

**CITY OF ROCKWALL, TEXAS**  
**REQUEST FOR PROPOSAL**  
**FOR**  
**ASSET MANAGEMENT SYSTEM**

The City of Rockwall, Texas is accepting sealed proposals for the purchase, implementation and support of an Asset Management System application. Sealed proposals will be accepted until 2:00 p.m., CST, December 1, 2016.

***Asset Management System***

It is understood that the City reserves the right to reject any or all proposals as it shall deem to be in the best interests of City. Receipt of any proposal shall under no circumstances obligate City to accept the lowest dollar proposal. The award of this contract shall be made to the responsible offerer (hereinafter referred to as "Contractor") whose proposal is determined to be the lowest evaluated offer resulting from negotiation, taking into consideration the relative importance of price and the other evaluation factors set forth in the request for proposal.

Proposals shall include this RFP and all additional documents submitted. The proposal shall be placed in a separate, sealed envelope, marked clearly on the outside as shown below. **FACSIMILE AND ELECTRONIC TRANSMITTALS SHALL NOT BE ACCEPTED.**

Submission of proposals: One original and one copy of all proposal documents shall be sealed and submitted no later than 2:00 p.m. CST, \_ December 1, 2016. to:

Mailing Address:

Lea Ann Ewing, Purchasing Agent  
City of Rockwall  
385 S. Goliad  
Rockwall, Texas 75087

**MARK ENVELOPE: RFP ASSET MANAGEMENT SYSTEM**

**ALL PROPOSALS MUST BE RECEIVED IN THE CITY'S PURCHASING OFFICE BEFORE OPENING DATE AND TIME.**

**LATE PROPOSALS:** Proposals received in City's General Service Office after submission deadline will be considered void and unacceptable. City is not responsible for lateness or non-delivery of mail, carrier, etc., and the date/time stamp in the Purchasing Office shall be the official time of receipt.

**ALTERING PROPOSALS:** Any interlineation, alteration, or erasure made before opening time must be initialed by the signer of the proposal, guaranteeing authenticity.

**WITHDRAWAL OF PROPOSAL:** A proposal may not be withdrawn or canceled by the offerer without permission of the City for a period of ninety (90) days following the date designated for the receipt of proposals, and offerer so agrees upon submittal of their proposal.

**PROPOSALS WILL BE** received and publicly acknowledged at the location, date and time stated above. Offerers, their representatives and interested persons may be present. The proposals shall be received and

acknowledged only so as to avoid disclosure of the contents to competing offerers and kept secret during negotiations.

However, all proposals shall be open for public inspection after the contract is awarded, except for trade secrets and confidential information contained in the proposal and identified by offerer as such.

**SALES TAX:** City is exempt by law from payment of Texas Sales Tax and Federal Excise Tax, therefore the proposal shall not include sales taxes.

**CONTRACT:** This proposal, accompanying documents, and any negotiated terms, when properly accepted by City, shall constitute a contract equally binding between the Contractor and City. No different or additional terms will become a part of this contract with the exception of change orders.

**CHANGE ORDERS:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions of specifications stated in the resulting contract. All change orders to the contract will be made in writing by the Purchasing Department.

**IF DURING THE life of the contract,** the successful offer's net prices to other customers for the Asset Management System awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to the City.

A PRICE redetermination may be considered by City only at the time of a model change during the year or at the anniversary date of the contract and shall be substantiated in writing (i.e. manufacturer's direct cost, postage rates, Railroad Commission rates, wage/labor rates, etc). The offerer's past history of honoring contracts at the contract price will be an important consideration in the evaluation of the lowest and best proposal. City reserves the right to accept or reject any/all of the price determination as it deems to be in the best interest of City.

**RIGHT TO PURCHASE ELSEWHERE:** City will not actively solicit bids, proposals, quotations or otherwise test the market solely for the purpose of seeking alternative sources; however, City reserves the right to purchase elsewhere any and/or all items covered by this contract if available from another source at a price lower than the contract price or if contract term(s) are not met.

**DELIVERY:** All delivery and freight charges are to be included in the contract price.

**DELIVERY TIME:** Offerer shall address number of days required to deliver the completed Asset Management System at the above referenced delivery point. Contractor shall notify the Purchasing Department immediately if delivery schedule cannot be met. If a delay is foreseen, Contractor shall give written notice to the Purchasing Department. City has the right to extend delivery time if reason appears valid. Contractor must keep the Purchasing Department advised at all times of the status of the order.

**CONFLICT OF INTEREST:** No public official shall have interest in this contract, in accordance with Vernon's Texas Codes Annotated, Local Government Code Title 5, Subtitle C, Chapter 171.

**ETHICS:** The offerer shall not offer or accept gifts or anything of value nor enter into any business arrangement with any employee, official or agent of City.

**EXCEPTIONS/SUBSTITUTIONS:** All proposals meeting the intent of this RFP will be considered for negotiations. Offerers taking exception to the specifications, or offering substitutions, shall state these exceptions in the section provided or by attachment as part of the proposal. The absence of such a list shall indicate that the offerer has not taken exceptions and the offerer shall be responsible for performing in strict accordance with the specifications of the RFP. Council reserves the right to accept any and all or none of the exception(s)/substitutions(s) deemed to be in the best interest of City.

**DESCRIPTIONS:** Any reference to model and/or make/manufacture used in RFP specifications is descriptive, not restrictive. It is used to indicate the type and quality desired. Proposals on items of like quality will be considered.

ADDENDA: Any interpretations, corrections or changes to this RFP and Specifications will be made by addenda. Sole issuing authority of addenda shall be vested in the Purchasing Department. Addenda will be mailed to all that are known to have received a copy of this RFP. Offerers shall acknowledge receipt of all addenda.

PROPOSAL MUST COMPLY with all federal, state, county, and local laws concerning this type of service.

DESIGN, STRENGTH, QUALITY of materials and workmanship must conform to the highest standards of manufacturing and engineering practice.

THE Asset Management System MUST be new and unused, unless otherwise specified, in first class condition and of current version or manufacture.

MINIMUM STANDARDS FOR RESPONSIBLE PROSPECTIVE OFFERERS: A prospective offerer must affirmatively demonstrate offerer's responsibility. A prospective offerer must meet the following requirements:

1. have adequate financial resources;
2. be able to comply with the required or proposed pickup/delivery schedule;
3. have a satisfactory record of performance;
4. have a satisfactory record of integrity and ethics;
5. be otherwise qualified and eligible to receive an award.

City may request representation and other information sufficient to determine offerer's ability to meet these minimum standards listed above.

REFERENCES: Offerer shall supply with this RFP a list of at least three (5) references where like services have been supplied by their firm.

OFFERER SHALL PROVIDE with this proposal response, all documentation required by this RFP. Failure to provide this information may result in rejection of proposal.

CONTRACTOR SHALL defend, indemnify and save harmless City and all it's officers, agents and employees from all suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the Contractor, or of any agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from proposal award. Contractor shall pay any judgment with costs which may be obtained against City growing out of such injury or damages.

TERMINATION OF CONTRACT: This contract shall remain in effect until contract expires, delivery/completion and acceptance of products and/or performance of services ordered or until terminated by either party with a thirty (30) day written notice prior to any cancellation. Contractor must state therein the reasons for such cancellation. City reserves the right to award cancelled contract to next best offerer as it deems to be in the best interest of City.

TERMINATION OF DEFAULT: City reserves the right to enforce the performance of this contract in any manner prescribed by law or deemed to be in the best interest of City in the event of breach or default of this contract. City reserves the right to terminate the contract immediately in the event the Contractor fails to:

1. meet delivery or completion schedules;
2. otherwise perform in accordance with the accepted proposal.

Breach of contract or default authorizes City to award to another offerer, purchase elsewhere and charge the full increase in cost to the defaulting offerer.

**NOTICE:** Any notice provided by this proposal (or required by Law) to be given to the Contractor by City shall be conclusively deemed to have been given and received on the next business day after such written notice has been deposited in the mail in Rockwall, Texas, by Registered or Certified Mail with sufficient postage affixed thereto, addressed to the Contractor at the address so provided; provided this shall not prevent the giving of actual notice in any manner.

**PATENTS/COPYRIGHTS:** The Contractor agrees to protect City from claims involving infringements of patents and/or copyrights.

**CONTRACT ADMINISTRATOR:** Under this contract, City may appoint a contract administrator with the designated responsibility to ensure compliance with contract requirements, such as but not limited to, acceptance, inspection, and delivery. The contract administrator will serve as liaison between the City (which has the overall contract responsibilities) and the Contractor.

**TESTING:** Testing may be performed at the request of City, by an agent so designated, without expense to the City.

**PURCHASE ORDER:** A purchase order(s) shall be generated by City to the Contractor. The purchase order number must appear on all itemized invoices and packing slips. City will not be held responsible for any orders placed/delivered without a valid current purchase order number.

**PACKING SLIPS** or other suitable shipping documents shall accompany each special order shipment and shall show: (a) name and address of Contractor; (b) name and address of receiving department and/or delivery location; (c) City purchase order number; and (d) descriptive information as to the Asset Management System and accessories delivered, including serial number, quantity, number of containers, etc.

**INVOICES** shall be issued within ten (10) days following the end of the preceding month for services rendered during that month. Invoices shall include copies of reports specified in Section 11.0 of the attached RFP. Invoices shall be mailed directly to: Donna Allen, City of Rockwall, 385 South Goliad, Rockwall, TX 75087.

**PAYMENT** will be made upon receipt and acceptance by City of all completed services and/or item(s) ordered and receipt of a valid invoice, in accordance with the State of Texas Prompt Payment Act, Article 601f V.T.C.S. Contractor(s) is required to pay subcontractors within ten (10) days.

Asset Management Systems supplied under this contract shall be subject to City's approval. Item(s) found defective or not meeting specifications shall be repaired / replaced by the Contractor within one (1) week after notification at no expense to City.

**WARRANTY:** Contractor shall warrant that all equipment/accessories/services shall conform to the proposed specification and/or warranties as stated in the Uniform Commercial Code and be free from all defects in material, workmanship and title.

**REMEDIES:** The Contractor and City shall agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.

**VENUE:** This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Rockwall County, Texas.

**ASSIGNMENT:** The Contractor shall not sell, assign, transfer or convey any contract resulting from this RFP, in whole or in part, without prior written consent of City.

**SILENCE OF SPECIFICATION:** The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.



**CITY OF ROCKWALL, TEXAS**  
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**1.0 General Information**

- 1.1 Intent: The intent of this request for proposal (RFP) is to provide offerers with sufficient information to prepare a proposal for an Asset Management System with various types of equipment, accessories and services needed by the City. Offerer is requested to address their entire line of equipment and services.

**THIS PROJECT PROVIDES A COMPUTERIZED ASSET MANAGEMENT SYSTEM FOR THE CITY'S STORMWATER, WATER AND SANITARY SEWER ASSETS, SERVICE REQUESTS, AND WORK ORDERS. EXPANDABILITY TO OTHER CITY PROCESSES, INCLUDING BUT NOT LIMITED TO PARK, STREET, TRAFFIC, SIGNAGE, AND FLEET MAINTENANCE.**

**THE ASSET MANAGEMENT SYSTEM WILL DELIVER THE TOOLS FOR COMPLETE MANAGEMENT OF INFRASTRUCTURE ASSETS INCLUDING PLANNING, PROCUREMENT, OPERATION, MAINTENANCE, REHABILITATION, REPLACEMENT AND DISPOSAL. THE DESIRED SOLUTION WILL INTEGRATE WITH THE DEPARTMENTS OF GIS, FINANCE, PUBLIC WORKS, AND ENGINEERING TO ALLOW REAL-TIME MANAGEMENT AND REPORTING OF INFRASTRUCTURE. HAVING THIS TIMELY AND COMPLETE DATA IS CRUCIAL FOR THE CITY TO BE EFFECTIVE IN PROVIDING ITS STEWARDSHIP RESPONSIBILITY OVER INFRASTRUCTURE MANAGEMENT TO CURRENT AND FUTURE GENERATIONS OF ITS RESIDENTS.**

**TAKING AN INTEGRATED APPROACH TO ASSET MANAGEMENT WILL ENABLE STAFF AND COUNCIL TO PLAN CAPITAL WORKS IN A MORE EFFICIENT MANNER.**

- 1.2 **Inquiries: Any questions or requests for clarification must be submitted to the City's Purchasing Agent, in writing, no later than seven (7) business days before the RFP due date. There will be no exceptions. All responses to the questions will be sent to all offerers in the form of an addendum.**

- 1.3 Selection: The award of the contract shall be made to the responsible offerer whose proposal is determined to be the lowest evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other evaluation factors set forth in the Request for Proposals in accordance with Texas Local Government Code, Chapter 262.

The evaluation criteria will be grouped into percentage factors as follows:

|     |                                                                                                                               |
|-----|-------------------------------------------------------------------------------------------------------------------------------|
| 10% | OFFERER'S QUALIFICATIONS/EXPERIENCE.                                                                                          |
| 15% | OFFERER'S TOTAL PROPOSED PRICE.                                                                                               |
| 20% | OFFERER'S SUPPORT/SERVICE.                                                                                                    |
| 15% | OFFERER'S WARRANTY/MAINTENANCE.                                                                                               |
| 40% | THE PROPOSED PRODUCT MEETING CITY'S PRESENT NEEDS AND REQUIREMENTS AS WELL AS FUTURE NEEDS THROUGH ENHANCEMENTS AND UPGRADES. |

- 1.4 Guidelines for Proposal Evaluation: Proposals will be evaluated using a comprehensive set of criteria. A list of these criteria is presented below:

- 1.4.1 Are the hardware, software technical and compatibility requirements addressed in the proposal?
- 1.4.2 Are the proposed products and services responsive to City's needs?

- 1.4.3 Has offerer addressed their entire line of hardware, software, accessories and services available?
- 1.4.4 Is offerer's participation and responsibility clearly defined?
- 1.4.5 Is City's participation and responsibility clearly defined?
- 1.4.6 Are high quality service, warranty and maintenance available?
- 1.4.7 What are the offerer's service hours?
- 1.4.8 Has requested information been supplied?
- 1.4.9 Due to technical nature of this product, has the offerer addressed future use of equipment, future expansion possibilities and possible upgrading?
- 1.4.10 Has accessory equipment been addressed?
- 1.4.11 Has cost, both total and itemized, been addressed?
- 1.4.12 Has offerer addressed previous experience in providing these types of equipment and services?
- 1.4.13 Has offerer addressed the type of support and repair service available?
- 1.4.14 Have installation procedures been defined?
- 1.5 Submittal: For proper comparison and evaluation, City requests that proposals address, at a minimum, Section 2.0 by number stated herein.
- 1.6 Confidential Material: Any material that is to be considered as confidential in nature must be clearly marked as such and will be treated as confidential by City to the extent allowable in the Open Records Act.
- 1.7 Contract Negotiations: City reserves the right to negotiate a contract with the selected offerer.
- 1.8 Contract Obligations: This proposal, submitted documents and any negotiations, when properly accepted by City, shall constitute a contract equally binding between the successful offerer and City. The selected offerer will be considered as the prime contractor and shall assume total responsibility for the product, accessories and services. Failure to meet obligations may result in the cancellation of any contracts.
- 1.9 Supporting Materials: All questions asked in this RFP will be used in making a selection and should be addressed by section and number.

## 2.0 MINIMUM TECHNICAL REQUIREMENTS

2.1 BELOW IS A LIST OF VARIOUS ITEMS THE CITY FEELS IS IMPORTANT FOR THIS SYSTEM TO INCLUDE:

After each specification/feature there is a checkbox. Mark the one that represents your product.

### GENERAL:

- ☐ System must support interface, content, and workflow customizations by a trained system administrator without programming.
- ☐ Provides a flexible and open methodology with ability to link to other city systems, 3rd party software, tools or data for asset condition modeling, depreciation and valuation.
- ☐ Ability to customize end user forms to facilitate a more focused user interface for each group of end users.
- ☐ Ability to access in the field on a variety of devices, include laptops, tablets and smart phones.
- ☐ Should display concise, clear error messages and allow the user to respond to critical error messages.
- ☐ Ability to log system error messages, schedule and report to system administrators.
- ☐ Must support hyperlinks to and/or embedded documents (.pdf, etc) and the ability to attach multimedia files to work orders and assets.

- ☐ Inter-operability with Microsoft product suite (Outlook, Word, Access, Excel, etc.), that interfaces directly with email capabilities.
- ☐ Control of data entry to ensure user enters data into all required fields on the screen.
- ☐ Ability to import/export select records in batch or by single record.
- ☐ Capability to have data entry fields automatically default to a specified value (e.g., most date fields should default to current date).
- ☐ System provides a map interface, allowing the user to view assets, search, pan, zoom, locate, measure distances and include the capability to view information about assets' attributes from the GIS.
- ☐ All work activities, (requests, work orders, inspections, etc.) can be displayed live on the map interface based on user preferences. User should be able to open activities from the map.
- ☐ The system provides functionality for logging, mapping, and tracking calls for service.
- ☐ Ability to define service request types and user defined caller questions, instructions and comments.
- ☐ Ability to turn caller information recorded on a Call Center Service Request into Work Orders.
- ☐ Ability to automatically email work order updates as the request is processed.
- ☐ System prompts call taker if there is an open request of the same type in the same general area so as to reduce duplicate effort.
- ☐ System is able to synchronize data between field and office installations.
- ☐ The system provides for generating, mapping, and tracking work orders against assets.
- ☐ Ability to define unlimited work order activity types for any asset type defined in GIS.
- ☐ Ability to generate work orders from service requests, creating relationships between work orders, and attaching work orders to any number of assets or to locations without assets.
- ☐ The system tracks parts, labor, equipment, and other costs/resources associated with the work activity.
- ☐ Costs are associated to assets on the work order and asset costs should be easily reportable from within the system.
- ☐ Supports capability to dispatch work orders to work crews. Work crews should be able to access and prioritize work orders by multiple attributes.
- ☐ Ability to create work requests from inside the map interface.
- ☐ Ability for personnel to select and review work requests and work orders using multiple selection and sorting criteria that include all work request and work order fields.
- ☐ Ability to view all work activities
- ☐ Ability to schedule and assign preventative or routine work orders for future and planned maintenance.
- ☐ Ability to assign maintenance scores to work activity types.
- ☐ Ability to view work activities on a calendar.
- ☐ Contains searchable, robust fields for problem and completed work descriptions that have basic word processing functionality such as spell check, copy, cut, paste, etc.
- ☐ Ability to send scheduled tasks to responsible party(ies) for types of work and send email alerts.
- ☐ Provides a consistently designed pop-up window or pick lists to access all codes and their description.
- ☐ Ability to include an inspection checklist specific to asset type
- ☐ Captures and stores for assets the results of various inspections such as flow monitoring, investigations, smoke testing, hydrant flow testing, back-flow preventions device testing, pump efficiency testing, outfall reconnaissance, illicit discharge detection & elimination, high priority facilities, etc.
- ☐ Ability to provide flexibility for user defined fields and forms.
- ☐ Ability to define custom inspection observations with weighted scoring by asset type. Weighted scoring should result in a condition score on the asset. Scoring weights should be defined by City.

- ☐ Ability to conduct a condition analysis from within the map interface, combining inspection data and GIS attributes which results in the selection of assets based on condition score range.
- ☐ Provides a set of standard reports on a menu within the application which the vendor is responsible for maintaining with both tabular and spatial inputs.
- ☐ Ability to give option to send report to the screen, a printer, or to a file as well as send file by email.
- ☐ Ability to add customized reports to the local report menu and modify the content and/or format of any standard report.
- ☐ Ability to access all data, all historical work orders, and work order costs for all assets.
- ☐ Ability to easily and quickly access the historical archive utilizing extensive selection criteria.
- ☐ Provides maintenance history (and costs) for an asset, asset category, or manufacturer.
- ☐ Ability to select date ranges and other criteria as applicable for standard reports.
- ☐ Monthly and annual reporting of work and time per employee.
- ☐ Report on total cost of maintenance for one or many selected assets.
- ☐ Ability to create timesheet reports for crews. These reports should include overtime and emergency response hours. We should also have the ability review work hours based on classification of work.

#### GIS RELATED:

- ☐ Must be Geographic Information Systems (GIS) centric or connect with the City's GIS system.
- ☐ Should be seamlessly integrated with ESRI Geodatabase so that maintenance activities and asset inventory become closely coordinated with the GIS functionality.
- ☐ Ability to import/export any types of datasets.
- ☐ Maps are comprised of ArcGIS Server Map Services hosted on the City's ArcGIS Server or ESRI ArcGIS Online Services, or a combination of both.
- ☐ Supports multiple map services, specific to users or groups of users, to meet the various GIS needs of each department.
- ☐ Ability to locate address utilizing ArcGIS locating services.
- ☐ Ability to select assets in the GIS map and create work orders and inspections associated to the selected assets, allowing multiple assets to be attached.
- ☐ Ability to update asset attributes from within the software. All updates should utilize ESRI technology so as to maintain the integrity of the GIS system.
- ☐ Ability to easily publish work activities within the software to REST endpoints for consumption on ArcGIS Server or ArcGIS Online.
- ☐ Uses ESRI Geocoding services for address locator, including cross streets.
- ☐ Ability to route request to city staff by geographic layer as defined in the GIS.
- ☐ System allows the City of Rockwall to maintain only one set of asset data, without generating duplicates.
- ☐ Update GIS attributes with fields from the work management system automatically.
- ☐ Ability to summarize asset condition by heat maps within GIS.

#### IT RELATED:

- ☐ Ability to store attached documents within or outside of the database.
- ☐ Ability to operate on thin client architecture.
- ☐ Support a redundant server environment for immediate failover in the event that the production environment goes down.
- ☐ Ability of any proposed client software to execute on 32 bit and 64 bit Microsoft Windows operating systems.
- ☐ Microsoft Windows 7 and future Microsoft releases.
- ☐ Ability of the proposed software to execute with a computing platform having a minimum configuration of 2.0 GHz Intel compatible CPU, and at least 2 GB of RAM.
- ☐ Ability to provide security in all proposed applications that integrates with Active Directory.
- ☐ Ability to complete nightly batch processing and file/database maintenance cycle within (6) hours or less.



- ☐ Allow for or provide test, train, and live environments that are separate from one another. Train and live environments should operate from same code-base if possible.
- ☐ Supplies various utilities to facilitate file maintenance and backup/recovery. These may include, but are not limited to, sorts, file generators, and file-to-file copying utilities.
- ☐ Ability to provide data dictionary, data schema and updates with any database changes.
- ☐ Ability to provide data warehouse environment and tools for refreshing.
- ☐ Ability to utilize automated workflow to electronically route documents and maintain electronic approval processes.
- ☐ Ability for managers to utilize workflow functionality to help review productivity and workload of City staff.
- ☐ Ability to support workload analysis and re-route work and/or documents based upon workload criteria.
- ☐ Ability for the workflow engine to utilize system security to help ensure that only users with appropriate levels of authority have access to certain system functions and data.
- ☐ Ability to support a multi-level approval process for workflow.
- ☐ Ability to support electronic signatures and digital certificates.
- ☐ Ability to log Additions, Deletions and Changes to data and/or software
- ☐ All file-changes are recorded in a detailed permanent audit trail, by user ID, based on user login.
- ☐ Ability to assign permissions assigned to an individual end-user; exclusive of the group they are assigned.
- ☐ These permissions will supersede the permissions of the group to which they are assigned.
- ☐ Ability to allow users to query documents to identify what their current "status" is in the workflow process.
- ☐ Data entry, corrections to work order, completion of the work order, etc. is accessible in the field by the field crews, as well as, in the office.
- ☐ System allows real-time and disconnected system access by field crews through web-based system.
- ☐ Ability to provide remote, electronic system support so application problems can be diagnosed and remedied from the City's test environment.
- ☐ Ability to provide on-going, 24-hour system support for functionality, technical, or business related. By way of but not limited to toll-free hotline, online chat, email, or other similar mediums.
- ☐ Ability to remotely upload/download new program releases or modifications so that software upgrades can be accomplished via telecommunication with the Vendor.
- ☐ Ability to provide automated scheduling of jobs (processes).
- ☐ Ability to support high speed back-up capability.
- ☐ Ability to support unattended back-ups.
- ☐ Ability to use system while backups are being performed without degraded response time.
- ☐ Ability to restore and view backed up records without interruption of service to the system.
- ☐ Ability to back-up live system with referential integrity intact.

#### ACCESSORY INTEGRATION

- ☐ Connection to the City's CUES Granite XP CCTV software or price a .NET version alternative.

### **2.1.2 Electronic Data Transfer Functionality**

- Solution must create electronic data file and provide the ability to export/transmit that data to other systems utilized by the City of Rockwall.
- Software must provide ability to automatically transfer the electronic data file to a pre-determined destination on the connectivity network utilizing established file transfer protocols.

### 2.1.3 Vendor Requirements – Installation and Support

- Software installation must be an automated process that requires minimal I.T. involvement.
  - Vendor must offer 24/7/365 customer support.
  - Vendor maintenance plan must be all inclusive 'flat-fee' that will not require the agency to pay any additional fees for changes, modifications, and updates throughout the year.
  - Vendor must provide all necessary training and support documentation.
  - Vendor must provide all installation and maintenance services.
  - Vendor must have been in business for a minimum of 3 years.
  - Application must be provided with a 100% satisfaction guarantee.
  - Vendor must have at least 5 references for like product specifications quoted.
  - Company must provide Asset Management System for both desktop and mobile computers to ensure the appropriate integration between the two hardware components.
  - Company must have the ability to fully deploy both solutions within 45 days of receiving the purchase order.
- 2.2 Ancillary Equipment: All items and accessories (i.e. cables, components, etc.) necessary to render the Asset Management System complete, operable and ready to use shall be included as part of the package. Any item appearing in the manufacturers published specifications are to be included. Any additions, deletions, or variations shall be outlined by the offerer.
- 2.3 Quantity: The City seeks purchase of an **unlimited license option**. This approximate quantity does not constitute an order, but only implies the probable quantity City requires.
- 2.4 Delivery: Delivery and installation location shall be indicated on each purchase order issued for the Asset Management System. Delivery shall be FOB Destination, City of Rockwall, 385 S Goliad St, Rockwall, Texas 75087.
- 2.5 Acceptance: All components, materials equipment, parts and supplies necessary to render the installation complete shall be included.
- 2.6 Warranty Service: Systems shall have a one- (2) year warranty (100% parts and labor) and tech support calls preferably taken 24/7. Please document if different.
- 2.7 Manuals: All user/owner/technical reference manuals shall be included with each type of equipment.
- 2.8 Shall be an authorized dealer for the product proposed.
- 2.9 Training: The City seeks 6 month and 1 year training sessions in addition to basic training since end users may require additional training once they have had time to use the software. A "train the trainer" session would also be preferred so on-site staff could train staff as needed.

### 3.0 ADDITIONAL POINTS TO BE ADDRESSED

- 3.1 Installation Procedures: Offerer shall address installation procedures, estimated setup time required, and cost, if any. If included in price of equipment, please state.
- 3.2 Delivery/Installation Time: Offerer shall state length of time necessary to deliver and/or install.
- 3.3 Product Enhancements: Explain possible product enhancements/upgrades that may be available. Can additional features be added to the purchased product?
- 3.4 Optional Maintenance Contracts: Are optional maintenance contracts available? If so, please address maintenance coverage, special arrangements, staff, and service times.
- 3.5 Offerer's Principal Location: Give your principal location address with applicable contact information.
- 3.6 Descriptive Literature: Please provide all available descriptive literature on Asset Management System and enhancements.
- 3.7 Historic Background: Provide a historic background of offerer's company.
- 3.8 Experience: How long have you been selling this type of equipment? Give experience and background.
- 3.9 The successful firm shall assume single source responsibility and will be the sole point of contact for all system delivery, installation, operation, testing, training, warranty, maintenance, problem determination and resolution.

### 4.0 COST SUMMARY

\*Please use the following as a guideline for cost quotation.

|                                             |          |
|---------------------------------------------|----------|
| Total Implementation/Contract Cost          | \$ _____ |
| Total Software License Cost                 | \$ _____ |
| Total Installation/Training Cost            | \$ _____ |
| Total Migration/Data Conversion Cost        | \$ _____ |
| Auxiliary Module Cost and Description.      | \$ _____ |
| Additional Hardware and Miscellaneous Costs | \$ _____ |
| Vendor Estimated Travel Costs               | \$ _____ |
| Yearly Ongoing Software Maintenance Cost    | \$ _____ |
| Yearly Ongoing Costs not mentioned          | \$ _____ |

- Delivery/Project completion: \_\_\_\_\_ number of calendar days from receipt of order/contract execution.
- Payment terms - Net 30 days if not otherwise indicated: \_\_\_\_\_
- Discount for early payment: \_\_\_\_\_
- Discount on Licensed Software (should not be included in the above Costs) \_\_\_\_\_

Signature:

***In submitting the attached Proposal, the offerer agrees that acceptance of any or all Proposal items by the City of Rockwall within a reasonable period of time constitutes a contract.***

FIRM/OFFERER:

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BY:

Signature

Title

PRINT NAME:

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ADDRESS:

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

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

RETURN ENTIRE PACKET AND  
ALL DOCUMENTATION REQUIRED BY THIS REQUEST FOR PROPOSAL



**PUBLIC NOTICE**

**CITY OF ROCKWALL, TEXAS  
REQUEST FOR PROPOSALS**

Sealed Proposals addressed to the Purchasing Agent, City of Rockwall will be received at City Hall, 385 South Goliad, Rockwall, Texas 75087 until 2:00 p.m. CST on December 1, 2016 for an Asset Management System. All submitted proposals duly received will be publicly opened and the names of the proposers read aloud. The City reserves the right to reject any or all proposals, waive formalities, re-advertise, re-bid and consider the most advantageous proposal thereof. Proposal packet may be examined and or obtained without charge at City of Rockwall Finance Department, 385 S. Goliad, Rockwall, TX 75087 972-771-7700 and available on the City's website [www.rockwall.com](http://www.rockwall.com).

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*Publish text above line only*

Publish Dates:

November 4, 2016  
November 11, 2016