



**CITY OF LA MIRADA
REQUEST FOR PROPOSALS (RFP)
CITIZEN RELATIONSHIP MANAGEMENT (CRM) SYSTEM**

MARCH 24, 2016

RFP SUBMISSION DEADLINE: APRIL 21, 2016 AT 4 P.M.

SUBMIT PROPOSAL TO:
City Clerk Anne Haraksin
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638

For questions or clarification, contact:
avialpando@cityoflamirada.org
(562) 902-2982

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INTRODUCTION

The City of La Mirada is committed to ensuring the highest level of service to its residents. This is consistent with the City’s motto “Dedicated to Service”.

The City is seeking to implement a Citizen Relationship Management (CRM) System solution to facilitate non-emergency service requests and provide digital access to City services. The system will be a cloud-based solution allowing for both web and mobile device access for the purposes of reporting, tracking, and managing service requests such as graffiti, potholes, broken street signs, etc.

Residents should be able to submit service requests using a mobile application and website tailored for La Mirada. Issues are delivered to City staff in real-time and are tracked from start to finish, updating residents and staff on the progress of submitted tickets. The City intends to utilize the solution to collect a variety of data, route and assign service tickets, analyze trends, and communicate with residents using both web and mobile formats.

Required CRM System Functions

The following functions are required of any CRM solution proposed:

- Web and mobile application-based submittal of service requests by residents and City staff.
- Management and organization of service requests by Department and service request category.
- Service request management includes intake, routing, categorization, resolution, and reporting.
- Self-servicing options for citizens through a mobile application, responsive web application, and web portal.
- Real time access to data by staff and residents.
- Displaying service request data on maps.
- Automated messaging for providing status updates to residents.
- A centralized and user-friendly knowledge base.
- A consistent approach to address service requests or inquiries submitted by residents.
- Direct communication between City Departments and residents.
- Advanced querying and reporting capabilities.

Project Objectives

1. Implement the best CRM solution possible using both a mobile smartphone application and web-based portal for the City of La Mirada that will manage City-related service requests.
2. Implement an expandable solution that can incorporate additional features in the future, such as local news feeds, information on City events, and local businesses.

SUMMARY OF TENTATIVE KEY DATES

- Release of RFP: March 24, 2016
- Deadline for submitting questions: April 14, 2016 by 4:00 P.M.
- Deadline for submitting proposals: April 21, 2016 by 4:00 P.M.
- City review of proposals: April 25 to April 28, 2016

- City interviews final candidates: May 11, 2016
**The top candidates will be invited to participate in an interview where they will demonstrate their proposed solution to a committee of staff and answer questions.*

- Recommendation to City Council: June 14, 2016
**The vendor recommended by staff will give a presentation of their solution at a meeting of the City Council.*

- Project Implementation: July 5, 2016

The deadline to submit proposals is April 21, 2016 at 4 p.m. Late RFPs will not be considered or returned.

Deliver Proposals to:
City Clerk Anne Haraksin
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638

Submit questions to:
Andrew Vialpando
Phone: (562) 902-2982
avialpando@cityoflamirada.org

BACKGROUND INFORMATION

The City receives a number of requests for public services each day and the volume grows each year. City staff strives to provide exceptional customer service when responding to service requests, but remains challenged to meet the growing demand with limited personnel. Furthermore, advances in technology continue to expand consumers' access to information, changing the landscape of customer service both in the private sector and in government.

Currently, responses to service requests are decentralized and, in large part, handled by each Department independently. The City recognizes that effective and efficient customer service involves a system of service request management that allows for prompt service, easy access, and status reports.

The City of La Mirada wishes to centralize these activities and provide mobile and web portals for residents to submit service requests, track the progress of open requests, and maintain a repository of service request records. Further, the City wishes to gather data that will assist staff with identifying patterns and trends of service requests in the City, and provide automation for the collection and processing of requests.

The City is requesting proposals from qualified vendors to provide a CRM System. The City seeks to enter into an agreement with a reputable and bondable experienced company. The term of the agreement will be dependent upon the quality of proposals received. The intent is for a long-term solution.

The City of La Mirada will only consider CRM system proposals that include solutions for both web-based and mobile application portals.

SYSTEM SPECIFICATIONS

Questions related to the City's desired CRM system specifications and requirements are contained in **Attachment A: Questionnaire**. Vendors must fill out and return the questionnaire with their proposals. Responses to this questionnaire will be evaluated by the City's selection committee.

SERVICES TO BE PROVIDED

The selected vendor will be required to perform the following services:

Initial System Set-up

Perform all necessary work to setup the CRM system (i.e. software installation, creating user access, design portals to incorporate City graphics, etc.).

Project Plan and Management.

The successful vendor shall provide extensive project management for the implementation of the proposed CRM. Vendor is expected to guarantee the successful, timely completion of those aspects of the project over which it has control.

Vendor must provide a project plan for achieving the objectives of the project including an explanation of the role of all vendor personnel, the role of City of La Mirada staff, and an overall project timeline.

Key components to include in the project plan shall include an estimated timeframe, overview of deliverables, assumptions, and assumed vendor and City responsibilities.

The vendor shall provide a qualified Project Manager who will be responsible for overseeing all aspects of the services to be provided to implement the proposed CRM system. The Project Manager shall serve as the vendor's primary contact for management and administration of the project.

The primary duties of the Project Manager include, but are not limited to:

- a. Implement the project plan discussed above.
- b. Facilitate communication between project team members from the City and vendor.
- c. Make commitments and decisions on behalf of the vendor team.
- d. Implement changes to the project plan.
- e. Manage project progress, including issues and potential schedule changes.
- f. Attend and participate in progress review meetings.
- g. Provide regular status updates to City staff.

Training Requirements

The selected vendor shall provide the City with a comprehensive training program to assist with the facilitation, implementation, and comprehensive use of their proposed CRM system.

The training plan shall support the following user groups:

1. System Administrators
2. End-Users (Department managers)

Key factors in an effective training program are expected to include:

- Instructors shall demonstrate a thorough knowledge of the material covered in the courses and familiarity with the training manuals, system documentation tools, and training aids used in the courses.
- The City has the right to video record, for internal use only, all training sessions. These materials are valuable in refresher training and follow up training. All training aids, materials, and recordings prepared to accomplish this service become the property of the City.
- System Administrator training will cover the entire system with in-depth sessions for each functional area.
- End user training will be focused on functional positions and workflow processes. All personnel comprising a specific functional position in a department will be trained on the system's use specific to their needs.
- Training shall be provided in the use of all report and query functions for users who will be creating and modifying reports.
- Quick reference guides which provide instruction to basic, often used functions shall be provided.

Ongoing Service and Upgrades

Following expiration of any warranty period, the selected proposer will be required to provide maintenance services, including, but not limited to, telephone and online technical and user support, as well as on-site services if necessary.

SELECTION PROCESS

Staff will review the responses and make a recommendation to the City Council for approval (tentatively scheduled for June 14, 2016). The City intends to evaluate the proposed services based on the data presented in response to the RFP. The following general selection criteria will be used to evaluate each proposing vendor:

Evaluation Criteria

- Ability to meet services requirements; understanding the needs and requirements of the City; scope and services offered.
- Experience, qualifications and knowledge of CRM solutions; familiarity with web and mobile based portals; understanding citizens' needs for responsiveness.
- References for similar work completed with the last year.
- Proposed pricing.
- Completeness of responses to the Request for Proposals.

GENERAL INSTRUCTIONS TO CONTRACTORS

1. Proposals.

All proposals must include the following:

- Cover letter summarizing the vendor's organization, staff, and proposal.
- Description of the vendor's deliverables (i.e. initial setup, project plan and timeline, training, customer and technical support, etc.).
- The names of individuals and/or any subcontractors who will be providing services and their area of responsibility.
- Specific experience of each vendor's personnel in providing similar services.
- **Completed Questionnaire (Attachment A).**
- **Completed Costs and Fees Proposal (Attachment B).**
- **Reference Sheet (Attachment C).**
- Copy of any and all relevant certifications and/or licenses.

The RFP shall be professionally prepared. The report should be organized, clear and edited for basic mistakes. Contractor shall provide two (2) copies of their response to the RFP.

2. Receipt of Proposals.

2.1 Proposals will be received by the City until the time specified in Summary of Key Dates. Proposals must be received by the specified time in order to be considered, and proposals submitted after this closing time will not be considered. Proposal documents must be submitted to the office of the City Clerk at La Mirada City Hall, 13700 La Mirada Boulevard, La Mirada, California **by 4 p.m. (City Hall receptionist clock time) on April 21, 2016.** The City will not accept fax or emailed proposals. The City Clerk time stamp shall be conclusive as to the date and time of proposal receipt.

- 2.2 Proposals submitted shall be enclosed in a sealed envelope, addressed to: City Clerk Anne Haraksin, City of La Mirada; 13700 La Mirada Boulevard, La Mirada, California 90638. All bid submissions must be clearly marked in the lower left hand corner: **“RFP – Citizen Relationship Management System Solution”**. Contractors must also include their company name and addresses on the outside of the envelope.
- 2.3 Contractors are responsible for making certain proposals are actually delivered to the City Clerk or designee. Mailing of proposals does not insure that the proposal will be delivered on time or delivered at all. If Contractor does not hand deliver their proposal, it is suggested that he/she use some sort of delivery service that provides a receipt.
- 2.4 Proposals may be withdrawn prior to the deadline for submission of RFP documents. Any proposal received after the time and date specified will not be considered.
- 2.5 California Public Records Act. RFP submissions are not to be marked as confidential or proprietary. Submissions in response to this RFP are subject to public disclosure as permitted by the California Public Records Act, after a Contractor is selected for contract award, or all RFP submissions are rejected. Additionally, all submissions shall become the property of the City and shall not be returned. The City reserves the right to make use of any information or ideas in the submitted proposals.

Regardless of any identification otherwise, including marking some or all pages as “confidential” or “proprietary,” information in submissions shall become a part of the public record and subject to disclosure without any further notice to the Contractor. The City shall not in any way be liable or responsible for the disclosure of any such information.

3. Requests for Information.

- 3.1 Contractors having any questions regarding the meaning of any of the specifications or terms and conditions shall submit these questions to the City as stated in the Summary of Key Dates. Any and all interpretations or supplemental instructions, if issued, will be sent to all Contractors who have theretofore submitted a response to the RFP. **All requests for additional information or clarification concerning this RFP must be submitted in writing by the deadline for submitting questions specified on page 3.**
- 3.2 The City shall not be responsible for any oral interpretation of any of the specifications made by any person. Official interpretations will be in the form of an addendum or addenda. Applicable addendum(s), if any are issued, will be posted on the City’s website; but it shall be the Contractor’s responsibility to make inquiry as to addenda issued. All such addenda shall become a part of the

resulting contract and all Contractors shall be bound by such addenda whether or not received by the Contractor.

3.3 Contractors shall acknowledge receipt of any addendum to this RFP by submitting only the *Signature/Acknowledgement Page* of the addendum. The *Signature/Acknowledgement Page* shall be submitted to City as part of the Contractor's response. Failure to provide the *Signature/Acknowledgement Page* as received may result in the rejection of the RFP submission. A Contractor shall not be relieved of its responsibility to apply addendum information to its proposal. The City shall not be bound by any oral representation or discussion concerning the proposal documents or work unless such oral representation or discussion is confirmed in writing as an addendum.

5. Award/Rejection.

The City reserves the right to reject any or all submissions to this RFP for any or no reason, and to waive any informality or irregularity in any submission received and to be the sole judge of the merits of the respective proposals received. The award, if made, will be to the Contractor whose proposal best meets the needs of the City based upon criteria described herein.

The City also reserves the right to reject submissions from any Contractor who has previously failed to perform properly or to complete work or contracts of a similar nature on time.

Where only one responsive proposal is received, the City may negotiate price with the sole responsive Contractor, it may reject the proposal, conduct a new RFP process, or cancel the RFP.

6. No Contact Policy.

After release of this RFP, no officer, employee, agent, or representative of the Contractor shall have any contact or discussion, verbal or written, with any members of the La Mirada City Council, City staff or City's consultants, directly or indirectly through others, seek to influence any City's Council members, City staff, or City's consultants regarding any matters pertaining to this RFP, except as herein provided.

7. Submissions from Related Parties/Multiple Proposals Received from One Contractor.

When two or more related parties each submit a response to this RFP or multiple submissions are received from one Contractor, for any contract, such submissions shall be judged non-responsive. Related parties mean Contractors or the principles thereof, which have a direct or indirect ownership interest in another Contractor for the same contract, or in which a parent company (or any of its principals) of one Contractor have a direct or indirect ownership interest in another Contractor for the same contract.

8. Expenses Incurred.

All expenses incurred in the preparation and submission of a response to this RFP shall be borne by the Contractor.

9. Examination of Documents and Requirements.

9.1. Each Contractor shall carefully examine all RFP documents and thoroughly familiarize itself with all requirements prior to submitting a response to ensure that the goods or services being proposed meet the intent of these specifications.

9.2. Before submitting a response, each Contractor shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and requirements affecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Contractor from obligation to comply, in every detail, with all provisions and requirements of the RFP.

10. General Terms and Conditions.

The agreement the selected Contractor shall be required to execute will include provisions reflecting the requirements of this RFP. Terms included in the agreement to be executed by the Contractor include, but are not limited to, provisions identical or substantially similar to, or that incorporate, the following:

10.1. Permits, Fees, and Notices. The Contractor shall, at Contractor's own expense, obtain all permits and licenses (including City Business License) required in performance of this work, and give all notices necessary in the prosecution of this work. The current cost of a business license is \$50.

10.2. Insurance. Prior to the beginning of and throughout the duration of the work, Contractor and its subcontractors shall maintain insurance in conformance with the requirements set forth below. Contractor will use existing coverage to comply with these requirements. If that existing coverage does not meet the requirements set forth herein, Contractor agrees to amend, supplement or endorse the existing coverage to do so.

Contractor acknowledges that the insurance coverage and policy limits set forth in this section constitute the minimum amount of coverage required. Any insurance proceeds available to Contractor or its subcontractors in excess of the limits and coverage identified in this Agreement and which is applicable to a given loss, claim or demand, will be equally available to City.

- a. The Contractor agrees to maintain **workers compensation, and commercial general and automobile liability**, providing protection against liability for injuries, death, property damage and/or other loss, and in connection therewith, shall provide the CITY with a written Certificate of Insurance evidencing such liability coverage with limits in the minimum amount of One Million Dollars (\$1,000,000) per occurrence.

- b. The Contractor agrees to maintain **Professional Liability** or **Errors and Omissions insurance** as appropriate shall be written on a policy form coverage specifically designed to protect against acts, errors or omissions of the consultant and "Covered Professional Services" as designated in the policy must specifically include work performed under this agreement. The policy limit shall be no less than \$1,000,000 per claim and in the aggregate. The policy must "pay on behalf of" the insured and must include a provision establishing the insurer's duty to defend. The policy retroactive date shall be on or before the effective date of this agreement.

If coverage is maintained on a claims-made basis, Consultant/Contractor shall maintain such coverage for an additional period of three (3) years following termination of the contract.

The City reserves the right at any time during the term of the contract to change the amounts and types of insurance required by giving the Contractor a ninety (90) day advance written notice of such change. If such change results in substantial additional cost to the Contractor, the City and Contractor may renegotiate Contractor's compensation.

- 10.3. **Compliance with Law.** Contractor warrants that it will comply with all applicable Federal, State, and local laws, ordinances, rules and regulations applicable to its performance, including but not limited to, all environmental laws and regulations, the Fair Labor Standards Act of 1938, as amended, the Equal Employment Opportunity Clause prescribed by Executive Order 11246 dated September 24, 1965 as amended, and any rules, regulations or orders issued or promulgated under such Act and Order. Contractor shall indemnify and save and hold the City free and harmless with respect to, any and all claims, damages, demands, costs and losses which the CITY may suffer in the event that Contractor fails to comply with any such law, regulation, Act, Order, rules, regulations or orders. Any clause required by any law, ordinance, rule or regulation to be included in a contract of the type evidenced by this document shall be deemed to be incorporated herein.
- 10.4. **Indemnification.** Contractor shall indemnify, defend, and hold the City of La Mirada, its elected officials, officers, employees, agents and volunteers (the "Indemnitees") free and harmless with respect to all claims, suits, actions, liabilities, expenses and/or costs of any kind, whether actual, alleged or threatened, actual attorney's fees incurred by the CITY, court costs, interest and defense costs including expert witness fees, where the same arise out of or are connected with, in whole or in part, the acts or omissions of Contractor or any of Contractor's officers, agents, employees, in the performance of this Agreement, including any acts or omissions constituting a violation of any environmental or other regulation, law or statute, and which result in death, personal injury or property damage to any individual or entity, including the employees or officials of Contractor, or which result in any financial loss of any nature to any of the

Indemnitees, excepting only such claims and liabilities that arise solely out of the City's active negligence. Contractor's indemnity obligations hereunder also include indemnifying and holding the Indemnitees free and harmless from any and all stop notices or any other kinds of liens, and for claims that prevailing wages have not been paid, as required by law.

- 10.5. Nondiscrimination. It is the policy of the City that, in connection with all work performed under contracts, there be no discrimination against any prospective or active employees engaged in the work because of race, color, ancestry, national origin, religious creed, sex, age, physical or mental disability, medical condition, sexual orientation or marital status, except as provided in Government Code Section 12940. The Contractor agrees to comply with applicable Federal and California laws, including but not limited to, the California Fair Employment Act, beginning with Government Code Section 12900 and Labor Code Section 1735 and the Americans with Disabilities Act of 1990 (42 U.S.C, Section, 12101 et seq.), as the same may be amended from time to time. In addition, the Contractor agrees to require like compliance by any subcontractors employed on the work by such Contractor.
- 10.6. Contract Price and Payment. Payment to the Contractor shall be made in accordance with the agreed-upon rates, subject to the submittal of the final invoice(s) by the Contractor for work actually performed/deliverable services, as verified by the City Manager or designated representative.
- 10.7. Damage to Property. Property, facilities or equipment damaged or altered in any way during the performance of work by Contractor shall be reported by the Contractor, in writing, to the City Manager; and, such property, facilities or equipment shall be promptly restored to its original condition at the expense of the Contractor and to the satisfaction of the City.

11. Qualifications for Contractors.

- 11.1. The Contractor may be required before the award of any contract to show to the complete satisfaction of the City that the Contractor or his/her Subcontractor(s) has the ability, and financial resources to provide the goods or service specified therein. The Contractor may also be required to give a past history and references in order to satisfy the City in regard to the Contractor's or his/her Subcontractor's qualifications.
- 11.2. The City may make whatever investigation it deems necessary and proper to determine the ability of the Contractor or his/her Subcontractor(s) to perform the work, and the Contractor shall furnish to the City all information for this purpose that may be requested. The City reserves the right to reject any submissions to the RFP if the evidence submitted by, or investigation of, the Contractor fails to satisfy the City that the Contractor or his/her Subcontractor(s) is properly qualified to carry out the obligations of the

contract and to complete the work described herein. Evaluation of the Contractor's or his/her Subcontractor's qualifications shall include:

- a. The ability, capacity, skill and financial resources to perform the work or provide the goods or service required,
- b. The ability of the Contractor or his/her Subcontractor(s) to perform the work or provide the goods or service promptly or within the time specified, without delay or interference,
- c. The reputation, judgment, experience, and efficiency of the Contractor or his/her Subcontractor(s),
- d. The quality of performance of previous contracts or services.

12. Disclosure.

If the Contractor submitting this response to the RFP has been debarred, suspended or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a subcontractor with any Federal, state or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Contractor shall fully explain the circumstances relating to the preclusion or proposed preclusion in the proposal. The Contractor shall include a letter with its proposal setting forth the name and address of the government entity, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating to the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above shall be provided.

13. Non-Collusion.

The Contractor shall not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its proposal.

14. Offer Acceptance Period.

All RFP submissions shall remain open for 120 days after the day of the opening of the proposals, but the City may, at its sole discretion, release any Contractor and return the security (if applicable) prior to the date. No Contractor may withdraw its offer during this period without written permission to the City. Should any Contractor refuse to enter into a contract, under the terms and conditions of the procurement, the CITY may retain the security (if applicable), not as penalty, but as liquidated damages.

15. Change Orders.

No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting agreement, if any. All change orders to the Agreement shall be made in writing.

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ATTACHMENT A **QUESTIONNAIRE**

Vendors must fill out and return this questionnaire with the proposal. Responses to this questionnaire will be evaluated by the City’s selection committee. This questionnaire will provide the City’s selection committee with insight into the proposed CRM solution.

Citizen Web-based Portal Specifications	Yes or No
Does the solution allow citizens to submit and track their requests online, and have access to an online self-service portal to answer their own questions and find the status of their requests?	
Does the solution allow citizens to attach multiple photos or media file types to their requests?	
Does the solution provide an electronic receipt to the citizen submitting a request?	
Does the solution record and catalog citizen contact information?	
Can the solution be integrated in the City’s website as a ‘one-stop’ service request page?	
Can the solution be integrated in the City’s Facebook site as a widget?	
Can the web-based portal platform be integrated and communicate seamlessly with the service request system mobile application portal?	
Citizen Mobile Application Portal Specifications	Yes or No
Does the solution allow citizens to submit and track their request through a downloadable mobile application portal using Android and Apple iOS devices?	
Can the solution provide a link to the web-based self-service portal through the mobile application to answer their own questions and find the status of their requests?	
Does the solution allow citizens to attach multiple photos or media file types?	
Does the solution provide an electronic receipt to the citizen submitting a request?	
Does the solution record and catalog citizen contact information?	
Does the solution have the capability to incorporate City graphics (i.e. City logo) and color schemes on the home screen and other screens throughout the App?	
Is the mobile-based application platform able to communicate seamlessly with the Web-based service request portal?	
General Specification Requirements	Does Solution Meet Requirements? Yes or No
GIS Mapping Solution should validate the service request location as an accurate City street address. If a service request is generated for a location outside of the City’s jurisdiction, the system should be able to provide outside agency contact information to the citizen.	

General Specification Requirements (cont'd)	Does Solution Meet Requirements? Yes or No
<p>Assign Requests to Staff Solution should be able to direct service requests to the appropriate predetermined Department or staff based on its type or category. Staff should also be able to assign and reassign requests and inquiries.</p>	
<p>Manage Requests Solution should be able to allow for complex workflow rules and triggers to be set for “High Priority” service requests. Certain types of requests should be able to be identified based upon type, time or requestor and an email notification can be sent to a supervisor or specific executives. System should be able to send reminder notifications to the responsible department and/or staff that a request needs to be completed.</p>	
<p>Track complaints and inquiries Staff should have the ability to document and track citizen complaints and inquiries that affect all utility and service providers the City works with. Inquiry forms should support rich text data entry and document attachments. The Solution should support automated progress tracking of service requests for those made inside the City’s jurisdiction, and the ability to catalog service requests made that affect adjacent jurisdictions to ensure the citizen’s request is being processed.</p>	
<p>Searchable archive of requests Citizens should have the ability to access a searchable self-service portal to help them answer their own questions and check on the status of their requests. Citizens should be able to retrieve historical information regarding a service request category, regardless if the user submitted a request. Search queries should be based on geographical location without compromising the identity of the original requestors.</p>	
<p>Search Staff should have the capability to search and sort requests based on a variety of options, including type, category, GIS location, etc.</p>	
<p>Reporting Solution should be able to generate summary and detailed reports that capture a variety of statistical and performance measures. Examples include, but are not limited to: the average number of days to complete the process of a complaint; the percentage of requests handled within periods of 45, 60, or greater than 60 calendar days; how often a staff member takes an action on a request; what types of requests are made most often and in what areas of the City; etc.</p>	
<p>Staff Mobile Access Staff should be able to review, respond, view attachments, and send messages to a service requester remotely from mobile devices.</p>	

General Specification Requirements (cont'd)	Does Solution Meet Requirements? Yes or No
<p>Local Directory Solution should provide a solution to inform citizens on City and local business information.</p>	
<p>Users and Licenses Solution should be able to accommodate at least 30 staff as users or administrators. Licenses and system access should be unlimited and accessible at any City computer terminal.</p>	
<p>Implementation, Training, and Ongoing Customer Support Citizen Relationship Management solutions project includes design and build of web-based and mobile-based software, implementation, training for staff, and on-going technical support.</p>	
<p>Proof of Insurances Vendor should be able to furnish all insurance requirements as specified in Section 10.2.</p>	

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ATTACHMENT B
COSTS AND FEES

Initial Installation / Setup Costs (Non-recurring)

INSTALLATION / SETUP COSTS		One Time Costs
1.		\$
2.		\$
3.		\$
TOTAL COSTS FOR INITIALIZATION		\$
Notes:		

Annual Subscription Fees (Recurring)

SUBSCRIPTION COSTS		Recurring Fees (Indicate per month, year, or multi-year)
1.		\$
2.		\$
3.		\$
TOTAL COSTS FOR SUBSCRIPTION		\$
Notes:		

ATTACHMENT C
REFERENCES

Provide three (3) references of customers to whom your firm has provided similar services within the previous three (3) years.

Customer: _____

Contact: _____

Address: _____

Phone: _____

Type of Work: _____

Dates Delivered: _____

Customer: _____

Contact: _____

Address: _____

Phone: _____

Type of Work: _____

Dates Delivered: _____

Customer: _____

Contact: _____

Address: _____

Phone: _____

Type of Work: _____

Dates Delivered: _____