

SAN DIEGO CONVENTION CENTER CORPORATION

REQUEST FOR PROPOSALS FOR COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM RFP # 23-1020

Issue Date: February 23, 2023

Pre-Bid Question Deadline: March 6, 2023 at 5:00 p.m. local time

Bid Deadline: March 21, 2023 at 5:00 p.m. local time
San Diego Convention Center Corporation
Procurement Department
Send bids to: shane.young@visitsandiego.com

Procurement Contact: Shane Young
Procurement Manager
E-mail: shane.young@visitsandiego.com
Phone: (619) 782-4392

Description: The San Diego Convention Center Corporation (“Corporation”) is seeking proposals from qualified companies (“Contractor”) to provide an enterprise-wide comprehensive computerized maintenance management system (CMMS Software) to support/record daily work orders, asset management, and interactive building plan solution. For full details of the scope of work, see Section 3 – Scope of Work.

Any addendum or exhibit that is issued for this RFP can be found at:
[RFP 23-1020 - Computerized Maintenance Management System - San Diego Convention Center \(visitsandiego.com\)](https://visitsandiego.com/RFP-23-1020-Computerized-Maintenance-Management-System-San-Diego-Convention-Center)

Written questions regarding the substance of the RFP must be submitted via e-mail to the procurement contact listed above no later than the Pre-Bid Question Deadline indicated above. E-mailed Bids are due prior to the Bid Deadline indicated above and must be delivered to shane.young@visitsandiego.com. Late bids will not be accepted – NO EXCEPTIONS.

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Section 1 – Proposal Process Timeline

Event	Location	Date(s)	Time (Local Time)
Bid Issue	Posted: https://visitsandiego.com/work-with-us/vendors/current-opportunities	February 23, 2023	10:00 a.m.
Deadline for Pre-Bid Inquires	E-mail: shane.young@visitsandiego.com	March 6, 2023	5:00 p.m.
Responses to Inquires Posted	Posted: https://visitsandiego.com/work-with-us/vendors/current-opportunities	March 9, 2023	5:00 p.m.
Bid Deadline	E-Mail Proposals to: shane.young@visitsandiego.com	March 21, 2023	5:00 p.m.
Bid Evaluation for Shortlist	Contractor will be notified by E-Mail	March 22, 2023 – March 28, 2023	TBD
Shortlist Interviews/Demos	San Diego Convention Center, 111 West Harbor Drive, San Diego, CA 92101	April 3, 2023 – April 7, 2023	TBD
Final Evaluation	San Diego Convention Center, 111 West Harbor Drive, San Diego, CA 92101	April 10, 2023 – April 13, 2023	TBD
Notice of Intent to Award (contingent on approvals)	Contractor will be notified by E-Mail	April 14, 2023	TBD
Budget Committee Approval	Internal Approval Process	Mid-April, 2023	TBD
Board of Directors Approval	Internal Approval Process	Late April, 2023	TBD
Anticipated Award Date	Contractor will be notified by E-Mail	Early May, 2023	TBD

Section 2 – Instructions & General Conditions

1. **COMMUNICATIONS:** All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to the Request for Proposal (RFP) must be made only through the Procurement Contact noted on the cover of this RFP, or their designee. A violation of this provision is cause for the Corporation to reject a company's bid. No contact regarding this document with other Corporation employees is permitted, and may be grounds for disqualification.
2. **PRE-BID INFORMATION AND QUESTIONS:** Each bid that is timely received will be evaluated on its merit and for completeness of all requested information. In preparing bids, Bidders are advised to rely only upon the contents of this RFP and accompanying documents and any written clarifications or addenda issued by the Corporation. If a Bidder finds a discrepancy, error, or omission in the RFP package, or requires any written addendum thereto, the Bidder is requested to notify the Procurement Contact noted on the cover of this RFP, so that written clarification may be sent to all prospective Bidders. All questions must be submitted in writing to the Procurement Contact before the Pre-Bid Question Deadline indicated on the front of this document. All answers will be issued in the form of a written addendum.
3. **RFP MODIFICATIONS:** Clarifications, modifications, or amendments may be made to the RFP at any time prior to the Bid Deadline at the discretion of the Corporation. It is the Bidder's responsibility to periodically check the Corporation's website at <https://visitsandiego.com/work-with-us/vendors/current-opportunities> until the posted Bid Deadline to obtain any issued addenda.
4. **BID SUBMISSION:** Submit offer on the Bid Form provided. Bidders are required to complete the entire Bid Form and supplements (if applicable).
 - a. Bids must be submitted to the Procurement Department, San Diego Convention Center Corporation, by **e-mail** to shane.young@visitsandiego.com, before the date and time indicated as the deadline. It is each Bidder's sole responsibility to ensure the Procurement Department receives the bid prior to the Bid Deadline.
 - b. Submission of a bid establishes a conclusive presumption that the Bidder is thoroughly familiar with the Request for Proposal (RFP) and that the Bidder understands and agrees to abide by each and all of the stipulations and requirements contained therein.
 - c. All costs incurred in the preparation and presentation of the bid is the Bidder's sole responsibility; no pre-bid costs will be reimbursed to any Bidder. All documentation submitted with the bid will become the property of the Corporation.
 - d. Bids must be held firm for a minimum of 60 days.
5. **EXCEPTIONS:** Bidder shall clearly identify any proposed deviations from the Scope of Work in the Request for Proposal. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Bidder's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Bidder's bid, the Corporation will assume complete conformance with this specification and the successful Bidder will be required to perform accordingly. Bids not meeting all requirements may be rejected.
6. **DUPLICATE BIDS:** No more than one (1) bid from any Bidder, including its subsidiaries, affiliated companies, and franchises will be considered by the Corporation. In the event multiple bids are submitted in violation of this provision, the Corporation will have the right to determine which bid will be considered, or at its sole option, reject all such multiple bids.
7. **REJECTION:** The Corporation reserves the right to reject any or all bids, or to accept or reject any bid in part, and to waive any minor informality or irregularity in bids received if it is determined by the Director,

Procurement and Contracts that the best interest of the Corporation will be served by doing so. A Bidder's failure to provide any additional information requested by the Corporation prior to a contractor selection may result in rejection of the bid. The Corporation may reject any bid from any person, firm, or corporation in arrears or in default to the Corporation on any contract, debt, or other obligation, or if the Bidder is debarred by the Corporation from consideration for a contract award.

8. The Corporation reserves the right to reject all nonconforming, nonresponsive, unbalanced, or conditional Bids. Discrepancies in the multiplication of unit prices and unit prices themselves will be resolved in favor of unit price. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.
9. **PROCUREMENT POLICY:** Procurement for the Corporation will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Corporation.
10. **NON-DISCRIMINATION:** Corporation will not contract with any person or firm that discriminates against employees or applicants for employment because of any factor not related to job performance. The Bidder must comply with all federal, state, and local laws and policies that prohibit discrimination in employment contracts. The Bidder must include in its subcontracts provisions that prohibit subcontractors from discriminating in their employment practices.
11. **BIDDER EVALUATION:** The Bid will be awarded to the most responsive, responsible Bidder meeting specifications with the highest evaluation score based upon the following criteria:
 - A. **Price – 30%**
 - B. **Software Capabilities – 20%**
 - C. **Implementation & Training Schedule – 10%**
 - D. **Comparable Projects (similar size and complexity) – 10%**
 - E. **Company Resume – 5%**
 - F. **Security Plan – 5%**
 - G. **Service Level Agreement – 5%**
 - H. **Disaster Recovery Plan – 5%**
 - I. **Shortlist Interview/Demo(s) (if shortlisted) – 10%**
12. **CONTRACT AWARD:** The Corporation reserves the right to award by item, group of items, or total bid. The Bidder to whom the award is made will be notified at the earliest possible date. After a final award of the Contract by the Corporation, the Contractor must execute and perform said Contract. If, for any reason, a contract is not executed with the selected Bidder within fourteen (14) days after receipt of Contract, then the Corporation may recommend the award to the next qualified Bidder.
13. **DISQUALIFICATION OF BIDDERS:** Any one or more of the following causes may be considered for the disqualification of a Bidder as non-responsible and the rejection of the Bid:
 - a. Evidence of collusion among Bidders;
 - b. Lack of competency as revealed by either financial, experience, or safety statements;
 - c. Lack of responsibility as shown by past work;
 - d. Uncompleted work under other contracts which in the judgment of the Corporation, might hinder or prevent the prompt completion of additional work if needed.
14. **DISCUSSIONS:** Discussions may be conducted with responsible Bidders, in order to clarify and assure full understanding of, and conformance to, the solicitation requirements. Discussions may be conducted with Bidders who submit bids determined to be reasonably susceptible of being elected for award, but bids may be accepted without such discussions.

- 15. Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of bids. Such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. If during discussions there is a need for any substantial clarification of or change in the RFP, the RFP shall be amended to incorporate such clarification or change. The Bidder shall reduce any substantial oral clarification of a bid in writing.
- 16. **SUBCONTRACTORS:** The successful Bidder must identify all subcontractor(s) regardless of the dollar amount or percentage and the services they will provide. The successful Bidder is responsible for all payments and liabilities of all subcontractor(s). Corporation reserves the right to approve or reject any proposed subcontractor. If the Corporation rejects any proposed subcontractor, the successful Bidder shall be responsible to assume the proposed subcontractor’s responsibilities. The successful Bidder may propose another subcontractor if it does not jeopardize the effectiveness or efficiency of the contract.
- 17. Nothing contained in the RFP or in the contract shall create or be construed as creating any contractual relationship between subcontractor and the Corporation. The Contract will not be assignable to any other business entity without the Corporation’s approval.
- 18. **INSURANCE REQUIREMENTS:** At all times during the term of the contract, the Contractor shall maintain, at their sole expense, insurance coverage for the Contractor, its employees, officers and independent contractors, as follows:

TYPE OF INSURANCE	MINIMUM ACCEPTABLE LIMITS OF LIABILITY
1. Workers Compensation	Statutory
2. Employers Liability	
A. Each Accident	\$2,000,000.00
B. Each Employee-disease	\$2,000,000.00
C. Policy Aggregate-disease	\$2,000,000.00
3. Commercial General Liability	
A. Per Occurrence	\$2,000,000.00
4. Business Auto Liability	\$2,000,000.00

San Diego Convention Center Corporation, Inc., City of San Diego, San Diego Unified Port District, and the members, officers, directors, agents and employees of each of these three entities shall be named as additional insured.

- 19. **DISCLOSURE OF CONTENTS:** All information provided in the bid shall be held in confidence and shall not be revealed or discussed with competitors or the general public, until after award of the contract except as provided by law or court decision.
- 20. Bidders must make no other distribution of the bids other than authorized by this RFP. A Bidder who shares cost information contained in its bid with other Corporation personnel or competing Bidder’s personnel shall be subject to disqualification.
- 21. **PUBLIC DISCLOSURE:** Bids are subject to public disclosure after the deadline for submission in accordance with applicable law.
- 22. **CONTRACT COMMENCEMENT:** Commencement of a contract shall not begin prior to all necessary Corporation approvals, including Corporation’s Board of Directors approval where required, and subsequent execution of the Corporation’s Contract. Commencement of a contract without these approvals is solely at the Bidder’s own risk and is likely to result in no payment for services performed or goods received.
- 23. **LIVING WAGE:** Contractor shall comply with the City of San Diego Living Wage Ordinance (San Diego Municipal Code Article 2, Division 42, §§22.4201 through 22.4245).

Section 3 – Scope of Work

OVERVIEW:

The San Diego Convention Center Corporation (“Corporation”) is seeking proposals from qualified companies (“Contractor”) to provide an enterprise-wide comprehensive computerized maintenance management system (CMMS Software) to support/record daily work orders, asset management, and interactive building plan solution. Integration to Corporation’s existing ERP system (Microsoft Business Central), Microsoft Office Suite, and Corporation’s event booking platform (VenueOps) is desired. This work shall include transferring data from the current CMMS Software (Maintenance Connection) to a new platform, providing technical support when needed, and offering training sessions upon project completion.

Corporation currently has 40 users across the facility in various departments and roles. Additional users may be added in the future so simultaneous user accounts need to be active at the same time. Accounts can be classified as: Admin, Edit, and Read access. Admin and Edit accounts should be prioritized for access. The CMMS Software should be accessible on mobile devices and computers with no change in functionality across platforms.

CMMS SOFTWARE FUNCTIONALITY & CAPABILITIES:

a) Maintenance Management

The CMMS Software will automate workflow and track maintenance work requests. These requests, or “work orders” may be created for building or equipment requests and preventative maintenance tasks. The CMMS Software shall have the ability to identify, manage, and track all equipment assets and maintenance, including but not limited to:

1. Work orders
2. Building location (room number, floor, building, etc.)
3. Request type (electrical, plumbing, etc.)
4. Staff assigned
5. Ability to track staff: schedule availability, trainings, and certifications necessary to complete associated work
6. Work order approval with workflow
7. Status of work order
8. Access/key management
9. Labor hours and labor costs
10. Comment fields
11. Ability to automatically send a customer satisfaction survey to customer after work order is completed

b) Asset & Inventory Management

Commodities are to be housed within the CMMS Software for tracking and repair management purposes. The CMMS Software should track the following items:

1. Serial number
2. Manufacturer
3. Date received by Corporation
4. Work orders resulting from repairs and associated costs
5. List of approved spare parts
6. Work orders for maintenance reminders as needed
7. Useful life
8. Location within building
9. Min/Max levels
10. Current inventory level per item
11. Barcode creation and scanning capability

c) Reporting

The CMMS Software will have the ability to perform reporting functions related to all work orders and assets with Key Performance Indicator (KPI) tracking, including but not limited to:

1. Maintenance work order reports - response time, time to complete work orders, total completed and outstanding work orders
2. Cost trend analysis
3. Customer satisfaction reports
4. Costs per square foot
5. Ad hoc or scheduled reports by location, trade (electrical, plumbing, etc.), and timeframe
6. Ability to export raw data to .csv file or via an API

d) Building Plans

The CMMS Software shall have an option for either integrated or separate software “add-on” connectivity for digital plan management. Plans shall be scanned and uploaded to the software for easy access. This shall include:

1. Optical Character Recognition (OCR) documents for easy search
2. Ability to upload photos in reference to building location to note damage, site conditions, etc.
3. Map emergency equipment such as fire extinguishers, eyewash stations, first aid kits, etc.
4. Ability to mark-up drawings as renovations take plan
5. Interactive plans with equipment (such as boilers, chillers, AHUs, etc.) pinned. This should link to the respective asset information (manufacturer, installation date, etc.)

GENERAL SOFTWARE FEATURES:

The CMMS Software will have the following general features with data import/export capabilities with Microsoft Office Suite applications, including but not limited to:

1. Ability to export to PDF or Excel
2. Ability to e-mail and/or text notifications
3. Capability to create appointments for maintenance task within Microsoft Outlook
4. Ability for Administrators to add/approve/configure user accounts and modify permissions
5. Ability to perform batch updates to work orders and preventative maintenance for status, labor, and parts changes
6. Must have single sign on support - Azure Active Directory

SECURITY:

The CMMS Software and all data shall be hosted in North America with physical and logical separation of data from other customer implementations. Data in transit shall be secured with current industry standard encryption protocols. Contractor shall support encryption reset upon request. The CMMS Software shall use Secure Sockets Layer (SSL) from a well-established, reliable, and secure independent Certificate Authority. Security protocols are to be implemented to provide comprehensive protection against unauthorized addition, deletion, or alteration of system data. Contractor shall have monitoring capabilities to review current CMMS Software performance and report unauthorized intrusion and release of information. Backups will be completed daily on all systems and their supporting data. All backups shall be scheduled in off-hours to minimize impact on customer usability and retained for sixty (60) days. Software/Hardware shall be hosted in facilities that obtain and maintain the following certifications:

- Payment Card Industry Data Security Standard (PCI DSS) Compliance
- Standards of Attestations Engagement No. 16, System and Organizations Controls Report 2 (SSAE 16 Type II SOC 2)
- International Organization for Standardization and the International Electrotechnical Commission (ISO/IEC 27001)

SYSTEM INTERFACES:

Contractor shall be responsible for analyzing Corporation business needs and produce interface requirements with the specific software systems (Business Central, Microsoft Office, and VenueOps).

IMPLEMENTATION, SUPPORT, AND TRAINING:**a) Implementation**

Contractor will provide full implementation and configuration of the CMMS Software as specified. Contractor must ensure sufficient testing of the CMMS Software and verify no functional problems occur prior to the new CMMS Software going live and must coordinate all activities as necessary with Corporation Project Management and any personnel designated by the Project Manager. The Project Manager must provide authorization for the new CMMS Software to go live before the implementation is considered complete. Contractor will be required to migrate data from the existing Corporation CMMS Software into the new CMMS Software prior to the new CMMS Software going "live". Sufficient technical support shall be provided during installation, configuration, testing, deployment, and implementation including on-site training and support as required.

b) Training

Prior to the new CMMS Software going live, Contractor must provide user training. The training must be comprehensive to ensure personnel can independently navigate and use the CMMS Software. Contractor shall provide written training materials necessary to complete the required training along with an electronic user manual for personnel to reference after training is complete. During the term of the Contract, any software upgrade or change to the software making any portion of the user manual incorrect or obsolete will result in an updated electronic user manual for Corporation personnel.

c) Software Maintenance & Support

All CMMS Software maintenance ("updates") including bug fixes and security patches, and technical support shall be included in the bid cost, and any costs related to these items shall occur once the CMMS Software has been fully implemented (after "Go Live"). Technical support shall be available Monday through Friday from 8:00 a.m. to 5:00 p.m. local time.

d) Software Upgrades

All CMMS Software upgrade costs should be included as part of the ongoing software maintenance and support. Any work required to deploy the upgrade (testing changes, data migration, configuration changes, etc.) should be included in the proposed costs.

PROJECT SCHEDULE:

Anticipated Data Migration Timeline: May 1, 2023 - June 30, 2023.

Anticipated Implementation & Training Timeline: July 5, 2023 - September 30, 2023.

Anticipated "Go Live" Date: October 2, 2023.

MEETINGS:

Contractor shall schedule and attend meetings as needed without additional cost to Corporation.

- Project Initiation Meeting: Review responsibilities, personnel assignments, project schedule, site requirements, safety practices, and other items.
- Weekly Meetings: Contractor shall attend weekly meetings with Corporation personnel to review design, issues identified, and other topics as needed.
- Review Meetings: Conducted as part of ongoing review process at the following software implementation milestones: 25%, 50%, 90%.
- Project Closeout Meeting/ "Go Live": Held at the completion of the project to review software implementation and completed training sessions.

Section 4 – Bid Form

Failure to complete this form in its entirety may result in your Bid being deemed non-responsive.

BIDDER:

Legal Business Name	
Other Entity Name(s) (if applicable)	
Primary Contact Name	
Primary Contact Position	
Primary Contact Phone Number	
Primary Contact E-mail	

BID:

The term for live services shall be in effect for an initial term of three (3) years. Prior to expiration of the initial term, the live services may be extended by Corporation for an extension term of an additional two (2) year period.

Submit a cost proposal for the following: (attach as separate file)

- Pre - “Go Live” costs
- Initial term - three (3) year live costs
- Extension term - additional two (2) year live costs

The cost proposal must include information on costs for the following items:

- CMMS Software (operating, capital, salary & reporting modules)
- Data Migration
- Implementation
- Training
- Annual Support
- Annual Licensing
- Additional Fees

(Cost is inclusive of all software, materials, equipment, labor, any necessary trip charges to site, applicable taxes and all overhead costs. For bidding purposes, assume 40 users will be Corporation’s user count during the initial term and extension term.)

PROMPT PAYMENT DISCOUNT:

The price(s) proposed herein can be discounted by _____%, if payment is made within _____days.

Note: Unless Prompt Payment Discount is specified above, a Net 30 will be considered.

SOFTWARE CAPABILITIES:

Mark the boxes “Yes” or “No” in the fields below based on the capabilities that are included in the proposed CMMS Software. *(Capabilities included are “out of the box” which do not require modification or customizations during implementation)*

Maintenance Management – Work Orders: <i>Confirm if your company’s CMMS Software has the ability to identify, manage, and track the following:</i>	YES	NO
Building locations (room number, floor, building, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Multiple request types (electrical, plumbing, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Staff assigned	<input type="checkbox"/>	<input type="checkbox"/>

Ability to track staff: Schedule availability, trainings, and certification necessary to complete associated work	<input type="checkbox"/>	<input type="checkbox"/>
Work order approval with workflow	<input type="checkbox"/>	<input type="checkbox"/>
Status of work order	<input type="checkbox"/>	<input type="checkbox"/>
Access/key management	<input type="checkbox"/>	<input type="checkbox"/>
Labor hours	<input type="checkbox"/>	<input type="checkbox"/>
Labor costs	<input type="checkbox"/>	<input type="checkbox"/>
Comment fields	<input type="checkbox"/>	<input type="checkbox"/>
Ability to automatically send a customer satisfaction survey to customer after work order is completed	<input type="checkbox"/>	<input type="checkbox"/>
Asset & Inventory Management: <i>Confirm if your company's CMMS Software tracks the following:</i>	YES	NO
Serial number	<input type="checkbox"/>	<input type="checkbox"/>
Manufacturer	<input type="checkbox"/>	<input type="checkbox"/>
Date received by Corporation	<input type="checkbox"/>	<input type="checkbox"/>
Work orders resulting from repairs and associated costs	<input type="checkbox"/>	<input type="checkbox"/>
List of approved spare parts	<input type="checkbox"/>	<input type="checkbox"/>
Work orders for maintenance reminders as needed	<input type="checkbox"/>	<input type="checkbox"/>
Useful life	<input type="checkbox"/>	<input type="checkbox"/>
Location within building	<input type="checkbox"/>	<input type="checkbox"/>
Min/max levels	<input type="checkbox"/>	<input type="checkbox"/>
Current inventory level per item	<input type="checkbox"/>	<input type="checkbox"/>
Barcode creation and scanning capability	<input type="checkbox"/>	<input type="checkbox"/>
Reporting: <i>Confirm if your company's CMMS Software produces the following reports:</i>	YES	NO
Maintenance work order reports - response time, time to complete work orders, total completed and outstanding work	<input type="checkbox"/>	<input type="checkbox"/>
Cost trend analysis	<input type="checkbox"/>	<input type="checkbox"/>
Customer satisfaction reports	<input type="checkbox"/>	<input type="checkbox"/>
Costs per square foot	<input type="checkbox"/>	<input type="checkbox"/>
Ad hoc or scheduled reports by location, trade (electrical, plumbing, etc.), and timeframe	<input type="checkbox"/>	<input type="checkbox"/>
Ability to export raw data to .csv file or via an API	<input type="checkbox"/>	<input type="checkbox"/>
Building Plans: <i>Confirm if your company's CMMS Software includes the following capabilities:</i>	YES	NO
OCR documents for easy search	<input type="checkbox"/>	<input type="checkbox"/>
Ability to upload photos in reference to building location to note damage, site conditions, etc.	<input type="checkbox"/>	<input type="checkbox"/>

Map emergency equipment such as fire extinguishers, eyewash stations, first aid kits, etc.	<input type="checkbox"/>	<input type="checkbox"/>
Ability to mark-up drawings as renovations take plan	<input type="checkbox"/>	<input type="checkbox"/>
Interactive plans with equipment (such as boilers, chillers, AHUs, etc.) pinned. This should link to the respective asset information (manufacturer, installation date, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
General Software Features: <i>Confirm if your company's CMMS Software includes the following capabilities:</i>	YES	NO
Ability to export to PDF or Excel	<input type="checkbox"/>	<input type="checkbox"/>
Ability to e-mail and/or text notifications	<input type="checkbox"/>	<input type="checkbox"/>
Capability to create appointments for maintenance task within Microsoft Outlook	<input type="checkbox"/>	<input type="checkbox"/>
Ability for administrators to add/approve/configure user accounts and modify permissions	<input type="checkbox"/>	<input type="checkbox"/>
Ability to perform batch updates to work orders and preventative maintenance for status, labor, and parts changes	<input type="checkbox"/>	<input type="checkbox"/>
Single Sign-on Support - Azure Active Directory	<input type="checkbox"/>	<input type="checkbox"/>
System Interfaces: <i>Confirm if your company's CMMS Software can interface with the following software systems:</i>	YES	NO
Microsoft Business Central	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Office Suite	<input type="checkbox"/>	<input type="checkbox"/>
VenueOps	<input type="checkbox"/>	<input type="checkbox"/>

COMPANY EXPERIENCE WITH CORPORATION'S SOFTWARE:

Provide a brief description on your company's experience with Microsoft Business Central, Microsoft Office Suite, and VenueOPS (use additional sheets of paper as needed):

EXCLUSIONS AND CLARIFICATIONS:

List any exclusions and/or clarifications (use additional sheets of paper as needed):

COMPANY RESUME: (attach as separate file)

Submit a company resume that includes:

- Statement of Experience – Briefly describe the background and capabilities of your company.
- Key Personnel – Provide names, titles, resumes and experience of the individual(s) who will be assigned to this account for implementation and ongoing support.

IMPLEMENTATION & TRAINING SCHEDULE: (attach as separate file)

Submit an implementation and training schedule in a bar-chart style format with a list of activities, early and late start dates, early and late finish dates, activity duration in workdays, total float or slack time, and precedence relationships.

SECURITY PLAN: (attach as separate file)

Submit a security plan listing on-site and off-site options. This document shall outline the proposed Security Plan which documents all hardware specifications, including manufacturers for all product offerings. It shall document how often infrastructure hardware and/or software is upgraded, hardened, and patched. Customer data management shall be included, including destruction.

SERVICE LEVEL AGREEMENT: (attach as separate file)

Submit a service level agreement for resolution of technical software issues (including issue severity and resolution time).

DISASTER RECOVER PLAN: (attach as separate file)

Submit a disaster recovery plan outlining steps that will be taken should data be breached, deleted, or altered without Company’s prior written authorization. This shall reference the backup data recovery implementation.

COMPARABLE PROJECTS: Provide five (5) comparable projects similar in size and complexity:

(use additional sheets of paper as needed)

1. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Are Different Values, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

2. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

3. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

4. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

5. Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

TO: CORPORATION

The Undersigned hereby offers and agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposal.

BIDDER QUALIFICATION STATEMENT:

The following statements of experience, personnel, and general qualifications of the Bidder are submitted with the assurance that the Corporation can rely on its accuracy and truthfulness.

ADDENDA:

The undersigned has read, understands and is fully cognizant of the Instruction, Scope of Work, Bid Form, all Exhibits thereto, and all contents of this document, together with any written addenda issued in connection with any of the above. The undersigned hereby acknowledges receipt of the following addenda: _____, _____, _____, _____ (write "none" if none). In addition, the undersigned has completely and appropriately filled out all required forms.

COMPLIANCE:

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Bid Form, the Bidder represents that: 1) the Bidder is in compliance with any applicable ethics provisions of the Corporation's RFP, and 2) if awarded a contract to provide the goods or services required in the RFP, the Bidder will comply with the Corporation's standards outlined in this RFP.

NON-COLLUSION:

The undersigned, by submission of this Bid Form, hereby declares that this Bid is made without collusion with any other person, firm, or corporation.

INSURANCES:

The undersigned further agrees that if awarded the Contract, it will submit to the Corporation any required evidence of required insurance coverage within 14 business days after acceptance of this bid.

FROM:

Respondent's Name: _____

Title: _____

Signature: _____

Business Ownership Declaration

For Statistical Purpose Only. Required by the City of San Diego.

Company Information

Name: _____

Contact Person: _____

Address: _____

Phone: _____

E-mail: _____

Ownership Classification

*Includes Individuals, Sole Proprietorships, Partnerships, LLC's and Corporations

Women owned Business (WBE – SWBE) – 51% ownership and active management

Minority Owned Business (MBE – SMBE) – 51% ownership and active management

Disadvantaged Business (DBE): a for-profit small business that is at least 51 percent owned by one or more individuals who are both socially and economically disadvantaged as defined in Code of Federal Regulations Title 49 part 26. In the case of a corporation, 51 percent of the stock is owned by one or more such individuals; and, whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

Disabled Veteran Business Enterprise (DVBE)

Small Business Enterprise (SBE)

Small Local Business Enterprise (SLBE)

None Apply

Certifications

Yes No Ownership Classification has been certified by a city, federal, state or private agency.

Certifying Agency: _____ Certification Date: _____

Certifying Agency: _____ Certification Date: _____

Ethnicity

*Required – select one.

African American

Asian

Caucasian

Hispanic

Filipino

Native American

Pacific Islander

Other: _____