

City of Alameda

REQUEST FOR PROPOSAL



The Public Works Department is seeking proposals for a
Web-Based Maintenance Management System

Issued: January 12, 2015

Submittal Deadline:

2:00 PM February 2, 2015

City of Alameda
Public Works Department
950 West Mall Square
Alameda, CA 94501

I. NOTICE INVITING PROPOSALS

The City of Alameda (City) Public Works Department invites proposals for a web-based maintenance management system (MMS) designed to manage work, resources, and assets. Submitted Proposals must address the MMS and the services needed to fully implement the MMS. The ideal Proposer will have experience with implementing computerized maintenance management systems in municipalities preferably within California. It is necessary for Proposers to read the information contained in this Request for Proposal (RFP) to understand how to submit the proposal, what documents must accompany the proposal and what legal obligations the Proposer is submitting to by providing a successful proposal. Any Proposer that wishes to be considered for this work must submit the information requested in this RFP and, if invited, perform a system demonstration. Proposals must be received by the City Public Works Department by 2:00 PM on February 2, 2015.

IA. SUBMITTAL OF PROPOSAL

Proposers shall submit four (4) complete double-sided, copies of their proposal (including one unbound, copy ready), on paper containing a minimum of 20% post-consumer recycled content. Proposals must be in a sealed envelope bearing the caption "City of Alameda – Maintenance Management System Proposal". Proposals shall be submitted to:

ATTN: Erin Smith, Public Works Coordinator
City of Alameda Department of Public Works
950 West Mall Square
Alameda, CA 94501
RE: Maintenance Management System Proposal

Proposals may be submitted in person at the Public Works Department, or by mail, but must be received by 2:00 PM on February 2, 2015. Late proposals will not be considered. The City assumes no responsibility for delays caused by delivery service. Postmarking by the due date will not substitute for actual receipt.

Any Proposal received prior to February 2, 2015 may be modified or withdrawn by written request from the Proposer to the City up to the official time when all proposals are due. All proposals shall be held to be valid and available to the City in all respects until one such proposal has been accepted by the City and an agreement fully executed, or until a proposal has been specifically rejected by the City, whichever occurs first.

The City reserves the right to reject any and all proposals, to request additional information concerning any proposal for purposes of clarification, to accept or negotiate modification to any proposal following the deadline for receipt, and to waive any irregularities if such would serve the interests of the City. The City retains sole discretion to evaluate proposals and make an award to the Proposer that the City deems to have the most responsive proposal. The City reserves the right to negotiate all final terms and conditions of any contract entered into.

All costs incurred during proposal preparation or in any way associated with the Proposer's preparations, submission, presentation or oral interview shall be the sole responsibility of the Proposer.

Proposers are liable for all errors and omissions contained in their proposals.

IB. PRE- PROPOSAL QUESTIONS

All Proposers are prohibited from contacting City officials, consultants or staff regarding this RFP between the time of issuance of the RFP and contract award, unless such contact is made through the City contact specified below. Failure to comply with this provision could result in the rejection of a proposal. All questions regarding the proposal documents and proposal should be directed in writing to:

Erin Smith, Public Works Coordinator
City of Alameda Department of Public Works
950 West Mall Square
Alameda, CA 94501
esmith@alamedaca.gov

Pre-proposal questions will be accepted until January 26, 2015. All questions received will be answered electronically via email to all participating Proposers. All Proposers interested in submitting a proposal must email their intention to Erin Smith (contact information above) if they want to receive questions and answers related to the RFP.

II. BACKGROUND

The City of Alameda Public Works Department is seeking a comprehensive, yet simple and user friendly, web-based maintenance management system (MMS) that provides the functionality defined below without considerable customization. A simple and user friendly system is one that does not require users to interact with multiple screens or commands to complete common tasks and can be used by operators with minimum computer skills. The MMS must integrate with the City's Geographic Information System (GIS) and is required to support the following asset groups:

- Sanitary sewer system
- Stormwater system
- Building Facilities
- Streets
- Traffic Signs and Signals
- Sidewalks
- Medians
- Trees

In general, Public Works is looking for the following functionality in regards to the maintenance management system:

- Submit and Track Service Requests
- Maintain Asset Information & History
- Exhibit Hierarchy & Relationships
- Workflow Management
- Prioritize, Schedule, & Dispatch Work Orders
- Capture Labor & Material Costs, Notes, etc.
- Life Cycle Costing and Capital Planning
- Reporting & Key Performance Indicators
- Document Management

The following are key “system critical” requirements of the software solution:

- Asset Management
 - Store and manage all types of assets:
 - Facility assets (eg; pump stations- referred to as ‘non-linear’ assets)
 - Collection system (eg; pipes, valves– referred to as ‘linear’ assets)
 - Electrical assets (eg; SCADA, relays, radio)
 - General buildings
 - Track all assets in an ‘open’ database
 - Track assets using a unique asset ID
 - Associate assets with custom properties
 - Organize assets in hierarchy-based structure (ie; tree view)
- Work Flow Management:
 - Assign work orders to multiple staff
 - Provide ‘home-page’ for each staff member
 - Display work-order status and summary on home-page
 - Notify staff of pending, future and immediate work orders via email or home-page
 - Issue reports via email
- Work Order Management:
 - Create, issue and track work orders
 - Associate work orders to assets
 - Assign and route work orders to City staff
 - Track work order status (ie; open, closed)
 - Track labor and equipment costs
 - Create work orders via a simple ‘request’ interface
- Maintenance Scheduling and Tracking
 - Schedule preventive maintenance (PM) activities
 - Issue work orders based on PM schedule
 - Define fixed and custom schedules
 - Assign procedures (SOP’s) to PM activities
 - Associate assets to PM activities
- System Integration
 - GIS (see below for further requirements)
 - Field laptop data capture and tracking systems
 - Comcate (optional – see below)
 - Microsoft Outlook (display work-orders in calendar)
 - Import and export tools
- GIS Integration:
 - Integrate ESRI GIS formats (eg; ESRI Server 10.2)
 - Associate work-orders with GIS features (be able to display work orders on map)
 - Select asset(s) from map view to generate work order
 - Track work activities for linear and nonlinear based assets
- Document Management:

- Associate documents with assets, work orders and PM's
- Handle multiple document formats including PDF, Word and Excel
- Store document links (eg; URL's or file server paths)
- Upload documents into MMS database
- Store document metadata (eg; author, date etc)
- Display documents via MMS

- Reporting
 - Standard reports
 - Custom report generation
 - Key performance indicators
 - Printable reports
 - Graphical chart presentations (eg; bar, pie charts)
 - Time-based charting (eg; trend analysis)

- General IT Requirements
 - Web / intranet-based
 - Accessed via multiple browser types
 - SQL Server
 - Open database format (with documentation)
 - Application programmable interface (API) for system integration
 - Externally hosted (optional)

- Training and Support
 - On-site training (as-needed)
 - Set-up and configuration services (as-needed)
 - Software integration services
 - 24/7 help line
 - Access to other users for advise and help
 - User-based blog access

Implementation of the MMS for Public Works will be done in the following phases:

- Phase 1 - Sanitary sewer and stormwater systems (up to 20 users)
- Phase 2 – Building Facilities (up to 5 additional users)
- Phase 3 – Streets, Traffic, Signs and Signals (up to 15 additional users)
- Phase 4 – Sidewalks, Medians and Trees (up to 10 additional users)

Each subsequent phase will be implemented only after successful implementation of the preceding phase. Success includes: incorporation of the asset registry; integration with GIS; work order processing; integration with legacy systems, as applicable; migration of historic data; training of applicable employees; and availability of effective usable reports. Success also includes system accessibility from work stations, tablets and smart phones.

Phase 1 is expected to be operational no later than the end of May2015.

The City is considering a service request module with the MMS if the platform can better meet the City's needs than the existing system (Comcate) used to manage internal and external service requests. If the service request module of the MMS does not suit the City needs, integration with the existing system is required. If the City purchases the service request module, it will be implemented as part of Phase 2. Otherwise integration will occur as part of Phase 2.

IIA. CITY OF ALAMEDA

Alameda is a city in Alameda County, California. It is located on Alameda Island and Bay Farm Island, and is adjacent to and west of Oakland, California. Alameda became a charter city and adopted a council-manager government in 1916. The City has a total area of 23 square miles, of which 10.6 square miles is land and 12.3 square miles is water, per the United States Census Bureau. As of 2014, the City has a total population of approximately 75,500.

The Public Works Department is responsible for the management of public streets, traffic signals, traffic signs, sewers, storm drains, trees, medians, sidewalks, City buildings and the vehicle fleet. The MMS will only address assets managed by the Public Works Department. The City's parks and recreational facilities are managed by a separate City department and potable water is provided by the East Bay Municipal Utility District. Alameda Municipal Power provides power service.

The City's sanitary sewer collection system includes approximately 142 miles of City-owned sanitary sewers (136 miles of gravity pipes and 6 miles of force mains), approximately 3,000 manholes and other sewer structures, and 42 sewage pump stations. Approximately 128 miles of the total system pipeline length and 33 pump stations are located on the main part of the Alameda Island and Harbor Bay Isle, and approximately 14 miles of pipeline and 9 pump stations are located in the City-owned portion of Alameda Point, the former Alameda Naval Air Station.

The City's stormwater system includes approximately 70 miles of storm drain pipes, 1,164 manholes, 209 outfalls, 8 pump stations and a significant number of cross culverts and associated inlets. The City performs routine and preventive maintenance on its storm infrastructure.

The Public Works Department maintains the pavement condition of approximately 180 centerline miles of street and the associated medians, traffic signals and signage. In addition, Public Works maintains approximately 5,000 trees.

In total, the City's Public Works Department currently employs approximately 50 people.

The software systems currently used by the Public Works Department are listed below. Integration with the MMS is required for only those systems included in **Exhibit B** of this RFP.

- ArcGIS 10.2
- Gov Clarity (formerly Digital Maps)
- Microsoft Office 2010
- GroupWise email services (in the process of transitioning to Outlook)
- Comcate (Customer Relationship Management)
- Sunguard Pentamotion (financial)
- Accela Automation(Permits)
- AutoCAD

- StreetSaver

III. PROPOSAL REQUIREMENTS

III.A. Letter of Transmittal

The transmittal letter should:

- Indicate the intention of the Proposer to adhere to provisions described in the RFP;
- Identify the submitting organization;
- Identify by name and title, the person authorized to contractually obligate the organization;
- Identify the contact person responsible for the Proposal, specifying name, title and contact information;
- Provide the original signature of the person authorized to contractually obligate the organization.

III.B. Executive Summary

Proposer will provide an Executive Summary of the Proposal that presents in brief, concise terms a summary level description of the contents of the proposal response. In addition, the Proposer must clearly and specifically detail all exceptions to the requirements of this RFP.

III.C. Project Understanding

Proposer must describe their understanding of the project and how they intend to organize a successful implementation of a MMS in the Public Works Department. Proposer should also discuss how its software solution meets the City's desire for a comprehensive, user-friendly maintenance management system. In addition, Proposer can provide examples of their involvement with similar projects and how encountered challenges were handled. From their experiences, Proposer can present potential challenges they foresee for this project.

III.D. Maintenance Management System

The Proposer must provide the minimum information noted below about the company offering the web-based maintenance management system. The Proposer may provide additional information if they believe it will help the City understand the company in greater detail.

1. Office address, local office address, contact name and contact number.
2. Legal Status of company (i.e. Individual, Partnership, Corporation, Other). Please describe any change in legal status over the past three years and the reason for the change.
3. Company start date and length of time in business as a computerized maintenance management solution provider.
4. Number of employees, locations, and how the employee community is distributed by number of people in the following areas; sales/marketing, development, company management, project management, permanent programmers, contract programmers, training/documentation and administration.
5. Provide financial and other information that would allow evaluators to ascertain the financial stability of the MMS vendor. The City wants assurance that the company will be in business for the next 5 to 10 years.

The Proposer must provide the following minimum information about the maintenance management system product:

1. Name and version history.
2. Length of time product(s) has been available
3. List all the modules included in the MMS product
4. Define licensing conditions specific to the price stated in the Project Cost Sheet (**Exhibit D**)
5. Client References - at least four (4) references must be submitted on **Exhibit A- Client References** form. Additionally, Proposers must also list all accounts that discontinued the use of the MMS within the last three (3) years and the reason for termination of contract, either voluntary or other.
6. System Source Language.
7. Describe how City data is stored. Is data stored on City server or hosted by MMS? Can City choose?
8. This City is considering a software escrow account. Please explain the software escrow process include; name of your escrow company, how Product(s) and City data are distributed if the firm stops doing business; how often are Product(s) updated to escrow account and what reports are available to substantiate the validity of the escrow account.

The Proposer must provide the following minimum information regarding the maintenance management system product support:

1. Describe telephone and internet support offered by the company. Include days and hours of service, availability of toll-free number, response time and problem escalation procedure.
2. Other support or information services offered by the company; including onsite support, web information page, user groups, and newsletters.

Proposer must complete and submit **Exhibit B** on the maintenance management system functionality. Proposer must specifically and individually explain any requirement included in **Exhibit B** that cannot be met by the MMS. It is expected that Proposers may not be able to specifically meet every requirement. This RFP and selection process allows for selection of the delivered MMS which best meets the needs of the City.

The City considers Proposals to be a legally binding agreement of the capabilities of the proposed MMS. To assure that misrepresentation of the MMS does not occur, Proposers should seek clarification of any requirement that they do not understand.

III.E. Implementation Plan

Each Proposer must prepare and submit a detailed Implementation Plan outlining required tasks, estimated hours, responsibilities, major deliverables, and timing. At a minimum, the Implementation Plan will cover the following areas:

Project Management and Implementation Approach

The Proposer must identify a project manager and other key individuals who will be interfacing with the City during project implementation. The proposal shall contain resumes of all identified key project personnel so that the City can determine if the proposed project team has relevant subject matter and project experience to manage and complete the project.

Project Implementation Schedule

Proposer must provide a project implementation schedule for each phase, including milestones, meetings, tasks, responsibility, and duration in person days. The schedule should include a narrative of each task and identify tasks the Proposer expects the City to perform. A final project implementation plan will be mutually agreed between the successful Proposer and the City.

Data Transition/GIS Integration

Prior to the start of any implementation phase, the assets in that phase will have their registry available on an ArcGIS 10.2 for Server. Any information to be associated with an asset (ex. past maintenance) will include a structure identification number that relates to the asset in the registry.

The City did not use a standardized schema, like the Local Government Information Model, when existing GIS layers were developed (i.e. sewer, storm, trees, and streets). The Proposer must include a print out of their database schema and specify required conversions for the MMS to consume City GIS data. The City prefers data to be consumed as is; however, if conversion is required, Proposer must include a process for data conversion, which contains a quality assurance/quality control process.

The City is developing GIS layers for asset groups that do not already have them. This work is not part of this RFP and is being done under separate contract. If the MMS has a required schema, the City will develop these additional layers to match that schema, thereby minimizing conversion work required for the MMS implementation.

Sample GIS data is available upon request.

Workflow Design and Configuration

Within each phase, the Proposer must address workflow design and configuration within the MMS. The configured MMS should logically represent actual workflow and be intuitively navigable by those involved with the work.

System Integration

As part of Phase 1, the Proposer must include a plan to integrate the City's Supervisory Control and Data Acquisition (SCADA) system with the MMS as it pertains to sewer and storm pump stations. The City uses Trihedral VTSCADA and WIN911 for messaging. The City does not currently have the VTSCADA Connectivity Package but is willing to purchase, if needed.

If the City chooses to not purchase the MMS service request module but instead continues with Comcate, the Proposer must include, as part of Phase 2, a plan to integrate the service requests generated in Comcate with the MMS.

Training

Training is a very important element in the project implementation and is critical for the long-term success of the maintenance management system in the City. Therefore, the Proposer must provide a training plan for the four phases of MMS implementation, including the service request component, if applicable. The plan must include user group levels, course duration, description of course, and any course prerequisites.

The City has a computer training facility that can be used by the Proposer in implementing the training plan. The plan must specifically address maintenance staff that will primarily be using a tablet to access

the maintenance management system (tablets run on Windows operating system). Each asset group/system module will have designated personnel that can be split into user group levels for training purposes. Some personnel will fall into more than one user group.

- Routine User: Staff who will create service requests and work orders, schedule work, create preventive maintenance schedules, log inspection information, and run reports. Generally, this user has the ability to use the whole system based on defined security clearances.
- Management: Staff who will view reports and key performance indicators as they relate to department performance, financial forecasting and asset group condition.
- Asset Group/Module Administrator: Each asset group/module will have a designated administrator that is responsible for GIS/registry editing, report definition, setting security levels, and customizing drop down menus. This position is responsible for ensuring the system is being used as defined.
- Non-Public works Service Request Generation: If the City uses the service request component of the MMS (in place of existing system), there will need to citywide training on how to submit a work request into the new system.

Proposer is welcome to define user groups that are more suitable to the MMS.

Acceptance Testing

The Proposer must certify in writing to the City when a particular phase of implementation is ready for testing. Unless the City responds to the Proposer within 90 days stating that MMS does not operate in accordance with the functionality documented in the Proposal and demonstrated at the interview presentation, the MMS shall be deemed to be accepted.

If the City determines that the MMS does not perform substantially in accordance with the functionality documented in the Proposal and demonstrated at the interview presentation, the City will include in the response the specific discrepancies. If the discrepancies are not resolved in 45 days to the City's satisfaction, the City has the option of terminating the Contract, returning the MMS and receiving a total refund for all monies spent with the Proposer.

Ongoing Support Services

Proposer must provide support during the initial phases of go-live, for up to 12 months, to address any issues as they arise and make the necessary fixes to ensure the system is properly supporting business needs.

III.F. Project Cost Sheet

The Proposal shall include a completed and signed Project Cost Sheet (**Exhibit D**).

III.G. Insurance Requirements and Standard Form

The selected Proposer will be expected to sign an agreement for professional services with the City. The City's standard professional services contract and associated insurance requirements are included in **Exhibit D**. The Proposal must include any required revisions to the standard form agreement and a statement that the Proposer can satisfy insurance requirements.

IV. EVALUTATION CRITERIA

The City will appoint an Advisory Committee to evaluate the submitted proposals and to conduct interviews. During evaluation of the proposals, questions may arise related to specific proposals. The City may issue a request for clarification to all Proposers. All Proposers will be expected to promptly answer these questions in writing. The responses shall be considered addenda to the Proposal and as much a part of the original as if included therein. The City reserves the right to determine if the product(s) and services offered by the Proposer is acceptable in meeting their requirements.

IV.A. Proposal Evaluation

The following selection criteria will be utilized by the Advisory Committee to evaluate the proposals and to select the finalists for an interview and demonstration. The Advisory Committee will strive to objectively consider how well each Proposer meets the selection criteria below:

1. Proposal Response (30 points):

The completeness and quality of responses to all MMS and implementation requirements will be evaluated and any proposed exclusions will be considered. The Advisory Committee will consider the Proposers general understanding of the project and City needs.

2. Product Quality (40 points):

Based on material presented in the Proposal, the evaluation team will rate the MMS based on the following criteria:

- System functionality and suitability to City needs
- User friendly platform
- Client reference information

3. Cost Proposal (30 points):

Based on the completed Project Cost Sheet, see **Exhibit C**, the Advisory Committee will determine if the Proposal pricing information is suitable to enter into a contractual arrangement. License requirements, definitions, and the associated costs will be evaluated.

IV.B. Interview and Demonstration

The Advisory Committee will conduct interviews with selected finalists where the Proposer will perform a system demonstration. The interview/demonstration will allow the Advisory Committee to better appraise the Proposer's understanding of the City's goals and objective in implementing a department wide maintenance management system. The interview/demonstration will further allow the Advisory Committee to understand the Proposer's approach to the MMS supply and services and to experience first-hand the skills, talents, and capabilities of the key individuals who will be working on the project.

Each Proposer will have approximately 2 hours for interview/demonstration. Informality and dialogue between the proposal team and Advisory Committee members is encouraged.

The demonstration must include, but is not limited to, the following elements:

1. Proposer introduction and company background
2. Explanation and demonstration of how users navigate through the MMS
3. Explanation of system design concepts related to spatial data, particularly with regard to mapping infrastructure and GIS integration

4. Demonstration of workflow
5. Demonstration of “search” or “inquiry” capabilities to demonstrate types of data retrieval functions available to the users.
6. Demonstration of work order scheduling and calendar functions.
7. Demonstration of infrastructure management including replacement scheduling, depreciation functions, history, repair and maintenance.
8. Demonstration of unique design concepts or user features which the Proposer would like to illustrate.
9. Demonstration of customer customization features and reporting capabilities.
10. Discussion of how updates to the system are applied and how support issues are resolved.
11. Discussion of the implementation process including time frame from contract signing to “go live.”

After reviewing, analyzing, and discussing the proposals, client references, and demonstration and interview presentations, the Advisory Committee will make a recommendation for the selection of the preferred Proposer. The recommendation of the Advisory Committee shall not be binding on the City. The City reserves the right to determine if the product(s) and services offered by the Proposer is acceptable in meeting their requirements.

Once the City selects a preferred Proposer, all other Proposers will be notified by the City in writing within fourteen working days of the decision. Following selection of the finalist, the City will enter into negotiations with the selected Proposer for a detailed Scope of Work and Budget to develop and implement the MMS.

EXHIBIT A. CLIENT REFERENCES

The following is a list of four (4) references (public agencies, preferred) that most closely reflect similar projects to the scope of work for the City of Alameda.

Reference #1

Name of Organization: _____

Address: _____

Contact Name: _____ Contact Title: _____

Telephone: _____ Email: _____

Summary of Project: _____

Service Dates: _____ Project Cost: _____

Reference #2

Name of Organization: _____

Address: _____

Contact Name: _____ Contact Title: _____

Telephone: _____ Email: _____

Summary of Project: _____

Service Dates: _____ Project Cost: _____

Reference #3

Name of Organization: _____

Address: _____

Contact Name: _____ Contact Title: _____

Telephone: _____ Email: _____

Summary of Project: _____

Service Dates: _____ Project Cost: _____

Reference #4

Name of Organization: _____

Address: _____

Contact Name: _____ Contact Title: _____

Telephone: _____ Email: _____

Summary of Project: _____

Service Dates: _____ Project Cost: _____

Please include list of all accounts that discontinued the use of the MMS within the last three (3) years and the reason for termination of contract, either voluntary or other.

EXHIBIT B. Maintenance Management System Functions

MMS Requirement	Requirement Can Be		Comments
	Met	Not Met	
Asset Registry			
Ensure that each asset has a unique ID to track work and history			
Each asset record can store attribute information; custom attributes added to asset record; predefined templates for specific asset groups			
Maintain asset parent-child hierarchical relationships			
Ability to manage linear assets (showing upstream and downstream IDs)			
Attach images and documents to an asset record			
Asset Inventory can be accessed through a GIS			
Control on user ability to make changes to the asset registry			
No limit on the number of assets			
Work Orders			
Generate, map and track work orders against assets (create work orders from inside and outside map interface)			
Track date of request, date assigned, date work began, date work completed, date work order closed			
Include costs for labor, material, parts, equipment and outside resources (record time for all crew members working on a job, without having to enter each person's time individually)			
Configurable work codes			
Provides for assignment of work to an individual, crew or project team			
Route/assign work orders to specific staff members – integration with City email system and/or texting to allow for immediate notification (Groupwise and/or Outlook).			
Safety procedures automatically included as part of the work order, for specific subject types (e.g., confined space entry)			
Assign work orders based on geography (i.e. maintenance zones or selecting group of assets from map view)			
Browse work orders by status, subject, assignment, location,			

MMS Requirement	Requirement Can Be		Comments
	Met	Not Met	
etc. - or any query-based combination of data elements			
Link several assets to a single work order			
Mobile capabilities - ability to access work orders through tablet or smart phone			
Set priority code to work order			
Initiate reminders to appropriate staff if work order is not addressed in specific period of time.			
Tag work orders in a “waiting” state – waiting for materials, customer approval, funding, completion of work by a third party contractor, design approval, etc. Ability to query/identify works order in waiting state.			
View work activities on a calendar.			
<u>Service Request Management</u>			
Log, map and track service requests received from internal City staff and the public			
Platform for the public to submit service requests through the internet from a variety of operating systems, including standalone mobile app			
Automatically route service requests to designated recipients based on service request type			
Automatically email requester status updates			
Ability to simply convert service request into a work order for a particular asset			
Generate reports based on a variety of factors (i.e. user, type, date, etc...)			
<u>Preventive Maintenance</u>			
Preventive Maintenance scheduling of any asset group– for example, schedule the “action” for the asset for a given time frame (days, months, years). The system automatically creates a work order for the maintenance to be performed and upon work order closure, the next due date for the asset is “bumped” and on that date, the next work order is automatically created.			
Include appropriate labor, materials, parts and other			

MMS Requirement	Requirement Can Be		Comments
	Met	Not Met	
requirement work components.			
View PM on calendar			
Inspections			
Collect and store information and images about various asset inspections (pipeline, pump stations, signals etc..)			
Integrate information and images created by Granite XP CCTV system			
Ability to create and use customized forms, including for field recording of asset conditions			
Define custom inspection observations with weighted scoring and conduct condition analysis			
Query based on inspection findings/ score			
Reports and Key Performance Indicators (KPI)			
Allow users to create ad hoc reports			
Store ad hoc report queries and change as required			
Review all reports before they are printed			
Provide compatible file formats for exporting reports – MS Excel and PDF are required formats			
Include pre-defined general system reports that can be customized by the user			
Create and update key performance indicators (KPIs)			
Other			
Warranty tracking and reporting – if work is scheduled for any item within a warranty period, message/window pops up to alert the user			
Track deferred maintenance and impact on life expectancy			
Estimate the annual cost of maintaining and preserving assets at a specified condition level			
Provide data needed to prepare proposed budget based on replacement cycles and replacement costs			
Ability to print information so that it looks substantially the same as it does onscreen(without doing a screen shot)			
Ability to create a project that includes multiple assets (ex.			

MMS Requirement	Requirement Can Be		Comments
	Met	Not Met	
Sewer replacement of 3 miles of sewer assets). Project will document contractor, cost, project manager, contact information, etc... project works appears when looking at an individual asset record.			
Attach external documents to the asset record and to work orders			
<u>Integration with GIS and Other Systems</u>			
MMS must use open database schema			
Support ESRI ArcGIS server 10.2, maintain compatibility			
Ability to turn on and off GIS layers in MMS map view			
Work activities displayed on map, open activities from map			
Query GIS database from within the MMS			
Allow designated users to update GIS attributes from MMS automatically			
Integrate information from the City's CUES Granite XP software – data and media files.			
SCADA system for sewer and storm pump stations must be able to communicate with MMS to notify staff and create work orders based on a component failure. Different failures should have different response mechanisms in the MMS			
If the City chooses to stay with Comcate, its customer relations database, MMS must be able to integrate with work requests generated within Comcate			
Groupwise and/or Outlook (email system)			
Microsoft Office 2010			
<u>APPLICATION FRAMEWORK</u>			
Web based application architecture and deployment.			
Ability for customization			
Specific but integrated modules for asset groups			
<u>HARDWARE PLATFORM</u>			
Compatible with workstations running Windows 7, 32-bit and 64-bit.			
Compatible with android, IOS and Windows based tablets or			

MMS Requirement	Requirement Can Be		Comments
	Met	Not Met	
smart phones.			

EXHIBIT C. Standard Agreement and Insurance Requirements

CONSULTANT AGREEMENT

THIS AGREEMENT, entered into this ____ day of _____, 2012, by and between CITY OF ALAMEDA, a municipal corporation (hereinafter referred to as "City"), and COMPANY NAME, a (California corporation, partnership, sole proprietor, individual) whose address is ADDRESS, hereinafter called the Consultant, in reference to the following:

RECITALS:

- A. City is a municipal corporation duly organized and validly existing under the laws of the State of California with the power to carry on its business as it is now being conducted under the statutes of the State of California and the Charter of the City.
- B. Various City projects require environmental professional services. City reached out to the Consultant's on the City's bidders list, interviewed qualified firms, and selected the firm that best meets the City's needs.
- C. Consultant is specially trained, experienced and competent to perform the special services which will be required by this Agreement.
- D. Consultant possesses the skill, experience, ability, background, certification and knowledge to provide the services described in this Agreement on the terms and conditions described herein.
- E. City and Consultant desire to enter into an agreement for _____, upon the terms and conditions herein.

NOW, THEREFORE, it is mutually agreed by and between the undersigned parties as follows:

- 1. TERM:
The term of this Agreement shall commence on the 1st day of July, 2012, and shall terminate on the 30th day of June, 2013, unless terminated earlier as set forth herein.
- 2. SERVICES TO BE PERFORMED:
Consultant agrees to perform all necessary work at its own cost and expense, to furnish all labor, tools, equipment, materials, except as otherwise specified, and to do all necessary work included in Exhibit A as requested. The Consultant acknowledges that the work plan included in Exhibit A is tentative and does not commit the City to request Consultant to perform all tasks included therein.
- 3. COMPENSATION TO CONSULTANT:
Consultant shall be compensated for services performed pursuant to this Agreement in the amount set forth in Exhibit "A" which is attached hereto and incorporated herein by this reference. Payment shall be made by checks drawn on the treasury of the City, to be taken from the various funds per each specific job.

****Review the following paragraph to determine if applicable****

Payment will be made by the City in the following manner: On the first day of each month, Consultant shall submit a written estimate of the total amount of work done the previous month. Payment will be for time and direct costs and are not to exceed budget. Pricing and accounting of charges are to be according to the fee schedule in Exhibit "B" unless mutually agreed upon in writing. Extra work must be approved in writing by City prior to performance and shall be paid on a Time and Material basis using Exhibit "B" schedule.

Compensation for bid is \$xx,xxx.

4. TIME IS OF THE ESSENCE:

Consultant and City agree that time is of the essence regarding the performance of this Agreement.

****Review following paragraph to determine if applicable****

It is agreed by the parties to the Agreement that in case all the work called for under the Agreement is not completed before or upon the expiration of the time limit as set forth in paragraph 1 above, damage will be sustained by the City, and that it is and will be impracticable to determine the actual damage which the City will sustain in the event of and by reason of such delay. It is therefore agreed that the Consultant will pay to the City the sum of _____ Dollars (\$___) per day for each and every day's delay beyond the time prescribed to complete the work; and the Consultant agrees to pay such liquidated damages as herein provided, and in case the same are not paid, agrees that the City may deduct the amount thereof from any money due or that may become due the Consultant under the Agreement.

It is further agreed that in case the work called for under the Agreement is not finished and completed in all parts and requirements within the time specified, the City shall have the right to extend the time for completion or not, as may seem best to serve the interest of the City; and if it decides to extend the time limit for the completion of the Agreement, it shall further have the right to charge the Consultant, his or her heirs, assigns, or sureties, and to deduct from the final payment for the work, all or any part, as it may deem proper, of the actual costs and overhead expenses which are directly chargeable to the Agreement, and which accrue during the period of such extensions. The Consultant shall not be assessed with liquidated damages during any delay in the completion of the work caused by an act of God or of the public enemy, acts of the City, fire, flood, epidemic, quarantine restriction, strikes, freight embargoes, and unusually severe weather or delays of subcontractors due to such causes; provided that the Consultant shall, within one (1) day from the beginning of such delay, notify the City in writing of the causes of delay. The City shall ascertain the facts and the extent of the delay, and its findings of the facts thereon shall be final and conclusive.

5. STANDARD OF CARE:

Consultant agrees to perform all services hereunder in a manner commensurate with the prevailing standards of like professionals in the San Francisco Bay Area and agrees that all services

shall be performed by qualified and experienced personnel who are not employed by the City nor have any contractual relationship with City.

6. INDEPENDENT PARTIES:

Consultant hereby declares that it is engaged as an independent business and it agrees to perform its services as an independent contractor. City and Consultant intend that the relationship between them created by this Agreement is that of employer-independent contractor. The manner and means of conducting the work are under the control of Consultant, except to the extent they are limited by statute, rule or regulation and the express terms of this Agreement. No civil service status or other right of employment will be acquired by virtue of Consultant's services. None of the benefits provided by City to its employees, including but not limited to, unemployment insurance, workers' compensation plans, vacation and sick leave are available from City to Consultant, its employees or agents. Deductions shall not be made for any state or federal taxes, FICA payments, PERS payments, or other purposes normally associated with an employer-employee relationship from any fees due Consultant. Payments of the above items, if required, are the responsibility of Consultant.

7. IMMIGRATION REFORM AND CONTROL ACT (IRCA):

Consultant assumes any and all responsibility for verifying the identity and employment authorization of all of his/her employees performing work hereunder, pursuant to all applicable IRCA or other federal, or state rules and regulations. Consultant shall indemnify, defend, and hold City harmless from and against any loss, damage, liability, costs or expenses arising from any noncompliance of this provision by Consultant.

8. NON-DISCRIMINATION:

Consistent with City's policy that harassment and discrimination are unacceptable employer/employee conduct, Consultant agrees that harassment or discrimination directed toward a job applicant, a City employee, or a citizen by Consultant or Consultant's employee or subcontractor on the basis of race, religious creed, color, national origin, ancestry, handicap, disability, marital status, pregnancy, sex, age, or sexual orientation will not be tolerated. Consultant agrees that any and all violations of this provision shall constitute a material breach of this Agreement.

9. HOLD HARMLESS:

Indemnification:

Consultant shall indemnify, defend, and hold harmless City, its City Council, boards, commissions, officials, employees, and volunteers ("Indemnitees") from and against any and all loss, damages, liability, claims, suits, costs and expenses whatsoever, including reasonable attorneys' fees ("Claims"), arising from or in any manner connected to Consultant's negligent act or omission, whether alleged or actual, regarding performance of services or work conducted or performed pursuant to this Agreement. If Claims are filed against Indemnitees which allege negligence on behalf of the Consultant, Consultant shall have no right of reimbursement against Indemnitees for the costs of defense even if negligence is not found on the part of Consultant. However, Consultant shall not be obligated to indemnify Indemnitees from Claims arising from the sole negligence or willful misconduct of Indemnitees.

Indemnification For Claims for Professional Liability:

As to Claims for professional liability only, Consultant's obligation to defend Indemnitees (as set forth above) is limited to the extent to which its professional liability insurance policy will provide such defense costs.

10. INSURANCE:

****Review Requirements with Risk Manager****

On or before the commencement of the term of this Agreement, Consultant shall furnish City with certificates showing the type, amount, class of operations covered, effective dates and dates of expiration of insurance coverage in compliance with paragraphs 10A, B, C, D and E. Such certificates, which do not limit Consultant's indemnification, shall also contain substantially the following statement: "Should any of the above insurance covered by this certificate be canceled or coverage reduced before the expiration date thereof, the insurer affording coverage shall provide thirty (30) days' advance written notice to the City of Alameda by certified mail, Attention: Risk Manager." It is agreed that Consultant shall maintain in force at all times during the performance of this Agreement all appropriate coverage of insurance required by this Agreement with an insurance company that is acceptable to City and licensed to do insurance business in the State of California. Endorsements naming the City, its City Council, boards, commissions, officials, employees, and volunteers as additional insured shall be submitted with the insurance certificates.

A. COVERAGE:

Consultant shall maintain the following insurance coverage:

(1) Workers' Compensation:

Statutory coverage as required by the State of California.

(2) Liability:

Commercial general liability coverage in the following minimum limits:

Bodily Injury: \$1,000,000 each occurrence
 \$2,000,000 aggregate - all other

Property Damage: \$1,000,000 each occurrence
 \$2,000,000 aggregate

If submitted, combined single limit policy with aggregate limits in the amounts of **\$2,000,000** will be considered equivalent to the required minimum limits shown above.

(3) Automotive:

Comprehensive automotive liability coverage (any auto) in the following minimum limits:

Bodily Injury: \$1,000,000 each occurrence
Property Damage: \$1,000,000 each occurrence
 or
Combined Single Limit: \$2,000,000 each occurrence

(4) Professional Liability:

Professional liability insurance which includes coverage for the professional acts, errors and omissions of Consultant in the amount of at least \$2,000,000.

B. SUBROGATION WAIVER:

Consultant agrees that in the event of loss due to any of the perils for which he/she has agreed to provide comprehensive general and automotive liability insurance, Consultant shall look solely to his/her insurance for recovery. Consultant hereby grants to City, on behalf of any insurer providing comprehensive general and automotive liability insurance to either Consultant or City with respect to the services of Consultant herein, a waiver of any right to subrogation which any such insurer of said Consultant may acquire against City by virtue of the payment of any loss under such insurance.

C. FAILURE TO SECURE:

If Consultant at any time during the term hereof should fail to secure or maintain the foregoing insurance, City shall be permitted to obtain such insurance in the Consultant's name or as an agent of the Consultant and shall be compensated by the Consultant for the costs of the insurance premiums at the maximum rate permitted by law and computed from the date written notice is received that the premiums have not been paid.

D. ADDITIONAL INSURED:

City, its City Council, boards, commissions, officials, employees, and volunteers shall be named as an additional insured under all insurance coverages, except any professional liability insurance, required by this Agreement. The naming of an additional insured shall not affect any recovery to which such additional insured would be entitled under this policy if not named as such additional insured. An additional insured named herein shall not be held liable for any premium, deductible portion of any loss, or expense of any nature on this policy or any extension thereof. Any other insurance held by an additional insured shall not be required to contribute anything toward any loss or expense covered by the insurance provided by this policy.

E. SUFFICIENCY OF INSURANCE:

The insurance limits required by City are not represented as being sufficient to protect Consultant. Consultant is advised to confer with Consultant's insurance broker to determine adequate coverage for Consultant.

11. CONFLICT OF INTEREST:

Consultant warrants that it is not a conflict of interest for Consultant to perform the services required by this Agreement. Consultant may be required to fill out a conflict of interest form if the services provided under this Agreement require Consultant to make certain governmental decisions or serve in a staff capacity as defined in Title 2, Division 6, Section 18700 of the California Code of Regulations.

12. PROHIBITION AGAINST TRANSFERS:

Consultant shall not assign, sublease, hypothecate, or transfer this Agreement, or any interest therein, directly or indirectly, by operation of law or otherwise, without prior written consent of City. Any attempt to do so without said consent shall be null and void, and any assignee, sublessee, hypothecate or transferee shall acquire no right or interest by reason of such attempted assignment, hypothecation or transfer. However, claims for money by Consultant from City under this Agreement may be assigned to a bank, trust company or other financial institution without prior written consent. Written notice of such assignment shall be promptly furnished to City by Consultant.

The sale, assignment, transfer or other disposition of any of the issued and outstanding capital stock of Consultant, or of the interest of any general partner or joint venturer or syndicate member or cotenant, if Consultant is a partnership or joint venture or syndicate or cotenancy, which shall result in changing the control of Consultant, shall be construed as an assignment of this Agreement. Control means fifty percent (50%) or more of the voting power of the corporation.

13. SUBCONTRACTOR APPROVAL:

Unless prior written consent from City is obtained, only those people and subcontractors whose names and resumes are attached to this Agreement shall be used in the performance of this Agreement.

In the event that Consultant employs subcontractors, such subcontractors shall be required to furnish proof of workers' compensation insurance and shall also be required to carry general, automobile and professional liability insurance in reasonable conformity to the insurance carried by Consultant. In addition, any work or services subcontracted hereunder shall be subject to each provision of this Agreement.

14. PERMITS AND LICENSES:

Consultant, at his/her sole expense, shall obtain and maintain during the term of this Agreement, all appropriate permits, certificates and licenses including, but not limited to, a City Business License, that may be required in connection with the performance of services hereunder.

15. REPORTS:

A. Each and every report, draft, work product, map, record and other document, hereinafter collectively referred to as "Report", reproduced, prepared or caused to be prepared by Consultant pursuant to or in connection with this Agreement, shall be the exclusive property of City. Consultant shall not copyright any Report required by this Agreement and shall execute appropriate documents to assign to City the copyright to Reports created pursuant to this Agreement. Any Report, information and data acquired or required by this Agreement shall become the property of City, and all publication rights are reserved to City.

B. All Reports prepared by Consultant may be used by City in execution or implementation of:

- (1) The original Project for which Consultant was hired;
- (2) Completion of the original Project by others;
- (3) Subsequent additions to the original project; and/or
- (4) Other City projects as appropriate.

C. Consultant shall, at such time and in such form as City may require, furnish reports concerning the status of services required under this Agreement.

D. All Reports required to be provided by this Agreement shall be printed on recycled paper. All Reports shall be copied on both sides of the paper except for one original, which shall be single sided.

E. No Report, information or other data given to or prepared or assembled by Consultant pursuant to this Agreement shall be made available to any individual or organization by Consultant without prior approval by City.

16. RECORDS:

Consultant shall maintain complete and accurate records with respect to sales, costs, expenses, receipts and other such information required by City that relate to the performance of services under this Agreement.

Consultant shall maintain adequate records of services provided in sufficient detail to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible. Consultant shall provide free access to such books and records to the representatives of City or its designees at all proper times, and gives City the right to examine and audit same, and to make transcripts therefrom as necessary, and to allow inspection of all work, data, documents, proceedings and activities related to this Agreement. Such records, together with supporting documents, shall be kept separate from other documents and records and shall be maintained for a period of three (3) years after receipt of final payment.

If supplemental examination or audit of the records is necessary due to concerns raised by City's preliminary examination or audit of records, and the City's supplemental examination or audit of the records discloses a failure to adhere to appropriate internal financial controls, or other breach of contract or failure to act in good faith, then Consultant shall reimburse City for all reasonable costs and expenses associated with the supplemental examination or audit.

17. NOTICES:

All notices, demands, requests or approvals to be given under this Agreement shall be given in writing and conclusively shall be deemed served when delivered personally or on the second business day after the deposit thereof in the United States Mail, postage prepaid, registered or certified, addressed as hereinafter provided.

All notices, demands, requests, or approvals from Consultant to City shall be addressed to City at:

City of Alameda
Public Works Department
950 West Mall Square, Room 110
Alameda, CA 94501
Ph: (510) 747-7930 / Fax: (510) 769-6030

All notices, demands, requests, or approvals from City to Consultant shall be addressed to Consultant at:

18. TERMINATION:

In the event Consultant fails or refuses to perform any of the provisions hereof at the time and in the manner required hereunder, Consultant shall be deemed in default in the performance of this Agreement. If such default is not cured within a period of two (2) business days after receipt by Consultant from City of written notice of default, specifying the nature of such default and the steps necessary to cure such default, City may terminate the Agreement forthwith by giving to the Consultant written notice thereof.

City shall have the option, at its sole discretion and without cause, of terminating this Agreement by giving seven (7) days' prior written notice to Consultant as provided herein. Upon termination of this Agreement, each party shall pay to the other party that portion of compensation specified in this Agreement that is earned and unpaid prior to the effective date of termination.

19. PURCHASES OF MINED MATERIALS REQUIREMENT:

Consultant shall ensure that all purchases of mined materials such as construction aggregate, sand and gravel, crushed stone, road base, fill materials, and any other mineral materials must originate from a surface mining operation identified on the AB3098 List per the Surface Mining and Reclamation Act of 1975 (SMARA).

Within five days of award of contract, Consultant shall submit a report to City which lists the intended suppliers for the above materials and demonstrates that the suppliers are in compliance with the SMARA requirements. The AB3098 List is maintained by the Department of Conservation's Office of Mine Reclamation (OMR) and can be viewed at: www.conservation.ca.gov/OMR/ab_3098_list/index.htm. Note that the list changes periodically and should be reviewed accordingly.

20. COMPLIANCES:

Consultant shall comply with all applicable state and federal laws and all ordinances, rules and regulations enacted or issued by City.

21. CONFLICT OF LAW:

This Agreement shall be interpreted under, and enforced by the laws of the State of California excepting any choice of law rules which may direct the application of laws of another jurisdiction. The Agreement and obligations of the parties are subject to all valid laws, orders, rules, and regulations of the authorities having jurisdiction over this Agreement (or the successors of those authorities.)

Any suits brought pursuant to this Agreement shall be filed with the courts of the County of Alameda, State of California.

22. ADVERTISEMENT:

Consultant shall not post, exhibit, display or allow to be posted, exhibited, displayed any signs, advertising, show bills, lithographs, posters or cards of any kind pertaining to the services

performed under this Agreement unless prior written approval has been secured from City to do otherwise.

23. WAIVER:

A waiver by City of any breach of any term, covenant, or condition contained herein shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant, or condition contained herein, whether of the same or a different character.

24. INTEGRATED CONTRACT:

This Agreement represents the full and complete understanding of every kind or nature whatsoever between the parties hereto, and all preliminary negotiations and agreements of whatsoever kind or nature are merged herein. No verbal agreement or implied covenant shall be held to vary the provisions hereof. Any modification of this Agreement will be effective only by written execution signed by both City and Consultant.

25. INSERTED PROVISIONS:

Each provision and clause required by law to be inserted into the Agreement shall be deemed to be enacted herein, and the Agreement shall be read and enforced as though each were included herein. If through mistake or otherwise, any such provision is not inserted or is not correctly inserted, the Agreement shall be amended to make such insertion on application by either party.

26. CAPTIONS:

The captions in this Agreement are for convenience only, are not a part of the Agreement and in no way affect, limit or amplify the terms or provisions of this Agreement.

IN WITNESS WHEREOF, the parties have caused the Agreement to be executed on the day and year first above written.

CONSULTANT
(What type of Corporation)

CITY OF ALAMEDA
A Municipal Corporation

_____[Name of Consultant]_____
By _____
Title _____

John A. Russo
City Manager

Name
Title

RECOMMENDED FOR APPROVAL:

Robert G. Haun
Public Works Director

APPROVED AS TO FORM:
City Attorney

Andrico Penick
Assistant City Attorney

POLICY NUMBER:

COMMERCIAL GENERAL LIABILITY
CG 20 10 10 93

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - OWNERS, LESSEES or CONTRACTORS FORM B

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:

City of Alameda
Public Works Department
Alameda Point, Building 1
950 West Mall Square, Room 110
Alameda, CA 94501-7558

SAMPLE

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.

REF: _____

The City of Alameda, its City Council, boards and commissions, officers, employees & volunteers are additional insured for work done on their behalf by the named insured.

PRIMARY INSURANCE:

IT IS UNDERSTOOD AND AGREED THAT THIS INSURANCE IS PRIMARY AND ANY OTHER INSURANCE MAINTAINED BY THE ADDITIONAL INSURED SHALL BE EXCESS ONLY AND NOT CONTRIBUTING WITH THIS INSURANCE.

SEVERABILITY OF INTEREST:

IT IS AGREED THAT EXCEPT WITH RESPECT TO THE LIMIT OF INSURANCE, THIS COVERAGE SHALL APPLY AS IF EACH ADDITIONAL INSURED WERE THE ONLY INSURED AND SEPARATELY TO EACH INSURED AGAINST WHOM CLAIM IS MADE OR SUIT IS BROUGHT.

WAIVER OF SUBROGATION:

IT IS UNDERSTOOD AND AGREED THAT THE COMPANY WAIVES THE RIGHT OF SUBROGATION AGAINST THE ABOVE ADDITIONAL INSURED (S), BUT ONLY AS RESPECTS THE JOB OR PREMISES DESCRIBED IN THE CERTIFICATE ATTACHED HERETO.

NOTICE OF CANCELLATION:

IT IS UNDERSTOOD AND AGREED THAT IN THE EVENT OF CANCELLATION OF THE POLICY FOR ANY REASON OTHER THAN NON-PAYMENT OF PREMIUM, 30 DAYS WRITTEN NOTICE WILL BE SENT TO THE CERTIFICATE HOLDER BY MAIL. IN THE EVENT THE POLICY IS CANCELED FOR NON-PAYMENT OF PREMIUM, 10 DAYS WRITTEN NOTICE WILL BE SENT TO THE ABOVE.

POLICY NUMBER:

COMMERCIAL AUTO
CG 20 48 02 99

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
TRUCKERS COVERAGE FORM



With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

This endorsement identifies person(s) or organization(s) who are “insureds” under the Who Is An Insured Provisions of the Coverage Form. This endorsement does not alter coverage provided in the Coverage Form.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Endorsement Effective:	Countersigned By: (Authorized Representative)
Named Insured:	

SCHEDULE

Name of Person or Organization:

City of Alameda
Public Works Department
950 West Mall Square, Room 110
Alameda, CA 94501-7558

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.

REF: _____
The City of Alameda, its City Council, boards and commissions, officers, employees & volunteers are additional insured for work done on their behalf by the named insured.

NOTICE OF CANCELLATION:

IT IS UNDERSTOOD AND AGREED THAT IN THE EVENT OF CANCELLATION OF THE POLICY FOR ANY REASON OTHER THAN NON-PAYMENT OF PREMIUM, 30 DAYS WRITTEN NOTICE WILL BE SENT TO THE CERTIFICATE HOLDER BY MAIL. IN THE EVENT THE POLICY IS CANCELED FOR NON-PAYMENT OF PREMIUM, 10 DAYS WRITTEN NOTICE WILL BE SENT TO THE ABOVE.

EXHIBIT D. Maintenance Management System and Implementation Plan Pricing

The City acknowledges that maintenance management systems have different pricing structures (i.e. number of users, number of modules, etc...) and therefore is not providing a predefined pricing matrix. However, the City expects the Proposer to provide itemized pricing for each task or component of the proposal. Pricing should be organized by phase such that each phase could be a standalone budget. Please include an optional service request component as part of Phase 2.

The following items must be included, at minimum, in the pricing submittal:

Maintenance Management System:

- Annual Licensing cost
- Annual technical support cost
- Cost of additional modules, as applicable
- Sample licensing agreement

Implementation Plan

- Data Transition/GIS Integration
- Workflow Design and Configuration
- System Integration
- Training
- Acceptance Testing
- Ongoing Support Services

The following signature line must be provided on the pricing submittal:

Company Name

Date

Contact Name and Title (please print)

Signature of Contact

By signing the above, I certify that I am authorized by the Company named above to respond to this request.