Vendor's Offer

Form 201-B (RFP)

"Return this Section with your Response"

It is required that Offeror complete, sign and submit the original of this form to the City Procurement Office with the proposal response. An unsigned "Vendor's Offer", late proposal response and/or a materially incomplete response will be considered nonresponsive and rejected.

Offeror is to type or legibly write in ink all information required below.

Company Name: Maintenance Connection

Company Mailing Address: 1477 Drew Ave. Suite 103

City: Davis State: CA Zip: 95616

Contact Person: Scott Lasher Title: Enterprise Account Manager

Phone No.: 888-567-3434 FAX: 775-255-6324 E-mail: slasher@maintenanceconnection.com

Company Tax Information:

Arizona Transaction Privilege (Sales) Tax No.: ______ or

Arizona Use Tax No.: ______

Federal I.D. No.: 68-0482039

City & State Where Sales Tax is Paid: Davis, California

If a Tempe based firm, provide Tempe Transaction Privilege (Sales) Tax No.: ______

THIS PROPOSAL IS OFFERED BY

Name of Authorized Individual (TYPE OR PRINT IN INK) Brad Squires

Title of Authorized Individual (TYPE OR PRINT IN INK) VP; Business Development

REQUIRED SIGNATURE OF AUTHORIZED OFFEROR (MUST SIGN IN INK)

By signing this Vendor's Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other Offeror or potential Offeror. In accordance with A.R.S. 35-393, et seq., the Offeror hereby certifies that it does not have scrutinized business operations in Iran or Sudan. Failure to sign and return this form with proposal response will be considered nonresponsive and rejected.

Signature of Authorized Offeror

Date 12/14/12

(H-RFP 3-2008)

Questionnaire A

A. If selected, will your company allow other government agencies to utilize this Contract?
Yes ☑ No ____ If no, please explain

B. Will your firm accept the City's Procurement Card (Master Card) for payment?
Yes ☑ No _____

Firm's Experience and Qualifications

Firm's Overview

1. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies, expertise, number of employees, stability and its capability to provide the required services. Special consideration will be given to firms that have provided services on similar successful projects and have a local or North American presence.

Maintenance Connection is a rapidly growing company leading the way in maintenance management using pure web technology. Our solutions are deployable either onsite or hosted online in our secure data center. We deliver a full-featured web-based maintenance management (or CMMS) solution including Work Order Tracking, Preventive Maintenance / PM Software, Asset Management, Inventory Tracking, Procedure Library, Labor Scheduling, and Service Requests all available by using a web browser.

Our feature rich services for maintenance professionals are revolutionizing the way maintenance is managed and our unique blend of technology and personalized service is a critical component of our client satisfaction. Whether its accuracy, reliability, response time, attitude, expertise, support or follow-up, our attention to service is evident in the people we hire, the systems we develop and the way we interact with our clients.

Headquartered in the greater Sacramento Valley in California, Maintenance Connection was founded by individuals who knew both maintenance and technology. We have developed a team that is dedicated to delivering the most advanced, easy to use software to the maintenance industry.

Maintenance Connection is a privately held company based in Davis, California. The company originated in 1999 and was incorporated in the State of California having an Employer Identification Number of 68-0482039, and a listing with Dun & Bradstreet having DUNS # of 14-212-4275.

Maintenance Connection has been funded by private investors (angel funding) and has enough cash to sustain operations (without any product revenue) for the next 3 years. Maintenance Connection has been cash flow positive each quarter since its launch, and has a client-retention rate of greater than 95%. Information in regard to previous financial statements can be made available at a later date, following a non-disclosure agreement.

Maintenance Connection currently employs 52 full time staff members. Our growth has gone from 12 in 2005. 36 of our staff members are in technical related positions. We have strategic partnerships with many great organizations throughout the world, and over 900 locations using our software.

Maintenance Connection was recipient of Plant Engineering's 18th Annual Product of the Year Award.

2. What differentiates your service from that of other providers?

FLEXIBLE SOFTWARE:
The technology framework Maintenance Connection is built upon remains to be cutting edge – a full featured and entirely browser-based application without the need for plug-ins or propriety code, without having to install anything on client machines. This means you can get up and running quickly, and allows you to manage maintenance, not software. Combine that with software uniquely built for all the various roles within a maintenance operation, and you have a powerful solution that is easy to use, whether the end user is a Manager, Technician, or Requester.

SERVICE EXCELLENCE
Maintenance Connection places a priority on providing customers with the service, support and a product second-to-none all combined to deliver a package unique to your individual needs. Ask our customers – service excellence is the foundation on which all of Maintenance Connection's customer relationships are built. The maintenance software industry provides our customers many options, but what keeps them committed to Maintenance Connection is the relationship and the level of attention each of our customers receives.

POWERFUL REPORTING
The power of customized reporting has never been easier than with Maintenance Connection's Reporter. The Reporter is fully integrated into the Maintenance Manager, so there's no need to open a separate application. The Reporter comes standard with over 150 different reports ready for customization to fit all of your specific reporting needs. With the Reporter, you have the power to configure, filter, auto-schedule, and create linked data to access the physical records.

Special Qualifications

3. Provide special qualifications that are particularly adaptable to this specific project.

We offer solutions for implementation, customization, and integration of Maintenance Connection applications. We offer an experienced team of maintenance professionals and technical specialists who can implement solutions for your organization.

Implementation Services
Business Analysis: defining your current operational procedures and maintenance processes.
Planning: designing a plan for implementing Maintenance Connection in your organization.
Execution: design best roll-out strategy including customization and training.

Customization
As part of the implementation process, many companies customize reports. Our customization services can handle your needs, whether they are small modifications, or larger scale customizations.

Data Integration
Many companies implementing Maintenance Connection want to integrate data with other applications. We are committed to offering solutions to such integration needs. We have developed and are in the process of developing new bridges to industry leading applications.

Customer Service Philosophy

4. Describe your customer service philosophy

   Maintenance Connection was founded on the value of Service Excellence, and that has carried through to every aspect of our business. We are committed to providing timely, thorough and efficient solutions to your issues. Because of this commitment, we are proud to have a 100% customer satisfaction rating.

   We utilize a dedicated account manager method of support where the account manager is the key point of contact for their customers. Should the account manager be unavailable, each AM has a designated backup account manager. Behind this line of support is a full call center to field calls, receive email, and/or receive live chat communication; should any specific software questions arise.

   We believe that a successful implementation of technology results in a POSITIVE BUSINESS IMPACT, not simply in the widespread use of the new technology. With this in mind, we develop process-centric training programs...focused on how work processes can be carried out using the capabilities of the system. We don't simply train users on how to navigate the software and run reports. Our training is focused on how to utilize the system and its capabilities to the greatest extent possible.

General Questions

5. Provide your firm's home office address.

   Maintenance Connection Inc.
   1477 Drew Ave Suite 103
   Davis, CA 95616

6. Provide the address of the office location that will service the contract/account

   Same

7. In what year was your company formed?

   1999

8. Has your firm gone by a different name in the last five (5) years?

   Yes _____ No ☑ Other Name: ____________________

9. Have you been merged with or acquired by another organization within the past three years? If so, please provide details.

   No

Firm's Growth and Competitiveness

10. Please explain your current plans for company growth, if any?

Maintenance Connection has maintained steady growth since inception. We plan to continue on our current path of adding 10-12 new projects each month.

11. What approach is your company taking in the development of new services?

We stay current with technology, industry, and governing standards.

We maintain a product suggestion database that drives the primary updates for our new releases.

12. What new services or features do you plan to offer and when?

For enhancements and future releases, we offer one major release per year, typically in February. If customer subscribes to support agreement, or is part of our SaaS lease agreement, updates are free. Updates are tested and QA certified in a staging area, and then applied from a staging area to production.

Debarrement

13. Within the previous five (5) years has your firm been debarred from contracting with any local, state, or federal governmental agency?

Yes ____ No ☑ If yes, explain

14. Within the previous five (5) years has your firm used any subcontractor to perform work on a government contract when that subcontractor had been debarred by a governmental agency?

Yes ______ No ☑ If yes, explain.

Communications

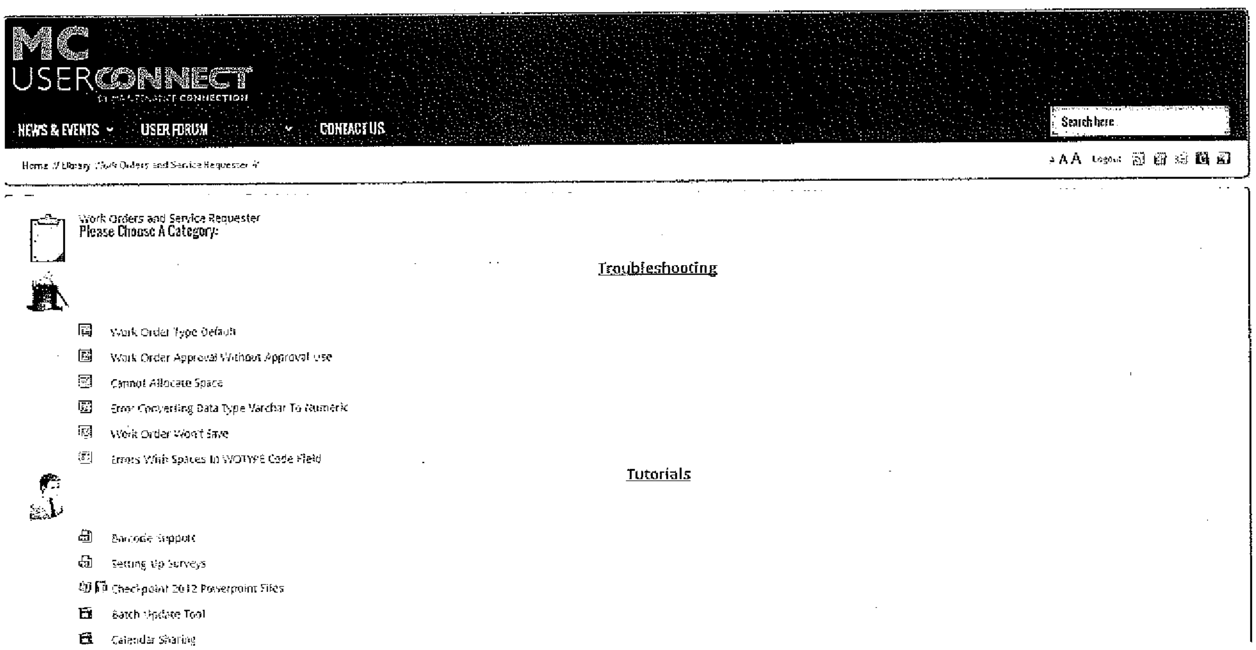
15. Does your organization host or sponsor focus groups, user groups, etc.?

Yes ☑ No _____ If yes, explain

We offer a user based sharing feature, where an online user forum exists, linked to the software. Users can choose to share reports, procedures, processes, and more in an ongoing, monitored sharing community. The User Community provides a supportive environment where customers looking for answers can post questions to the MC Community, relying on those with expertise to provide answers and suggestions. You can post anything from a simple question about the Reporter to a complex question regarding the Rules Manager.

Smart Sharing of Reports, Procedures and KPIs is the second feature that supports the sharing of expertise amongst the Maintenance Connection Community. *Smart Sharing* allows customers who have implemented creative ideas to share their solutions with the broader community. The feature also allows you to extend your system's capabilities by implementing a shared item that has benefited another organization.

Maintenance Connection also includes an online customer portal, complete with all documentation, release notes, and a training section for each module that contains training guides, notes from seminars, and how-to videos.



16. Does your organization publish or receive a newsletter covering industry issues, regulations, rules and trends? Will it be made available to the Agency?

Yes ☑ No ____ If yes, explain.

Maintenance Connection manages an online company blog that contains weekly updates. The blog covers topics like; Industry Insights, Customer Spotlights, Feature Spotlights, Company updates, News, and Release Note postings.

Related Experience in Successful Implementations

17. Specify the number of current clients in the United States for which you have installed the proposed solution.

Over 970

18. Provide the total number of Agency/Municipal government (active) installed sites in Arizona for the proposed solution.

17

19. Government locations of nearest site using the proposed solution.

Yuma County
Pinal County
Mohave County
Ranch Sahuarita Water

20. How many years has your company been marketing and supporting the facility maintenance software offered to the city?

14

Staff Experience and Qualifications

Project Manager

1. Provide the Project Manager contact information and qualifications that will be assigned to resulting contract. Project Manager is the person responsible for implementation of the proposed solution and services.

   Project manager will coordinate all management and activities relating to this project. Task activities shall include, but not be limited to, project administration, record keeping, progress reporting, project scheduling and coordination of all project related meetings.

   Once identified, the project manager cannot be changed without the approval of the City of Tempe.

Project Manager Name:	Mike Reiff
Phone Number:	888-567-3434
Cellular Phone	
Fax Number:	775-255-6324
E-mail Address:	Mike Reiff

2. Provide an affirmative statement of the Project Managers authority to make significant decisions relevant to the project, and that he has direct access to the Contractor's top management for resolving problems beyond the Relationship's direct authority.

   The Maintenance Connection Project Manager is a resident expert on the Maintenance Connection software, and a key member of the Maintenance Connection implementation team. Mike has extensive background working in a maintenance operation as well as a solid understanding of the Maintenance Connection software. Mike has worked on similar projects and is capable of making project decisions, with direct access to top management.

Staff – Implementation

3. Identify the key team members to be committed to the project and provide the following for each:

   - Role of the person
   - Responsibilities
   - Qualifications
   - Home office location
   - Length of time with firm
   - Percent of their work to be done locally for this project if awarded
   - Two (2) comparable projects in which they have played a primary role. If a project selected for a team member is the same one selected for the firm, provide just the project name and role of the key person.

Marc Ackers

Senior Implementation Manager

Marc Ackers has an extensive background in IT project management, and has led large projects to successful implementations. Marc is a key team member on the Maintenance Connection implementation team and has been with Maintenance Connection since 2006. Marc is based out of Philadelphia, but is primarily supported by our Sacramento area office. Similar projects include State of Maine BGS, and City of North Las Vegas. 40% work local.

Brian Kincaid

Client Services Manager

Brian Kincaid has been with Maintenance Connection for over 10 years, and provides management leadership to the implementation team. Brian maintains an active role and oversight in all MC projects, and will be a resource to assist with implementation and project management meetings as needed. 0-5% local

Tom Rocco

Director of Professional Services

Tom Rocco joined Maintenance Connection in March of 2004 and has been instrumental in building out the professional services arm of the organization. Tom is responsible for devising a streamlined process of data collection using Microsoft Excel and an Import process. Tom has an in-depth knowledge of technology and has completed data conversions for Motorola, Pacificorp, E-Loan, and many other clients. Tom will oversee any custom development or interface coding. 0% work local

Jeremy Corbitt

Senior Project Manager

Jeremy Corbitt joined Maintenance Connection in 2006. Jeremy is a Senior Project Manager and has implemented clients such as E-Loan, State of Maine, Jones, Lang, LaSalle, Claremont McKenna, Falcon Jet, and Super Store Industries. Jeremy has a B.A. in Business from Texas A & M University, and a MBA from NIT. Jeremy will act in a supporting role to assist the project manager as needed. 20% local

Relationship Manager – After Implementation

4. Provide the Relationship Manager contact information and qualifications that will be assigned to resulting contract. The relationship Manager will be responsible for the overall management of the contract.

Relationship Manager Name:	Scott Lasher
Phone Number:	888-567-3434
Cellular Phone	
Fax Number:	775-255-6324
E-mail Address:	slasher@maintenanceconnection.com

Staff – Contract Management – After Implementation

5. Describe the relationship management team that will service the resulting contract/account, as well as their general experience and functional responsibilities.

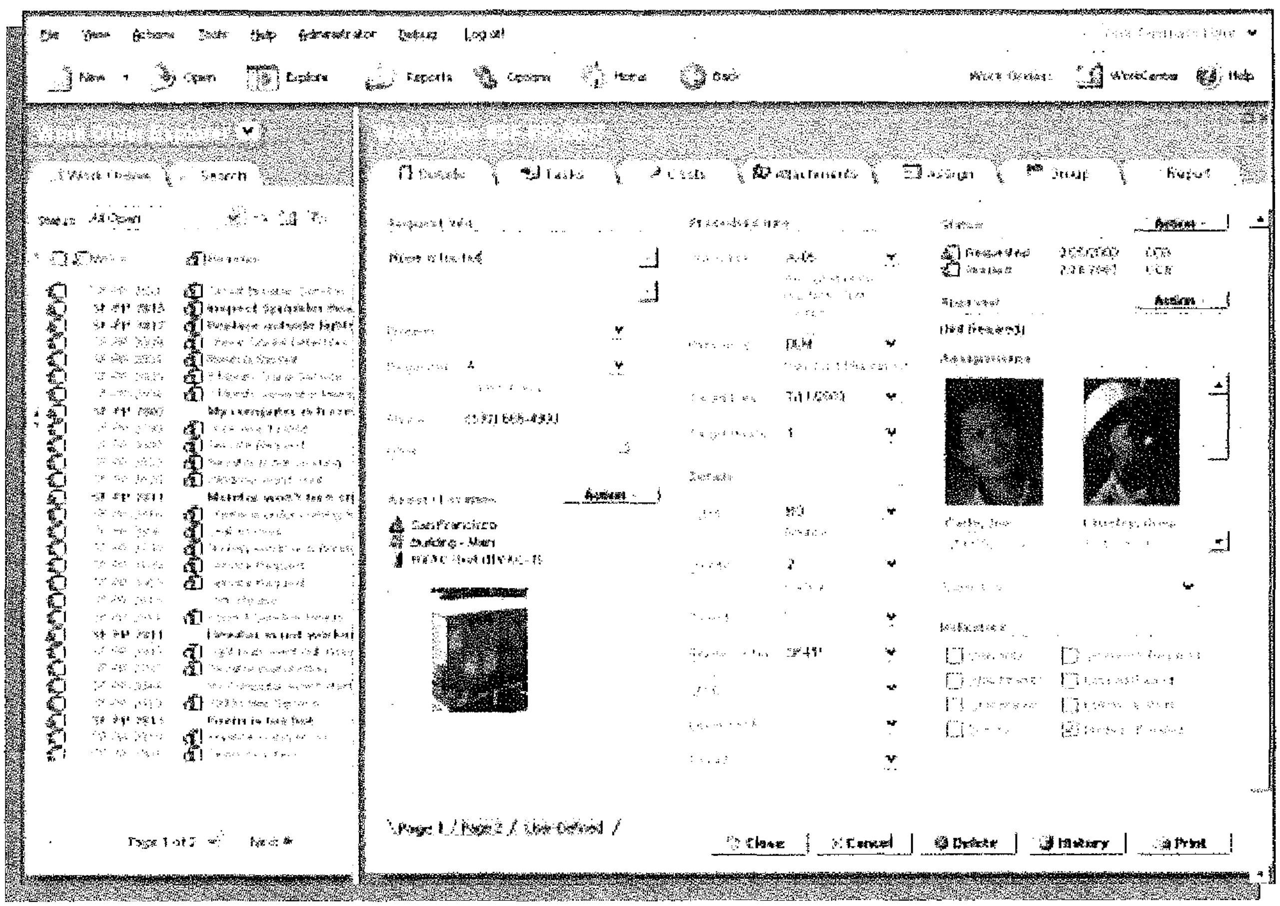
We utilize the dedicated account manager method of support where the account manager is the key point of contact for their customers. Should the account manager be unavailable, each AM has a designated backup account manager. Behind this line of support is a full call center to field calls, receive email, and/or receive live chat communication; should any specific software questions arise.

Proposed System Capability/Functionality

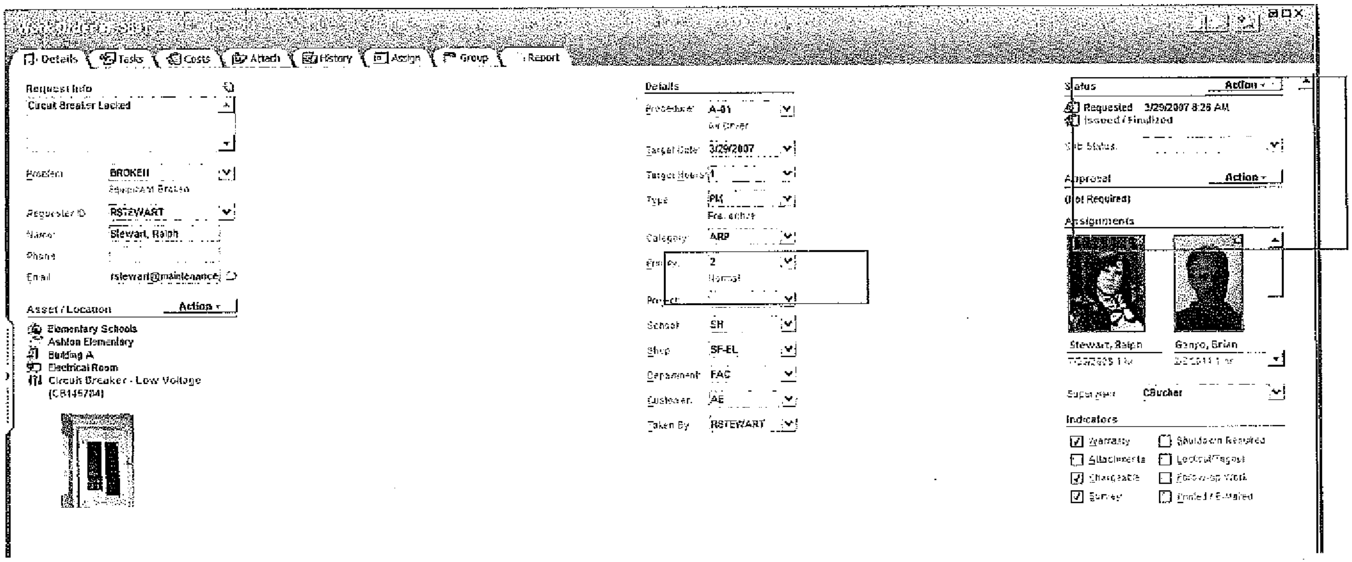
Work Order Management

1. Describe the process of creating, assigning, updating and closing a work order.

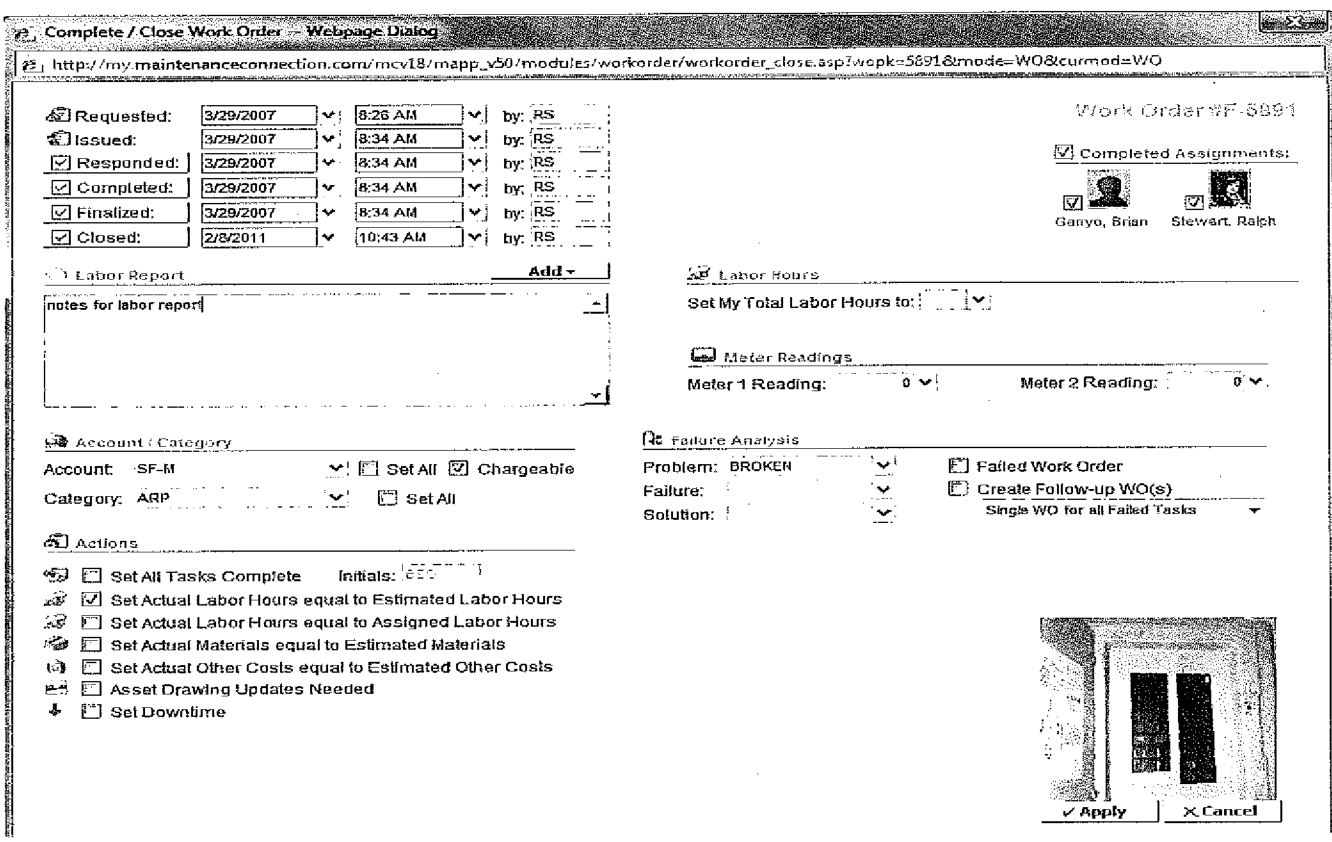
The Work Order Explorer is the heart of the Maintenance Connection. By simply selecting a Requester, Asset / Location, and a Procedure - you can fill out a Work Order in seconds. You can perform such tasks as changing the status of the Work Order, assigning the Work Order, and shutting down the Asset / Location all from the Work Order WorkCenter. We also provide the ability to add a work order to the system by using our Service Requester. The Work Order Status can be changed by using the buttons at the bottom of any Work Order page, or by using the Work Order Status menu. Work Order Report can be viewed by clicking on the Print button at the bottom of any Work Order page. Work Order Scheduling is an easy to use feature that allows you to dispatch Work Orders to your Employees or Contractors by simply dragging a Work Order on to the appropriate Employee or Contractor's calendar. Upon changing the status of a Work Order to 'Close', the Work Order Close dialog will appear allowing you to quickly and easily close-out a Work Order.



In the screenshot below, our work order screen provides drop down fields that display priority selected from a request. There are also areas to update work order status, and indicate agreements and approvals.



From one work order close screen, all of these tasks can be performed or triggered to complete automatically. Our work order close screen is a fully customizable part of our application. Users have the option to include a lot of information at the point of close, with most data entry point providing for drop down entry options.



Functionality

2. What report writer does your system use?

It is important to note that the Maintenance Reporter is fully integrated within the Maintenance Manager application, alleviating the need to switch applications. The Maintenance Reporter is available as a stand-alone application for individuals not needing the features of the Maintenance Manager - rather needing just reporting functionality. However we support many third party reporting tools like SQL reporting service and Crystal Reports. Ad -hoc capabilities are made available through the use of criteria forms built into our reporting application.

From the Maintenance Reporter home, you can copy, setup, and view reports. By filling in the fields on the Report Criteria page, you essentially filter out unwanted data for the selected report. The Report Criteria Lookup Table allows you to quickly and easily select values from a lookup table. Lookup tables can be defined within the Maintenance Manager application.

Document attachments can be printed on reports. Examples of Document Attachments are as follows: (Informational, Lock-Out Procedures, Maps, Operating Procedures, Policy / Legal, and/or Task Sheets). The Report Setup page allows you to change such things as the report layout, report sorting / grouping, and whether or not to display a chart. The Email Report page allows you to email any report from within the Maintenance Reporter application.

Maintenance Connection's KPI Portal gives you the ability to setup Key Performance Indicators specific to your organization. Track Mean-time between Failures, % Total Cost versus Budgeted, Overtime versus Regular hours, Backlog Hours, and other important indicators for your organization. Coupled with the Maintenance Connection Agent technology, you have the ability to receive notifications when KPI's fall out of range. The KPI Portal is available from within the MRO Work Center application.

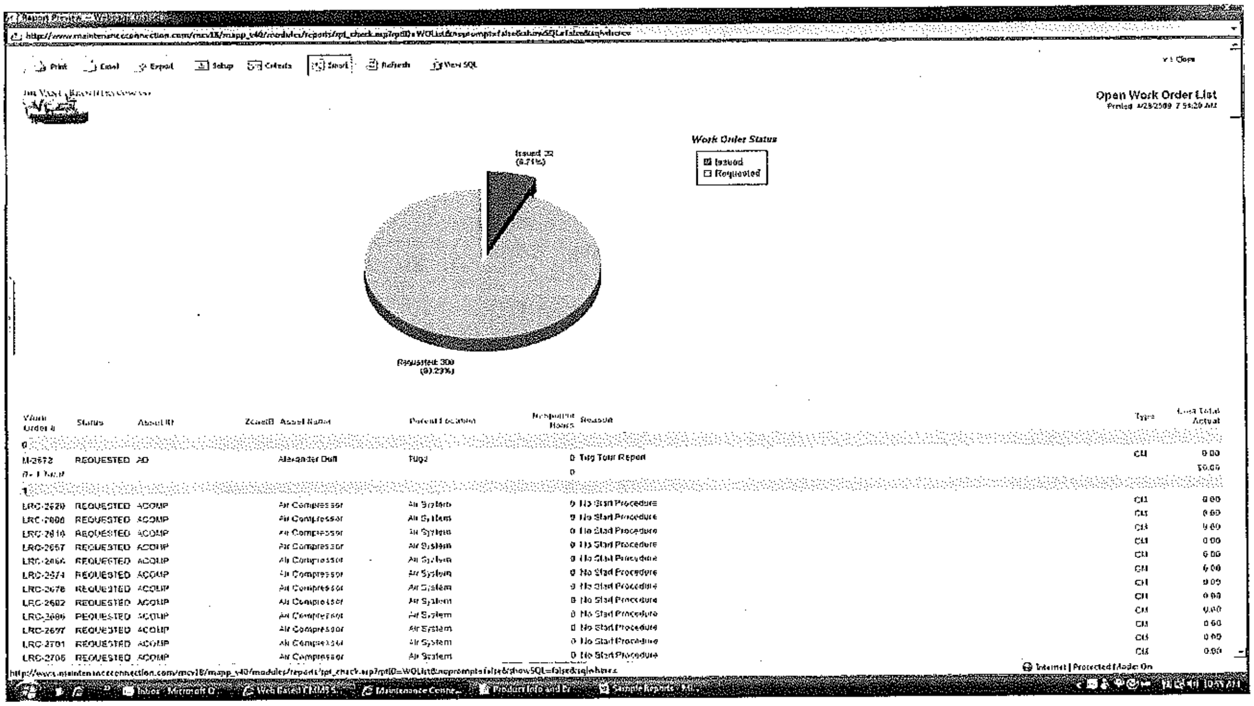
The power of customized reporting has never been easier with Maintenance Connection's Reporter. The Reporter is fully integrated into the Maintenance Manager, so there's no need to open a separate application. The Reporter comes standard with over 150 different reports ready for customization to fit all of your specific reporting needs. With the Reporter, you have the power to configure, filter, auto-schedule, and create linked data to access the physical records.

Using the report setup allows you to customize the report data, displaying only the information you need, the way you need it, to get the job done. Reports can easily be sorted, grouped, and laid out with specific charts using the report setup menu. Filter through thousands of records effortlessly, reporting only the data you need. Report criteria can be changed and then saved, so there's no need to re-filter every time you run your report.

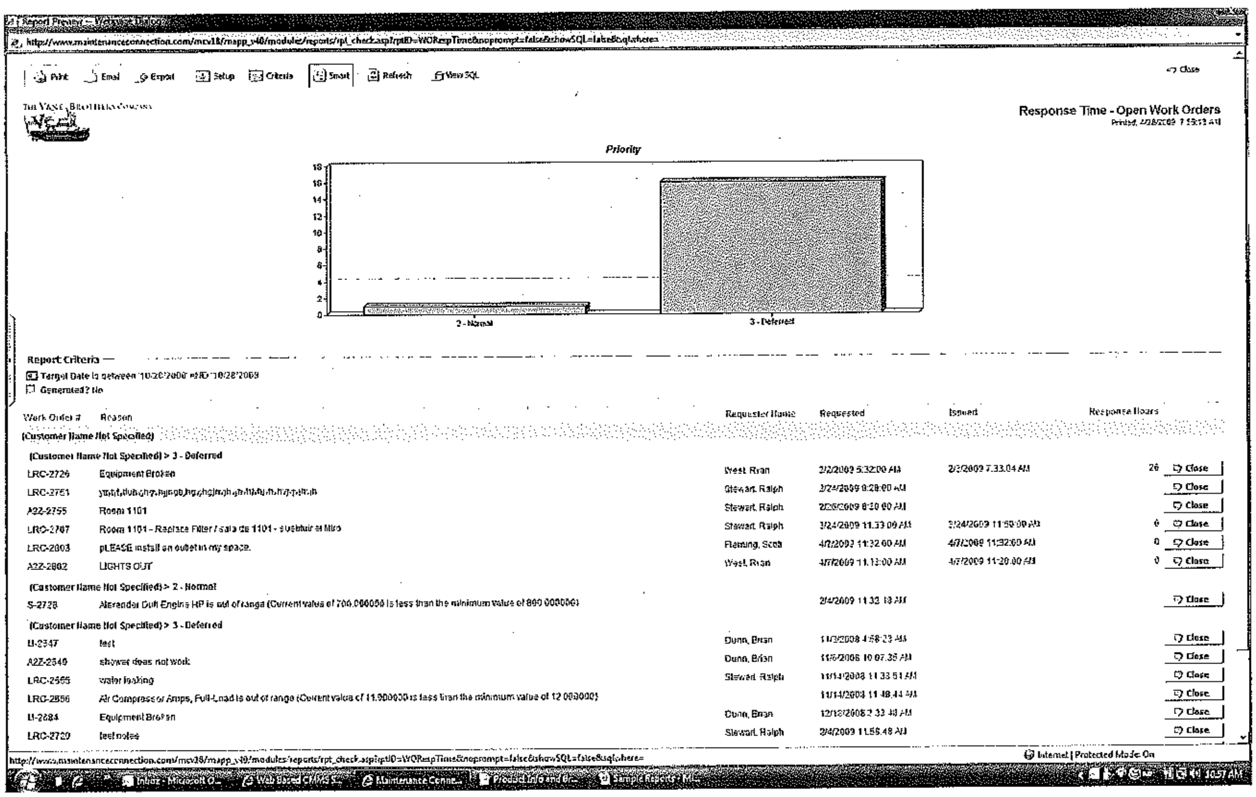
Reports can be easily programmed to run on a regular basis and be delivered to multiple team members automatically. Track and manage work orders, warranty items, procedures, and so much more. Smart Elements make reports highly interactive. Data can be clickable to access the physical records to make changes. Below are just a few of the reports that come standard with the Reporter. Keep in mind, each report can be copied and customized.

The following pages contain some sample reports:

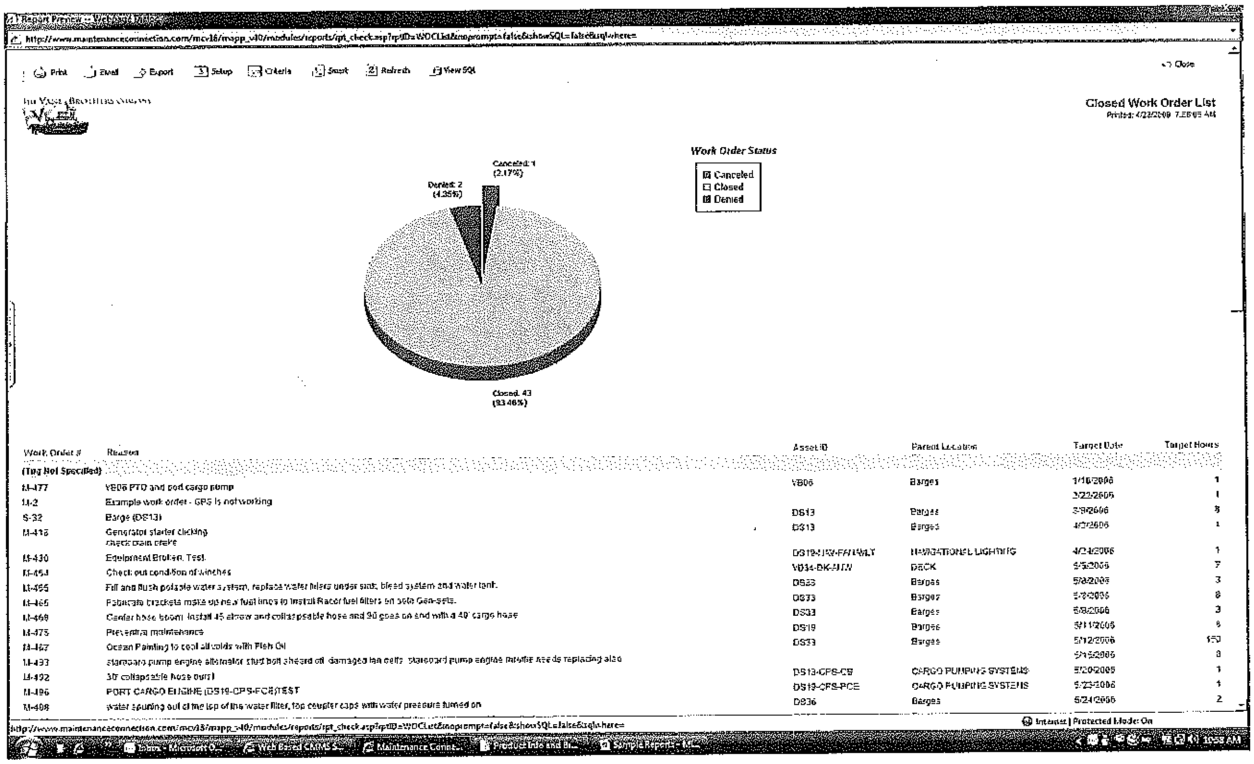
Open Work Order List



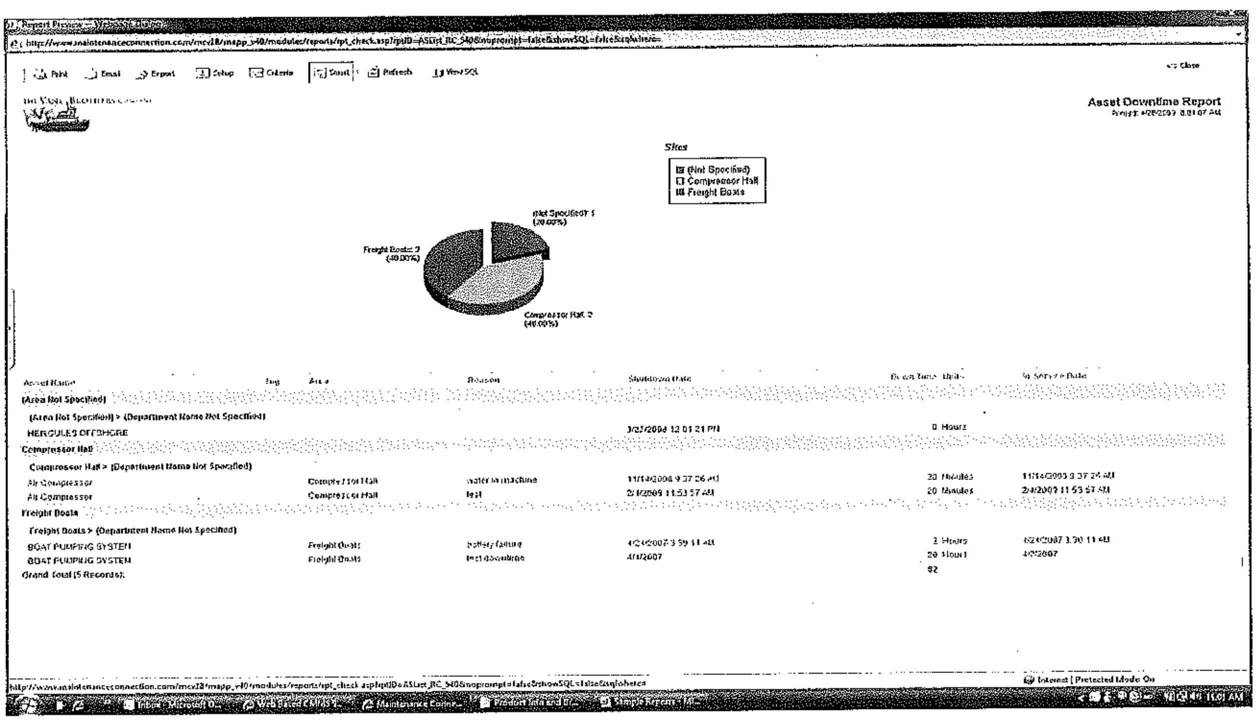
Response Time – Open Work Orders



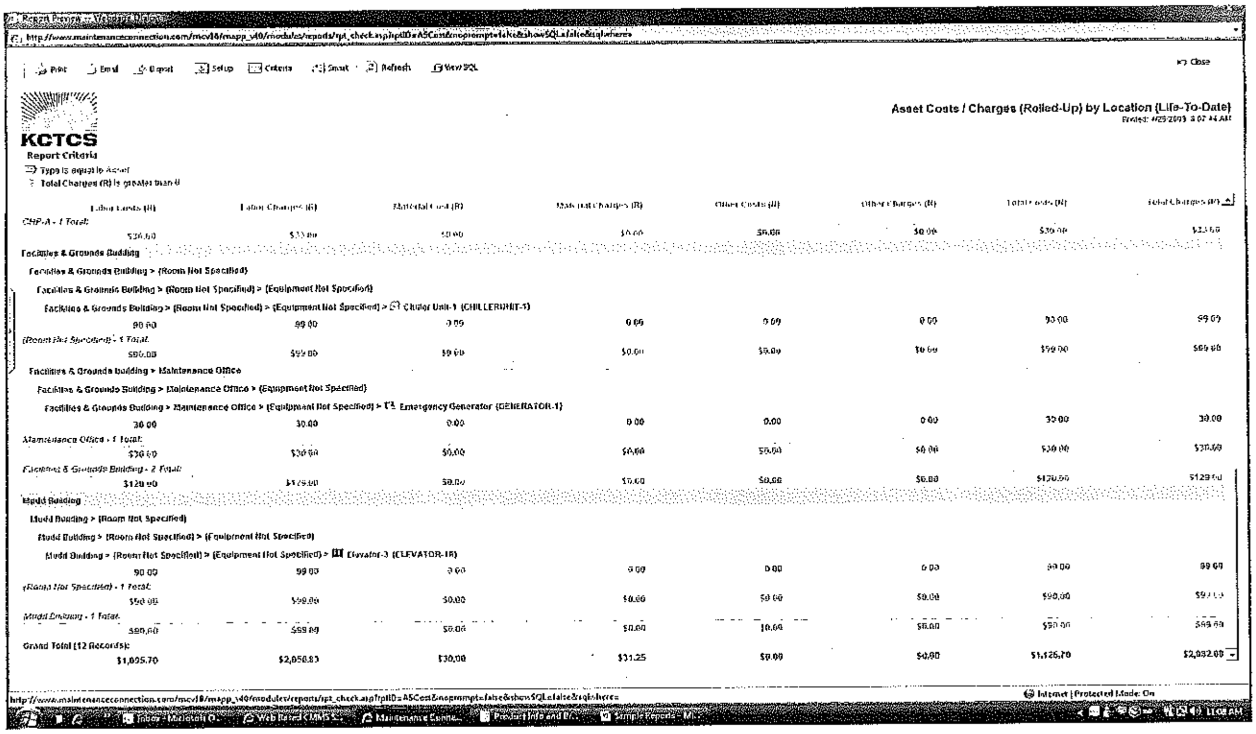
Closed Work Order List



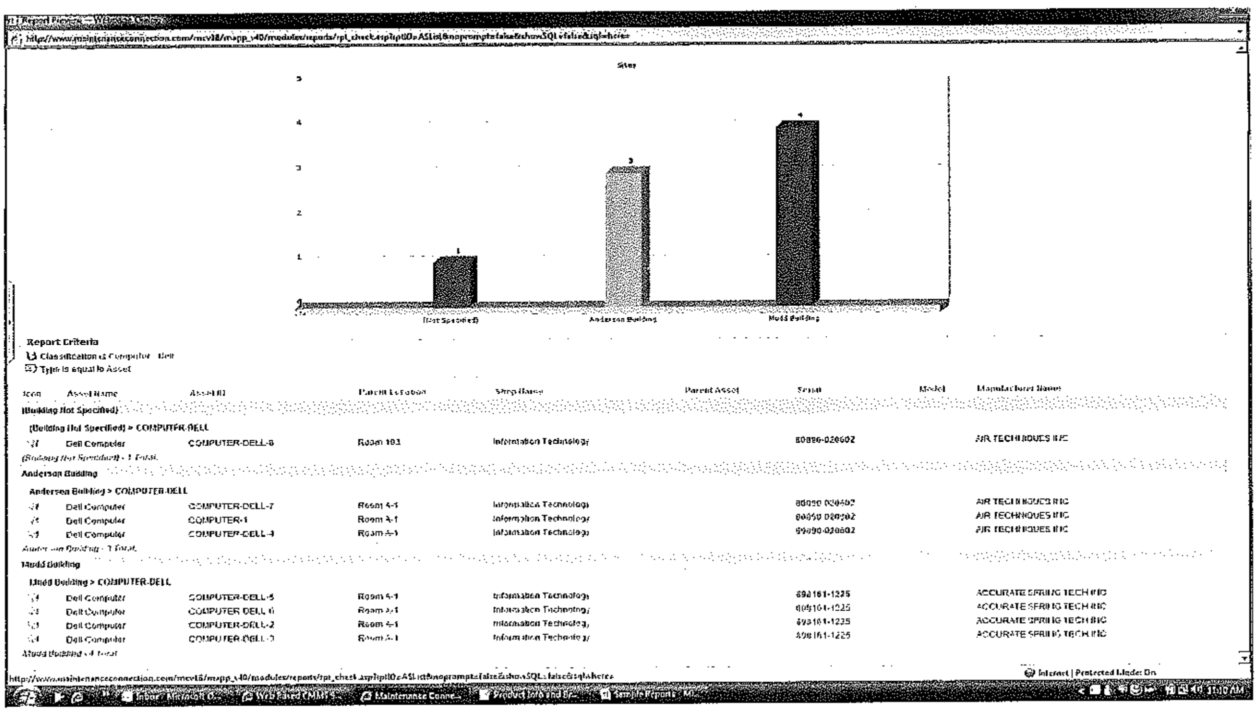
Asset Downtime Report



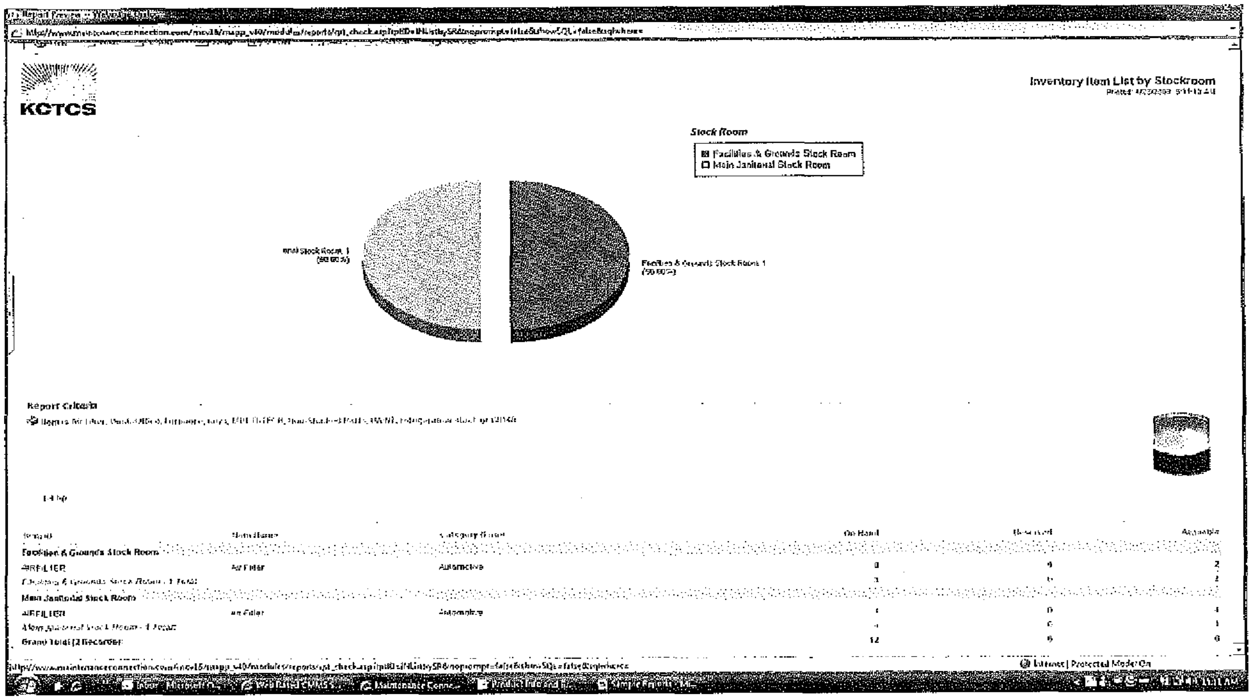
Asset Costs by Location



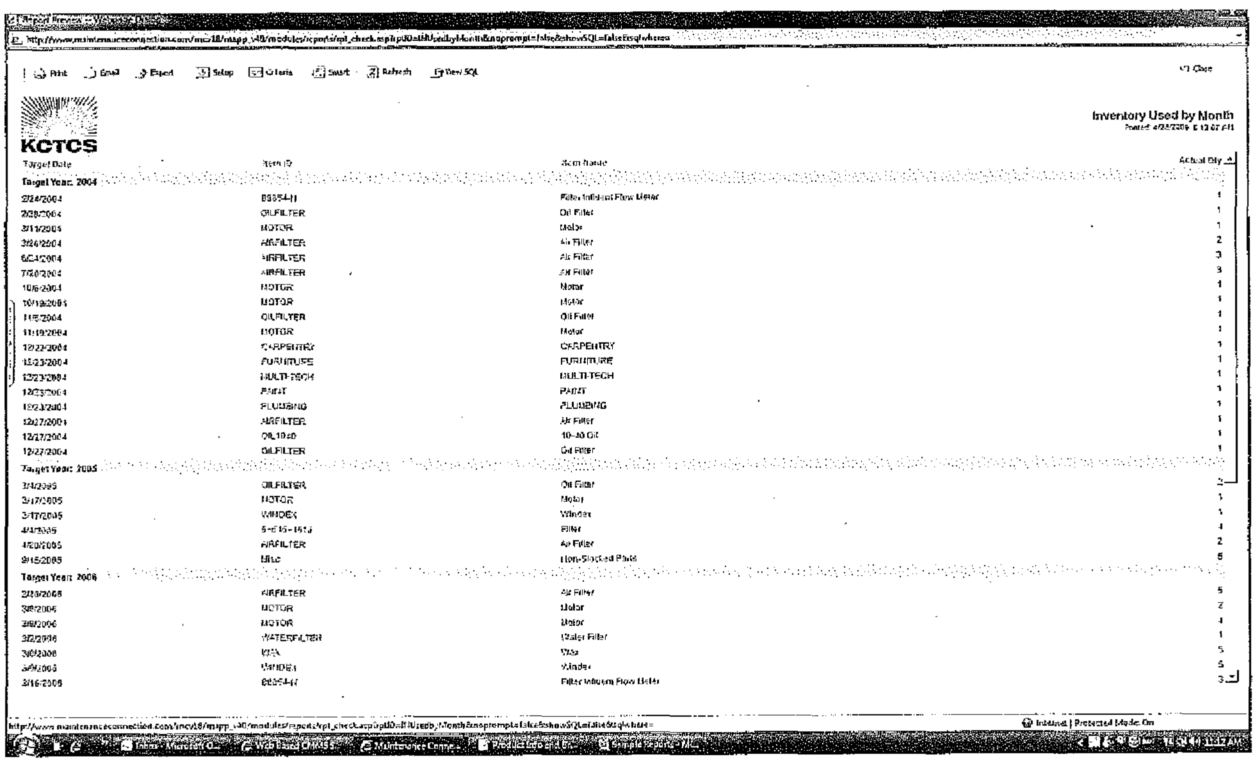
Asset List by Location



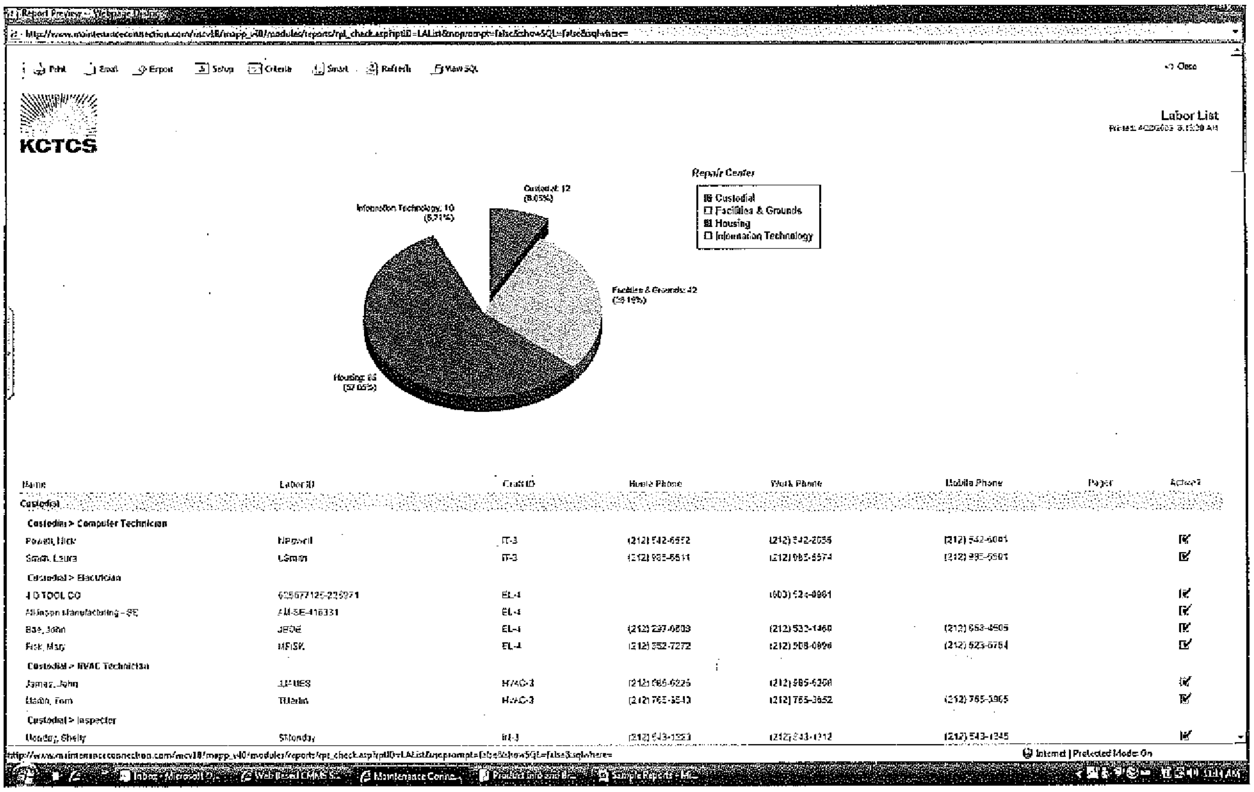
Inventory Item List – by Stockroom



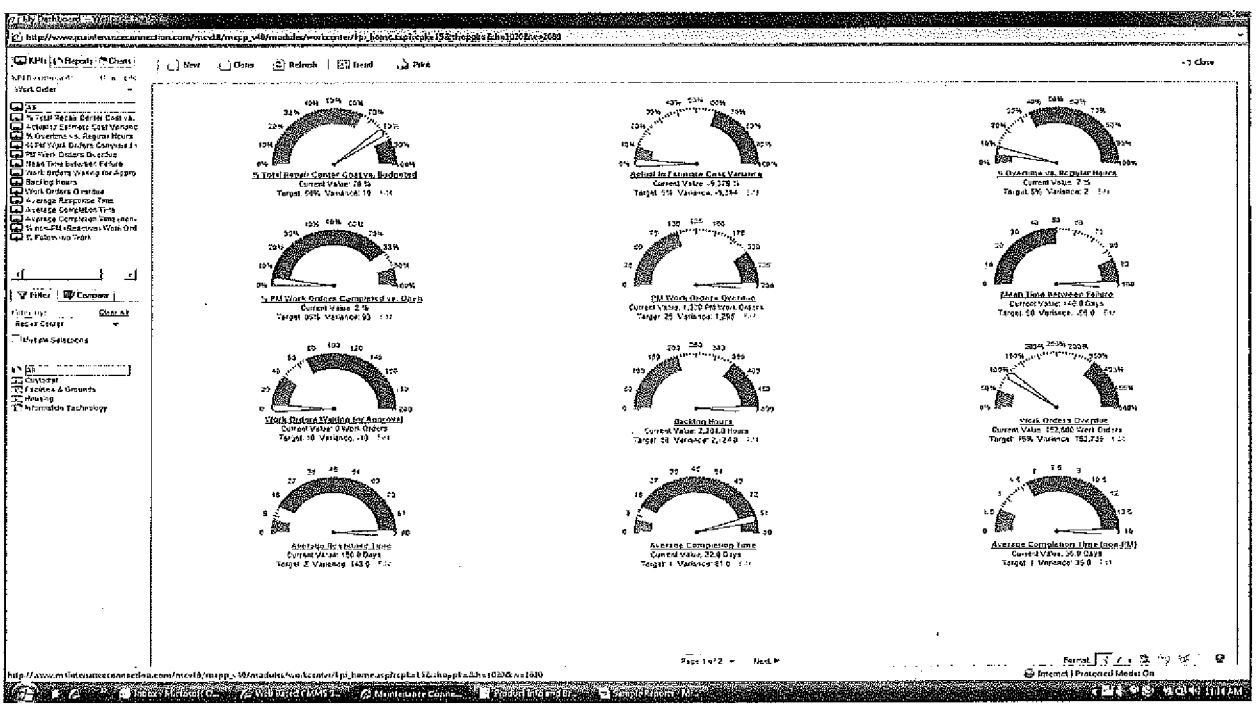
Inventory Used – by Month



Labor List



Sample Key Performance Indicators



Inventory & Purchasing System

3. In the inventory component, can the system show quantity on hand?

   Yes ☑ No _____ If no, explain.

4. In the inventory component, can the system show the location of the part?

   Yes ☑ No _____ If no, explain.

5. In the inventory component, can the system show the quantity on order?

   Yes ☑ No _____ If no, explain.

6. In the inventory component, can the system show the min/max quantities inventory levels?

   Yes ☑ No _____ If no, explain.

7. In the inventory component, can the system show re-order points?

   Yes ☑ No _____ If no, explain.

8. In the inventory component, can the system show the vendor name and part number(s) for each item?

   Yes ☑ No _____ If no, explain.

Software Implementation, Maintenance, Support, Warranty and Upgrades

Understanding of the Project and Approach to Performing the Required Services

1. Discuss the major issues your team has identified on this project and how you intend to address those issues.

   Almost all requirements outlined in this project are met through basic functionality within Maintenance Connection. The only aspects that will require intensive conversation will revolve around setting up the data points to configure the GIS interface. However, Maintenance Connection's GIS Integration Add-On is built on open standards with the latest development technology, and seamlessly supports industry leading GIS providers such as ESRI, Autodesk, Intergraph, and others.

2. Describe your firm's project management approach through the project's lifecycle phases.

   Every implementation of Maintenance Connection starts with a solid definition of your organization's business processes and practices. The Maintenance Connection application software service is simply the tool to support your organization's business processes and practices, not the other way around.

   Whether your organization is large or small, our team of friendly and experienced implementation professionals will ensure your implementation goes smoothly and turns out a success. The end result is your organization taking ownership of the solution.

   To help you attain this self-sufficiency, we've identified a simple eight-phase process for the successful implementation of the Maintenance Connection Maintenance Management service:

Phase 1: On-Site Evaluation and Assessment

- Initial meeting to learn, evaluate, and improve upon current business processes and practices
- Establish a core project implementation team with members from different functional divisions
- Develop key performance indicators (KPIs) linked to business management objectives to measure the effectiveness of the maintenance management solution
- Develop an implementation plan and schedule which includes a timeline with milestones developed specifically to meet your requirements

Phase 2: Data Collection and Transition

- Define Accounts, Categories, Repair Centers, Shops, Failures, Crafts / Trades, Labor (Employees and Contractors), Training, Suppliers / Manufacturers, Contacts, Inventory, Stock Rooms, Tools, Tool Rooms
- Define Asset / Equipment Classifications, Specifications, Asset / Equipment hierarchies
- Define Procedures containing Tasks, Labor, Materials, and Other Costs
- Develop an effective PM program that focuses on known failures

Phase 3: Interfaces / Customization

- Define custom interfaces and/or custom fields that will need to be tracked

Phase 4: Data Entry / Migration

- Data entry and/or data conversion from your old software

Phase 5: System Testing

- Test data validity, data relationships, and all functions of the system

Phase 6: End-User Training (See section 6 of RFP response for more detail on training plan)

- Train and educate end-users on how to use the software with the defined business processes and practices

Phase 7: Roll-out / Go Live

- Maintenance Connection service becomes available for end-user use and is monitored for problems

Phase 8: Periodic Audits

- On-site audits are conducted on how your organization is currently using the Maintenance Connection solution and suggestions are made to make it a more effective management tool
- The defined KPI's from Phase 1 are compared to industry standards and improvement targets are set

3. Describe systems and methodologies used for planning, scheduling, estimating, and designing the Project.

We believe that a successful implementation of technology results in a POSITIVE BUSINESS IMPACT, not simply in the widespread use of the new technology. With this in mind, we develop process-centric training programs...focused on how work processes can be carried out using the capabilities of the system. We don't simply train users on how to navigate the software and run reports. Our training is focused on how to utilize the system and its capabilities to the greatest extent possible.

Our training development includes the following activities.

- Identifying and categorizing subsets of the anticipated user population
- Developing appropriate training requirements for each subset of users
- Defining and creating needed training materials
- Developing a high-level training plan and requirements document

Often overlooked in training plans are Executive and Management individuals. While they are not direct system users, they must be made aware of the system capabilities and functionality. To accommodate this, our training plans include a high-level management training session during which we introduce the system and explain the available features and reporting capabilities.

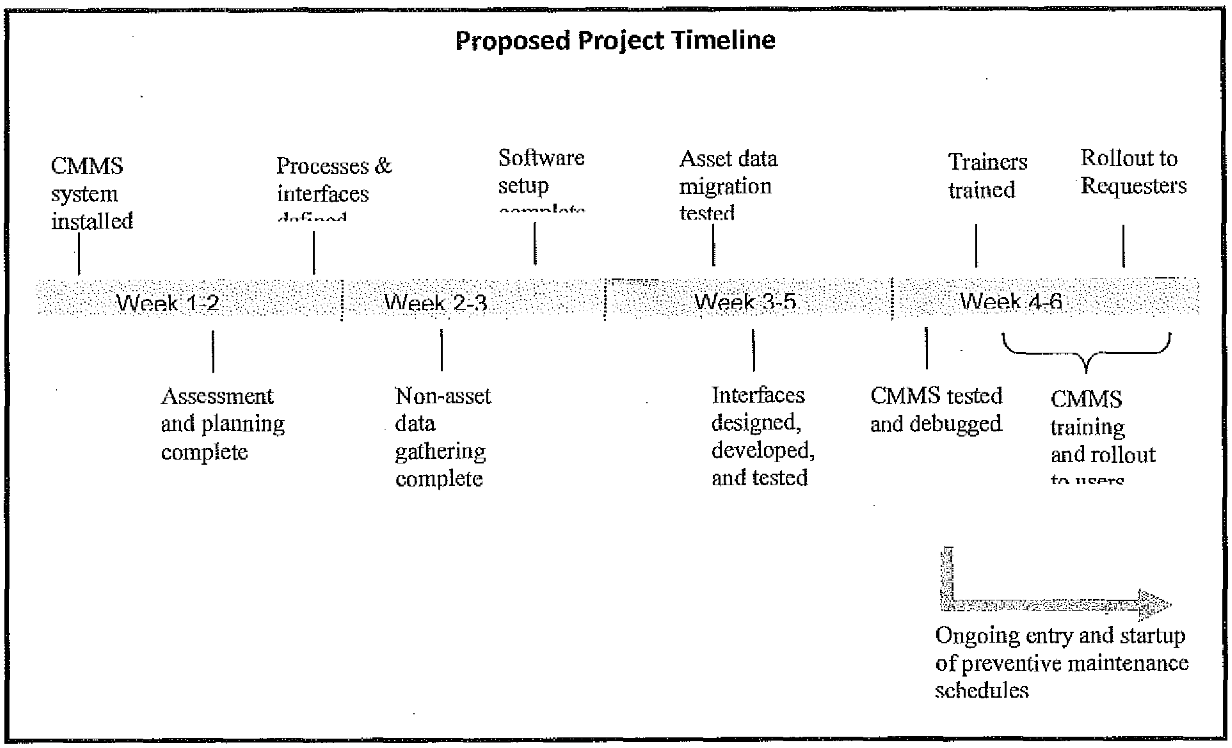
Given that we have a strong background in facilities management and business improvement, our training for clients is not narrowly targeted at the new software. Our training programs could cover any of the following topics depending on the specific needs of our clients:

- General software training
- Training on new processes and management practices
- General continuous improvement strategies and methodologies
- General asset management training (asset management strategies)

4. Identify the major phases and deliverables of the project.

Obviously, you should allow for scheduling flexibility in the staffing plan, and even though we will include estimates as outlined in the following pages, we believe it would be advisable to create a staffing plan after your organization has taken more time to evaluate systems and discuss project goals with vendors in more detail. Even though our implementations with previous similar projects provide an estimated look into a model for a staffing plan, each implementation is unique.

A general timeline of project milestones is shown below:



Proposed Project Timeline

Implementation and Mile Stones

5. Provide a detailed implementation plan. Plan must include the following:

- Estimated time line
- Milestones
- Tasks
- Deliverables
- Hours
- Days/Months

During the initial stage of the project, we will create a detailed project work plan. This work plan will be used to maintain project momentum and to keep project team members focused on critical path activities. A sample preliminary project work plan is shown:

Maintenance Connection Software Initiative

	Responsibility	Target Start Date	Target Complete Date
1) Perform Project Start-up & Planning			
Define and assemble ASU Steering Committee and Project Team			
Prepare and configure server hardware and database software			
Install Maintenance Connection system with separate *training/demo* database			
Hold project kick-off meeting with all stakeholders			
Introduce implementation team			
Conduct refresher Maint Connection software overview for all potential user departments			
Discuss and document project objectives and expectations of the new software			
Discuss and determine departmental scope of Maintenance Connection software			
For each planned department, list generally how the software will be used			
Discuss phasing plan for addressing needs of all departments			
Conduct detailed implementation team training			
Develop detailed project workplan and responsibilities			
2) Develop & Document Work Processes and Conceptual Interface Plans			
Create *DRAFT* process flowcharts and/or step by step process narrative			
Review and develop conceptual interface plans			
3) Plan and Configure Maintenance Connection Software			
Discuss how to use Repair Centers and Shops			
Decide on format and framework of asset hierarchy (locations and assets)			
Decide on Location and Equipment standard naming conventions			
Evaluate existing equipment data			
Review Maint Connection functionality and workflow (statuses and responsibilities)			
Review reporting requirements with system stakeholders and management			
Develop and document system requirements and work processes			
Create list and prioritize reports on master report list			

4) Review and Enter Maintenance Connection Core Data			
Enter Repair Centers			
Enter Shops for each Repair Center			
Departments (typically HR Departments)			
Accounts (typically GL Accounts)			
Categories			
5) Review and Enter Work Order Supporting Data			
Work Type (edit Lookup table)			
Problems (Failures module)			
Priority			
Sub-statuses			
Configure Service Requester module (Service Request Configuration tool)			
6) Perform Location and Asset Data Gathering and Migration Testing			
Review and edit Maint Connection Classifications list for locations and equipment items			
Decide which information to capture for each Location			
Gather and enter/upload Locations (buildings and spaces) into Assets module			
Equipment Data Migration Testing (equipment items, procedures, work histories)			
Retrieve electronic download of equipment records from existing systems			
Discuss and determine equipment data formats and policies with ASU			
Populate data upload templates and reformat as needed			
Test data upload into ASU dummy database			
7) Design and Develop System Interfaces			
Develop batch upload interface for Materials transactions			
Develop batch download interface for billing transactions			

8) Review and Enter Labor and User Data			
Determine and enter Crafts			
Define Labor ID naming convention for employees and vendors			
Enter employees and vendors into Labor module			
Define and create user Access Groups and security rights			
9) Conduct System Testing and Process Walk-throughs			
Validate equipment and location data			
Perform dry-run process walk-throughs			
Conduct stakeholder demonstration of new system data and processes			
Adjust software configuration and data as needed			
10) Develop Training Materials and Procedure Documents			
Define training needs of various subsets of users (administrators, managers, requesters)			
Develop appropriate training materials for each group of users			
11) Perform Final Data Migration and Start-up System			
Gather and upload final Location and Space data			
Gather and upload final equipment data (equipment, procedures, work histories)			
Discontinue use of other systems			
12) Conduct User Training and System Rollout			

Implementation - Agency

6. Describe duties and responsibilities that will be required of City staff to assist with the implementation including programming, training and time.

Implementation responsibilities will be solidified as the project plan is developed, but the following descriptions contain a high level summary of possible staff responsibilities:

Installation

Maintenance Connection will be installed by Maintenance Connection staff via remote connection, along with the assistance of IT personnel familiar with your network environment and database responsibilities. Prior to installations we distribute a pre-install checklist, outlining any hardware & network requirements. We also issue a pre-implementation doc, which helps document specifics about how each customer intends to use the software, ensuring efficiency in the set-up process.

Data Conversion

Maintenance Connection handles conversion through the use of pre-developed import templates. Maintenance Connection staff will handle the conversion. Your staff will handle gathering and cleaning the data for conversion based on Maintenance Connection recommendations.

The amount and type of data will not be determined by Maintenance Connection. This is a preference of our customers. You control what you want converted-not Maintenance Connection. Just let us know what you want to include in the new system.

Interface Development

Maintenance Connection staff will be responsible for developing any requested interfaces with any existing and future applications. Staff will be responsible for providing information Maintenance Connection needs to successfully create the interface, testing of interface, and assistance in determining data point to share.

Bugs/Patches

Delivered via download. Your staff will be able to apply bugs/patches after receiving instructions from Maintenance Connection staff.

During Implementation

During the implementation, we suggest that you plan to assign a Steering Committee (2-4 members) and a Project Team (1-3 members).

Steering Committee

The importance of a project Steering Committee cannot be overemphasized. A committee comprised of 2-4 management-level individuals from throughout your facilities management organization will be created to oversee and "steer" the project towards success. The Steering Committee is not to be confused with the *project team*. The project team will be conducting the day-to-day project activities. The Steering Committee will only meet periodically (i.e. monthly) through the duration of the project. Duties of the Steering Committee will include:

- Reviewing project progress
- Ensuring stakeholder input into CMMS solution design
- Facilitating project communications throughout facilities management and the organization at large
- Making strategic decisions regarding the project
- Establishing buy-in and promoting the CMMS within their spans of control

Project Team

During the implementation, you should plan to provide one functional and one technical resource on a part-time basis comprising the Project Team. These individuals will work as needed with our implementation team on a day-to-day basis. These individuals will assist with planning and executing the system implementation and data gathering activities. By doing so, they will have direct input into software configuration decisions and will become subject matter experts on the new software solution.

The functional resource should have a working knowledge of CMMS systems and will likely become the key software resource for an ongoing basis. The technical resource should have knowledge of the SQL Server environment, network environment, IIS, File System security, and SMTP Server. These skill sets can be spread between multiple staff members if need be.

Post Implementation

Once the implementation efforts are completed and the system is in use, you should anticipate traditional technical system upkeep for database back-ups and maintenance. For ongoing user training and support, one individual (preferably from the implementation team) should be assigned as needed on a part-time basis.

To continuously improve the software knowledge of your support staff, Maintenance Connection offers 2 user conferences per year, spring and fall, typically at different regional locations. We have been offering conferences for over 5 years. The average client attendance is 60-70, and we offer three different course tracks depending on user levels. Maintenance Connection has made a very strong commitment as an organization to providing service excellence to all customers. Because of this commitment, we are proud to have a 100% customer satisfaction rating. We utilize the dedicated account manager method of support where the account manager is the key point of contact for their customers. Should the account manager be unavailable, each AM has a designated backup account manager. Behind this line of support is a full call center to field calls, receive email, and/or receive live chat communication; should any specific software questions arise.

Because Maintenance Connection has made such an effort in developing user-friendly software applications, the level of ongoing support required is fairly minimal.

Support

7. What are the hours of operation for the customer service unit and help desk? Specify the time zone.

   You can contact us via:

   Telephone: 888-567-3434 ext. 2 (M-F 5am PST – 5pm PST)
   E-mail: support@maintenanceconnection.com (24/7)
   Live Chat ---Note: Live support is also available from within the application under Help > Live Support

8. Describe the responsibilities of the customer service personnel and help desk, including the chain of command for problem resolution.

   We Will:

   - Use best efforts to resolve the incidents you submit
   - Document each incident and its resolution
   - Track the duration of open incidents and escalate when needed
   - Confirm with you that the incident is resolved

   You Should:

   - Assign an appropriate urgency rating to the incident
   - Perform problem determination and diagnostic activities suggested by technical support promptly and completely
   - Perform problem resolution activities as suggested by technical support

Support Incident Numbers

Support incident numbers (SI#) are used to track support incidents. This number will be communicated to you when reporting an incident. If the incident is reported by voicemail or email, you will be contacted with the incident number. Please refer to this number whenever contacting us regarding this issue.

Incident Severity Levels

The severity level is defined by the incident definition and is intended to portray an objective measure of the problem. Severity levels are assigned by the Technical Analyst. Some examples of severity levels:

Critical: The customer's application is down and inoperable. All users are unable to use the system. The customer's productivity is threatened.

High: The customer's application is severely limited. The situation is causing a significant impact to certain portions of the customer's business operations and productivity.

Medium: The customer's application is slightly limited. The situation has impaired operations, but most business operations and user productivity continue.

Low: The customer's application or user productivity are not affected.

Incident Urgency Levels

The urgency level is a way to classify the incident based on the caller's priorities. For example, if there are deadlines or other constraints involved, urgency may be relatively high even though the severity level is relatively low. Urgency levels are assigned by the caller and allow the Technical Analysts to respond in a more effective manner. Urgency levels are as follows:

1: most urgent
2: normal
3: least urgent

Reporting on Incidents

Please ensure you provide the following information:

- Your email address
- Which application used (Project Management or Collaboration)
- Your name
- Company name
- Incident urgency level
- Complete problem description
- Incident number (if reporting on an existing issue)

Via Email

For the best service, always send information to support@maintenanceconnection.com.

- If you are successful in resolving an incident, please ensure you contact us with the details.
- If you are emailing about an unresolved incident, include the incident number in the subject line.
- If email is directed at a particular Analyst, please include their name in the subject line
- If your E-mail is urgent, include the estimation of urgency on a scale of 1 to 3 in the subject line.

Via Phone

Telephone: 888-567-3434:Technical Support Services uses an automatic call distribution system, which queues calls for the next available Technical Analyst. When you call support, a Technical Analyst will greet you. When all Technical Analysts are busy, you have the opportunity to leave a voicemail message or remain in the queue.

- Choosing to remain in the queue when prompted ensures that you do not lose your position in the queue.
- Choosing to leave a voicemail message ensures that your incident report will be entered into the system. A Technical Analyst will contact you to commence work on the issue.
- If you are trying to reach a specific Technical Analyst, you may remain in the queue and be forwarded to the Technical Analyst if they are available, or you can choose to leave a voicemail message, indicating which Technical Analyst you are trying to reach. It will be forwarded to them and you will be contacted promptly.

Incident Escalation

The goal of the escalation process is to assist in returning your application to an operational state as quickly as possible. Ultimately, the closure of the incident to your satisfaction is desired. All incidents that cannot be resolved by the Help Desk Analyst (1st level support) or the Technical Analyst (2nd level support) will be promptly escalated to our Product Specialists (3rd level support). Should our third level support be unsuccessful, management will be notified and additional resources may be brought from appropriate departments.

9. What is the turn around time for a support call?

Response time is defined as the length of time between when a call is received by Technical Support Services and when a Technical Analyst Contacts the client. Although we can't always guarantee response times, a combination of incident severity level and incident urgency level is used to prioritize incidents. Support Services strive to maintain a maximum level of response based on these criteria of 15 minutes.

10. Is the customer service and help desk function performed in-house, or is it outsourced?

In house

If outsourced, provide center location(s).

11. If the City calls in with a problem (e.g., system is down or not functioning or has questions), what level of support do you provide, and what is your timeline for resolution?

See previous answers #8 - #9

12. System Enhancements and Upgrades

New versions/patches:

A. Explain how often new versions of the product are released.

One new version per year

B. How often for patches?

As necessary

C. How long will older versions are supported?

So far, we support ALL prior versions

13. Is new or updated Documentation supplied with patches and upgrades?

Yes ☑ No ____

14. If you are proposing customized applications, will customized application(s) be upgraded along with the standard applications?

Yes ☑ No ____

15. What will be the process to upgrade and update customized applications?

We have an integrated tracking system for logging customizations, and updates for custom applications are unique to those customizations.

16. Is the cost to upgrade included in the annual support maintenance?

Yes ☑ No ____

Remote Access

17. Provide a complete description of remote access and support options for installation of software, software updates, patches, and end user support. Describe connectivity policy including dial-up, Internet, and/or on-site support.

We typically connect through WebEx for remote access, but have also resorted to other means if this suits the customer better, or restrictions require other options. We perform almost all installations via remote connectivity, and a small percentage of implementation tasks are handled remotely.

Support is mostly handled through remote connectivity. Our connectivity policy for inbound connections can be found in our VPN Policy, last updated in April 2012. A copy of this document can be made available at a later date if deemed necessary to move forward in negotiations.

Agency Resources

18. What resources will be required of our company to maintain, administer and monitor your product/service?

Once the implementation efforts are completed and the system is in use, you should anticipate traditional technical system upkeep for database back-ups and maintenance. For ongoing user training and support, one individual (preferably from the implementation team) should be assigned as needed on a part-time basis.

Warranty

19. Will the proposed system be guaranteed for a minimum period of one (1) year after signoff and acceptance against

Yes ☑ No ____

20. Will the proposed system be warrant and guarantee further that the software furnished is of good workmanship and materials and that the same is properly designed, operable and equipped for the proposed use by the City and is in strict conformity with the detailed Specifications (RFP, Questionnaries, etc.)?

Yes ☑ No ____

21. Does your firm charge for annual maintenance and support during the warranty period

Yes ☑ No ____

Training and Documentation

Contractor shall submit with their proposal response, sufficient documentation to allow a full and fair evaluation of the system they propose to furnish.

On-Site Training – End User

Describe the End User Training:

A. Number of students per class. (TBD)
B. Length of classes. (TBD)
C. Maximum number of students to be trained. (TBD)
D. Will training be offered on site. (Option for this and online)
E. Will you train our Training Staff so we can train our users and allow us to modify your training materials. (see following pages)
F. Class description; Specific learning objectives. (see following pages)
G. Other Information (see following pages)

On-Site Training - Administrator

Describe the Administrator Training

A. Length of classes. (TBD)
B. Will training be offered on site. (Option for this and online)
C. Class description; Specific learning objectives. (see following pages)
D. Other Information (see following pages)

A training plan will be developed along with definition behind each role requiring training. Training is a very key element of success with implementing CMMS. Training is available online, onsite with the customer, or at the Maintenance Connection corporate training center in Sacramento, CA.

Group training is typically provided in a classroom environment, complete with training guides, videos, review sheets, tests, etc. In addition we provide a one-on-one "train-the-trainer" approach as well. Users also have the opportunity to participate in regional training seminars, typically held twice a year. Typical training programs may be defined for the user subsets below.

Administrative Training

System administrators and project leads will be trained on every aspect of Maintenance Connection. This will help determine all aspects of the software to be used. Administrative training will cover everything from reports to general work process to part management functions.

Site Administrator Training

Combined training with site-level administrators to be held in a combined format. This training will cover all necessary aspects of administering Maintenance Connection at the site level. This will cover such things as generating PMs, ordering parts, assigning and scheduling work orders, etc.

End-User Training

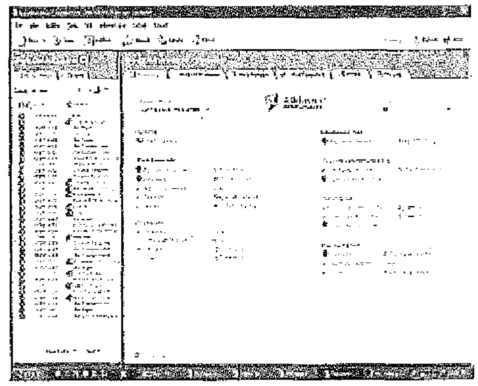
This training group is focused on functions necessary for the end-users. This will include such things as updating/closing work orders, managing parts, looking up work histories, adding equipment, etc.

See sample two day training plan on the next two pages

Day One

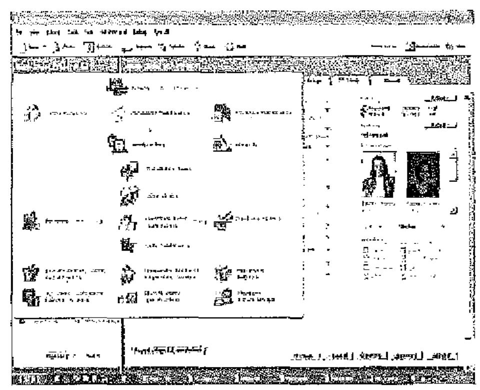
Introductions

- Definition of individual roles
- Define and document general goals and expectations from the software
- Review of current maintenance management process
- Explanation of new maintenance management process incorporating software



General Product Navigation

- General definition of each area of the application
    - File Menu, Module Explorer, Toolbar, Module WorkCenter
- Description of each module
- Adding new records
- Editing records
- Deleting records
- Searching for records
- Explore vs. Split View
- File menu, importance of 'Log Off'

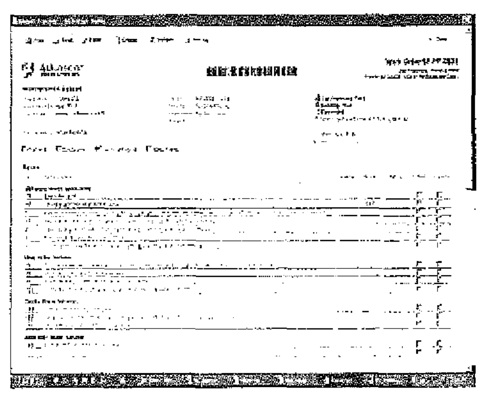


Initial Setup of Company Data

- Repair Centers and Shops
- Crafts and Labor
- Access Groups
- Accounts
- Assets – Equipment/Locations, Classifications
- Preventive Maintenance
- Stock Rooms
- Inventory Items

Location and Asset Hierarchies

- How to create a new location or equipment
- Application of each Asset Module tab
- Overview of Classifications Module



General Workflow and Work Order Module

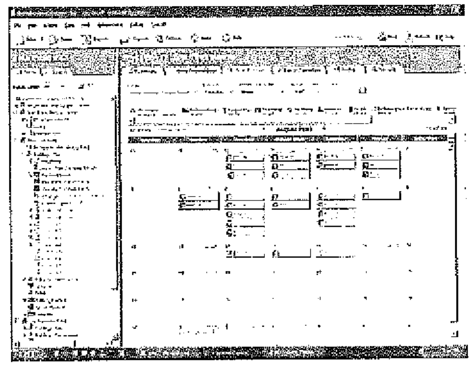
- Creating new requesters using the connection key
- How to create a new work order
- Assigning labor to a work order
- Changing work order status
- How to close out a work order
- Work order status filters
- Review of data filters and search option

Preventive Maintenance and Procedures Modules

- How to schedule preventive maintenance
- Overview of each Preventive Maintenance tab

Wrap up / Q&A

Day Two



Review of Day One

- Review each module's definition and function
- Review asset hierarchy and general workflow
- Review Preventive Maintenance Module

Labor Module and Scheduling

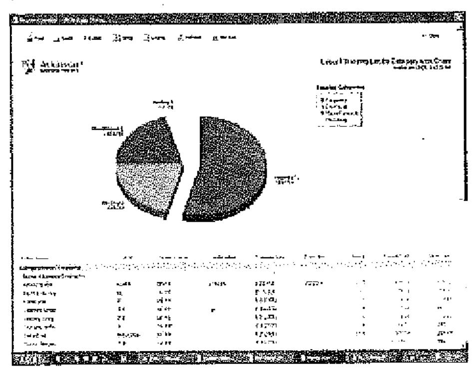
- Overview of Labor Module tabs
- Work Manager and Labor Calendars
- Assign labor on a work order

Members Module

- How to sign up new members
- Approval process and assigning access groups
- Overview of Access Groups Module

Company Module

- Overview of Company Module tabs
- Overview of Contact Module tabs

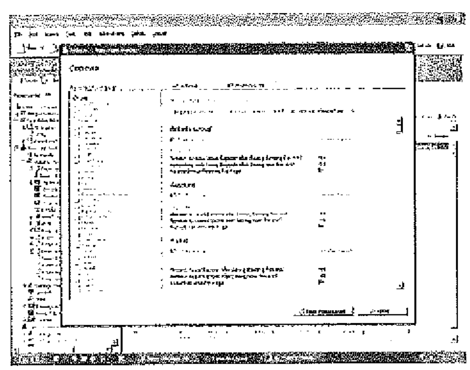


Reports Module

- How to generate a report
- What can you do with a report?
- Report groups and batch reports
- Ad hoc criteria for reporting
- How to copy and modify system reports
- Review Setup Report dialog

System Options (if we have time)

- System Actions
    - Generate Work Orders
    - Generate Work Order Projections
    - Order Inventory Items
    - Receive Inventory Items
    - Adjust Inventory Item Quantities
    - Meter / Mileage Update
    - Warranty Update
    - Labor / Craft Rates Update
    - Asset Configuration
    - Requester Application Configuration
    - Survey Manager
    - Holiday Manager
    - Reset Asset / Location Costs to 0
- System Preferences
    - Difference between 'My Preferences' and 'Repair Center Preferences'
    - Describe the impact of each system preference
    - Copy Preferences

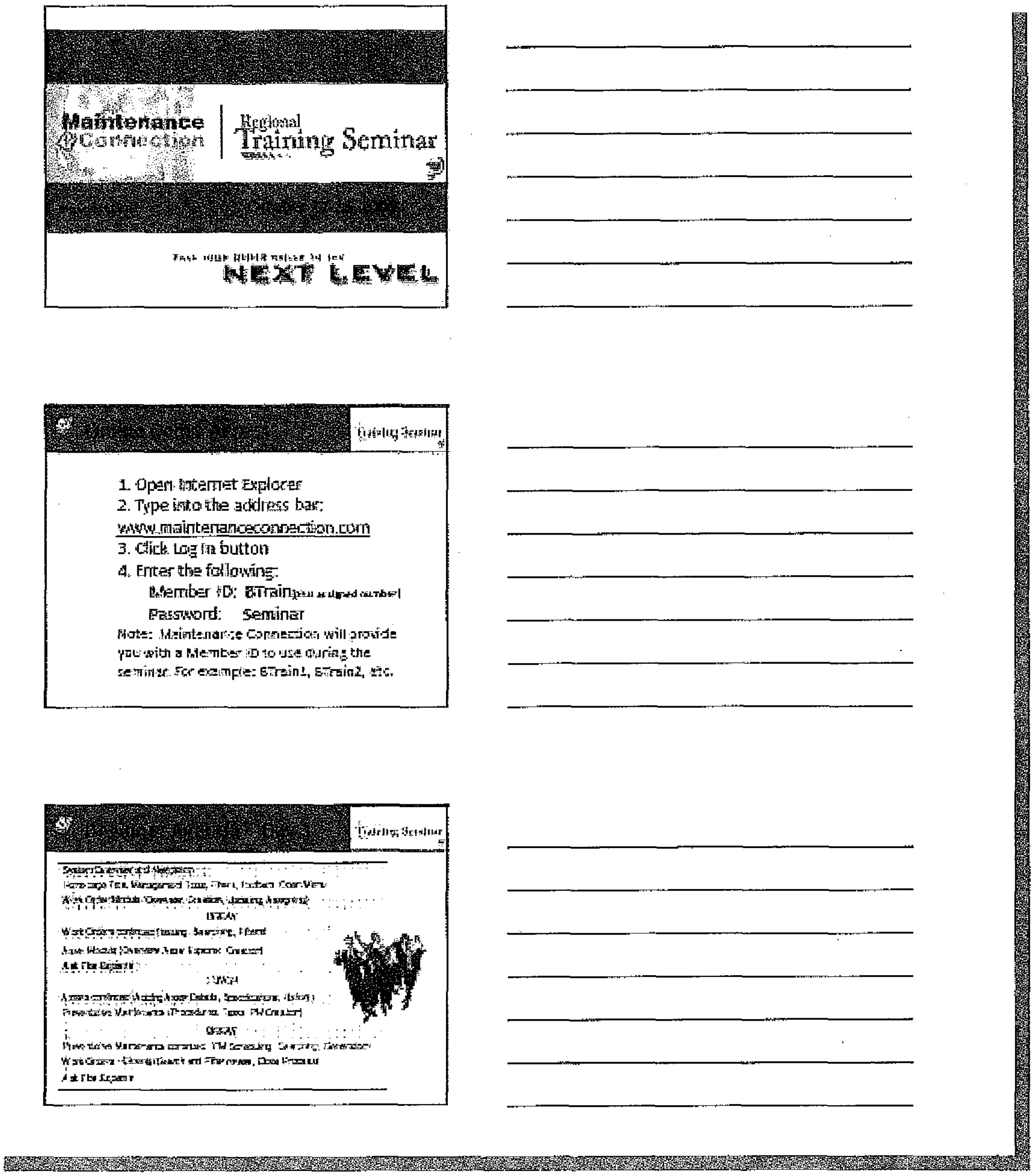


Wrap up / Q&A

Training Manuals

Provide examples of training manuals (Quick reference guide, PDFs, tutorials, PowerPoint presentations).

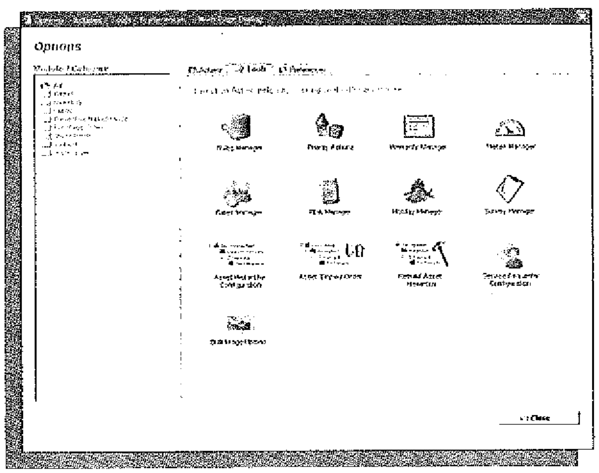
Many of these items are available online through our MC User Connect Site. Here's a copy of the first page of a day one beginner training session. Please let us know if you would like access to the User site, where you are free to download as many examples as you would like.

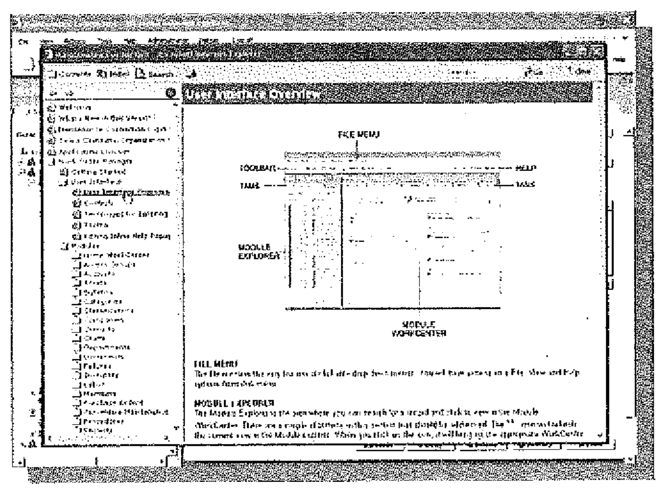


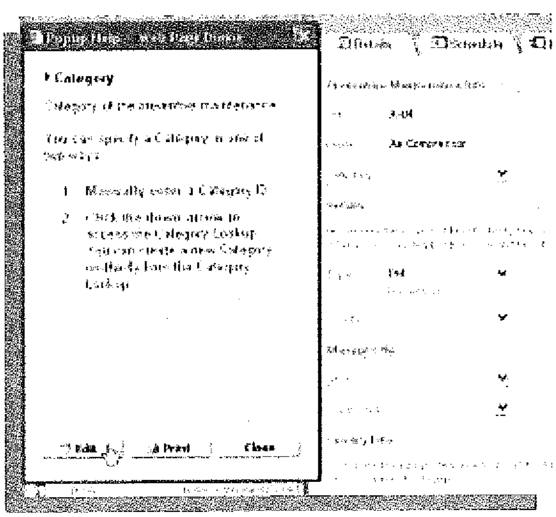
System Documentation

System documentation submitted must describe the operational features of the basic system along with any changes made to the basic system to meet the proposal specifications. System documentation must also illustrate the system flow, such as with flow charts, etc.

Maintenance Connection includes HTML user guides from within the application, a link to live chat support, and user controlled pop-up help dialogue boxes for all modules, tabs, fields, and functions. Maintenance Connection comes stocked with many different tools and wizards that help in managing images, warranties, labor rates, rules, priority actions, holidays, surveys, and meters. Online Help is available from within each module by clicking the Help button in the top, right-hand corner. In addition to online-help, you may also click on any field name and popup will appear giving you information pertaining to the selected field. This help is called inline help and is customizable. This allows you to put notes in the help which are specific to your organization.







The following is a list of available documentation, and a brief description. It should be noted that there are "how-to" videos online to support the printed documentation.

Document Details	Type
	1 - PM Basics: Setting up a single procedure PM (CSP_PM) Learn how to set up a basic single procedure PM
	2 - Configuring a PM Schedule (CSP_PM) Shows how to configure the schedule tab of a PM
	3 - Attaching Procedure(s) to PM Schedule (CSP_PM) Walks thru the process of attaching PM Procedures
	4 - Attaching Asset(s) to PM Schedules (CSP_PM) Shows how to attach assets to PMs
	5 - Setting PM Automation (CSP_PM) How to automate PM generation
	6 - Generating PM Work Orders (CSP_PM) The process of generating PM work orders
	7 - PM Basics: Setting up a multiple procedure PM (CSP_PM) Learn how to create a PM with multiple procedures
	Assigning Work Orders (CSP_WO) Shows how to assign work orders
	Attaching Multiple Assets to one Work Order via Pr (CSP_PT) Attaching multiple assets to 1 WO via procedures
	Auto Printing And The Rules Manager (CSP_WO) How to configure MC and Outlook to autoprint WOs
	Baseline Test Use/Case Scenarios (CSPDOC_Imp)
	CFR Part 11 Compliance (CSPDOC_Manual) This document oulines compliance with CRF Part 11
	Changing the Appearance of a Report (CSP_RPT) Shows how to change the appearance of a report
	Creating a Report Copy (CSP_RPT) Creating a copy of a report in the Reporter
	Creating and Approving New Members (CSP_GEN) Shows how to create and approve new members
	Creating Custom Report Groups (CSP_RPT) Creating custom report groups inside the Reporter
	Custom Report Criteria (CSP_WO) How to customize the available criteria fields
	Customer Pocket PC Installation Guide (CSPDOC_Tech)
	Customizing Module Menu (CSP_GEN) Instructions for configurin the Menu Manager

DXP Scheduled SQL Scripts ()

Explanation of Inventory Cost Fields in Maintenance Connection (CSPDOC_Manual)

Exporting Reports (CSP_RPT)
Process and options of exporting reports

Finding the Connection Key (CSP_GEN)
Shows how to find your company's Connection Key

Getting Started Guide (CSPDOC_Manual)

How to approve member requests (CSP_GEN)
Shows how to approve membership requests

How to Create a New Asset (CSP_AS)
An overview of how to create an Asset in the MRO.

Implementation - Sample Project Steps (CSPDOC_Imp)

Implementation Setup Checklist (CSPDOC_Imp)
This document is a checklist for setting up Mainte

Import Template (v1805) (CSPDOC_Imp)

Import Template Guide (CSPDOC_Imp)
Guidelines for populating an excel Import Template

Install Eblvd Remote Desktop (CSP_TRBL)
Instructions for installing a remote support tool

LDAP Sync Guide (CSPDOC_Tech)
This guide demonstrates the usage of the LDAP Sync

Linking new members to labor or requester records (CSP_GEN)
Shows the method of member and labor integration

Login Troubleshooting (CSP_TRBL)
Explanation of error messages and steps to resolve

Maintenance Connection Manual (CSPDOC_Manual)

Maintenance Connection User Guide (CSPDOC_Manual)
This guide demonstrates the usage of Maintenance C

MC Hardware Requirements (CSPDOC_Tech)

MC Installation Instructions (CSPDOC_Tech)

MC Kick-off Meeting Template (CSPDOC_Imp)

MC Version 1.6 Release Notes (CSPDOC_Release)

MC Version 1.72 Release Notes (CSPDOC_Release)

MC Version 1.9 Release Notes (CSPDOC_Release)

MC Version 2.1 Release Notes (CSPDOC_Release)

MC Version 2.5 Release Notes (CSPDOC_Release)

MC Version 2.6 Release Notes (CSPDOC_Release)

MC Version 2.8 Release Notes (CSPDOC_Release)

MC Version 3.0 Release Notes (CSPDOC_Release)

MC Version 3.5 Release Notes (CSPDOC_Release)
Release Notes for v3.5

MC Version 4.0 Release Notes (CSPDOC_Release)
Release Notes for v4.0

MC Version 4.2 Release Notes (CSPDOC_Release)
Release Notes for v4.2

Overview of Access Groups (CSP_GEN)
An overview of the Access Groups Module

Overview of the Documents Module (CSP_GEN)
Gives a basic overview of the Docements Module

Performance Troubleshooting (CSP_TRBL)
Steps to help alleviate performance issues

Pre-Implementation Questionnaire (CSPDOC_Imp)

Pre-Installation Checklist (CSPDOC_Imp)

Quick Reference Sheet for End-Users (CSPDOC_Manual)

Rules Manager - Notifications (CSP_GEN)
Learn how to set up Notifications Rules

Setting up Condtional Formatting (CSP_GEN)
Learn about the Conditional Formatting function.

Setting up the Service Requester (CSP_RQ)
How to set up the Service Requester application

The Basics of the Reporter Application (CSP_RPT)
An overview of the Reporter application

Tutorial Schedule ()

Using User Defined Fields (CSP_GEN)
Shows the options and usage of user defined fields

Financial and Legal

Firm's Status

Is your firm in the process of or in negotiations toward being sold?

Yes ____ No ☑

Bankruptcy

Has your organization, its affiliates, subsidiaries, or its parent company ever filed for bankruptcy law protection? Has your organization, its parent, affiliate, or any subsidiary companies ever been subject to any regulatory action by the federal, state, or securities authorities?

Has the Proposer or any of its principals ever been declared bankrupt or filed for protection from creditors under State or Federal proceeding in the last seven (7) years?

Within the previous five years has your firm been the debtor of a bankruptcy?

Yes ____ No ☑ **(TO ALL OF THE ABOVE)**

If yes, provide as an exhibit to the proposal Questionnaire the following:

- The date
- Court, jurisdiction
- Case number
- Amount of liabilities
- Amount of assets.

Arbitration, Litigation and Judgments

Is your company currently involved in arbitration for any reason?

Yes ____ No ☑ If yes, please elaborate.

Has your firm had any Internal Revenue related liens assessed in the last 10 years?

Yes ____ No ☑

Has your firm received notice of and/or in litigation about patent infringement for the product and/or service that your firm is offering to the Agency?

Yes ____ No ☑ If yes, please elaborate.

Does your firm have outstanding judgments pending against it?

Yes ____ No ☑

Convictions

List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.

List any indictments or convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty which affects the responsibility of the contractor.

List any convictions for federal antitrust statutes.

Does any officer, partner, owner or manager have any felony or misdemeanor charges pending against them? If so, provide explanation.

NONE

Financials

Provides your firm's Dun & Bradstreet or similar report showing your firm's financial position.

DUNS # of 14-212-4275

References

Provide at least 5 public sector (municipal/city preferred) projects that the firm has completed and statement of past performance covering project management and coordination, cost controls, timeliness, and work quality of similar types of work. Reference information (minimum of two names with telephone numbers and e-mails per project)

- Name of agency/firm
- Contact person(s)
- Phone number
- E-mail address
- Description of project
- In house or hosted Solution.
- Products installed and when installed
- Role of the firm, specifying services provided during design phase, i.e. implementation, cost estimation, scheduling etc.)
- Project's original contracted cost and final cost
- Implementation dates

The evaluation committee reserves the right to contact references provided by Offeror.

We prefer not to share cost information as this is held in confidentiality with some of our references. However, all of the following references had projects similar in scope/size to the responsibilities as laid out in these RFP documents:

City of Orlando
Aaron Green
Phone: 321.765.8021 x5031
Email: aaron.green@cityoforlando.net
Orlando, FL 32802
Customer Since 9/2006
Deployment: Onsite

City of Sacramento
Sheri Adams
Phone: 916-808-1470
Email: SAdams@cityofsacramento.org
Sacramento, CA 95822
Customer Since 6/2006
Deployment: Onsite

County of Maui
Deborah Schulman
Phone: (808) 879-6109 x206
Email: Deborah.Schulman@co.maui.hi.us
Wailuku, HI 96793
Customer Since 4/2007
Deployment: Onsite

Pinal County
Tom Celaya
Phone: (520) 866-6475
Email: Tom.Celaya@co.pinal.az.us
Florence, AZ 85232
Customer Since 8/2008
Deployment: Onsite

Rancho Sahuarita Water Company
Paul Martinez
Phone: 520-399-1105
Email: paul@ranchosahuarita.com
Sahaurita, AZ 85629
Customer Since 11/2006
Deployment: Onsite

Please list all agencies and firms that no longer use your solution. Date range from 12/31/2010 thru 12/31/2011.

The following information is required for each agency and firms:

- Name of agency or firm
- Contact person
- Phone number
- E-mail Address
- Services Provided

The evaluation committee reserves the right to contact references not provided by Offeror.

Maintenance Connection retained all customers through 2011

Acceptance and Compliance of RFP Terms and Conditions

Does your company accept all terms and conditions of this solicitation?

Yes ☑ No ____ If no, please explain

If selected, will your company allow other government agencies to utilize this Contract?

Yes ☑ No ____ If no, please explain

Will your firm require the Agency to sign a separate agreement or contract if selected for award of contract?

Yes ____ No ☑ If yes, please submit with response to RFP. Firm's that fail to submit separate agreement will not be allowed to submit in the future.

If a separate agreement or contract is required what process will your firm use to negotiate the agreement conflicts RFP terms and conditions.