

IMPORTANT NOTICE!!

If you download these materials and wish to be added to the proposer contact list send an email to:

purchasing@springfield-or.gov

Information to be provided:

- “RFP#3747 PeopleSoft Managed Services Provider” in the subject line
- Company name
- Primary contact name
- Primary contact title
- Primary contact direct phone #
- Primary contact email

It will be the responsibility of each participating supplier to refer daily to the City of Springfield – Purchasing website at <http://www.springfield-or.gov/city/finance/purchasing> to check for any available addendum to current opportunities, cancellations, or intents to award posted.

**CITY OF SPRINGFIELD
OREGON**

**Request for Proposal #3747
Information Technology (IT)
PeopleSoft Managed Services Provider**

Sealed proposals will be received by the IT, City of Springfield, 225 5th Street. Springfield OR, 97477, Attn: Yueyin Lin until 2:00 p.m. Pacific Standard Time (PST), November 15, 2024, and opened at 2:15 p.m. PST the same day. Sealed proposals must be marked “**RFP# 3747: Peoplesoft Managed Services Provider**”.

The City of Springfield is seeking qualified contractors to provide managed services for PeopleSoft Human Capital Resource (HCM) and Financial Supply Chain Management (FSCM) products hosted by the City. Required scope includes applying tax updates and security patches according to Oracle PS best practice to development, test and then production environments; includes evaluating security patch releases, informing the City of risk and following City direction to deploy patches as the city deems necessary; and includes servicing break-fix associated with updating and patching. Optional scope includes *applying PUM images* and *upgrading PS PeopleTools (PT)*.

Proposal packets are available on the City’s website at www.springfield-or.gov/city/finance/purchasing or by contacting Yueyin Lin at purchasing@springfield-or.gov.

The City of Springfield reserves the right to accept or reject any or all proposals or to waive any specifications or requirements, or to negotiate with any vendor submitting a proposal regarding any aspect of this Request for Proposals when doing so is deemed to be in the best interest of the City.

The City of Springfield encourages proposers or sub-contractors who are minority-owned, woman-owned, or emerging small businesses to participate in City projects.

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Yueyin Lin at purchasing@springfield-or.gov at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.



**Request for Proposal
#3747**

PeopleSoft Managed Services Provider

City of Springfield
IT
Springfield, Oregon 97477

October 16, 2024, 5 p.m. PST

I. Project Overview

The City of Springfield is seeking qualified contractors to provide managed services for PeopleSoft Human Capital Resource (HCM) and Financial Supply Chain Management (FSCM) products hosted by the City. Required scope includes applying tax updates and security patches according to Oracle PS best practice to development, test and then production environments; includes evaluating security patch releases, informing the City of risk and following City direction to deploy patches as the city deems necessary; and includes servicing break-fix associated with updating and patching. Optional scope includes *applying PUM images* and *upgrading PS PeopleTools (PT)*.

At the City's option, the contract may be extended for up to two additional one-year fiscal year terms. The combined total value of work under the initial On Call Contracts should be within \$125,000 per year. The application of each update, each security patch and each break-fix resolution will be at the City's sole discretion. The City will also determine whether a project shall be awarded to a single firm or if portions of a project shall be awarded to multiple firms.

II. Overall Project Description and Scope of Work

The City of Springfield's purpose for issuing this RFP is to establish a contract with IT software support services contractor for the PeopleSoft Managed Services. The scope of Managed Services is described in Attachment 1 - Scope of Work.

Service out of scope include:

- Server hosting and maintenance (VMware environment management)
- Database Management
- Adding new PeopleSoft modules

Although these items are currently out of scope, the City is interested in potential future adoption.

III. Proposal Submission Requirements

Your response to the Request for Proposal must contain all of the information requested in the Request for Proposal along with acknowledgement of all addenda. A completeness check will be conducted for each submission. Incomplete submissions will not be accepted. Submissions must include the items organized and numbered to correspond to each requirement below:

Content requirements

1. **General** – Proposals must be clear and concise. The City encourages green options and discourages the use of materials that cannot be recycled such as PVC and spiral binders, plastic or glossy covers and dividers. Further, the City encourages Proposers to print on both sides of a sheet of paper whenever possible.
2. **Cover Letter** – All Proposals must be accompanied by a cover letter signed by an individual who is legally authorized to enter into a contract on behalf of the proposing individual/firm.

- a. The letter must introduce the Proposal, provide an overview of your representation according to the Attachment 1 Statement of Work.
 - b. Affirm that the Proposer accepts all terms and conditions of the Request for Proposals, including the Attachment 2 Sample Contract terms and conditions.
 - c. The letter must designate the Proposer's contact person during the Proposal review process.
 - d. Identify whether you qualify as resident bidder as described in ORS279A.120 (1) (b) and if you are licensed to do business in the State of Oregon.
 - e. Include a statement of the firm's ability to begin work January 1, 2025, and a statement that the submission is a firm offer for a 90-day period.
 - f. Pending Litigation: Identify any past, pending or threatened litigation or administrative or state ethics board or similar body proceedings to which you or any of your partners are a party and which would either materially impair your ability to perform the services enumerated herein, or, if decided in an adverse manner, materially adversely affect the financial condition of your firm. Any firm selected pursuant to this RFP will be required to advise the city of any developments during the term of this appointment with respect to existing and/or any new civil or criminal legal investigations, pertinent litigation and/or regulatory action involving the firm or its employees which could impact the firm's role or ability to perform the consulting services.
3. **Qualifications** - Include a detailed statement of the qualifications of the firm. This should include organizational history, clients presently served, and extent of Peoplesoft Application support.
- a. An understanding of PeopleSoft modules, applications and functionality with experience resolving issues that arise during implementation, particularly with regard to system integration.
 - b. Demonstrated comprehensive experience with implementation of the Oracle PeopleSoft HCM and FSCM
 - c. Knowledge and experience in the creation and/or execution of data conversion/validation methodologies and scripts to assure accurate data from existing systems to new systems.
 - d. Proven ability to partner in implementing and upgrading Oracle/PeopleSoft products in a timely, efficient, and effective manner.
 - e. Experience in carrying out PeopleSoft version upgrades in a public sector environment that demonstrates a full understanding of system lifecycle and integration issues.
 - f. Ability to identify quickly and solve the technical issues that arise in a complex environment and provide adequate guidance to minimize implementation and operational risks.
 - g. Demonstrated expertise in principles of change management to ensure high levels of communication and stakeholder participation.
 - h. Willingness to fully adopt the City's PeopleSoft standards and procedures and to develop a supportive relationship with the City's project team to create a positive and productive team environment.

Ability to provide on short notice consistent technical and functional resources that are fully qualified in the area of need for on-call services

4. **Resumes** - Include a resume for the PeopleSoft application support staff (PMs, Software Engineers, System administrators, etc.) assigned to this engagement.
5. **Approach** - The proposal should set forth a work plan, including an explanation of the Managed Services methodology to be followed, to perform the services required in this request for proposal.

Proposers will be required to provide the following information on their PeopleSoft application support staff approach:

- a. Qualifications, Experience, Certification, Cost per hour Attachment 1, Scope of Work Analysis, prioritization, notification and application of security patches, in and out of band patches.
 - b. Service Workflow (IT managers, IT programmer analysts, Department admins, Department specialists, Application Testers, etc.)
 - c. Oracle PeopleSoft Best Practice for applying tax update, security patches, application development, application upgrades and PeopleTools upgrades.
 - d. Customer support (escalation process, SLA details with fees at risk, root cause analysis, communication protocols, etc.)
6. **Fee Proposal** - The fee proposal must list the total hours, personnel costs, and out-of-pocket expenses for each of the following: Attachment 5, Price List. In addition, proposers are to break those hours down by type of employee that will be assigned to this engagement.

In addition, proposers are to break those hours down by type of employee that will be assigned to this engagement. A suggested format is:

Job Title	Number of Employees	Estimated hours
Partner		
Manager		
Supervisor		
Senior		
Junior		
Total		

*Job titles may vary between firms.

7. **Additional Services** - - If it should become necessary for the City of Springfield to request the IT software Support Services Contractor to render any additional services to either supplement the services requested in this RFP or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between the City of Springfield and the firm. Any such additional work agreed to between the City of Springfield and the firm shall be performed at the same rates set forth in the Fee Proposal.

8. **References** - Provide a minimum of five (5) references for Peoplesoft Services for organizations for whom you have provided similar services. The references should include, at a minimum, the name of the organization, the address, the contact person, title, email address and a telephone number. References cannot include current City Staff.
9. **Attachment #2** – Sample Contract – in your cover letter acceptance of terms and conditions.
10. **Signed Attachment #3** – Authorization to Legally Bind Bidder
11. **Signed Attachment #4** – Minority Women Emerging Small Business Form (MWESB)
12. **Signed Attachment #5** – Price List

IV. Evaluation and Selection Criteria

A committee comprised of representatives from the City will review the Proposals for conformance with the requirements of the Request for Proposals. Conforming Proposals will be evaluated according to the criteria listed below.

1. Proposal Review

- a. The proposals will be examined to determine that the firm satisfies the mandatory elements as identified in section III. Firms who do not meet the mandatory elements will be eliminated from further consideration.
- b. Next the committee will use the selection criteria as identified in section IV Based on the strength of the Proposals received, the committee may elect to identify finalists and schedule appointments for presentations and/or interviews. Following the presentations and/or interviews, if any, the committee will make a final selection based on the best overall interests of the City of Springfield. The committee will rely on information provided in the Proposals and during interviews, if any, as well as information provided by references.

2. Evaluation Criteria

Proposals will be evaluated using two sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored. The following represent the criteria which will be considered during the evaluation process.

- a. Mandatory elements
 - i. Mandatory elements as listed in Attachment 1 (Scope of Work)

b. Proposal Evaluation Criteria

Criteria	Possible Points
Qualifications: Vendor's assessment of vendor talent to be assigned to the City (Reference Attachment 5 Price List, and Section II, qualifications)	25
Experience: Years of experience of talent to be assigned to the City (Reference Attachment 5 Price List, as well as history of relevant company experience and Section III, 4 Resumes)	25
Certification (Reference Attachment 5 Price List, and Section III, 4 Resumes)	10
Cost (Reference Section II, fee proposal, Attachment 5 Price List)	15
References: (Reference Section III. 8 References)	20
Completeness of RFP	5
Total	100
Oral Presentation for selected firms (if any)	20
Grand Total	120

c. Oral Presentations (if any) and Final Scoring

- i. After the technical proposals have been evaluated and finalist firms have been identified, those firms will be invited to make an oral presentation to the committee.
- ii. Presentations provide the firms an opportunity to answer any questions or provide clarifications to the committee; however, no changes are allowed to be made to the originally submitted cost.
- iii. The committee will score the firm's presentations in the context of the criteria listed in Section III, Subsection 3 (Qualifications), 4(Resumes) and Attachment 1 (Scope of Work) of this document and whether the presentation and responses enhance the scoring of the written proposals. Firms may receive up to an additional 20 points on the presentation.
- iv. Based upon the addition of the presentation scores to the written proposal scores, a final cumulative score for each finalist will be compiled, from which the selection of a firm will be made.

d. Tie Breaker

In the event of a tie during the evaluation process, the tie will be broken by taking the highest scoring proposer based on the lower cost to the City. If these scores are also tied, then by taking the highest scoring proposer based on their Qualifications.

V. Schedule for Selection Process

RFP Package Available	October 16, 2024, 5 p.m. PST
Request for Clarification Due (if applicable)	November 4, 2024, 2 p.m. PST
Solicitation Protests Due	Same as request for clarification
Response to Clarification Due (if applicable)	November 8, 2024, 2 p.m. PST
Proposals Due:	November 15, 2024, 2 p.m. PST
Review & Interview (if applicable) proposals due	Approximately 2 weeks after
Intent to Award Notice (approximate)	December 6, 2024, 2024
Contract Award (approximate)	December 20, 2024

Public opening of the RFP responses will take place on November 15, 2024 at 2:15 PST at City of Springfield Finance Department, 225 Fifth Street, Springfield, Oregon, 97477. All interested parties are invited to attend.

Prospective Proposers may contact Yueyin Lin by email at purchasing@springfield-or.gov for further information regarding this process or to request clarification. **Contact with other City officials may be grounds for disqualification.** Please note that the City of Springfield has implemented this policy to ensure fairness and transparency in the selection process. Upon receipt of an inquiry from a prospective proposer, the message is promptly relayed to the project's lead staff person, who then prepares a written reply. City staff, in turn, posts the questions and responses in an Addendum. Follow-up questions and/or clarifications may continue to be submitted in this fashion until **November 4, 2024, 2 p.m. PST.**

VI. Instructions to Proposers

The Request for Proposals may be found on the City of Springfield website at <http://www.springfield-or.gov/city/finance/purchasing> and select the document titled **RFP# 3747 Peoplesoft Managed Services Provider** or in-person at the Springfield City Hall, Department, 225 Fifth Street, Springfield, OR, 97477.

Each Proposal must include one (1) original signed submission, marked "**RFP# 3747 Peoplesoft Managed Services Provider**" and (1) electronic copy (PDF format) on a CD or thumbdrive. Each original Proposal and required materials must be contained in a sealed envelope or box and must be received no later than 2 p.m. PST, November 15, 2024, at the following address:

City of Springfield
Department
Attention: Yueyin Lin
225 Fifth Street,
Springfield, Oregon 97477

VII. Late Proposals Not Considered

Proposals must be received by the time specified at the address listed above. Any Proposal received after the deadline will not be considered. Faxed or emailed submissions will not be accepted.

VIII. Addenda to RFP

In the event that it is necessary to amend, revise, or supplement any part of the Request for Proposal, addenda will be posted on Springfield's website at <http://www.springfield-or.gov/city/finance/purchasing> and select the document titled **RFP# 3747 Peoplesoft Managed Services Provider**. The City will make a reasonable effort to provide the addenda to all Proposers to whom the City provided the initial Proposal. This includes the amendment of dates in the Schedule for Selection Process. Any addenda so issued are to be considered part of the specifications of the Proposal. The City is not responsible for any explanation, clarification, interpretation, or approval made or given in any manner except by written addenda issued by City.

In case of any doubt or differences of opinion as to the services to be furnished hereunder, or the interpretation of the provisions of the Proposal, the decision of the City shall be final and binding upon all parties.

IX. Contract

The successful Proposer will be expected to enter a professional services contract with the City. The contract will specify the extent of services to be rendered, the means and methods of providing the services, and the amount of compensation. A sample contract is included as Attachment 2.

X. Negotiation of Price Agreement

Springfield reserves the right to negotiate a final contract which is in the best interest of the City considering cost effectiveness and quality central control. Once a tentative selection has been made by the evaluation committee, City staff will attempt to negotiate a contract with the preferred Proposer. If the negotiations are not successful, City staff will negotiate with other qualified Proposers in the order of their respective qualifications until an agreement is reached or City staff decides to terminate the selection process.

XI. City Selection Discretion

Springfield reserves the right to reject any or all bids and to waive irregularities and informalities in the selection process. Springfield further reserves the right to negotiate, amend, and refine bids in consultation with one or more of the prospective Proposers.

XII. Proposal Ownership

All material submitted by the Proposers shall be considered property of Springfield, and the City will not be required to return same to any Proposer. The material submitted by Proposer will be treated in the same manner as the City's own records.

After opening, all Proposals become part of the public record unless exempt under Oregon Public Records Law. Proposers wishing to exempt appropriate portions of their Proposals from disclosure as public records are encouraged to discuss their concerns with City's Finance Director (address listed below) prior to the submissions of their Proposals.

Nathan Bell Finance Director
City of Springfield Finance Department
225 Fifth Street
Springfield, OR 97477

XIII. Exceptions to Request for Proposal

If, for any reason, a Proposer should find fault with the structure of this Request for Proposal or with the evaluation process, concerns may be submitted in writing to:

Jessica Mumme, Budget & Procurement Manager
Springfield Finance Department
225 Fifth Street
Springfield, OR 97477
purchasing@springfield-or.gov

The City will make every effort to answer questions and, if warranted, to amend the Request for Proposal. Responses to questions and amendments to the Proposal will be posted on the Springfield website <http://www.springfield-or.gov/city/finance/purchasing> and select the document titled **RFP# 3747 Peoplesoft Managed Services Provider**. Proposers who are unable or unwilling to meet any of the requirements of this Request for Proposal must include, as part of their response, written exceptions to those requirements. Such request shall be delivered on or November 4, 2024, 2 p.m. PST.

XIV. Solicitation Protest Procedure

A prospective Proposer may submit formal protests to this Request for Proposal or any addenda to purchasing@springfield-or.gov. This request must be delivered no later than November 4, 2024, 2 p.m. PST, or the close of the next business day following issuance of an addenda, whichever occurs later. A written protest of this Request for Proposals must include:

- Sufficient information to identify the solicitation being protested, such as including “RFP # 3747 Protest” in the email subject line;
- The grounds that demonstrate how the procurement process is contrary to law or how the solicitation document is unnecessarily restrictive, legally flawed, or improperly specifies a brand name;
- Evidence or supporting documentation that supports the grounds on which the protest is based; and
- The relief sought, including a statement of the desired changes to this RFP or the procurement process the prospective Proposer believes will remedy the conditions that form the basis for the protest.

The City will review protests to the solicitation that are timely filed and notify the prospective Proposers of the decision in writing no fewer than three business days before the closing date, unless the City finds that circumstances warrant a shorter time period. In response to a valid Protest, the City may issue an addendum to this RFP. An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of this RFP.

XV. Award Protest Procedure

Any Proposer who has submitted a Proposal to the City and who is adversely affected by the City’s award of the Contract to another Proposer has seven (7) days after issuance of the Notice of Intent to Award the Contract, to submit a written protest of the award to the City. This right to protest shall conform to the written requirements of OAR 137-047-0740 and specify the grounds upon which the protest is based.

An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of City's Contract award. Protests must be submitted to:

Nathan Bell
Finance Director
City of Springfield
225 Fifth Street
Springfield, OR 97477

XVI. Cost of Proposal

The City is not liable for any costs incurred by vendors for the preparation and presentation of their Request for Proposals. This includes any costs in the submission of a Proposal or in making necessary studies or designs for the preparation thereof.

XVII. AMERICANS WITH DISABILITIES ACT COMPLIANCE

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Yueyin Lin via email at purchasing@springfield-or.gov at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.

Attachment 1 Scope of Work

1.1 Scope of Work - Overview

Provide software support and maintenance services for the City's PeopleSoft Enterprise Resource Planning (ERP) system, which is comprised of Financial Management System (FSCM) 9.1, which is currently upgrading to 9.2, Human Capital Management (HCM) 9.2 PUM 43, the current installed version of PeopleTools, and any integrations and interfaces related to City systems.

A cost-effective and sustainable solution must be provided to support the optimum operation of the City's ERP system with its current interfaces and customizations, as well as functionality to meet future business requirements, for the duration of the awarded contract.

Software support services are to include, but are not limited to, bug fixes, patches, tax and regulatory updates, expansion of system functionality, customizations support, third-party software integration maintenance and support, and ERP infrastructure support to ensure best practices and optimal performance of the ERP system. These services are to maintain and meet the day-to-day operations of the City's PeopleSoft Enterprise Resource Planning (ERP) system.

1.2 Contractor Responsibilities

The Contractor will deliver the following services as determined and requested by the City to keep the City's ERP system free from bugs, functional failure, and current with required patches, minor releases, and tax-related upgrades:

- **Support and Performance:** Support to City staff (as determined by the City) for overall integrity, availability, and performance of the production PeopleSoft software and all interfaces and/or systems interacting with PeopleSoft applications.

- **Regulatory Updates:** Delivery of payroll tax, financial, and any other updates as required by Federal, State of Oregon, and local laws and accounting rules.

- **Issue Resolution:** Troubleshooting, problem management, and resolution of reported system problems.

- **System Documentation:** Documentation of all patches, releases, and changes.

- **On-Call Support:** Twenty-four-hour on-call support availability for the resolution of high-severity problems.

- **Upgrade and Configuration Support:** Support for adjustments, installations, configurations, and implementations required for new releases of SQL Server, Windows OS, and/or HP server-related system software and/or hardware equipment which are at end of life cycles.

- **Client Workstation Support:** Ensure that the PeopleSoft System meets performance requirements on new client workstation hardware, OS, and browser versions adopted during the support agreement term, including mobile technologies.

- **Employee Self-Service Expansion:** Support for City expansion of its Employee Self-Service implementation.

- **System Optimizations:** Provide recommendations for optimizing the PeopleSoft System, including changes to business processes, expanded functionality, and third-party product integrations.

1.3 Knowledge Transfer & Communication Expectations

The City values clear, detailed, and proactive communication to ensure the smooth operation of its ERP system. The Contractor is expected to provide:

1. Comprehensive Documentation & Change Tracking:

Maintain detailed records of system changes, upgrades, and patches, including a well-organized change log that tracks all modifications, their rationale, and any impact on system performance.

2. Timely Issue Reporting:

Prompt reporting and resolution plans for any system issues encountered.

3. Knowledge Transfer:

Regular knowledge-sharing sessions following significant updates to equip City staff with the necessary information for system management.

4. Collaboration and Transparency:

Ongoing collaboration with City staff to ensure all relevant information is shared in a timely and detailed manner.

1.4 City Deliverables

The City will be responsible for the following:

- **ERP Management:** Overall management of its ERP applications, systems, and environment.
- **Custom Development:** Development of reports and custom pages.
- **Operations:** Computer operations and related activities such as database administration, installation of OS and DBMS software updates, automated scheduling of batch jobs, and hardware administration.
- **Security & Support:** Security policy and procedures, first-level end-user support, and point of contact for issues.
- **Strategic Direction:** Participation in testing cycles, strategic direction setting, and contract management.
- **Business Continuity:** Business Continuity Planning and Management, Disaster Recovery Planning and Management.
- **Performance Review:** Periodic review and reporting of outstanding performance issues.

1.5 City Operations

The City's normal operating schedule is as follows:

- Work hours: 8:00 AM to 5:00 PM, Monday through Friday (except holidays).
- Payroll and AP Check runs: Every two weeks.
- **IT HelpDesk:** Available during normal work hours (8-5, M-F), using the ManageEngine ServiceDesk Plus.
- **PeopleSoft Systems:**
 - Current PS PeopleTools for FMSC: 8.59
 - Current PS PeopleTools for HCM: 8.61
- The City supports a VMware environment with MS Datacenter OS licensing and MS SQL Server site license.

ATTACHMENT 5

Price List

If needed: Key personnel intended to be used for work under this contract, shall be certified by the product manufacture as described below.

Item #	Requirements or Specifications	Qualified High/Med/Low	Experience No. of Years	Est. Hours	Total Cost
Required - Oracle PS Security Patching					
1	1st Quarter PS FSMC Security Patch				
2	1st Quarter PS HCM Security Patch				
3	2nd Quarter PS FSMC Security Patch				
4	2nd Quarter PS HCM Security Patch				
5	3rd Quarter PS FSMC Security Patch				
6	3rd Quarter PS HCM Security Patch				
7	4th Quarter PS FSMC Security Patch				
8	4th Quarter PS HCM Security Patch				
Required - PS HCM Tax Updates					
1	1st Quarter PS HCM Tax Update				
2	2nd Quarter PS HCM Tax Update				
3	3rd Quarter PS HCM Tax Update				
4	4th Quarter PS HCM Tax Update				
Optional - Other Products and Services					
					Cost Per Hour
1	Oracle PS HCM PT Upgrade				
2	Oracle PS FSMC PT Upgrade				
3	Oracle PS HCM Application (PUM) Upgrade				
4	Oracle PS FSMC Application (PUM) Upgrade				
5	Oracle PS HCM Service Enhancements-Productivity Improvements			NA	
6	Oracle PS FSMC Service Enhancements-Productivity Improvements			NA	
7	Oracle PS Test Framework Implementation				
8	Out-of-band PS FSMC Security Patch				
9	Out-of-band PS HCM Security Patch				
10	Local or Out-of-Band Tax Updates				
Service Categories					
					Cost Per Hour
1	Systems Migration			NA	
2	Systems Integration			NA	
3	Systems Development			NA	
4	Systems Planning (e.g., systems security, business continuity and disaster recovery)			NA	
5	Break-Fix			NA	
6	Enhancements			NA	
7	Systems Documentation			NA	
8	Systems Testing (test and production servers)			NA	
Out of Pocket Expenses					
Type	Description, Amounts and Etc. of Expense	Estimated Cost			
Software					
Hardware					
Other (Please Specify)					
Certification Information					
Certification #	Description of Certification, name of Issuing Authority	Expiration Date			
Prior Experience					
Customer Name:	Description and \$ Value of Project	Ph. #	Email	Contact Name	

Special Instructions:

Valid for 90 Days from date submitted below.

Signer acknowledges that they have the legal authority to bind entity.

Signature of Proposer

Unless otherwise specified, all items quoted are to be new, unused and not remanufactured in any way.

Print Proposer Name

Proposer must clearly identify all products quoted. Brand name and model or number must be shown.

CITY reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of CITY.

CITY may reject any Quote not in compliance with the RFP, attachments, and addenda, or if it is in the best interest of CITY.

Title of Proposer

Submitted this _____ day of _____ 20_____