify the names of all Subcontractors/Suppliers who will be providing services under this contract and the type of work being subcontracted.

(A) \_\_\_\_\_

(B) \_\_\_\_\_

(C) \_\_\_\_\_

(D) \_\_\_\_\_

(E) \_\_\_\_\_

(F) \_\_\_\_\_

(G) \_\_\_\_\_

**EXCEPTIONS**

All exceptions taken to the Request for Proposal must be clearly indicated in the space provided below. Unless noted as an exception, the Contractor will be held responsible for providing each component or standard called for.

The City Manager for the City of Rockville, Maryland retains the exclusive right to approve or reject any exception taken to the specifications contained in this Request for Proposal. It is hereby agreed that if this Request for Proposal is rejected due to an exception taken to a requirement by the offeror, the rejection taken will be final and no further action may be taken.

Do you claim an exception to any portion of this Request for Proposal?

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**ADDENDA**

Acknowledgment is hereby made of the following Addenda, if any, (identified by number) received since issuance of this bid:

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**CITY OF ROCKVILLE  
MARYLAND**

**GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS**

NON-CONSTRUCTION – 1/2017

1. **TERMS AND CONDITIONS** The terms and conditions of this document govern in event of conflict with any terms of the bidder's proposal, and are not subject to change by reasons of written or verbal statement by the contractor unless accepted in writing. Words and abbreviations which have well known technical or trade meanings are used in accordance with such meanings.
2. **SUBMISSION OF BID** Unless otherwise specified in the solicitation, all bids are to be submitted in a sealed envelope to the Purchasing Office, 111 Maryland Avenue, Rockville, MD 20850. The envelope shall be clearly marked with the invitation for bid number. Unless otherwise specified, the following forms must be submitted:
  - Bid proposal page(s) in duplicate
  - Non-collusion/non-conviction affidavit
  - References, if requested
  - Other forms as requested in the document.

The bid proposal form must be typed or written in ink. Conditional bids and bids containing escalator clauses will not be accepted. All bids must be regular in every respect and no interlineation, exclusions, or special conditions shall be made or included. Bids must contain an original signature, in the space provided, of an individual authorized to bind the bidder.

3. **LATE BIDS** It is the bidder's responsibility to assure delivery of the bid at the proper time to the designated location. Bids delivered to any other office or location will not be considered.
4. **ADDENDUM** In the event that any addenda to this solicitation is issued, all solicitation terms and conditions will remain in effect unless they are specifically changed in the addendum. It is the responsibility of the bidder to make inquiry as to addenda issued. Oral answers to questions relative to interpretation of specifications will not be binding on the City. Such addendums, if issued, will posted at: <http://rockvillemd.gov/Bids.aspx>

Please note, that it is the bidder's responsibility to check this site frequently for Addendums, which may impact pricing, this document's requirements, terms and/or conditions. Failure to acknowledge an addendum on the bid proposal form or to sign and return an Addendum with your response may result in disqualification of proposal.

5. **BID OPENING** All bids received in response to an Invitation for Bid will be opened at the date, time and place specified and publicly read. A tabulation of bids received are posted on the City's website:  
<http://rockvillemd.gov/Bids.aspx?CatID=17&txtSort=Category&showAllBids=on&Status=>
6. **ACCEPTANCE OF BIDS** Unless otherwise specified, the City will accept or reject any or all bids or any or all items within ninety (90) days after the date of bid opening, unless extended by mutual consent of all parties.
7. **BID WITHDRAWAL** Bids may be withdrawn or modified under the following circumstances:
  - a. Where a mistake is discovered before the bid opening, the bid may be modified or withdrawn by written or electronic notice received by the Purchasing Agent prior to the time set for bid opening.
  - b. Where a mistake is discovered after the bid opening but prior to contract award, a bid: 1) may be corrected where the error is made and the intended bid price can be determined solely from the bid documents submitted, and the Purchasing Agent determines that the mistake was inadvertent and bona fide;



- May be withdrawn where the bid was submitted in good faith and the bid price is substantially lower than the other bids due solely to a clerical mistake therein as opposed to a judgment mistake and the mistake was due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of a bid, which unintentional arithmetic error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid.
- c. No bid may be withdrawn or award canceled when the result would be prejudicial to the interests of the City or fair competition.
  - d. No bidder who is permitted to withdraw a bid shall, for compensation, supply any material or labor to or perform any subcontract or other work agreement for the person or business to whom the contract is awarded, or otherwise benefit, directly or indirectly, from the performance of the project for which the withdrawn bid was submitted.
  - e. If a bid is withdrawn or award canceled under the authority of this section, the lowest remaining bid shall be deemed to be the low bid.
  - f. Nothing herein shall prevent the City from rejecting all bids if deemed to be in the interest of the City or fair competition.
8. **BIDDER INTEREST IN MORE THAN ONE BID** Multiple bids received in response to a single solicitation from an individual, firm, partnership, corporation, affiliate, or association under the same or different names will be rejected. Reasonable grounds for believing that a bidder is interested in more than one bid for a solicitation both as a bidder and as a subcontractor for another bidder, will result in rejection of all bids in which the bidder is interested. However, a firm acting only as a subcontractor may be included as a subcontractor for two or more bidders submitting a bid for the work. Any or all bids may be rejected if reasonable grounds exist for believing that collusion exists among any bidders. Bidders rejected under the above provisions shall be disqualified if they respond to a re-solicitation for the same work.
9. **PRICES** Bids must be submitted on a firm, fixed price, F.O.B. Destination basis only unless otherwise specified herein.
10. **ERRORS IN BIDS** When an error is made in extending total prices, the unit price will govern. Erasures in bids must be initialed by the bidder.
11. **TAX EXEMPTION** The City is exempt from the payment of any federal excise or any Maryland sales tax.
12. **SPECIFICATIONS** Bidders are expected to be thoroughly familiar with all bid documents, including all addenda. No consideration will be granted for any alleged misunderstanding of the intent of the contract documents. In the process of assembling and binding the bid documents individual pages or drawings may have been inadvertently omitted. Each bidder shall carefully and thoroughly examine these bid documents for completeness. No claim of any bidder will be allowed on the basis that bid documents are incomplete.
13. **BID AWARD** Award will be made to lowest responsive and responsible bidder complying with all provisions of the Invitation for Bid, provided the price is reasonable and in the best interest of the City to accept. The City reserves the right to award by individual commodities/services, group, all or none or any combination thereof. When a group is specified, all items in the group must be bid.

In determining the responsibility of a bidder, the following criteria will be considered:

- a. The ability, capacity and skill of the bidder to perform the contract or provide the services required;
  - b. Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;
  - c. The character, integrity, reliability, reputation, judgment, experience and efficiency of the bidder;
  - d. The quality of performance on previous contracts or services;
  - e. The previous and existing compliance by the bidder with laws and ordinance relating to the contract or service;
  - f. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service;
  - g. The quality, availability and adaptability of the goods or services to the particular use required;
  - h. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract;
  - i. Whether the bidder is in arrears to the City or a debt or contract or is in default on a surety to the City;
  - j. Such other information as may be secured by the City having a bearing on the decision to award the contract.
14. **MULTI-YEAR BIDS** Multi-year contracts may be continued each fiscal year only after funding appropriations have been granted. In the event necessary funding appropriation is not granted, the multi-year contract shall be null and void, effective July 1st of the affected year. Should the vendor decline the City's right to exercise any option period, the City may consider the vendor in default, which may affect that vendor's eligibility for future contracts.

15. **BIDDER'S PAYMENT TERMS** The City will reject as non-responsive a bid under this solicitation, which is conditioned on payment of proper invoices in less than thirty (30) days. However, this does not preclude a bidder from offering a prompt payment discount for payment of proper invoices in less than thirty (30) days.
16. **INTERPRETATION** Any questions concerning terms, conditions and definitions of the contract and bidding regulations shall be directed in writing to the Purchasing Agent. The submission of a bid shall be prima facie evidence that the bidder thoroughly understands the terms of the contract documents. The Contractor shall take no advantage of any error or omission in these contract documents.
17. **BRAND NAME OR EQUAL** Identification of an item by manufacturer's name, trade or brand name, or catalog number is for information and establishment of a quality level desired and is not intended to restrict competition. Bidders may offer any brand which meets or exceeds the specification, unless 'brand name only' is specified. Bids on other makes and/or models will be considered provided the bidder clearly states on the proposal what is being proposed and forwards with the bid complete descriptive literature indicating how the characteristics of the article being offered will meet the specifications. The City reserves the right to accept or reject items offered as an equal.
18. **EXECUTION OF AGREEMENT** Subsequent to award and within fifteen (15) calendar days after the prescribed forms are presented to the Contractor, the Contractor shall execute and deliver to the City the required Agreement and other forms as requested. Failure of the successful bidder to execute the Agreement and supply other required forms within fifteen (15) calendar days shall constitute a default. The City may either award the contract to the next low responsive and responsible bidder or re-advertise the bids, and may charge against the original bidder the difference between the amount of the bid and the amount for which a contract for the work is subsequently executed. If a more favorable bid is received by a re-advertising, the defaulting bidder shall have no claim against the City for a refund.
19. **PLACING OF ORDERS** Orders against contracts will be placed with the Contractor on a Purchase Order (or Procurement Card – currently Mastercard) executed by the Purchasing Agent or designee. Where Master Agreements have been released by the City, orders may be placed directly with the Contractor by authorized personnel in the ordering Department(s). Issuance of all purchase orders will be contingent upon appropriation of funds by the Mayor and Council and encumbrance of such funds after July 1 of each year, as provided by the City Code.
20. **MATERIALS** All materials shall be new and free from defects. They shall be standard products of current manufacture. Unless otherwise noted in the contract documents, the Contractor shall abide by specific manufacturer instructions and recommendations on installation and operation.
21. **DELIVERY** Time is of the essence. All shipments shall be accompanied by Packing Slips or Delivery Tickets and shall contain the following information: 1) the Purchase Order number, 2) Name of the Article and Stock Number, 3) Quantity Ordered, 4) Quantity Shipped, 5) Quantity Backordered, and 5) Name of Contractor.
22. **TRAVEL TIME**  
No payment for travel time to or from the job site shall be charged. Charges begin when the Contractor arrives at each job site and end when the Contractor leaves the job site. The Contract Administrator will verify time records.
23. **BILLING** Unless otherwise specified invoices are to be submitted to the "Bill To" address on the Purchase Order immediately upon completion of the shipment or services.
24. **PAYMENT** Payment shall be made after satisfactory performance of the contract/complete delivery in accordance with all of the provisions thereof, and upon receipt of a properly complete invoice. The City reserves the right to withhold any or all payment or portions thereof for Contractor's failure to perform in accordance with the provision of the contract or any modification thereto. The acceptance by the Contractor of the final payment made as aforesaid, shall operate as and be a release to the City and every officer and agent thereof, from all claims by and liabilities to the Contractor for anything done or furnished for or relating to or affecting the work under the contract.
25. **ELECTRONIC PAYMENT OPTION**  
The Vendor ACH Payment Program of the City allows payments to be deposited directly to a designated financial institution account. Funds will be deposited into the account of your choice automatically and on time. All transactions are conducted in a secure environment. The program is totally free as part of the Finance Department's efforts to improve customer services. Program information and registration can be viewed at the following web address: <http://rockvillemd.gov/index.aspx?NID=234>
26. **TRANSFER OF TITLE** The Contractor warrants that title to all work, materials and equipment will pass to the City upon the receipt of payment by the Contractor, free and clear of all liens, claims, interests or encumbrances.

27. **DEFECTIVE MATERIALS/WORKMANSHIP** Defective or unsuitable materials or workmanship shall be rejected and shall be made good by the Contractor. If the work shall be found to be defective or to have been damaged before final acceptance, the Contractor shall make good such defect in a manner satisfactory to the City, without extra compensation even though said defect or injury may have not been due to any act or negligence of the Contractor.
28. **CHANGES IN QUANTITIES/ITEMS** The City reserves the right to add or delete any item(s) from the bid in whole or in part at the City's discretion as given in the Bid or Proposal wherever it deems it advisable or necessary so to do and such changes shall in no way invalidate the contract nor affect the bid prices for any item or remaining work. Unit prices submitted in the bid shall not be increased or decreased regardless of changes in quantity. The City may waive minor differences in specifications in bids provided these differences do not violate the specifications' intent nor materially affect the operation for which the items or services are being purchased.
- The Contractor will be paid for the actual amount of authorized work done or material furnished under any item of the bid at the price bid and stipulated for such item. In case any quantity is increased, the Contractor shall not be entitled to any increased compensation over and above the unit price bid for such item, or any claim for damages on account of loss of anticipated profits should any quantities be decreased. The Contractor shall be responsible for confirming the accuracy of the specified quantities prior to ordering materials or supplies and the City's payment shall be based on the actual quantities incorporated in the work and not the quantities specified in the bid document. The quantities must not exceed the contract specified quantities without specific written authorization of the Purchasing Agent and it is the Contractor's responsibility to obtain said authorization.
29. **DISPUTES** Except as may otherwise be provided by the final agreement, any dispute concerning a question of fact arising under the agreement signed by the City and the Contractor which is not disposed of by the final agreement shall be decided by the City Manager. The Contractor shall be afforded the opportunity to be heard and offer evidence in support of the claim. Pending final decision of the dispute herein, the Contractor shall proceed diligently with performance under the agreement signed by the City and the Contractor. The decision of the City Manager shall be final and conclusive.
30. **EXTRA COSTS** If the Contractor claims that any instructions by the contract documents or otherwise involve extra compensation or extension of time, a written protest must be submitted to the Purchasing Agent within ten (10) calendar days after receipt of such instructions and before proceeding to execute the work, stating in detail the basis for objection. No such claim will be considered unless so made.
31. **LEGAL REQUIREMENTS** All materials, equipment, supplies and services shall conform to applicable Federal, State, County and City laws, statutes, rules and regulations. The Contractor shall observe and comply with all Federal, State, County and City laws, statutes, rules and regulations that affect the work to be done. The provisions of this contract shall be governed by the laws of the State of Maryland.
32. **INDEMNIFICATION OF THE MAYOR AND COUNCIL** The Contractor shall indemnify and save harmless the Mayor and Council from all suits, actions and damages or costs, of every name and description to which the Council may be subjected or put by reason of injury to persons or property as a result of the work, whether caused by negligence or carelessness on the part of the Contractor, or subcontractors or agents thereof.
33. **ETHICS REQUIREMENTS** In accordance with the City's financial disclosure and ethical conduct policy and/or ordinances a prerequisite for payment pursuant to the terms of this contract is that the Contractor may be required to furnish explicit statements, under oath, that the City Manager, and/or any other officer, agent, and/or employee of the City, and any member of the governing body of the City of Rockville or any member or employee of a Commission, Board, or Corporation controlled or appointed by the City Council, Rockville, Maryland has not received or has not been promised directly or indirectly any financial benefit by way of fee, commission, finder's fee, or in any other manner, remuneration arising from directly or indirectly related to this contract, and that upon request by the City Manager, or other authorized agent, as a prerequisite to payment pursuant to the terms of this contract, the Contractor will furnish to the Mayor and Council of the City of Rockville, under oath, answers to any interrogatories to a possible conflict of interest has herein embodied.
34. **TERMINATION FOR CAUSE** The contract may be cancelled or annulled by the City in whole or in part by written notice of default to the Contractor upon nonperformance or violation of contract terms and an award made to next low Bidder, or, articles specified may be purchased on the open market similar to those so terminated. In either event, the defaulting Contractor or his surety shall be liable to the City for costs to the City in excess of the defaulted contract prices.
35. **TERMINATION FOR CONVENIENCE** This Contract may be terminated, in whole or in part, upon written notice to the Contractor when the City determines that such termination is in its best interest. The termination is effective 10 days after the notice is issued, unless a different time is given in the notice. The City is liable only for payment for goods and services delivered and accepted or approved by the City prior to the effective date of the termination.

36. **EMPLOYEES** The Contractor shall employ only competent, skillful persons to do the work, and whenever the Project Manager shall notify the Contractor in writing that any person employed on the work is, in his opinion, incompetent, disobedient, disorderly, discourteous or otherwise unsatisfactory, such person shall be discharged from the work and shall not again be employed for this contract except with the consent of the Project Manager.
37. **LANGUAGE** If applicable, the Contractor shall appoint one or more crewmembers or supervisors to act as liaison with the City and emergency services personnel. All liaisons shall be fluently bilingual in English and the Contractor's employees' language(s), and at least one liaison shall be present at each work site at all times when any of the Contractor's employees or agents are at the site.
38. **SENSITIVE DOCUMENTS** Sensitive documents (either electronic or hardcopy documents dealing with critical facilities or sensitive information) received from the City must be handled consistent with the terms of non-disclosure required for application. Contractor is responsible to restrict use of sensitive documents to project participants only and shall take appropriate measure to prevent distribution of sensitive document to anyone inside or outside of the Contractor's company except Contractor's project participants. After completion of the project, all sensitive documents remaining in the Contractor's possession shall continue to be governed under the terms of non-disclosure and must continue to be stored in a secure manner. After such records are no longer needed for record purposes, the records shall be destroyed or returned to the City. Where services require the Contractor to access the City's electronic information resources and/or its electronic data assets, the Contractor shall adhere to all requirements, terms and conditions of the City's Contractor/Vendor On-Site And Remote Access Confidentiality Agreement, which can be viewed at the following web address: <http://www.rockvillemd.gov/documentcenter/view/74>
39. **DOCUMENTS, MATERIALS AND DATA** All documents materials or data developed as a result of this contract are the City's property. The City has the right to use and reproduce any documents, materials and data, including confidential information, used in the performance of, or developed as a result of this contract. The City may use this information for its own purposes, including reporting to state and federal agencies. The Contractor warrants that it has title to or right to use all documents, materials or data used or developed in connection with this contract. The Contractor must keep confidential all documents, materials and data prepared or developed by the Contractor or supplied by the City.
40. **IMMIGRATION REFORM AND CONTROL ACT** The Contractor awarded a contract pursuant to this bid shall warrant that it does not and shall not hire, recruit or refer for a fee, for employment under the contract, an alien knowing the alien is an unauthorized alien and hire any individual without complying with the requirements of the Immigration Reform and Control Act of 1986 (the Act), including but not limited to any verification and record keeping requirements. The Contractor shall further assure the City that, in accordance with the Act, it does not and will not discriminate against an individual with respect to hiring, or recruitment or referral for a fee, of the individual for employment or the discharging of the individual from employment because of such individual's national origin or in the case of a citizen or intending citizen, because of such individual's citizenship status.
41. **EQUAL EMPLOYMENT OPPORTUNITY** The Contractor will not discriminate against any employee or applicant for employment because of age (in accordance with applicable law), sex, race, ancestry, color, religion, sexual orientation, gender identity or expression, physical or mental handicap, marital status, or political expression. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated fairly and equally during employment with regard to the above. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment, layoff or termination, rates of pay or other form of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- If the Contractor fails to comply with nondiscrimination clauses of this contract or fails to include such contract provisions in all subcontracts, this contract may be declared void AB INITIO, cancelled, terminated or suspended in whole or in part and the Contractor may be declared ineligible for further contracts with the City of Rockville. Any employee, applicant for employment, or prospective employee with information concerning any breach of these requirements may communicate such information to the City Manager who shall commence a prompt investigation of the alleged violation. Pursuant to such investigation, the Contractor will permit access to the Contractor's books, records, and accounts. If the City Manager concludes that the Contractor has failed to comply with nondiscrimination clauses, the remedies set out above may be invoked.
42. **PERMITS AND REGULATIONS** Unless stipulated elsewhere in these specifications, the Contractor shall be responsible for obtaining and paying for all applicable permits. Where signatures of the City are required in connection with the obtaining of such permits, certificates, etc., the Contractor shall prepare the proper paperwork and present it to the City for signature. City of Rockville Permit fees shall be waived. If the Contractor ascertains at any time that any requirement of this contract is at variance with applicable laws, ordinances, regulations and/or building codes, notification to the Project Manager shall be made immediately and any necessary adjustment to the contract shall be made. Without proper notice to the Project Manager, the Contractor shall bear all costs arising from the performance of work the Contractor knows to be contrary to such laws, ordinances, etc.
43. **SERVICE OF NOTICES** The mailing a written communication, notice or order, addressed to the Contractor at the business address filed with the City, or to his office at the site of the work shall be considered as sufficient service upon the Contractor of such

communication, notice or order; and the date of said service shall be the date of such mailing. Written notice shall also be deemed to have been duly served if delivered in person to the individual or member of the firm or to any officer of the corporation for whom it was intended if delivered or sent by registered or certified mail to the last known address.

44. **PATENT RIGHTS** Whenever any article, materials, equipment, process, composition, means, or things called for by these specifications is covered by letters of patent, the successful bidder must secure, before using or employing such article, material etc., the assent in writing of the Owner or Licensee of such Letters of Patent and file the same with the City.

The said assent is to cover not only the use, employment, and incorporation of said article, material, equipment, process, composition, combination, means, or thing in the construction and completion of the work but also the permanent use of said article, material, etc., thereafter by or on behalf of the City, in the operation and maintenance of the project for the purposes for which it is intended or adapted. The Contractor shall be responsible for any claims made against the City, its agents and employees or any actual or alleged infringement of patents by the use of any such patented articles, etc., in the construction and completion of the work, and shall save harmless and indemnify the City, its agents and employees from all costs, expenses, and damages, including Solicitor's and Attorney's fees which the City may be obligated to pay by reason of any actual or alleged infringement of patents used in the construction and completion of the work herein specified.

45. **ABANDONMENT OF OR DELAY IN WORK** If the work under the contract shall be abandoned by the Contractor, or if at any time the City shall be of the opinion and shall so certify, in writing, to the Contractor, that the performance of the contract is unnecessarily or unreasonably delayed, or that the Contractor has violated any of the provisions of the contract or is executing the same in bad faith or if the work is not fully completed within the time specified for its completion, together with such extension of time as may have been granted, the City by written notice, may order the Contractor to discontinue all work there under, or any part thereof, within the number of days specified on such notice. At the expiration of said time the Contractor shall discontinue the work, or such part thereof, and the City shall have the power, by contract, or otherwise, to complete said work and deduct the entire cost thereof from any monies due or to become due the Contractor under the contract. For such completion of work the City may, for itself or its Contractor, take possession of and use or cause to be used any or all materials, tools, and equipment found on the site of said work. When any part of the contract is being carried on by the City, as herein provided, the Contractor shall continue the remainder of the work in conformity with the terms of the contract and in such manner as not to interfere with the City's workmen.
46. **SUBLETTING OR ASSIGNING OF CONTRACT** The City and the Contractor each bind themselves, their partners, successors, assigns and legal representatives of such other parties in respect to all covenants, agreements, and obligations contained in the contract documents. Neither party to the contract shall sublet, sell, transfer, assign or otherwise dispose of the contract or any portion thereof, or of the work provided for therein, or of his right, title or interest therein to any person, firm or corporation without the written consent of the other party, nor shall the Contractor assign any monies due or to become due hereunder without the previous written consent of the City.
47. **SUBCONTRACTING** When allowed, bidders who intend to subcontract any portion of the work including delivery, installation or maintenance will submit to the City prior to the start of work: 1) a description of the items to be subcontracted, 2) all subcontractor names, addresses and telephone numbers and 3) the nature and extent of the work utilized during the life of the contract. This does not relieve the contractor from the prime responsibility of full and complete performance under the contract. There shall be no contractual relationship between the City and any subcontractor.
48. **NO WAIVER OF CONTRACT** Neither the acceptance by the City nor any order, measurement, certificate or payment of money, of the whole or any part of the work, nor any extension of time nor possession taken by the City shall operate as a waiver of any portion of the contract, or any right to damage therein provided. The failure of the City to strictly enforce any provision of this contract shall not be a waiver of any subsequent breach of the same or different nature.
49. **MEASUREMENT OF WORK AND MATERIAL** The work and material to be paid for will be measured and determined by the City according to the specifications and drawings. No allowance will be made for any excess above the quantities required by the specifications and drawings on any part of the work, except where such excess material has been supplied or work done by order of the City and in the absence of default or negligence on the part the Contractor. Should the dimensions of any part of the work or of the materials be less than those required by the drawings or the directions of the City, only the actual quantities placed will be allowed in measurement.
50. **CONTINGENT ITEMS & QUANTITIES** Items and quantities identified as being contingent are provided in the contract for use when and as directed by the City. These items are established for the purpose of obtaining a bid price. The quantities for these contingent items may be increased or decreased without any adjustment to the contract unit price bid or the contingent items may be deleted entirely from the contract by the City. The Contractor shall submit no claim against the City for any adjustment to the contract unit price bid, should the contingent items be increased, decreased or eliminated entirely. Payment for any contingent items used will be made on the basis of the quantities as actually measured and as specified in the Specifications.

51. **GUARANTEE PERIOD** The Contractor shall warrant and guarantee the work required under this contract for a period of twelve (12) months from the date of Final Acceptance. The Contractor warrants and guarantees to the City, that materials and equipment furnished under the contract shall be of good quality and new unless otherwise required or permitted by the contract documents, that all work will be in accordance with the contract documents, and that all work will be of good quality, free from faults and defects. Work not conforming to these requirements, including substitutions not properly approved and authorized, may be considered defective. If required by the City, the Contractor shall furnish satisfactory evidence as to the kind and quality of materials and equipment.

The Contractor's obligation to perform and complete the work in a workmanlike manner, free from faults and defects and in accordance with the contract documents shall be absolute. The Contractor shall remedy, at his own expense, and without additional cost to the City, all defects arising from either workmanship or materials, as determined by the City, or City's representative. The obligations of the Contractor under this Paragraph shall not include normal wear and tear under normal usage.

If the Contractor does not, within ten (10) days after notification from the City, signify his intention in writing or inaction to correct work, as described above, then the City may proceed with the work and charge the cost thereof to the account of the contract as herein before provided.

Warranty documents shall be furnished by the Contractor and shall be delivered to the City before final payment is made.

## INSURANCE REQUIREMENTS REV2 (09/08)

Prior to the execution of the contract by the City, the Contractor must obtain at their own cost and expense and keep in force and effect during the term of the contract including all extensions, the following insurance with an insurance company/companies licensed to do business in the State of Maryland evidenced by a certificate of insurance and/or copies of the insurance policies. The Contractor's insurance shall be primary.

The Contractor must submit to the Purchasing Division, 111 Maryland Avenue, Rockville, MD 20850 a certificate of insurance prior to the start of any work. In no event may the insurance coverage be less than shown below.

Unless otherwise described in this contract the successful contractor and subcontractors will be required to maintain for the life of the contract and to furnish the City evidence of insurance as follows:

### MANDATORY REQUIREMENTS FOR INSURANCE

Contractor's insurance coverage shall be primary insurance as respects the City, its elected and appointed officials, officers, consultants, agents and employees and any insurance or self-insurance maintained by the City, shall be excess of the Contractor's insurance and shall not be called upon to contribute with it.

Type of Insurance	Amounts of Insurance	Endorsements and Provisions
<b>1. Workers' Compensation</b> <b>2. Employers' Liability</b>	Bodily Injury by Accident: \$100,000 each accident  Bodily Injury by Disease: \$500,000 policy limits  Bodily Injury by Disease: \$100,000 each employee	Waiver of Subrogation: <i>WC 00 03 13 Waiver of Our Rights to Recover From Others Endorsement – signed and dated.</i>
<b>3. Commercial General Liability</b>  a. Bodily Injury b. Property Damage c. Contractual Liability d. Premise/Operations e. Independent Contractors f. Products/Completed Operations g. Personal Injury	Each Occurrence: \$1,000,000	City to be listed as additional insured and provided 30 day notice of cancellation or material change in coverage.  <b>CG 20 37 07 04 and CG 20 10 07 04 forms to be both signed and dated.</b>
<b>4. Automobile Liability</b>  a. All Owned Autos b. Hired Autos c. Non-Owned Autos	Combined Single Limit for Bodily Injury and Property Damage - (each accident): \$1,000,000	City to be listed as additional insured and provided 30 day notice of cancellation or material change in coverage.  <b>8.29.1 Form CA20 48 02 99 form to be both signed and dated.</b>
<b>5. Excess/Umbrella Liability</b>	Each Occurrence/Aggregate: \$1,000,000	City to be listed as additional insured and provided 30 day notice of cancellation or material change in coverage.
<b>6. Professional Liability (if applicable)</b>	Each Occurrence/Aggregate: \$1,000,000	

Alternative and/or additional insurance requirements, when outlined under the special provisions of this contract, shall take precedence over the above requirements in part or in full as described therein.

**8.29.1.1 POLICY CANCELLATION**

No change, cancellation or non-renewed shall be made in any insurance coverage without a thirty (30) day written notice to the City Purchasing Division. The Contractor shall furnish a new certificate prior to any change or cancellation date. The failure of the Contractor to deliver a new and valid certificate will result in suspension of all payments and cessation of on-site work activities until a new certificate is furnished.

**ADDITIONAL INSURED**

The Mayor and Council of Rockville, which includes its elected and appointed officials, officers, consultants, agents and employees must be named as an additional insured on the Contractor's Commercial and Excess/Umbrella Insurance for liability arising out of contractor's products, goods, and services provided under this contract. Additionally, The Mayor and Council of Rockville must be named as additional insured on the Contractor's Automobile and General Liability Policies. Endorsements reflecting the Mayor and Council of Rockville as an additional insured are required to be submitted with the insurance certificate.

**SUBCONTRACTORS**

All subcontractors shall meet the requirements of this Section before commencing work. In addition, Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

**CERTIFICATE HOLDER**

The Mayor and Council of Rockville  
(Contract #, title)  
City Hall  
111 Maryland Avenue  
Rockville, MD 20850



## A F F I D A V I T

I hereby affirm that:

I am the \_\_\_\_\_ and the duly authorized representative of the firm of \_\_\_\_\_  
whose address is \_\_\_\_\_

and that I possess the legal authority to make this affidavit on behalf of myself and the firm for which I am acting.

I further affirm:

### AFFIDAVIT OF QUALIFICATION TO CONTRACT WITH A PUBLIC BODY

1. Except as described in Paragraph 2 below, neither I nor the above firm nor, to the best of my knowledge, any of its controlling stockholders, officers, directors, or partners, performing contracts with any public body (the State or any unit thereof, or any local governmental entity in the state, including any bi-county or multi-county entity), has:

A. been convicted under the laws of the State of Maryland, any other state, or the United States of any of the following:

- (1) bribery, attempted bribery, or conspiracy to bribe.
- (2) a criminal offense incident to obtaining, attempting to obtain, or performing a public or private contract.
- (3) fraud, embezzlement, theft, forgery, falsification or destruction of records, or receiving stolen property.
- (4) a criminal violation of an anti-trust statute.
- (5) a violation of the Racketeer Influenced and Corrupt Organization act, or the Mail Fraud Act, for acts in connection with the submission of bids or proposals for a public or private contract.
- (6) a violation of Section 14-308 of the State Finance and Procurement Article of the Annotated Code of Maryland.
- (7) conspiracy to commit any of the foregoing.

B. pled nolo contendere to, or received probation before verdict for, a charge of any offense set forth in subsection A of this paragraph.

C. been found civilly liable under an anti-trust statute of the State of Maryland, another state, or the United States for acts or omissions in connection with the submission of bids or proposals for a public or private contract.

D. during the course of an official investigation or other proceeding, admitted, in writing or under oath, an act or omission that would constitute grounds for conviction or liability under any law or statute described in subsection A or C of this paragraph.

2. [State "none," or as appropriate, list any conviction, plea or admission as described in Paragraph 1 above, with the date, court, official or administrative body, the individuals involved and their position with the firm, and the sentence or disposition, if any]. \_\_\_\_\_

3. I further affirm that neither I nor the above firm shall knowingly enter into a contract with the Mayor and Council of Rockville under which a person or business debarred or suspended from contracting with a public body under Title 16

of the State Finance and Procurement Article of the Annotated Code of Maryland, will provide, directly or indirectly, supplies, services, architectural services, construction related services, leases of real property, or construction.

I acknowledge that this Affidavit is to be furnished to the Mayor and Council of Rockville and, where appropriate, to the State Board of Public Works and to the Attorney General. I acknowledge that I am executing this Affidavit in compliance with the provisions of Title 16 of the State Finance and Procurement Article of the Annotated Code of Maryland which provides that persons who have engaged in certain prohibited activity may be disqualified, either by operation in law or after a hearing, from entering into contracts with the Mayor and Council of Rockville. I further acknowledge that if the representations set forth in this Affidavit are not true and correct, the Mayor and Council of Rockville may terminate any contract awarded, and take any other appropriate action.

### NON—COLLUSION AFFIDAVIT

1. Am fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;

2. Such bid is genuine and is not a collusive or sham bid

3. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the Contract for which the attached bid has been submitted or to refrain from bidding in connection with Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the Mayor and Council of Rockville, Maryland (Local Public Agency) or any person interested in the proposed Contract; and

4. The price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

**EXECUTION**

**THE OFFEROR IS HEREBY NOTIFIED THAT THIS DOCUMENT SHALL BE SIGNED IN INK IN ORDER FOR THE PROPOSAL TO BE ACCEPTED. BY SIGNING, THE OFFEROR CERTIFIES THAT HE/SHE WILL COMPLY IN EVERY ASPECT WITH THE REQUEST FOR PROPOPAL, ADDENDUMS, PROPOSAL, ANY AND ALL E-MAILS/LETTERS OF CLARIFICATION, BAFO AND CONTRACT.**

The proposal, if submitted by an individual, shall be signed by an individual; if submitted by a partnership, shall be signed by such member or members of the partnership as have authority to bind the partnership; if submitted by a corporation the same shall be signed by the President and attested by the Secretary or an Assistant Secretary. If not signed by the President as aforesaid, there must be attached a copy of that portion of the By-Laws, or a copy of a Board resolution, duly certified by the Secretary, showing the authority of the person so signing on behalf of the corporation. In lieu thereof, the corporation may file such evidence with the Administration, duly certified by the Secretary, together with a list of the names of those officers having authority to execute documents on behalf of the corporation, duly certified by the Secretary, which listing shall remain in full force and effect until such time as the Administration is advised in writing to the contrary. In any case where a proposal is signed by an Attorney in Fact the same must be accompanied by a copy of the appointing document, duly certified.

**IF AN INDIVIDUAL:**

NAME: \_\_\_\_\_

\_\_\_\_\_  
Street and/or P.O. Box

\_\_\_\_\_  
City State Zip Code Fed ID or SSN

\_\_\_\_\_  
Signature (SEAL) Date

\_\_\_\_\_  
Print Signature

WITNESS: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Signature

**IF A PARTNERSHIP:**

NAME OF PARTNERSHIP: \_\_\_\_\_

\_\_\_\_\_  
Street and/or P.O. Box

\_\_\_\_\_  
City State Zip Code Fed ID or SSN

BY: \_\_\_\_\_(SEAL) \_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Signature

TITLE: \_\_\_\_\_ WITNESS: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Signature

**IF A CORPORATION:**

NAME OF CORPORATION: \_\_\_\_\_

\_\_\_\_\_  
Street and/or P.O. Box

\_\_\_\_\_  
City State Zip Code Fed ID or SSN

STATE OF INCORPORATION: \_\_\_\_\_

BY: \_\_\_\_\_(SEAL) \_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Signature

TITLE: \_\_\_\_\_ WITNESS: \_\_\_\_\_  
Secretary's Signature

\_\_\_\_\_  
Print Signature

**REMITTANCE ADDRESS** (if different than above)

<hr/>		
Street and/or P.O. Box		
<hr/>		
City	State	Zip Code

NOTE: Firms must use their FULL LEGAL name. Generally, a corporation’s name must end with a suffix indicating the corporate status of that business (i.e., Inc., Co., Corp., etc.). Individuals or corporations may indicate trade names with the individual or corporate name followed by “t/a” (trading as) or “d/b/a” (doing business as), respectively. Failure to use your FULL LEGAL name may be cause for rejection of the proposal.

**CONTACT FOR ADMINISTRATION**

NAME: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**PAYMENT REMITTANCE ADDRESS**

\_\_\_\_\_

\_\_\_\_\_



## REFERENCES

The Offeror shall be a competent and experienced contractor with an established reputation within the community. The Offeror shall have performed similar work for a minimum period of five (5) years. He shall furnish a representative list of three (5) projects involving work as specified. The Offeror shall have adequate technically qualified personnel employed within his organization to perform all phases of contract requirements. Ability to meet the foregoing experience requirements shall be considered by the City in determining the responsibility of the Offeror. Failure to submit the required information with the Proposal may be cause for rejection of the Request for Proposal.

The City may make such investigation, as it deems necessary to determine the ability of the Offeror to furnish the services and the Offeror shall furnish to the City all such information and data for this purpose as the City may request. The City reserves the right to reject any proposal if the evidence submitted by or investigation of such Offeror fails to satisfy the City that such Offeror is properly qualified to carry out the obligations of the contract and deliver the service herein.

1. Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Contact Email: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
Contract Value: \_\_\_\_\_ Contract Date: \_\_\_\_\_  
Products: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
Go-Live Date: \_\_\_\_\_
2. Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Contact Email: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
Contract Value: \_\_\_\_\_ Contract Date: \_\_\_\_\_  
Products: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
Go-Live Date: \_\_\_\_\_

3. Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Contact Email: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
Contract Value: \_\_\_\_\_ Contract Date: \_\_\_\_\_  
Products: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
Go-Live Date: \_\_\_\_\_
4. Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Contact Email: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
Contract Value: \_\_\_\_\_ Contract Date: \_\_\_\_\_  
Products: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
Go-Live Date: \_\_\_\_\_
5. Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Contact Email: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
Contract Value: \_\_\_\_\_ Contract Date: \_\_\_\_\_  
Products: \_\_\_\_\_  
Services Provided: \_\_\_\_\_  
Go-Live Date: \_\_\_\_\_

## RESPONDENT'S QUESTIONNAIRE

The Respondent recognizes that in selecting a company/agent, The City of Rockville will rely, in part, on the answers provided in response to this Questionnaire. Accordingly, Respondent warrants to the best of its knowledge that all responses are true, correct and complete. The City of Rockville reserves the right to contact each and every reference listed below and shall be free from any liability to respondent for conducting such inquiry.

### Company Profile

1. Number of Years in Business: \_\_\_\_\_

2. **Customers:**

Total Number of existing Live Customers: \_\_\_\_\_

Number of Customers by module:

Module	Total Number of Customers	Number of customers for module By Software Version:
Asset Management		
Permitting		
Licensing & Case Management		
Mobile		
Web Portal		

3. Market Share:

Module	Percentage of Current Market Share	Percentage of Market Share in 2013
Asset Management		
Permitting		
Licensing & Case Management		

4. Type of Operation: Individual\_\_\_\_ Partnership\_\_\_\_ Corporation\_\_\_\_ Government\_\_\_\_

Number of Employees: \_\_\_\_\_(companywide)

Number of Employees: \_\_\_\_\_ (servicing location)

Annual Sales Volume: \_\_\_\_\_(companywide)

Annual Sales Volume: \_\_\_\_\_ (servicing location)

5. State that you will provide a copy of your company's audited financial statements for the past two (2) years, if requested by the City of Rockville.

6. Provide a financial rating of your company and any documentation (such as a Dunn and Bradstreet Analysis), which indicates the financial stability of your company, if requested by the City of Rockville.
7. Is your company currently for sale or involved in any transaction to expend or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.
8. Provide any details of all past or pending litigation or claims filed against your company that would negatively impact your company's performance under an agreement with The City of Rockville.
9. Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution.



## CONTRACT

For Machinery, Supplies, and/or Services  
STANDARD FORM OF AGREEMENT BETWEEN THE CITY OF ROCKVILLE  
AND SUPPLIER OR CONTRACTOR

This Agreement made this xxth day of **DATE**, 2018, by and between THE MAYOR AND COUNCIL OF ROCKVILLE, MARYLAND, hereinafter referred to as the "COUNCIL" and **(A) (name of awarded firm)**, hereinafter referred to as the "CONTRACTOR".

WITNESSETH, that the CONTRACTOR and the COUNCIL for the consideration hereinafter named, agree as follows:

ARTICLE 1. The COUNCIL agrees to pay the CONTRACTOR for the performance of the contract the sum of a not to exceed amount of XXXXXX. (\$00,000.00). This amount shall not be exceeded without an approved City of Rockville Change Order.

ARTICLE 2. The CONTRACTOR agrees to furnish performance and payment bonds in such form as shall be acceptable to the COUNCIL, where required in the invitation for bid or the request for quotation, or where required by Maryland Law.

ARTICLE 3. The CONTRACTOR agrees to furnish all of the machines, equipment, material, and/or labor described in the specifications entitled RFP XX ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE, IMPLEMENTATION, AND INTEGRATION SUPPORT SERVICES.

ARTICLE 4. The COUNCIL may make any alterations, deviations, additions or omissions from the aforesaid specifications, which it may deem proper, without affecting or making void this contract; and in such cases the COUNCIL shall value or appraise such alterations and recommend the amount added to or deducted from the amount herein agreed to be paid to the CONTRACTOR for the excess or deficiency occasioned by such alterations. In case any alterations or deviations are made, such further time may be allowed for completion of the work, caused by such alterations or deviations as the purchasing agent or an appropriate department head of the City of Rockville shall decide to be reasonable.

ARTICLE 5. If the CONTRACTOR shall be adjudged bankrupt or if he shall make a general assignment for the benefit of his creditors, or if a Receiver shall be appointed on account of his insolvency, or if he shall persistently or repeatedly refuse or shall fail, except in case where extension of time is provided, to supply enough properly skilled workmen or proper materials or if he should fail to make prompt payment to subcontractors for materials or labor, or disregard law, ordinances or the instructions of the COUNCIL or otherwise be guilty of substantial violation of any provision of this Agreement, then the COUNCIL may, without prejudice to any other right or remedy, and after giving the CONTRACTOR reasonable notice, terminate the employment of the CONTRACTOR and take possession of the machines, equipment and material already delivered or in process of delivery.

ARTICLE 6. The CONTRACTOR and the COUNCIL agree that this Agreement, the Invitation for Bid or the Request for Quotation and all of the specifications therewith and all modifications thereof constitute the Contract, and that they are fully a part of the Contract as if hereto attached or herein repeated and that for themselves and each of them, their successors, personal representatives and assigns hereby agree to the performance of the covenants herein contained.

ARTICLE 7. The CONTRACTOR, with the execution of this Contract, makes assurance that all materials necessary for the completion of this project are now available to him or will be available so as not to cause delay in the time specified for completion, nor will there be any further expense to the COUNCIL by reason of any special expense imposed by his supplier or fabricator after this Contract is executed.

ARTICLE 8. The CONTRACTOR at all times shall observe and comply with all Federal and State Laws and local laws, ordinances and regulations in any manner affecting the conduct of the work; and all such other orders or decrees as exist at present and those which may be enacted later, of bodies or tribunals having any jurisdiction or authority over the work, and shall indemnify and save harmless the Mayor and Council and all of its officers, agents, and servants against any claim or liability arising from or based on the violation of any such laws, by-laws, ordinances, regulations, orders or decrees whether by himself or his employees.

The CONTRACTOR shall indemnify and save harmless the Mayor and Council of Rockville, Maryland, and all its officers, agents and servants from all suits, actions and damages and costs, of every name and description to which the COUNCIL may

be subjected or put by reason of injury to persons or property as a result of the work, whether caused by negligence or carelessness on the part of the CONTRACTOR, his servants or agents or to other cause.

IN WITNESS, WHEREOF, the said (A) (name of awarded firm) and the COUNCIL have set their hands and seals hereto on the date written above.

For  
Corporations.

Witness: \_\_\_\_\_  
(Either Secretary or Asst. Secretary)

Corporation: \_\_\_\_\_

\*By: \_\_\_\_\_ (Seal)  
(Either President or Vice-President. If other person is authorized, authorization in form of corporate resolution must be attached.)

\_\_\_\_\_  
Print or type name and title

\_\_\_\_\_  
Print or type name and title

For individuals  
or partnerships.

Witness: \_\_\_\_\_  
(Seal)

Name: \_\_\_\_\_  
(Either Owner or Partner)

\_\_\_\_\_  
Print or type name and title

\_\_\_\_\_  
Print or type name and title

MAYOR AND COUNCIL OF ROCKVILLE, MARYLAND

By: \_\_\_\_\_ (Seal)  
City Manager

ATTEST:

\_\_\_\_\_  
Kathleen A. Conway  
City Clerk/Director of Council Operations

Approved as to form and legality

\_\_\_\_\_  
City Attorney  
NOTE (A): The CONTRACTOR shall enter the exact name of the business. An individual trading as a company shall enter: John Doe t/a Doe  
Masonry Company



The Mid-Atlantic Purchasing Team (MAPT) is the agreement between the Metropolitan Washington Council of Governments ("MWCOG") and the Baltimore Metropolitan Council ("BMC") to aggregate the public entity and non-profit purchasing volumes in the Maryland, Virginia and Washington, D.C. region ("region").

**Format**

A lead agency format is used to accomplish this work. The Lead Agency in this procurement has included this MAPT Cooperative Rider Clause in this solicitation indicating its willingness to allow other public entities to participate pursuant to the following Terms and Conditions:

1. Terms

- 1.1 Participating entities, through their use of the Cooperative Rider Clause, agree to the terms and conditions of the resulting contract to the extent that they can be reasonably applied to the participating entity.
- 1.2 Participating entities may also negotiate additional terms and conditions specific to their local requirements upon mutual agreement between the parties.

2. Other Conditions - Contract and Reporting

- 2.1 The contract resulting from this solicitation shall be governed by and "construed in accordance with the laws of the State/jurisdiction in which the participating entity officially is located;
- 2.2 To provide to MWCOG and/or BMC contract usage reporting information, including but not limited to quantity, unit pricing and total volume of sales by entity, as well reporting other participating entities added on the contract, on demand and without further approval of contract participants;
- 2.3 Contract obligations rest solely with the participating entities only;
- 2.4 Significant changes in total contract value may result in further negotiations of contract pricing with the lead agency and participating entities.

In pricing and other conditions, vendors are urged to consider the broad reach and appeal of MAPT with public and non-profit entities in this region.

A list of the participating members of the Mid-Atlantic Purchasing Team can be found at the following web links [www.mwcog.org/purchasing-and-bids/cooperative-purchasing/member-links/](http://www.mwcog.org/purchasing-and-bids/cooperative-purchasing/member-links/) and <http://www.baltometro.org/our-work/cooperative-purchasing/brcpc-representatives>

**MWCOG RIDER - DO NOT RETURN WITH PROPOSAL**

**(ATTACHMENT A)**



**CITY OF ROCKVILLE**

**Cost Schedule  
REQUEST FOR PROPOSAL 8-19**

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

**Software Cost Proposal – YEARS 1 -5**

A. Application Software & License Fees:	# of Licenses	Cost per License	One Time Cost	Year 1	Year 2	Year 3	Year 4	Year 5	Grand Total
Software Purchasing Cost (Indicate Module Name after #)									
Module 1									
Module 2									
Module 3									
Module 4									
Module 5									
Other:									
Other:									
Total Software & License Fees									
B. Annual Software & Support Maintenance									
Module 1									
Module 2									
Module 3									
Module 4									

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Module 5									
Other:									
Other:									
Total Annual Maintenance & Support									
TOTAL									

**NOTE(S):**

- 1. The City prefers a perpetual licensing model.
- 2. If Unlimited Licenses, enter "Unlimited" in "# of Licenses".

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

Professional Services Cost Proposal – Work Plan PHASE 1,      ①Work Plan Phase 1 Time Frame: \_\_\_\_\_

C. Service:	Software Module	# of Hours	②Rate/Hour	One-time Fee	Total Cost
<i>Project Management</i>					
<i>Software Installation/Setup</i>					
<i>Software Configuration, Workflow, etc..</i>					
<i>Data Conversion</i>					
<i>Integrations</i>					
<i>Testing</i>					
<i>Custom Reports</i>					
<i>Training</i>					
<i>Go-Live and Stabilization Services</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<b>TOTAL PROFESSIONAL SERVICES – WORK PHASE 1</b>					

**NOTE(S):**

- ① Indicate Time Frame for Work Plan Phase in weeks such as Week 1 – 16, rather than calendar dates.
- ② If Flat Rate for service, enter "Flat" in "# of Hours".

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

Professional Services Cost Proposal – Work Plan PHASE 2      ①Work Plan Phase 2 Time Frame: \_\_\_\_\_

A. Service:	Software Module	# of Hours	②Rate/Hour	One-time Fee	Total Cost
Project Management					
Software Installation/Setup					
Software Configuration, Workflow, etc..					
Data Conversion					
Integrations					
Testing					
Custom Reports					
Training					
Go-Live and Stabilization Services					
Other -					
Other -					
Other -					
Other -					
TOTAL PROFESSIONAL SERVICES – WORK PLAN PHASE 2					

**NOTE(S):**

- ① Indicate Time Frame for Work Plan Phase in weeks such as Week 1 – 16, rather than calendar dates.
- ②If Flat Rate for service, enter "Flat" in "# of Hours".



**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

Professional Services Cost Proposal – Work Plan PHASE 3      ①Work Plan Phase 3 Time Frame: \_\_\_\_\_

A. Service:	Software Module	# of Hours	②Rate/Hour	One-time Fee	Total Cost
<i>Project Management</i>					
<i>Software Installation/Setup</i>					
<i>Software Configuration, Workflow, etc..</i>					
<i>Data Conversion</i>					
<i>Integrations</i>					
<i>Testing</i>					
<i>Custom Reports</i>					
<i>Training</i>					
<i>Go-Live and Stabilization Services</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<b>TOTAL PROFESSIONAL SERVICES – WORK PHASE 3</b>					

**NOTE(S):**

- ① Indicate Time Frame for Work Plan Phase in weeks such as Week 1 – 16, rather than calendar dates.
- ② If Flat Rate for service, enter "Flat" in "# of Hours".

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

Professional Services Cost Proposal – Work Plan PHASE 4      ①Work Plan Phase 4 Time Frame: \_\_\_\_\_

A. Service:	Software Module	# of Hours	②Rate/Hour	One-time Fee	Total Cost
<i>Project Management</i>					
<i>Software Installation/Setup</i>					
<i>Software Configuration, Workflow, etc..</i>					
<i>Data Conversion</i>					
<i>Integrations</i>					
<i>Testing</i>					
<i>Custom Reports</i>					
<i>Training</i>					
<i>Go-Live and Stabilization Services</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<b>TOTAL PROFESSIONAL SERVICES – WORK PLAN PHASE 4</b>					

**NOTE(S):**

- ① Indicate Time Frame for Work Plan Phase in weeks such as Week 1 – 16, rather than calendar dates.
- ② If Flat Rate for service, enter "Flat" in "# of Hours".

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

Professional Services Cost Proposal – Work Plan PHASE 5      ①Work Plan Phase 5 Time Frame: \_\_\_\_\_

D. Service:	Software Module	# of Hours	②Rate/Hour	One-time Fee	Total Cost
<i>Project Management</i>					
<i>Software Installation/Setup</i>					
<i>Software Configuration, Workflow, etc..</i>					
<i>Data Conversion</i>					
<i>Integrations</i>					
<i>Testing</i>					
<i>Custom Reports</i>					
<i>Training</i>					
<i>Go-Live and Stabilization Services</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<i>Other -</i>					
<b>TOTAL PROFESSIONAL SERVICES – WORK PLAN PHASE 5</b>					

**NOTE(S):**  
① Indicate Time Frame for Phase in weeks such as Week 1 – 16, rather than calendar dates.  
② If Flat Rate for service, enter "Flat" in "# of Hours".

**Attachment A – Cost Schedule**  
RETURN THIS FORM WITH PROPOSAL

Vendor/Product Suite Name: \_\_\_\_\_

**Professional Services Rates**

Resource Category	Hourly Rate

**Proposed Payment Schedule and Typical Payment Terms:**

**ATTACHMENT B)**



**CITY OF ROCKVILLE**

**Process Inventory  
REQUEST FOR PROPOSAL 08-19**

**Attachment B – Process Inventory**  
**DO NOT RETURN**

**Service Requests/Work Orders**

**Service Requests:**

- 1) City Manager’s Office (Information/Knowledge Work)
- 2) Citizen Website submissions – Report a Concern (often become Work Orders)
- 3) All Departments – Verbal requests (often become Work Orders)
- 4) Legal – Maryland Public Information Act (Information/Knowledge Work)

**NOTE:** The City of Rockville uses the term “Service Request” when referring to a generic request for information or to report work needed on the City’s physical infrastructure. If infrastructure work needs to be performed, one or more “Work Order(s)” are opened to handle it, and the Service Request is close. Service Requests, that are a request for “information knowledge work” have their own workflow and the Service Request is used to track and monitor that effort.

**Work Orders:**

- 1) Complaint Inspections (i.e. working without a permit) for:
  - a. Inspection Services Division (Community Planning & Development Services)
  - b. Zoning Violations (CAV)
  - c. Code Enforcement (Police)
  - d. Public Works (PW)
- 2) Asset Break-fix for:
  - a. Public Works (PW) - General Maintenance
  - b. Public Works (PW) - Fleet Maintenance
  - c. Public Works (PW) - Refuse & Recycling
  - d. Public Works (PW) -Sanitary Sewer Systems
  - e. Public Works (PW) – Water System
  - f. Public Works (PW) – Storm Drain System
  - g. Public Works (PW) -Traffic & Transportation
  - h. Public Works (PW) - Environmental Management
- 3) Asset Break-fix for:
  - a. Recreation & Parks (R&P) – Forestry
  - b. Recreation & Parks (R&P) – Parks
  - c. Recreation & Parks (R&P) – Facilities
  - d. Recreation & Parks (R&P) – Right of Ways

***Attachment B – Process Inventory***  
***DO NOT RETURN***

**Asset Management**

- 1) Asset Recurring Maintenance for:
  - a. Public Works - General Maintenance
  - b. Public Works - Fleet Maintenance
  - c. Public Works - Refuse & Recycling
  - d. Public Works - Sanitary Sewer Systems
  - e. Public Works – Water System
  - f. Public Works – Storm Drain System
  - g. Public Works - Traffic & Transportation
  - h. Public Works - Environmental Management
  - i. Recreation & Parks - Forestry
  - j. Recreation & Parks – Facilities
  - k. Recreation & Parks – Parks
  - l. Recreation & Parks – Right of Ways
  
- 2) Asset Compliance Inspections for:
  - a. Public Works - General Maintenance
  - b. Public Works - Fleet Maintenance
  - c. Public Works - Refuse & Recycling
  - d. Public Works - Sanitary Sewer Systems
  - e. Public Works - Traffic & Transportation
  - f. Public Works - Environmental Management
  - g. Recreation & Parks – Forestry
  - h. Recreation & Parks – Facilities
  - i. Recreation & Parks – Parks
  - j. Recreation & Parks – Right of Ways

**Attachment B – Process Inventory**  
**DO NOT RETURN**

**Applications and Permits**

- 1) Public Works (PW):
  - a. CTR – Comprehensive Transportation Review
  - b. FAC – SWM (Stormwater Management) Facility
  - c. FOG – Fats, Oils, and Grease
  - d. PWK – Public Work Permit
  - e. SCA – Street Closing/Abandonment
  - f. SCP – Sediment Control/SWM Permit
  - g. SMC – Stormwater Management Concept
  - h. SMP – Stormwater Management Permit
  - i. TNS – Transportation Demand Management
  - j. UTL – Utility Permit
  - k. WSA – Water and Sewer Authorization
  - l. WVR – On-Site SWM Waiver
  
- 2) Community Planning and Development Services (CPDS):
  - a. BLD – Building Permit
  - b. DEM – Demolition Permit
  - c. ELE – Electric Permit
  - d. GRB – Green Building
  - e. MEC – Mechanical Permit
  - f. OCC – Occupancy Permit
  - g. PMB – Plumbing Permit
  - h. SFD – Single Family Dwelling Permit
  - i. SPR – Site Plan Review for Inspection Services Division
  - j. MOD – Code Modifications
  - k. FPS – Fire Protection Service
  - l. FSL – Fire Safety License
  - m. ANX – Annexation
  - n. AWR – Aboveground Utility Waiver Request
  - o. CBW – CDBG Waiting List
  - p. HDC – Historic District
  - q. MAP – Map Amendment
  - r. MPW – MPDU (Moderately Priced Dwelling Unit) Waiting List
  - s. PAM – Pre-Application Meeting
  - t. PJT – Project Plan
  - u. PLT – Pre/Final Record Plat
  - v. SGN – Sign Permit
  - w. SPX – Special Exception
  - x. SRB – SRB Variance



***Attachment B – Process Inventory***

***DO NOT RETURN***

- y. STP – Site Plan
- z. TXT – Text Amendment
- aa. VAR – Variances/Nonconforming Alteration/Administrative Adjustment
- bb. WAV – Waiver Request
- cc. ZON – Zoning Verification
- dd. APP – Appeals

**NOTE:**

- Shed-Deck-Solar is a sub-process of the building permit type.
- Fast Track is for building permit type.
- Residential and Commercial are overarching processes that apply to all permit types.

- 3) Recreation and Parks (Forestry Division):
  - a. Forestry Permit (FTP)
  - b. Street Tree Planting Process

**Attachment B – Process Inventory**  
**DO NOT RETURN**

**Regulatory Inspections**

- 2) Inspection Services Division (CPDS):
  - a. Building (BLD)
  - b. Demolition (DEM)
  - c. Electrical (ELE)
  - d. Mechanical (MEC)
  - e. Occupancy (OCC)
  - f. Plumbing (PMB)
  - g. Single Family Dwelling (SFD)
  - h. Fire Inspection
  - i. Site Inspections
  
- 3) Public Works (PW)
  - a. Sediment Control
  - b. Fats, Oils and Grease (FOG)
  - c. PWK (Public Work Permit) work/construction in Right-of-Way or City Infrastructure
  - d. Utility (not city provided, i.e. Pepco, Verizon, etc..) work/construction in Right-of-Way or City Infrastructure
  - e. City Capital Improvement projects
  
- 4) Code Enforcement Division (Police Department):
  - a. Amusement License
  - b. Pool or Billiard
  - c. Public Event
  - d. Hawker/Peddler/Solicitor
  - e. Oversized Vehicle (OSV)
  - f. Inn/Hotel
  - g. Accessory Apartments
  - h. Single Family Rental License
  - i. Multi-Family Rental License
  - j. Parking Permits
  - k. Animal Licenses

NOTE: The Code Enforcement Inspections detailed above are sub-process of the License Issuance process.

**Attachment B – Process Inventory**  
**DO NOT RETURN**

**Licensing Processes**

- 1) Community Planning and Development Services (CPDS):
  - a. ELL – Electrician’s License
  - b. GAS – Gas Fitter’s License
  - c. PLL – Plumber’s License
  
- 2) Code Enforcement Division (Police Department):
  - a. Amusement License
  - b. Pool or Billiard
  - c. Public Event
  - d. Hawker/Peddler/Solicitor
  - e. Oversized Vehicle (OSV)
  - f. Inn/Hotel
  - g. Accessory Apartments
  - h. Single Family Rental License
  - i. Multi-Family Rental License
  - j. Parking Permits
  - k. Animal Licenses

**Human Services Case Management**

- 1) Recreation & Parks (Human Services Division):
  - a. Rockville Emergency Assistance Program (REAP)
  - b. Behavioral Health/Counseling
  - c. Case Management
  - d. Youth Development Programs

**ATTACHMENT C)**

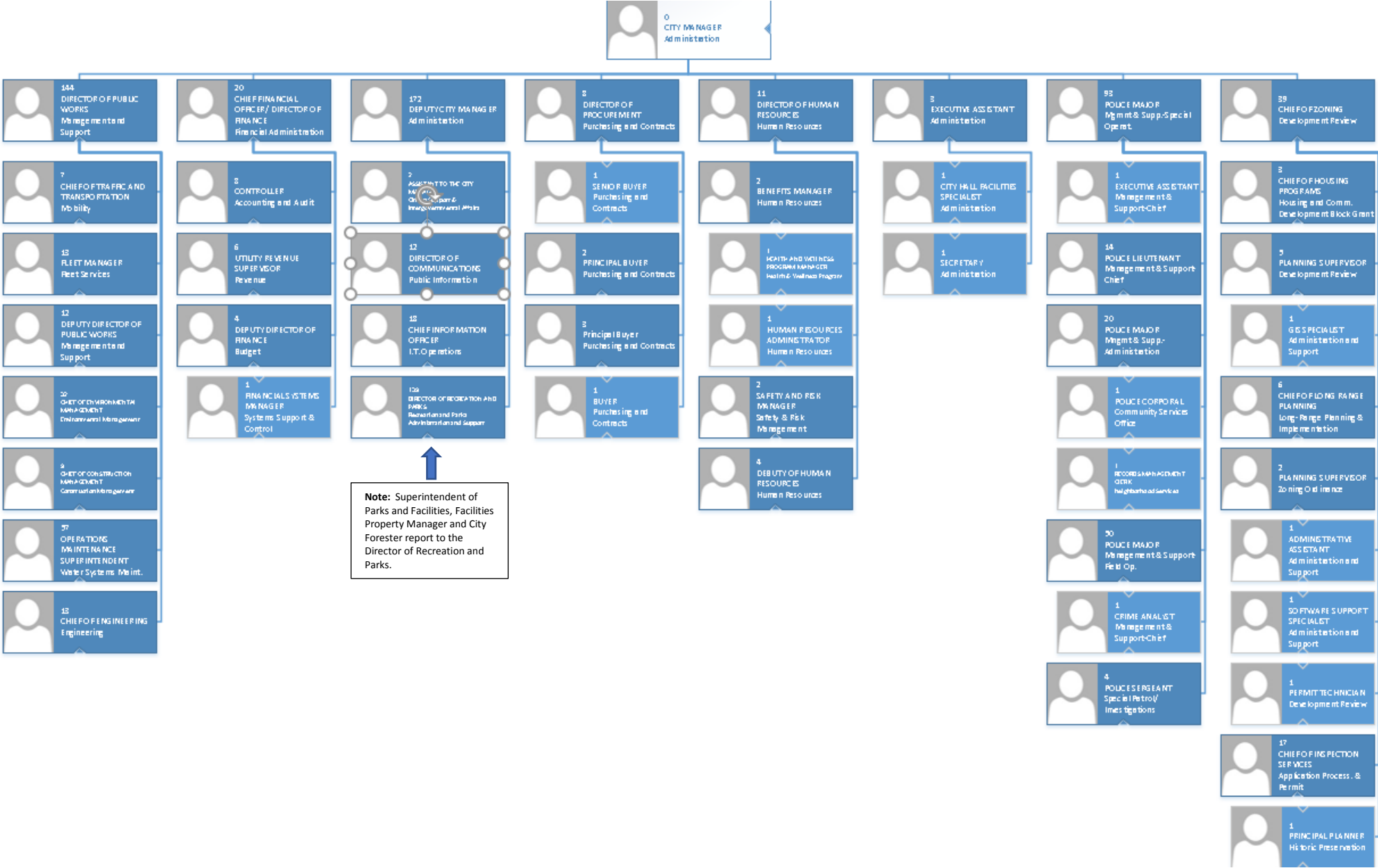


**CITY OF ROCKVILLE**

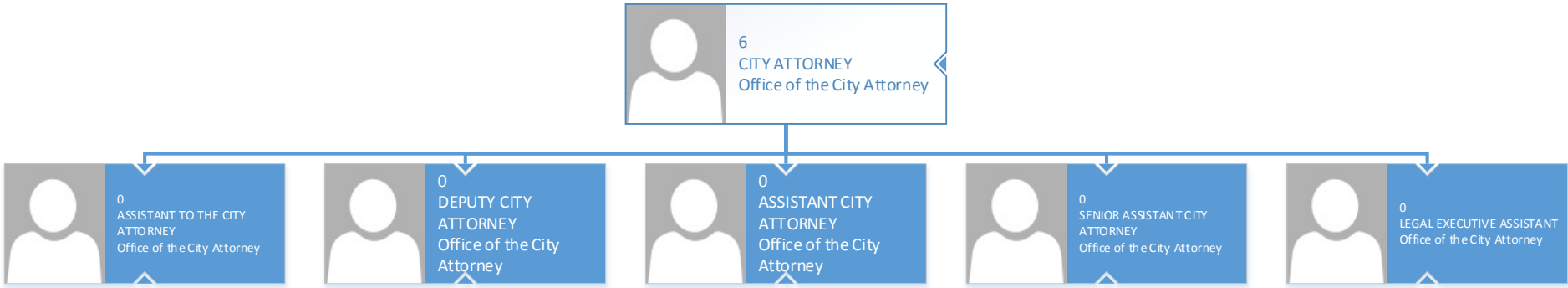
**Organizational Chart  
REQUEST FOR PROPOSAL 8-19**

Attachment C – Organizational Chart

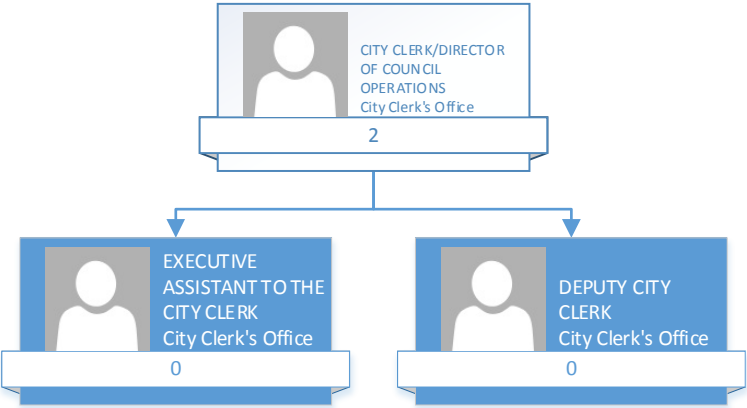
DO NOT RETURN



Attachment C – Organizational Chart  
DO NOT RETURN



Attachment C – Organizational Chart  
DO NOT RETURN



**(ATTACHMENT D)**



**CITY OF ROCKVILLE**

**ERP Functional and Technical Requirements  
REQUEST FOR PROPOSAL 8-19  
RETURN THIS FORM WITH PROPOSAL**



***Attachment D – ERP Functional and Technical Requirements***  
RETURN THIS FORM WITH PROPOSAL

The Proposer is required to provide a response to each of the questions and/or requirements in the Functional and Technical Requirements Questionnaire which starts on the next page (98).

Instructions

Respondent must complete all of the worksheets in this workbook. For each of the requirements, please place an "X" in the appropriate column. Blank responses will be consider as "Not Provided". Use the Description or Comment field to

Importance to the City of Rockville

High (H)	Represents functions or features that are most important to the City.
Medium (M)	Represents functions or featues that are of moderate importance to the City.
Low (L)	Represents functions or featues that would be useful, but not necessary, to achieve project objectives.

Grading Scale of the Proposed Solution  
to meet the requirement:

Fully Supported/Included/Configurable	The requirement is satisfied by the software proposed with no modification to the source code. The requirement is met either "out-of-the box" or through configuration of the application.
Partially Supported	The requirement is partially satisfied by the solution. A modification/customization to the software is required to satisfy this requirement completely. Describe how much work the modification(s) will entail.
3rd Party Product Snap-in	The requirement is met through the purchase of 3rd party software that works with our product. Please describe if the 3rd party software will only partially meet the requirement.
Not Provided	The software will not satisfy the requirement.

Please complete the following information:

Company:	
Contact Individual:	
Phone:	
e-mail:	

Overview of Tabs

Tab Name	Content or Purpose
Instructions	Instructions for completing the worksheet.
General	Modules and General System Requirements.
Technical	System-wide technical specifications.
Training & On-going Support	Training and support provided for the products.
GIS	Geographical Information System requirements.
Web Portal	Web-based access to the applications.
Asset Management	Asset management and tracking requirements.
Requests, Work Orders & Workflow	Service requests, work orders and workflow requirements.
Financial Transactions	The proposed system should provide for an Application Programming Interface (API) or Web Services interface for processing third party electronic payments.  Fees and payments are an important component of our system. We need a clear accounting of fee transactions and an audit trail on transactions performed. Any new system should enable us to apply complex fees to permits. The City of Rockville (Public Works) (escrows) some categories of fees.
Mobile Application	Capability for applications to operate on mobile devices.
Reporting	Reporting needs vary by user. Any new system should allow users to create their own ad hoc reports, while also having advanced reporting functionality to allow administrator to create more complex reports, and have reports that are auto generated by the system using configured criteria and reporting cycles.

Overview of Tabs

Tab Name	Content or Purpose
Addressing	Addressing information is needed to locate the property for permitting, work orders, inspections and enforcement. It may also be the mailing address for the customer. The City of Rockville stores, maintains, tracks and creates new addresses, parcels and buildings. Some of the information we store about these entities includes zones and overlays, environmentally critical areas, historical districts, economic districts, inspection districts, building characteristics, and building permit history.
Plan Review	Project plans can be submitted in either paper or electronic format. Plans are routed, tracked, documented and reported on. A reviewer makes communicates with the applicant when corrections are needed, and approves the plan when all corrections have been addressed.
Development Review and Zoning	Support of development project review processes.
Inspection	The inspection team manages all required inspections on permits, as well as tracking routine inspections. The inspections can currently be requested and scheduled via phone call, or through the City' interactive voic response (IVR) system. □
Code Compliance	Our code enforcement group accepts complaint allegations and investigates possible code violations. When violations are found, they monitor, track and report on the properties, manage the compliance process, and may refer cases for legal action.
Licenses & Permits	The City issues a variety of permit types including rental properties, trade licenses, dog and cat licenses. Please see Attachment X - Process Category 3 - Applications and Permits for a comprehensive list.

	A	B	C	D	E	F	G
1		General System Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 <i>(comments required)</i>	3rd Party Product Snap-in x 2 <i>(vendor and product name required)</i>	Not Supported x 0	Description or Comments
3		Modules/Functionality					
4	H	Asset Management					
5	H	Customer Relationship Management (CRM)					
6	H	Service Requests, Work orders and workflow					
7	H	Permitting					
8	H	Plan Review					
9	H	Inspections/Code Compliance					
10	H	Licensing					
11	H	Mobile Applications					
12	M	Project Management					
13	M	Contracts Management					
14	H	Document Management or the ability to integrate with industry leaders in Enterprise Content Management. Which products are you compatible with?					
15	N/A	Please indicate any additional modules your company provides that are outside the scope of this RFP.	N/A	N/A	N/A	N/A	
16	N/A	Please provide a product suite roadmap.	N/A	N/A	N/A	N/A	
17							

	A	B	C	D	E	F	G
1		General System Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 <i>(comments required)</i>	3rd Party Product Snap-in x 2 <i>(vendor and product name required)</i>	Not Supported x 0	Description or Comments
18		General System Requirements					
19	N/A	How many Full/Part Time Internal IT ERP focused staff would you recommend for an organization of our size to support your proposed solution?	N/A	N/A	N/A	N/A	
20	N/A	How many Full/Part Time Internal First Line Support Staff does your company have supporting this product? Please indicate the roles of each.	N/A	N/A	N/A	N/A	
21	H	Ability for interested parties within the City and the public to obtain status information (365/24/7 except for maintenance periods) via the Internet (web portal/service).					
22	H	Complies with ADA Section 508 standards for end users with disabilities.					
23	H	PCI/DSS Compliant					
24	H	PII Compliant					
25	M	Ability to offer hosting options for on-premises, self-host, or SaaS.	N/A	N/A	N/A	N/A	
26	H	Integrates with a GIS system.					
27	H	Supports creation of custom reports and ad hoc queries for non-expert users (without Crystal Reports or DBA knowledge).					

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Ability to view converted and migrated historical information from existing systems (Tidemark 3.5.3 & Hansen 7.7) for read-only reference (data does not need to be transactional). Please indicate other data import sources we can use.					
5	H	System is 100% web-based and web-accessed (VPN access not needed to use the system).					
6	M	System leverages Microsoft Word and Microsoft Excel where appropriate, and employs MS Outlook for email notifications and calendar integration for appropriate events (i.e. scheduled inspections would appear on an inspectors outlook calendar).					
7	M	System provides a centralized data dictionary that fully describes table structure and appropriate levels of metadata.					
8	M	System in both agency- and cloud options provides a minimum of 99.9% uptime excluding scheduled maintenance.					
9	M	The vendor provides a Software Development Kit (SDK) to allow staff and others to customize and configure new applications based on the vendor's system.					
10	H	System provides for an Application Programming Interface (API) or Web Services interface for processing third party electronic payments. <b>Please indicate any Merchant Fee information in the Comments field.</b>					
11	M	System supports and is compliant with Service Oriented Architecture (SOA).					
12	H	Automatic logs off an inactive user after a specified period of time, determined and controlled by the City's system administrator.					
13	H	Provides industry standard Application Programming Interfaces (API), adapter development kits, or similar enterprise application integration (EAI) tools to facilitate data transmission and exchanges.					
14	L	Can the records be exported to another system?					
15	M	Can the records be purged from the system in compliance with a retention schedule?					
16	M	Can records be removed from the system?					
17							

	A	B	C	D	E	F	G
1		<b>Technical Requirements</b>					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
18		<b>Tools</b>					
19	N/A	Specify <b>Workflow Tools</b> provided with the system and their functionality.	N/A	N/A	N/A	N/A	
20	N/A	Specify <b>Administration Tools</b> provided with the system and their functionality; indicate which are proprietary to the product and which are provided by the operating system vendor.	N/A	N/A	N/A	N/A	
21	N/A	Specify <b>Testing Tools</b> provided with the system and their functionality; indicate which are proprietary to the product and which are provided by a 3rd party testing software vendor. If no testing tools are part of the system, specify the recommended 3rd party tools that work with your product.	N/A	N/A	N/A	N/A	
22	N/A	<b>GIS Administration Tools</b> - Specify any tools being proposed to support or supplement the GIS integration being proposed as well as for support of any 3rd party software.	N/A	N/A	N/A	N/A	
23	N/A	<b>Permit System Administration Tools</b> - Specify any tools being proposed to support or supplement the application solution being proposed as well as for support of any 3rd party software.	N/A	N/A	N/A	N/A	
24	N/A	<b>Other Administration Tools</b> - Specify any admin tools being proposed not already mentioned above.	N/A	N/A	N/A	N/A	
25							
26		<b>System</b>					
27	H	System uses network logon credentials and MS Active Directory to assign permissions.					
28	H	System has role-based security where users can be assigned multiple roles – modify, view, or to restrict access control.					
29	H	City System Administrator must be able to add, change, and cancel permissions for the system access at any time.					
30	H	System administrators have the ability to grant specific users with certain administration rights such as granting access rights/permissions to other users.					
31	H	System allows access/security configuration settings by department (including giving access rights to specific permits, records and functions of the system.					
32	H	Managers (role/permissions) have the ability to view all of their staff's work schedules and assigned/re-assign activities as needed.					

Technical

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
33	H	System provides adequate security functions to handle web-based transactions without compromising the integrity of the system.					
34	H	Ability to have user groups. One user could belong to more than one group. Privileges should be defined at user level and at user group level.					
35	H	Ability to cancel inactive accounts with pre-set expiration days or after a number of days.					
36	H	Ability to support automated logout of users based on specified inactivity and idle timeout periods.					
37	H	Ability to specify the amount of time before a user session times out.					
38	H	Ability to have adequate security features to restrict changes to records based on defined criteria (e.g. stage in workflow) with override capabilities.					
39	H	Ability to prevent users from permanently deleting records and instead make them inactive or hidden, e.g., this allows the removal of records created in error, the ability to undo deletions, and maintains an audit trail.					
40	H	The ability to change the default administrator or SA account name and password.					
41							



	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
42		Security (on-site)					
43	H	Ability to support system administration for end-user management to assign role based security access rights (e.g., add, delete, change, modify access levels and groups).					
44	L	Ability to integrate with single sign on (SSO).					
45	H	Ability to authenticate with AD (MS Active Directory).					
46	H						
47	H	Ability to use encrypted communication (e.g., TLS, SSL) for all application functions, including traffic between application tiers.					
48	H	Ability to be fully PCI-DSS v3 compliant for any part of the system architecture that handles, transmits or stores (even temporarily) credit card and payment data.					
49	H	Ability for the application to handle payments through integration with an external provider, without storing any payment or card-holder data.					
50	H	System is fully PII compliant.					
51	H	System provides access to audit trails for authorized users based upon the user's security profile.					
52	H	Authorized users have the ability to print audit trail information.					
53	N/A	Please indicate formats available for exporting the system log information.	N/A	N/A	N/A	N/A	
54	N/A	Please describe how you support vulnerability scanning.	N/A	N/A	N/A	N/A	
55	N/A	Please describe how you handle patching for the proposed software, and compatibility with Microsoft Patches.	N/A	N/A	N/A	N/A	
56							
57		Data Structure					
58	H	Utilize database best practices for table indexing to optimize system performance.					
59	H	Uses human-readable table and column names to support ad-hoc queries and reporting.					
60	H	Data is not in a proprietary format, and can be query and extracted using standard tool to allow for use in the City's Open Data initiative.					

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
61							
62		City of Rockville Hosted/Self-hosted					
63	H	Ability to deploy the application hosted locally. (In Description, provide three (3) locations (jurisdictions) where the system of similar size and complexity has been deployed as a local solution).					
64	H	Ability to support sufficient hardware infrastructure for high availability, load tolerance, real-time failover, and integration with a disaster recovery infrastructure including, but not limited to server configuration, central data storage configuration (SAN), and network configuration. (Describe relevant details and recommendations in Description).					
65	H	Ability to support additional non-production environments for development, disaster recovery, test/staging, and training. These additional environments should be covered by the production license.					
66	H	Supports a Windows 2012 or above and 64-Bit operating system.					
67	H	Supports a 64-bit Microsoft SWL Server 2012 or above DBMS.					
68	H	Supports native connectivity (as opposed to ODBC) between application and the DBMS					
69	H	The Tier 1 and 2 are capable of running in a virtually hosted server environment (VMware vSphere 6.0).					
70	H	Ability to support hardened virtual images.					
71	H	System supports cloud Backup and Recovery software (Evault) including the ability to back up the database while in use if internally hosted.					
72	H	Ability to support additional non-production environments for development, test/staging, and training. These additional environments should be covered by the production license.					
73	M	Ability to refresh training environment from production using a utility to migrate setup from one environment to another.					
74							
75		Cloud/SaaS					
76	N/A	Ability to deploy the application hosted by vendor (SAAS). (In Description, provide three (3) locations (jurisdictions) where the system of similar size and complexity has been deployed as an SAAS solution).	N/A	N/A	N/A	N/A	
77	N/A	Who owns/manages your data center (i.e. Amazon)?	N/A	N/A	N/A	N/A	

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
78	N/A	Who manages the infrastructure upgrades?	N/A	N/A	N/A	N/A	
79	N/A	Who manages the product software solution upgrades?	N/A	N/A	N/A	N/A	
80	N/A	How does product upgrading versioning work (can the City have a version that is different from other cloud customers)?	N/A	N/A	N/A	N/A	
81	N/A	Level of product customization allowed?	N/A	N/A	N/A	N/A	
82	N/A	Average number of code deployments and software upgrades annual?	N/A	N/A	N/A	N/A	
83	N/A	Detail the process to switch between on premise and a SaaS deployment.	N/A	N/A	N/A	N/A	
84	N/A	Data Residency (the City requires USA)?	N/A	N/A	N/A	N/A	
85	N/A	Ability to export data? What formats?	N/A	N/A	N/A	N/A	
86	N/A	What are the data Storage costs associated with the solution (i.e. user, type, etc..) Do you provide monthly or semi-annual reporting of our storage usage?	N/A	N/A	N/A	N/A	
87	N/A	What are the Backup/Recovery Fees?	N/A	N/A	N/A	N/A	
88	N/A	Do you offer a Sandbox or Test environment? What is the fee?	N/A	N/A	N/A	N/A	
89	N/A	What is the band-width? Is this limited?	N/A	N/A	N/A	N/A	
90	N/A	Do you offer Encryption of data at rest? Data in Transit?	N/A	N/A	N/A	N/A	
91	N/A	Other fees that apply (i.e. custom objects, sessions, page views, characters, etc....)	N/A	N/A	N/A	N/A	
92							
93		User Interface/Experience					
94	H	Ability to automatically spell check text fields and text entry, to indicate unrecognized words, and to add entries to the dictionary.					
95	M	Ability to perform operations on multiple records at the same time from one screen/view, such as updating the same field in every record or for a specified group of records.					
96	H	Ability to provide contextual help within the user interface, allowing quick access to point-by-point instructions to describe tasks or functions for selected fields or actions performed as well as the full user manual.					

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
97	L	Ability to personalize user experience, e.g., favorites menu, custom forms, queries, look ups, quick reports, personal history on screen widgets, etc.. Specify features that can be personalized.					
98	H	Ability to integrate the City's permitting system banner and city logos into the system's user interface.					
99	L	Ability to customize the UI by overriding the system default style sheets.					
100	M	Ability to clearly alert all users when the system is down (or not accepting submittals) or when scheduled to be down. System should be able to notify users who are logged in to warn them in advance of the system becoming unavailable, and allow them to save their work.					
101	H	Ability to copy/paste into data entry fields and from data entry fields into commonly used software systems (i.e., MS Office, MS Outlook, Visio).					
102	H	Ability to provide visual cues for required fields.					
103	H	Ability to notify user when action is required to save changes before proceeding.					
104	M	Ability for customers to save incomplete business functions and resume progress at a later time.					
105	H	Ability to select data from configurable drop-down or pick lists that can be populated from the database to ensure data consistency.					
106	L	Ability to Undo prior actions.					
107	M	Ability to clone existing entities/objects (e.g. projects, assets, reviews, permits) for use on similar entities/objects.					
108	H	Ability to pre-populate / auto-populate defined fields based on stored data (i.e., pre-populate customer address info when customer number is selected, etc.).					
109	M	Home page to view and manage all assigned activities to that individual user (i.e. pending applications for review, pending inspections, permits requiring plan checks, etc.).					
110	M	Ability to limit display of only those modules and pull-down menus that the user is authorized to access.					
111	H	Integrated seamlessly with consistent "look and feel" user interface across modules and activities to minimize training and administration.					
112	H	Ability for City IT Support Administrative staff to modify parts of the system as needed without having to call upon the vendor or outside technical resources (menus, fields, screens, workflow, etc...).					

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
113	H	Ability to standardize data collection for fields via pull-down lists to simplify data entry and ensure data consistency.					
114	H	Ability to display historical information associated with records such as a case, project or other record type, which is viewable by authorized staff.					
115	H	Ability for users to flag records such as applications, renewals, cases, work orders, license, client, etc., that have outstanding issues.					
116	H	Automatically flag records such as properties properties, and/or sends out advisory notification such as when ownership change information is updated on properties with pending activities.					
117	H	Ability to have both public and private notes associated with records such as each customer file, property, project, permit, licenses, case, etc.					
118	M	Provides for easy navigation to view, create or modify records from anywhere within system.					
119	M	Easy access to documents associated with records such as a given permit, property, contact, etc.					
120	M	Supports the export of data in a format (access, excel, tab delimited, html, etc.) that can be imported and analyzed using statistical analysis software. System allows a user based on defined roles to specify fields and date ranges of data for export.					
121	H	Ability to attach documents and photos on any record (case, permit, address or parcel). System time stamps all such attachments. System also attaches address and parcel identifier to photos.					
122	L	Ability to read and edit geotagged attributes in photos.					
123	H	Ability for non-system documents and photos to be “attached” to addresses and other system records for easy viewing, including but not limited to MS Office application documents and files, .jpgs, .gifs, .pdf.,.txt,. rtf.,.bmp .					
124	H	Requires user confirmation for operations that result in the deletion of any system record, or function that was created by that user. Records should be marked as inactive and an audit trail should exist.					
125	M	Ability to identify pending work assignments easily and quickly display and print on a map. Mapping can be for all open or pending work or a specific record type, division, and/or block or map selection (polygon). Records past due (overdue) are plotted in different colors from other pending work.					
126	M	Batch functionality can be configured on a job-by-job basis to execute at any time during the day.					

Technical

	A	B	C	D	E	F	G
1		Technical Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
127							
128		Interfaces/Integration					
129	H	Ability to interface/integrate with ESRI/ArcGIS					
130	H	Ability to integrate/interact with standard Microsoft Office products, including Word, Excel, Access, and SharePoint. Specify which versions are supported & capabilities enabled.					
131	H	Ability to integrate/interact with Microsoft/Outlook (Calendar schedules, inspection appointments)					
132	H	Ability to interface/integrate with CGI-AMS Advantage (General Ledger, Escrow Accounts)					
133	H	Ability to interface/integrate with the City's Utility Billing Solution (yet to be selected)					
134	M	Ability to integrate with Open Text Alchemy document management system.					
135	H	Ability to integrate with DocuSign.					

Training & On-going Support

	A	B	C	D	E	F	G
1		Training & On-Going Support Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3	Training						
4	H	Ability to provide City technical staff with thorough hands-on training and written documentation for system installation, setup and configuration.					
5	H	Ability to provide hands-on training sessions based on application and functional content (functional division/job function), so users are able to attend only training sessions needed for their specific job function.					
6	H	On-site training is available.					
7	H	Ability to provide City specific training content and documentation in electronic form.					
8							
9	Support						
10	N/A	Provide an example of typical Service Level Agreement services, terms and conditions.	N/A	N/A	N/A	N/A	
11	H	Technical Support Desk available minimally during normal business hours, with the availability to add after hours support as needed (i.e. during an upgrade or maintenance period).					
12	M	Regularly updated comprehensive user and administrative manuals and documentation.					
13	H	Includes functional online help documentation for system users.					
14	M	Includes context sensitive help.					
15	H	Ability to prioritize and escalate issue and bug resolution. Describe the manner in which this is accomplished.					
16	H	Ability to provide input into feature development. Describe the manner in which this is accomplished.					
17	H	Ability to submit problem tickets directly to Problem Ticket system and to track status of tickets.					
18	M	Ability to search Problem Ticket system for other customers having similar issues.					
19	H	Ability for customer to search a Knowledge Base to access system troubleshooting info, white papers, frequently asked questions, etc.					
20							
21	Upgrades						
22	H	Ability to convert configurations between versions and releases. (Configuration migration). Describe the mechanism provided or recommended and the tools provided by the vendor to complete the conversion.					

Training & On-going Support

	A	B	C	D	E	F	G
1		Training & On-Going Support Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
23	H	Ability to be notified of software updates and patches. Specify release, upgrade, fix and patch frequency and notification procedures. Also, describe your commitment to timelines for notice of changes, and your commitment to provide support for prior releases of the product. Under what circumstances are upgrades made "mandatory"? With what frequency has this occurred historically?					
24	H	Ability to access prior version documentation. Specify mechanism for maintaining version specific system and release documentation.					
25	M	Ability to access Self Service site to get all release components to execute an upgrade.					
26	M	Ability to obtain feedback from other jurisdictions that are planning, executing or have completed the announced upgrade.					
27	H	Ability to perform incremental, feature, or fix specific upgrades in lieu of the entire package.					
28	H	Ability to trace dependencies in system to determine the impact of configuration or release changes.					



	A	B	C	D	E	F	G
1		GIS Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	N/A	Are you an Esri Business Partner? (Respond in Comments field)	N/A	N/A	N/A	N/A	
5	H	Ability to interface to Esri ArcGIS system through ArcGIS Server services with no requirement for direct database connections to GIS data.					
6	H	Ability to integrate GIS data as an authoritative source.					
7	H	Ability to integrate with ArcGIS Online.					
8	H	Ability to integrate with ArcGIS field apps (Survey123, Workforce, Collector)					
9	H	Ability to read and/or write (edit) GIS data through integrated applications.					
10	H	Requires the addition, if necessary, of no more than a single field, for unique ID, for records in the GIS data.					

	A	B	C	D	E	F	G
1		Web Portal Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Public-facing web interfaces must support at least these major web browsers: Google Chrome [latest], Mozilla Firefox [latest], Microsoft Internet Explorer [8+].					
5	H	Provides a seamlessly integrated web portal for customers, applicants and others.					
6	H	Online availability 24/7/365 excluding maintenance periods.					
7	M	Ability to displays web service/portal content in multiple languages.					
8	N/A	What citizen/end-user Languages do you support? What is the fee?	N/A	N/A	N/A	N/A	
9							
10		Payments					
11	N/A	What payments processing vendors work with your system?	N/A	N/A	N/A	N/A	
12	H	Application is PCI-DSS certified.					
13	H	Receives payments online by credit cards and e-checks.					
14	H	Has a “shopping cart” feature allowing customers to make a single payment to include all fees due from multiple transactions. For example, multiple permits for different projects.					
15	H	Does not require a redirect of the online user to a third party merchant's site for payment processing.					
16							
17		Application Functionality					
18	H	Ability to provide different levels of online access to the public based upon user ID and role.					
19	H	Requires users to register before making portal information available to them.					
20	M	Ability to provide some functions to the public without requiring a username and password.					
21	H	Ability to automatically issue passwords or password resets via email.					
22	H	Ability for registered users to “subscribe” to email alerts to notify them of changes in status or events of their service request, applications, inspections, etc...					

Web Portal

	A	B	C	D	E	F	G
1		Web Portal Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
23	H	Web portal announcements can be posted to members of the public.					
24	H	Ability for the City of Rockville IT to add detailed field-level help, and directions for all data entry sections on the web portal to assist end users.					
25	H	Ability to utilize City of Rockville logos, color scheme, watermarks, photos, etc.... on web portal pages.					
26	H	Ability for customers to perform the following transactions through the portal: complaints/service requests, inspections, contractor licenses, permit applications, payment for fees,					
27	H	Allows customers to initiate applications online for further processing and validation by staff without re-entry of information.					
28	H	Ability to schedules, reschedules and cancel inspections on-line with calendaring integration to meter availability of inspection appointment times.					
29	H	Allows applicants to save, resume and make changes to the application before submission.					
30	H	Ability for public users to attach electronic documentation to complete application requirements. Please indicate file types accepted.					
31	H	Applicants can view application status throughout the workflow process, including public comments from reviewing departments.					
32	M	Provides global search capabilities.					
33	H	Applicants can view all related activities of a application, project, permit, license, code enforcement, complaint, violation, inspections, licensing, or other record type based on permissions granted.					
34	M	Ability to search (by type) for a list of current licensed contractors.					
35	M	Ability to support a City created Knowledge Base to aid in responding to public questions.					
36							
37							

Asset Management

	A	B	C	D	E	F	G
1		Asset Management Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General (All Assets)					
4	M	Ability to import assets from Hansen 7.7.					
5	H	Ability to integrate water meter asset information bi-directionally with Utility Billing System.					
6	H	Please indicate the number and types of assets supported by the system or are configurable without additional system/licensing costs.	N/A	N/A	N/A	N/A	
7	H	Please indicate the number of attributes each asset (i.e. tree species, health, etc..) may have without additional system/licensing costs.	N/A	N/A	N/A	N/A	
8	H	Ability to link assets. Please indicate the number of links that are configurable without additional system/licensing costs.					
9	H	Ability to add asset types.					
10	H	Ability to track and report costs associated with Asset maintenance and repair.					
11	H	Ability to track/display both address and GIS location for all assets.					
12	H	Ability to track facilities (i.e. Storm Water).					
13	H	Ability to expire assets (different from deletion).					
14	H	Ability to identify asset owners in GIS view (i.e. WSSC infrastructure in 1 color and the City of Rockville's infrastructure in another color)					
15	M	Ability to do utility locate requests in the backend system using GIS rather than having to go into the field.					
16	H	Ability to view detailed (multi-layered) GIS information on a map location/asset/parcel/GIS coordinates.					
17	H	Ability to attach various file types (jpeg, docx, pdf, etc..) to assets (i.e. a large portion of our historical maintenance records are currently in paper form, and we would like to scan and associate them with the asset for permanent reference).					
18	H	Ability to track /display asset purchase, condition, maintenance, repairs, replacement history, inspections, work order history (i.e. lateral stoppages), and future replacement schedule.					

Asset Management

	A	B	C	D	E	F	G
1		Asset Management Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
19	H	Ability to track and report on asset address history (when a location is reconfigured it sometimes results in an address change).					
20	H	Ability to track asset condition assessment information.					
21	H	Ability to upload and associate CCTV grading/stats and footages to assets.					
22	M	Ability to track multi- stock rooms and their assets and prices.					
23	H	Ability to track parts inventory for assets.					
24	M	Ability to link maintenance equipment needed for repairs to an asset.					
25	H	Ability for the system to auto-notify when new assets are added (i.e. sewer cleanout, newly installed water or parking meter), by each asset type.					
26	H	Ability to associate work crews to different asset types to facilitate work order routing					
27	H	Ability to integrate labor and asset parts costs with work orders to "charge back" repairs (it is not always clear who is responsible for the repair until the crew is performing the work).					
28	H	The ability to extract asset data for use in compatible third-party applications, presentations or reports (i.e. system modeling, inflow and infiltration planning, distribution analysis, tie-in report for tax credits for green buildings).					
29	H	Ability to track assets by owner name or management company or business name (ability to identify the same owner having multiple business with different names, or if they co-own several businesses).					
30							
31		Parks and Forestry:					
32	H	Ability to track the following Assets: trees (street, park forestry conservation areas), landscaping (landscape beds, mulch areas, flower beds), paths and walks (sidewalks, bike paths), mow areas (fields, ROW), ball fields (Backstops, surface, fences, grandstands, player benches), tennis courts, basketball courts (nets, stations, rims, asphalt/surface), hardscapes (park benches, picnic tables, drinking fountains), exercise equipment, playground equipment.					
33							

Asset Management

	A	B	C	D	E	F	G
1		Asset Management Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
34		Facilities:					
35	H	Abilities to track the following Assets: Facilities, Buildings, Structural (roof, framing, foundation), Electrical (Panel boxes, breakers, fixtures, Ballasts, lights), Finishes (Flooring, carpet), Mechanical (plumbing, HVAC)					
36							

Asset Management

	A	B	C	D	E	F	G
1		Asset Management Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
37		Water:					
38	H	Ability to track the following Assets: water storage tanks, pump stations, water mains, valves, service lines, abandoned water lines, water nodes, laterals, fittings, backflow points, backflow fire taps, hydrants, wells and water meters.)					
39	H	Ability to track the following asset attributes: location, age, replacement schedule, owner (WSSC or City of Rockville's), leaks (Mapping of leaks will allow for planning of future rehabilitation of certain pipes in the system.), fire flow, pressure, material type, lined/unlined, type of service line.					
40	H	Ability to assist with water main isolation (i.e. identify which valves to close, which hydrants are effected and which customers should be notified)					
41	H	Ability to linking water meters and valves to the parcels they serve.					
42	H	Ability to track/map pressure zone					
43							
44		Sewer:					
45	H	Ability to track the following Asset: mainlines, sewer cleanouts, manholes, service lines, nodes, lift stations					
46	H						
47	H	Ability to attach inspection videos to a pipe segment.					
48							
49		Streets:					
50	H	Ability to track the following Assets: (utility poles, signs, street lines, segments, signals, lights, trees, landscape, intersections, bridges, parking meters)					
51	H	Physical address with GIS will allow will help with quickly identifying location.					
52	H	Ability to determine with GIS which roads are owned by the county versus owned by the City of Rockville.					
53	H	Ability to track criteria for paving such as line size, road speed, etc..... To allow cost and frequency estimates for paving.					

Asset Management

	A	B	C	D	E	F	G
1		Asset Management Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
54	H	Ability to track and report on historical road maintenance.					
55	M	Ability to display work (historical, current or planned)via GIS by different groups (paving, sewer repairs, forestry, etc..) within the city to assist with coordination (i.e. We don't want to rip-up the street right after they were just paved).					
56	H	Ability to track concrete work for: drive aprons, sidewalks, handicap ramps, curbs, gutters, etc.....					
57							
58		Environmental:					
59	H	Ability to track natural/physical assets.					
60	H	Ability to track the following Assets: Channels, inlets, mains, manholes, culverts, storage basins, storm drain, stormwater management facilities, and streams.					
61	H	Ability to track the following asset attributes: recyclables cart, kitchens, certifications, education provided, special events (spills), collection pick-up misses, compliance plans, fines, licenses, permits, raincapes, special pick-ups, green buildings, owner, water quality criteria, management company, pollution reduction rebates, volunteers, volunteer events (stream cleanup, rainscape, etc..), trash types, electrical usage,					
62	H	Ability to track recyclables cart (size and serial number) by address.					
63	H	Ability to track compliance assessments by both owner and address.					
64	H	Ability to track kitchen by license owner.					
65	M	Ability to track Grants with milestone, due dates and reporting.					
66	H	Ability to track special events such as spills.					
67	H	Ability to track special pick-up misses.					
68	H	Ability to track inspection history for kitchens by both address (GIS & Standard Street) and name (Business & Owner).					
69	H	Ability to attach compliance plans to cases by address and name.					
70	H	Ability to track fines and withdraw or flag licenses and permits in the system by both address and Business & Owner names.					
71	H	Ability to use GIS track rainscape locations.					



Asset Management

	A	B	C	D	E	F	G
1		Asset Management Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
72	H	Ability to track education provided to kitchens and SCP contractors by both address and name (Business & Owner).					
73	H	Ability to track pollution reduction rebates by GIS and owner.					
74	M	Ability to track volunteers and what they assisted with (stream cleanup, rainscape, etc....)					
75	H	Ability to track the amount of trash collected from Adopt a Stream. Track dates and data related to specific sites, types of trash collected. Ability to track or link this data to past adopters.					
76	H	Ability to track water quality.					
77	H	Ability to track electrical usage at the City of Rockville's facilities and track improvements from changes.					
78	H	Ability to track tax credit given to owners for green buildings.					
79							
80		Tools:					

Requests, Workorders & Workflow

	A	B	C	D	E	F	G
1		Requests, Work Orders & Workflow Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General (All Asset Types)					
4	H	Ability to create and modify workflows using built-in management tools. Describe the tools that are available to support these functions.					
5	M	Ability to import work order history from Hansen 7.7 (i.e. service line history) for read-only reference (data does not need to be transactional).					
6	H	Time and date stamp all requests and work order activities with audit trail.					
7	L	Ability to store emergency contact information (i.e. Washington Gas, WSSC, Pepco, Verizon and other utilities) in the system.					
8	L	Ability to generate satisfaction surveys for customers as part of the service request or work order.					
9	H	Ability to track and report costs associated with Asset purchase, maintenance, and repair.					
10	H	Ability to pass service/work order information bi-directionally with a Utility Billing System (UBS) service order function.					
11							
12		Work order/Workflow					
13	H	Ability to auto generate tasks based on time/date.					
14	M	Ability to track customer complaints/requests and auto notify customer at key work status points as defined by City staff (i.e. case opened, status updates and issue is resolved).					
15	L	Ability for customer to choose notification method (email or text) for auto notification of Service Request/Work Order status.					
16	H	Ability to turn 1 Customer Service Request into multiple work orders.					
17	H	Ability to auto generate tasks for work orders (i.e. for prescreening inspections), prior to classifying work order type and details.					
18	M	Ability to call and use results from external services or APIs as part of workflow.					

Requests, Workorders & Workflow

	A	B	C	D	E	F	G
1		Requests, Work Orders & Workflow Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
19	L	Ability to flag work orders associated with assets that require special equipment (other assets), so special equipment can be scheduled for use at the appropriate time needed.					
20	M	Ability to auto flag work orders associated with flagged assets (i.e. we do not want to automatically perform an inspection if the owner owes of money).					
21	M	Ability for users to flag workflow activities/tasks (i.e. applications, renewals, cases, license) and work orders.... that have outstanding issues.					
22	H	Ability for system to auto generate recurring routine maintenance activities (i.e. sewer cleanouts)					
23	M	Ability to easily extend workflows to public-facing functions and views.					
24	H	Ability to see queue of work that has been approved, but not yet started.					
25	M	Ability to assign work orders to AD and Non-AD groups or individuals.					
26	H	Ability to re-assigns queued tasks from one staff member to another.					
27	M	Ability to define escalation/alert rules.					
28	H	Work orders automatically populate asset information based on address or GIS coordinates (i.e. pipe type, size, clean-outs, etc....) and any special equipment needed to perform that work order.					
29	L	Integrated equipment calendar with the ability to assign/schedule special equipment needed for work orders.					
30	H	Ability to have different work order inspection types (i.e. shower pan is different from water heater or sewer service).					
31	H	Ability for work orders to automatically attach checklists/forms depending on type of work order, and/or associated assets.					
32	H	Ability to control permission at a field level, such that staff can update asset information (for certain fields) from a work order (i.e. pipe condition), without risk of changing other data.					
33	H	Ability to have resident/customer and city representative sign-off on an order in the field.					
34	M	Ability to email residents/customers/contractors, etc.... work order cost estimates or other needed documentation for a work order, including emailing this documentation from a mobile device.					

Requests, Workorders & Workflow

	A	B	C	D	E	F	G
1		Requests, Work Orders & Workflow Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
35	H	Ability to attach contracts, inspection forms, video, pictures, notes or emails to a work order, or address for reference.					
36	H	Ability for City staff to override designated workflow tasks at any time providing they have the necessary user permissions.					
37	H	Ability to configure reminder alerts and escalations to make sure key actions (approvals, inspections, etc....) occur on schedule.					
38	H	Ability to rank criticality and priority of both service requests and work orders.					
39	H	Ability to display map (GIS) of pending work order locations by assigned group to assist with planning.					
40	H	Ability to see all the documents associated with a work order and documents associated with corresponding asset (even if not directly related to the current work order).					
41	M	Ability to view and print detailed (multi-layered) GIS information on a map location when performing work on an asset (i.e. sewer pipes) displaying other assets (to prevent accidentally hitting pipes and lines when digging).					
42	M	Ability to see work scheduled to be performed by another departments or groups by asset and location to assist with coordination of efforts (i.e. 1. we don't want to repave a road, just prior to it being dug-up to replace pipes and to ensure accessibility at the time of the work is being scheduled to be performed and 2. we don't want to schedule tree pruning to occur the same day the street is being repaved.)					
43	H	Ability to configure field options (drop-down choices) to allow consistency in problem issue definition and resolution reporting.					
44	H	Ability to track employee labor effort.					
45	L	Ability to estimate costs for various work efforts.					
46	H						
47	M	Ability to provide optimized routing for special pickup routes or by assigned group.					
48							
49							

Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	System provides effective dating of all financial transactions completed in the system including an audit trail tracking all financial actions including modifications to financial elements and data.					
5	H	Ability to take payment in person and online.					
6	H	System loads, tests, and stores revised fee schedules to be implemented in the future.					
7	H	Ability to integrate payments received to the Agency's financial system (CGI-AMS 3.10).					
8	H	System manages Trust Accounts whereby large payments are received in advance by Contractors from which funds are drawn to credit fees due.					
9	H	System handles all transactions involving bonds and bond refunds and to relate them to permits and other types of applications.					
10	H	System calculates fines and interest.					
11	H	System reverses a transaction and all related allocations and records this action permanently as part of the system audit trail.					
12	H	System tracks and automatically calculates all fees (include complex) related to the permitting, planning, zoning, licensing and enforcement processes at any point dictated by the business rules.					
13	H	System calculates fees based on configured fields.					
14	H	System automatically determines fees from codes based on business rules configured based on Code Ordinances.					
15	H	System tracks all transaction history (renewals, bills, payments, penalties, late fees, etc.) associated with a business/individual.					
16	H	System provides receipts as part of the payment process in real time.					
17	H	System allows authorized users to waive and void permitting and other fees and have all such changes reflected as part of the system audit trail.					
18	H	System tracks and accounts for all current and historical financial related transactions collected through the system.					

Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
19	H	Support for auditable financial tracking, including handling all Department cash transactions, escrow account management (for both people and buildings,) billing process management tools, and complete records for tracing and reconciliation tasks.					
20	H	Ability to accept Utility Billing payments from the community to allow a single payment interface, and pass payment information to the Utility Billing system as part of a integration.					
21							
22		Setting up and Updating of Fees					
23	H	Ability to support all fees, fee tables, and fee information based on permit type, including effective and expire dates, shared fee variables, and unique fee variables where needed.					
24	H	Ability to add/remove/update fees.					
25	L	Ability to view fees and fee status for all related permits in a single view.					
26	H	Ability to associate fees with contact as well as permit.					
27	L	Ability to assign multiple budget codes to individual fees.					
28	H	Ability for fee to be modified, waived, cancelled or adjusted by staff user with auditing and annotation or explanation.					
29	H	Ability to track user, IP address, date and time, and before and after data for fee overrides.					
30	H	Ability to document and bill preliminary assistance fees prior to intake of a permit / case.					
31	H	Ability to set due dates on fees.					
32	H	Ability to issue new bill when fee changes occur.					
33	H	Ability to apply business rules to enforce when fee can be added.					
34	H	Ability to define labor hours associated with fees.					
35	M	Ability to associate labor hours against minimum fee amounts, and bill for additional labor hours beyond the minimum amounts.					
36	H	Ability for public to view and pay fees (standard and estimated) on-line or in-person.					

Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
37	H	Ability to recalculate fees based on the fee schedule in effect at the application or permit issue date.					
38	H	Ability to store revised fee schedules to be implemented in the future.					
39	H	Ability to create, track and manage applicant funding account, either pre-paid or line of credit.					
40	H	Ability for applicant to set up multiple customer funding accounts (e.g escrow or advance deposit).					
41							
42		Fee Payment and Refunds					
43	H	Ability to generate invoices.					
44	H	Ability to validate that full payments have been received before issuing permits.					
45	H	Ability to associate payments with a permit number.					
46	M						
47	H	Ability for multiple permits to be paid for at one time, i.e., one payment could be paying for several types of permits.					
48	H	Ability to view tranaction history (renewals, bills, paments, penalties, late fees, etc..) associated with a business/individual.					
49	H	Ability to validate plan and permit number before assigning payment.					
50	H	Ability to maintain full audit trail (user name, date, prior amount, subsequent amount, etc.) for all financial actions (current and historical) including modifications to financial transactions (e.g. waiving a fee).					
51	H	Ability to reverse a transaction and all related allocations and to record this action in the audit trail.					
52	H	Ability to show a credit balance.					
53	H	Capability to have notes linked to transactions.					
54	H	Ability to apply, track and report on payments for future project charges (like a deposit or retainer).					
55	H	Ability to provide real time payment verification.					
56	H	Ability to provide automated warnings and/or holds based on NSF checks or delinquent accounts.					

Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
57	H	Ability to track delinquent or unpaid fees.					
58	H	Ability to have detailed payment receipt with line items based on payment/invoice number at the time when the transaction was completed. The line items to include:fees paid, amounts paid, fee balances, date, time, and name).					
59	H	Ability to search by transaction number, address, fee type.					
60	H	Ability to email fee payment receipt.					
61	H	Ability to provide printed receipts as part of the payment process in real time.					
62	H	Ability for the customer to be able to view their receipt on-line.					
63	H	Manages Trust Accounts whereby large payments are received in advance by Contractors from wich funds are drawn to credit fees due.					
64	H	Manages all transactions involving bonds and bond refunds and relates them to permits and other types of applications.					
65	H	Ability to send alerts or trigger actions based on payment of fees.					
66	H	Ability to track the balances owed between departments.					
67	L	Ability to transfer fees collected electronically between departments in a timely manner.					
68	H	Ability to include credit balance in the calculation of total amount due.					
69	H	Ability to customize status and type codes for payments and refunds					
70							
71		Fee Calculations					
72	H	Tracks and automatically calculates all fees related to the permitting, planning, zoning, licensing and enforcement processes at any point dictated by the business rules.					
73	H	Ability to calculate estimated fees for projects based on permit type and scope of work.					
74	H	Ability to calculate estimated fees based on user-defined variables.					



Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
75	H	Ability to calculate fees by any combination of variables including mapping criteria, per item, sq ft of structure, volume of material, labor hours, construction use, construction type, occupancy type, reviews required, etc.					
76	H	Ability to dynamically change calculation methods for a fee based on permit data or workflows.					
77	H	Ability to capture hourly charges of time accrued based on time frame.					
78	H	Ability to calculate fines and interest.					
79							
80		<b><i>Clock</i></b>					
81	H	Ability to calculate review timelines from intake to issuance, differentiating between periods of time for which the city and the applicant are responsible.					
82	H	Ability to generate report(s), including:					
83		Total number of complete applications.					
84		Total number of applications with final decision notice issued within a timeline.					
85		Total number of applications for which an extension of time was mutually agreed upon by the applicant and the City.					
86		Variance of actual performance to deadline, excluding applications for which mutually agreed time extensions have occurred.					
87		Mean processing time and the standard deviation from the mean.					
88	M	Ability to manage the clock (i.e. track performance against standards) against a hierarchy of associated reviews rather than just an individual review.					
89	M	Ability to track against different time targets base on type of permit and/or review.					
90	M	Ability to track against multiple simultaneous time targets for the same type of permit and/or review.					
91	M	Ability to restart the review stage without resetting the clock.					
92	M	Ability to identify permit types that are exempt from the timeline.					
93							

Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
94		<b>Time Tracking</b>					
95	M	Ability to associate employee time tracking codes with budget codes in the financial system for billing and payroll distribution purposes.					
96	M	Ability to define activity-based tracking codes by work group.					
97	H	Ability to validate data integrity when entering time (e.g. project number).					
98	H	Ability to enter and track time worked on any review or inspection activity by any user and automatically generate a fee.					
99	H	Ability to provide status to reviewers of how much time they have spent on a review and how much time is remaining.					
100							
101		<b>Billing</b>					
102	H	Ability for user to review calculated fees and make adjustments prior to final billing.					
103	H	Ability to bill customer for combination of standard fees and calculated fees.					
104	H	Ability to define language to be associated with each charge (so that it is understandable to the applicant).					
105	M	Ability to view entire history of fee assessment, payment, corrections and current balance in one place.					
106	H	Ability to track the following items for billing purposes and performance distribution:					
107		Labor costs and hours					
108		Equipment/vehicle costs and hours					
109		Materials usage					
110		Contract/sublet/outside consultancy costs					
111		Miscellaneous costs					
112		Usage and fees for performance					
113		Distribution					

Financial Transactions

	A	B	C	D	E	F	G
1		Financial Transactions Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
114	M	Ability to track reimburseable hours.					
115	H	Ability to enter invoices from outside organizations and to send them out to applicants (e.g. for peer review).					
116	H	Ability to set distinct rate structures for different billing scenarios on a given project, permit or code compliance case (e.g., external billing could contain appropriate overhead or markups while internal billing could be accomplished at direct cost).					
117	H	Ability to associate "roll-up" budget or accounting codes to groups of projects, permits, code compliance cases, work orders, and service requests for total accounting of projects.					
118	H	Ability to generate and track billing invoices for permits, periodic monitoring and inspections, and applicant funding accounts.					

Mobile Application

	A	B	C	D	E	F	G
1		Mobile Application Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Vendor-developed apps must be compatible with iOS, Android and Windows platforms for mobile devices (e.g., smartphones, tablets)					
5	H	The mobile application must be easily accessible from the mobile’s corresponding app store or a link from the agency’s website.					
6	H	Provides a seamlessly integrated mobile application specifically designed for inspections and other field-related duties.					
7	M	Mobile application synchronizes with the core (backend) system through wireless connectivity.					
8	H	Ability to update system data in real time (i.e. Ability for inspectors to enter inspections results.)					
9	H	Stores entered data when connections are lost and seamlessly connect and reconnect wireless network coverage is available automatically.					
10	M	Supports seamless roaming between broadband networks; agency owned wireless hot spots, and other agency network facilities.					
11	M	Ability to print documentation (mobile printer) and to email in the field.					
12	H	Ability to perform searches (such as for prior inspections) from mobile application.					
13	H	Ability to displays all the inspections related to a permit or other case type in the field.					
14	M	Provides access to GIS real-time maps and GIS related property information from the mobile application.					
15	L	Captures time and mileage to be associated to a department or budget.					
16	H	Allows users full access to all relevant information for their assigned permits or applications (construction drawings, permits, specifications, etc..)					
17	H	Allows users to enter notes and report any code violations that may be identified during an inspection from the mobile application/field device.					
18	M	Allows users to schedule follow-up appointments.					
19	M	Ability to defined and modify Checklists based on each inspection and/or complaint type.					

Mobile Application

	A	B	C	D	E	F	G
1		Mobile Application Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
20	M	Ability to starts a record (permit, complaint, etc.) in the field in the online or offline mode.					
21	H	The mobile application must provide a method of attaching to the record, electronic image(s) from the mobile device's camera, video or from an existing library of images.					
22	M	The mobile application should be map based and utilize location aware technology. Requestor must be able to make more precise adjustments or enter a street address for more accurate location reporting.					
23	M	Ability to email residents/customers/contractors, etc.... work order cost estimates or other needed documentation (notice of non-compliance) from a mobile device.					
24	M	Ability to see all the documents associated with a plan such as approval letter, conditions, findings, signature set, notes, and identify official version (construction from different years must meet different standards).					
25	M	Ability to store emergency contact information for Washington Gas, WSSC, Pepco, Verizon and other utilities in the system.					
26	H	Ability to have resident/customer and city representative sign-off on an order in the field.					
27	L	Ability to update asset information (for certain fields) from a work order (i.e. pipe condition).					
28	M	Ability to access mapping information on mobile devices.					
29	M	Ability to accept or decline work order assignments (and add a note as to why it was declined).					

Reporting

	A	B	C	D	E	F	G
1		Reporting Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	N/A	Please provide a list of standard/built-in Reports by module. (Respond in Comments field).	N/A	N/A	N/A	N/A	
5	H	Ability to clone and then modify copies of any standard reports that may come with the application.					
6	H	Ability to seamless integrate with Crystal Reports.					
7	H	Built-in ad hoc reporting tool to enable non-technical users to quickly and easily create, generate, display and print basic reports from the application software.					
8	H	The ad hoc report writer requires no technical knowledge of MS SQL or Oracle to allow end users to create queries or reports.					
9	M	Ad-hoc reporting tool permits wild cards searches, as part of the search criteria.					
10	H	Ability to send template-based electronic letters.					
11	M	Users can save, edit and delete the current query or current report settings once a report has been built.					
12	H	Ability to print reports on-demand to a specified printer or file and display report results on screen.					
13	M	Ability to exports in formats that can be further manipulated by multiple third party applications such as PDF, Excel, Word, or MS Access.					
14	H	Ability to generated reports filtering on any combination of system data fields as needed with grouping options (including GIS data).					
15	H	Ability to customizes reports, letters, and correspondence (for example layout, add City Logo, etc....).					
16	M	Built-in spell check for all comment boxes, user text fields, etc...					
17	H	Ability to schedule batch reports and have them automatically emailed (for printing).					
18	H	Ability to report on information that has been passed from an interface/integration.					
19							
20		Types of Reports					
21	H	Ability for end-users to easily perform on-demand ad-hoc reporting.					

Reporting

	A	B	C	D	E	F	G
1		Reporting Requirements					
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
22	H	Ability to print on demand.					
23	H	Ability to automatically generate documents such as correction letters.					
24	M	Ability to generate documents that automatically pull in a map centered on the site (such as zone maps).					
25	H	Ability to generate management reports on appeals with information such as case number, review type, proposal, staff decision, etc.					
26	H	Ability to generate reports based on inspection results, e.g., approvals, corrections, cancellations, etc.					
27	H	Ability to create a report listing all inspections for any selected day.					
28	H	Ability to create a report listing all inspections for a given inspector for any selected day.					
29	H	Ability to print letters and correspondence as well as original or duplicate permits or permit cards.					
30	H	Ability to generate reports for cases, permits violations, complaints, licenses and other applications by address, parcel number, record number and owner/business/contractor name.					
31	H	Ability to display and report on the outstanding workload of assigned, unassigned and completed projects by pre-defined selection criteria, including work unit and planner.					

Addressing

	A	B	C	D	E	F	G
1	Addressing/Property/Location Information Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Ability to prevent creation of duplicate records.					
5	H	Ability to define and track attributes of jurisdiction-defined property units (collections of buildings, sub-sets of buildings, etc.).					
6	H	Ability to specify status of parcel, address, and building records (e.g., active, retired).					
7	H	Ability to associate buildings with one or more parcels.					
8	H	Ability to associate buildings or portions of buildings with a single primary address and multiple secondary addresses.					
9	H	Ability to choose a permit location from a map interface and assign an address.					
10	H	Ability to search by primary or secondary address for building/parcel records.					
11	H	Ability to search by primary or secondary address for permit and case records.					
12	H	Ability to search for permit and case records by associated building or parcel name.					
13	H	Ability to associate permit and case records with specific units or floors of a building.					
14	H	Ability to associate a single contact with multiple buildings or parcels and ability to associate more than one contact with a building or parcel.					
15	H	Ability to track/maintain address history.					
16	H	Ability to capture Legal Descriptions (Lot, Block, Subdivision or Tax Map Grid and Parcel)					
17							
18		Address					
19	H	Ability to associate addresses with their latitude/longitude coordinates.					
20	H	Ability to support all address components including street number, address modifier, street prefix, street name, street type, street suffix, and suite number.					
21	H	Ability to support information regarding buildings, parcels, zoning and other land management data by address or parcel identifier.					



Addressing

	A	B	C	D	E	F	G
1	Addressing/Property/Location Information Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
22	M	Ability to add additional data capture fields (and associate the field to address), for example tax-id for business addresses.					
23							
24		<b>Parcel</b>					
25	H	Ability to store the following information related to a parcel:					
26		Addresses					
27		Buildings					
28		Zoning and Overlays					
29		Land use parcel conditions					
30		Property comments					
31	H	Ability to show history (current, retired) of all addresses and changes (subdivision, merging) to a parcel and reasons for changes.					
32	H	Ability to support retention of parcel change history, including any permit/case associations to historic parcels.					
33	H	Ability to store parcel identifiers that contain letters, numbers, and special characters.					
34							
35		<b>Building</b>					
36	H	Ability to store unique building identifier.					
37	H	Ability to store data with a building or building space record that includes usage, number of stories, type of construction, size, occupancy, units, and parking spaces.					
38							
39							
40							

Plan Review

	A	B	C	D	E	F	G
1	Plan Review Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Ability to track the following for each permit review and review cycle: Assigned by Assigned to Start date Due date Complete date Status Code version reviewed under Review notes					
5	H	Built-in permissions security that can be applied to users for checking and marking documents related to electronic document review.					
6	H	Access to landowner and parcel information for planning new construction					
7	H	Ability for multiple users to view electronic plan sets and other permit documents simultaneously.					
8	H	Ability to provide correction notices electronically.					
9	H	Ability to create review corrections by selecting from shared standard correction items.					
10	H	Ability to create, update, and search standard correction items.					
11	H	Ability to integrate and reference building codes, with text search and ability to include code references in correction notices.					
12	H	Support different types of reviews (advisory, screening, regular, etc.), with rules that govern behavior by type (e.g. holds/does not hold issuance, etc.).					
13	H	Ability to track independent review cycles (i.e. separate instances of the same review).					
14	L	Ability to search the text of correction notices sent for specific search strings.					
15							
16		Electronic Plans					

Plan Review

	A	B	C	D	E	F	G
1	Plan Review Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
17	H	Ability to review and add markup to plan sets in electronic format. Specify whether this is provided as a part of the core system or is provided as a 3rd party integrated product or comes with support for integrating our own 3rd party product. Specify supported 3rd party products and/or what mechanisms are provided for integration.					
18	H	Ability for multiple reviewers to add markup to the same electronic plan set at the same time.					
19	H	Ability to receive and store plans and other submitted documents in multiple electronic formats. Specify formats supported.					
20	H	Ability for employee reviewers to mark up plans electronically.					
21	H	Ability to zoom in/out when reviewing drawings.					
22	H	Ability to prevent applicants from making changes to uploaded plan sets and permit documents.					
23	H	Ability to compare two versions of a plan set or document and view additions and deletions.					
24	H	Ability to add stamps to plans or documents.					
25	H	Ability to view multiple sheets side by side.					
26	H	Ability to overlay any plan sets with the system whether or not they are associated with the same permit.					
27	H	Ability to turn drawing layers on or off.					
28	M	Ability to mark up plans using a variety of input devices (e.g. pen input on tablet device).					
29	H	Ability to automatically track date, user, review type, review cycle, of markups/redlines.					
30	H	Ability to consolidate corrections from multiple parallel reviewers into one document.					
31	H	Ability to filter plan markups by review type.					
32	H	Ability to maintain dimensional accuracy of submitted plan sets which are converted from their original format.					
33	H	Ability to track versions of all plan sets and documents.					
34	H	Ability to upload and assign or "route" documents and plan sets based on configurable criteria and rules.					
35							
36		Workflow / Process					
37	H	Ability to assign reviews to specific users, automatically (by pre-defined rules) or manually.					

Plan Review

	A	B	C	D	E	F	G
1	Plan Review Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
38	H	Ability to track multiple instances of the same review, assigned to different multiple reviewers.					
39	H	Ability to automatically calculate and add review due dates based on other system events.					
40	H	Ability to suspend reviews.					
41							

Development Review and Zoning

	A	B	C	D	E	F	G
1	Development Review and Zoning Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Ability to maintain distinctions and separation between project analysis comments officially provided to the public and in-house notes not publicly available.					
5	H	Ability to transfer required uses and features determined during a review to a property for on-going tracking of the base requirement and changes over time (e.g. such as floor area added or removed or time, density, landscaping improvements, parking, etc.).					
6	H	Ability to link multiple Master Use Permits ("Planning permits") to a building permit.					
7	H	Allows renewal dates for Special Use/Variance zoning appeals to be defined manually or calculated from a number of month/days.					
8	H	Ability to issue permits for multiple "development site" parcels.					
9	H	Ability to link or relate one or more development projects.					
10	H	Ability to automatically carry over pre-application or early assistance information into subsequent review application files.					
11	H	Ability to automatically assign review target dates based on business rules.					
12	H	Ability to see all the documents associated with a plan such as approval letter, conditions, findings, signature set, notes, and identify official version (construction from different years must meet different standards).					
13							
14		Public Notice					
15	H	Ability to interface with GIS to generate mailing lists and print mailing labels for notices/decisions to owner and occupants of parcels within a given distance (e.g. 300') of subject parcel.					
16	H	Ability to record official notice date and base future process actions from that date.					
17	H	Ability to track milestones for Public Notices and Notice events.					
18	H	Ability to record/track an event when a notice has been sent to an address.					
19							
20		Public Comment Management					

Development Review and Zoning

	A	B	C	D	E	F	G
1	Development Review and Zoning Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
21	M	Ability to allow public comment on designated projects via a public facing web portal (projects such as Design Review or Applications).					
22	H	Ability to designate an administrator to enter comment guidelines that filter or focus public comment accepted.					
23	H	Ability for administrator to set comment period start and end dates.					
24	H	Ability to require public commenters to enter a valid email address, or create a userid to post a comment.					
25	H	Ability for designated administrator to review public comments before publication.					
26	H	Ability to 'hide' or not publish comments with inappropriate language. These records must be maintained with the project file.					
27	H	Ability to associate comments with a project for record retention purposes.					
28	H	Ability to associate comments to specific project documents such as electronic plans, design review proposals, or public notices.					
29							
30		Work Assignment					
31	H	Ability to display and assign work for each reviewer with a breakdown of activities and deadlines.					
32	H	Ability to receive early warning on personal dashboard tools for upcoming work (such as reminder of work due to prepare for a hearing).					
33							
34		Decision Writing					
35	M	Ability to document decisions or agreements regarding projects in the system.					
36	H	Ability for public to view accurate status information (e.g. reviewer assigned to write decision, due date for decision, assignment to supervisory review, etc.).					
37							
38		Conditions					

Development Review and Zoning

	A	B	C	D	E	F	G
1	Development Review and Zoning Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
39	H	Ability to track Conditions that are added as a condition of approval of a project/permit/land use review, and are requirements and/or deadlines required to be met on subsequent permits. (Examples include monitoring periods for landscaping and maintenance, required submittal of monitoring reports, requirements to submit for additional permits or review, etc.).					
40	H	Ability to display conditions associated with a project.					
41	H	Ability to show when a condition has been updated.					
42	H	Ability to show the status of a condition (whether it's been met or not).					
43	H	Ability to enter project specific conditions that affect other permits/cases associated with the project.					
44	H	Ability to generate automated messages (e.g. emails) to reviewers either at specific pre-defined time points (e.g. annual follow-up) or based on project events (e.g. issuance of related building permit) for monitoring/verification/follow up.					
45	H	Ability to apply conditions selectively to only certain phases of Phased permits (i.e. permits reviewed and issued based on partial plans, such as Foundation, Shell and Core, Architectural, etc.)					
46							
47		Appeals and Hearings					
48	H	Ability to maintain record of hearing dates, type, description and participants.					
49	H	Ability to provide email notification of upcoming appeals to staff participants.					
50	H	Ability for the owner, applicant, or public to track outcomes of appeals.					
51							
52							
53							
54							

Inspection

	A	B	C	D	E	F	G
1	Inspection Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		Initiation, Requirements, and Relationships					
4	H	Ability for customer to request inspections through different mediums such as On-line, walk-ins, etc.. by responsible party and inspectors.					
5	H	Ability to restrict/reject an inspection request based on business rules, case type or work proposed.					
6	H	Ability to auto generate required inspections based on type of permit, information field and business rules.					
7	M	Ability to automatically trigger an inspection based on scheduling or performance of another inspection type on the same or related permit.					
8	H	Ability to accommodate all types of inspections including boiler, elevator, refrigeration, signs, and vacant building (quarterly, annual, or bi-annual inspections).					
9	M	Ability for inspectors to view lists of sites and devices due for inspection.					
10	H	Ability for inspectors to enter inspections results.					
11	M	Ability to evaluate inspections on a primary permit based on the status of related permits.					
12	M	Ability to indicate whether inspection is requested as a result of emergency or accident, with details.					
13	H	Ability to see all the documents associated with a plan such as approval letter, conditions, findings, signature set, notes, and identify official version (construction from different years must meet different standards).					
14	H	Ability to view a minimum of 10 years of inspection history (all inspection types).					
15	L	Ability for multiple users to work on the same case at the same time, with lock feature for edits (i.e. others are just viewing during updates).					
16							
17		Scheduling & Routing					
18	H	Ability to provide an inspector with a list of inspections for the day, week or month.					
19	M	Ability to view map of scheduled inspections.					
20	M	Ability to automatically assign inspections based on location, type or other business rules.					
21	M	Ability to add ad hoc inspections to the expected or scheduled inspections.					



Inspection

	A	B	C	D	E	F	G
1	Inspection Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
22	M	Ability to schedule inspections based on a date and/or requested time or time range.					
23	M	Ability to prioritize inspections for assignment based on inspection type or other business rules.					
24	M	Ability to reassign inspections.					
25	M	Ability to apply workflow rules that specify the order in which inspections must occur or pre-requisites that must be fulfilled prior to scheduling.					
26	H	Auto-notification of workflow activities (i.e. ability to notify permit holders of inspection results as part of the workflow).					
27	M	Ability to not allow scheduling on holidays or training days and identify conflicts that exist with those dates and need to be rescheduled.					
28	M	Ability to schedule routine, periodic inspections (e.g., annual inspections, various monitoring programs, etc.).					
29	M	Ability to schedule re-inspections based on elapsed time period.					
30	L	GUI appointment calendaring with multi-inspector schedule viewing.					
31							
32		Recording Information					
33	H	Ability to record information about an inspection including the following: - Inspector/Employee - Date and Time of Inspection - Inspection Results - Approved variances for inspection elements - Project Number and Name - Weather conditions, site conditions, contractor's work force, etc...					
34	M	Built-in forms, such as a Final inspection checklist.					
35	H	Ability to record inspection results from a drop down list of customized values.					
36	M	Ability to maintain a library of standard correction items and record inspection corrections from a drop down list.					

Inspection

	A	B	C	D	E	F	G
1	Inspection Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
37	M	Ability to support mobile users without City network access for specific functions (including display of permit information and entry of inspection results).					
38	H	Ability to record information about a Certificate of Occupancy (CO) including: Permit number, Address, Bldg. ID/Building Description, Records Filed at Address (a “master” address for the property), Project Description, Total Unit count, and List of all occupancies in the bldg. (with Occupancy Group, Location or floors that occupancy exists in the bldg., Assembly load for the occupancy, Type of Construction, and Type of sprinkler system).					
39	H	Ability to attach pictures of relevant field conditions to a permit or case from a mobile device.					
40							
41							

Code Compliance

	A	B	C	D	E	F	G
1	Code Compliance Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Ability to have a system-generated and unique project number and project name for each permit, license or other case type under which other activities may be associated.					
5	H	Tracks all activities concerning violations, permits, complaints and code enforcement. This includes inspections and attempted inspections; contacts with owners, contractors, landlords and tenants; letters; phone calls; emails, court enforcement, billing, etc. performed by inspectors and other employees.					
6	H	Ability to track all stages of code complaint and systematic enforcement including case intake, notice issuance, administrative citation issuance, administrative hearing and appeal tracking, notification and outcome, etc.					
7	H	Ability to support variations in processes for different inspection disciplines, and in particular differences for compliance inspections from construction inspections (e.g. different status values, different business rules, etc.).					
8	H	Ability to link any type of case, complaint, or compliance application to any type of construction or Land Use permit.					
9	H	Ability to track and control the request, review, approval, and issuance, and appeal of a Stop Work Order.					
10	H	Ability to send email notification or generate a form letter to notify various stakeholder of a Stop Work Order, Notice of Violation, Order to seal premises, etc.					
11	H	Ability to apply and process a special investigation (including special investigation fee) for an address without a permit.					
12	H	Allows authorized users to create records on behalf of other users (such as office staff creating violation records).					
13	H	The ability to manage end-to-end code enforcement processes, including complaint lodging, case assignment, investigation inspections, issuance of citations and other enforcement documents, Reviews, appeals, variances, Hearing Examiner processes, referral for legal action, case resolution, and exception processes.					
14							
15		Complaint Intake					

Code Compliance

	A	B	C	D	E	F	G
1	Code Compliance Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
16	H	Ability to create a new case or complaint and record, store, and retrieve detailed information (e.g. information about property, people, staff, status, etc.).					
17	H	Ability to support submittal of complaint from a mobile device (e.g. take a photo of a violation and submit with geo-location info from phone).					
18							
19		Service Request					
20	H	Ability to have inspection records associated with Service Requests.					
21	H	Ability to require that a Resolution Code be entered in order to close a Service Request.					
22							
23		Complaint Tracking					
24	H	Ability to look up service requests, cases and other records by associated contact.					
25	H	Ability to look up cases by associated parcel or address.					
26	H	Ability to assign priorities to cases based on business rules (e.g., health and safety issues).					
27	H	Ability to capture that a Citation judgment was sent to Accounting for collection (including date).					
28	H	Ability to capture where a case/call was transferred (when other than the City of Rockville is responsible).					
29							
30		Recording Results					
31	H	Ability to capture initial inspection and re-inspection results.					
32	H	Ability to track voluntary compliance and administrative closures.					
33							
34							
35							

Licenses & Permits

	A	B	C	D	E	F	G
1	Licenses & Permits Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
3		General					
4	H	Ability to have a system-generated and unique number and name for each license or other case type under which other activities may be associated.					
5	H	Ability to track rental resident and property owner information for the property (i.e property owner has a different addresses than the property address).					
6	M	Ability to track property owner by person name & company name, and see other related companies and properties for the same person using different company names.					
7	M	Ability to support option for display and/or entry via mobile device.					
8	H	Ability to send warning letters (or emails) for pending system events (renewals, expirations, inspection dates, missed deadlines, etc).					
9	H	Ability to generate a completed registration, certificate, receipt, or etc. on the website for user to download and print.					
10	H	Ability to maintain complaint history by address and GPS location.					
11	M	Ability to track a variety of activities for MPDU (Moderately Priced Dwelling Units) applications (e.g. letters, packets, issuances, licenses, etc.).					
12	H	Ability to place holds on permits.					
13							
14		Rental Property Registration and Tracking					This function operates very much like a renewable permit.
15	M	Ability to allow pre-filling of rental property (or suspected rental property) data, including ownership data.					
16	H	Ability to support full lifecycle of a X-year "registration" term, including application, update, transfer, and renewal.					
17	H	Ability to mark a particular registration as denied, revoked, or reinstated (or regular/normal).					
18							
19		Inspection Selection, Entry, & Storage					
20	H	Ability to track inspection information by location and owner.					

Licenses & Permits

	A	B	C	D	E	F	G
1	Licenses & Permits Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
21	M	Ability to implement custom logic to choose which registered rental properties should be subject to random inspection.					
22	M	Ability to implement custom logic to choose which specific units at properties chosen for random inspection should be inspected.					
23	M	Ability to implement custom logic to choose which properties previously subject to random inspection will now be audited.					
24	M	Ability to automate a weighted checklist and allow entry of results via a web app or mobile device.					
25	H	Ability to retain and track inspection results against a specific rental unit.					
26							
27		Trade Licensing					
28	H	Ability to support customer self-service for look-up and update of their trade license data.					
29	H	Ability to support automated annual or anniversary date renewals of trade licenses.					
30	H	Ability to support different kinds of licenses with varying expiration dates.					
31	H	Ability to configure/customize license parameters, such as grace period, need for periodic re-training, fee adjustment (not prorated) for short license terms, etc.					
32	H	Ability to track underlying credentials of and training completed by licensees including capability to scan and store certificates.					
33	M	Ability to merge duplicate licensee records.					
34	M	Ability to report on revenue by license type, by month.					
35	H	Ability to email licenses/certifications.					
36	H	Ability to bulk print licenses/certification based on criteria entered (renewal date, etc....)					
37	M	Ability to transfers a license/permit to a new location without a change of ownership.					
38	M	Ability to track employee certification.					

Licenses & Permits

	A	B	C	D	E	F	G
1	Licenses & Permits Requirements						
2	Importance	Requirement	Fully Supported/Included/Configurable x 10	Partially Supported x 6 (comments required)	3rd Party Product Snap-in x 2 (vendor and product name required)	Not Supported x 0	Description or Comments
39	H	Ability to track fines and withdraw or flag licenses and permits in the system by both address and Business & Owner names.					
40	H	Ability issue, renew, expiration and collect fees for licenses.					
41							
42		<b><i>Parking</i></b>					
43	H	Ability to track parking permits.					
44	H	Ability to track the following attributes for parking permits: expiration, voided, reported as lost or stolen (no longer valid), address/location permit is valid for , permit # by residence address)					
45	H	Ability to see permit address location on GIS map.					
46	H						
47	H	Ability to track historical data on a property such as: license renewal history, deficiency notices, original date copy of violation letters					
48							
49							
50							
51							
52							
53							
54							
55							
56							