



City of Lancaster, Ohio

Department of Information Technology & Telecommunications

Ed Campbell, Superintendent
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REQUEST FOR QUALIFICATIONS

CUSTOMER SERVICE AND ASSET MANAGEMENT SOFTWARE

BACKGROUND

The City of Lancaster, Ohio – Department of Information Technology is requesting qualifications from professional software companies interested in providing a municipal solution for customer service and maintenance/asset management. The intent of the software should be to provide an efficient method for maintaining the City's infrastructure, provide a method for public interaction and integrate with our current geographic information system and utility billing solution.

SCOPE OF SOFTWARE

The city desires to purchase customer service and asset management software that will address the following infrastructure:

Water, Waste Water, Storm Water, Sanitation/Refuse, Transportation, Cemetery, Gas, and GIS.

Operating System(s):	Client:	Microsoft Windows 2000 or above ArcMap 9.2 or above
	Server:	Microsoft Windows 2000 or above
	DBMS:	Microsoft SQL Server 2000 or above
	Geodatabase:	ArcGIS Server – Standard Enterprise
	Utility Billing:	i-nHANCE™ (IUS) Utility Billing Solution

Functional Requirements:

- Create Customer Service Requests.
- Create and Manage Work Orders with Two-Way Integration for i-nHANCE™ where necessary.
- Maintain Request/Work Order Via Mobile/Field Interface.
- Must be able to use the GIS Asset Inventory Data to Update and Edit Records within the Asset Management Database.
- Account for Costs.
- Facilities Maintenance Management.
- Asset Inventory Management.
- Resource Management.
- Report Management.
- Seagate Crystal Reports Compatibility.
- Ability to Integrate with Financial Software Systems.

SYSTEM ADMINISTRATION

- Company Information Management.
- System must be configurable by administrators.
- Security Management.
- Technical Services Configuration.
- Task Scheduler and Reminders.
- Database Management.

TRAINING

- On-Site Training.
- Advanced Training.
- Web-Based Training.

IMPLEMENTATION / INSTALLATION

- Complete disclosure of Implementation fees.
- Company personnel must be on-site during Implementation and initial training.

SOFTWARE MAINTENANCE AND SUPPORT

- Bi-Annual Software Upgrades or Annual Upgrades with Periodic Service-Pack Style Updates.
- Toll-Free Service/Support Telephone.
- Web-Based Technical Support and Resolution.
- Available Monday through Friday 7:00A.M. -6:00P.M. Eastern.

CRITERIA FOR EVALUATING QUALIFICATIONS

The City will utilize procedures for competitive qualification-based procurement for the customer service and asset management software in connection with this Request for Qualifications (RFQ).

Under this method, qualifications of competing firms will be evaluated and the provider that is deemed the most advantageous and qualified to perform the scope of services will be selected, subject to subsequent negotiation of fair and reasonable compensation. If negotiations do not result in a mutually satisfactory compensation, the City may terminate all negotiations and enter into negotiations with the next most qualified vendor.

FACTORS TO BE CONSIDERED IN EVALUATING QUALIFICATIONS

The City will evaluate the statements of qualifications on the following basis:

- Functional description of your software; how and why it integrates with GIS and Utility Billing Systems.
- List of Financial Software packages that fully integrate with your software.
- Experience of your company in successfully completing projects of similar nature. List at least 5 customers with similar needs as the City of Lancaster, to whom you have deployed your product.
- The amount of customization from base software required to meet the Functional Requirements stated above. Customization by vendor must include documentation of changes from the base software.
- Accessibility of User and Administrative Documentation.
- Documented Database Diagram(s), Views, Stored Procedures, Triggers, Tables and Metadata.
- Continued development of software and user group(s).
- Annual Conferences with training for different user / administrator tiers.
- Experience of company personnel involved in project.
- Capacity of the firm to devote sufficient manpower to the project in order to complete the project in a timely manner.
- Interest in this project

SUBMISSION OF QUALIFICATIONS

Facsimile and E-Mail submissions will not be accepted. All submittals must be professionally organized. Eight (8) spiral bound copies must be included in your submittal.

Submissions should be addressed to:

Wendy Wilson
GIS Coordinator
121 E. Chestnut St. STE 50
Lancaster, Ohio 43130-3825

All submissions must be received by 4:30 p.m., January 19, 2007.

Interested companies may call 740-652-2687 for further information concerning this RFQ.

Contact Information for Harris Computers i-nHANCE™ Utility Billing Solutions:

Mr. Ponder L. Wright
112 E. Line Street
Suite 200
Tyler, TX 75702
(903) 535-8222

By order of Michael J. Courtney, Service-Safety Director, City of Lancaster, Ohio