

# **INVITATION TO BID:**

## **FC-8590, IT Service Management Project**



**Atlanta, Georgia**

**Kasim Reed  
Mayor  
City of Atlanta**

**Samir Saini  
Chief Information Officer  
Department of Atlanta Information Management**

**Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,  
CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
Department of Procurement**



## CITY OF ATLANTA

Kasim Reed  
Mayor

SUITE 1900  
55 TRINITY AVENUE, SW  
ATLANTA, GA 30303  
(404) 330-6204 Fax: (404) 658-7705  
Internet Home Page: [www.atlantaga.gov](http://www.atlantaga.gov)

DEPARTMENT OF PROCUREMENT  
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,  
CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
[asmith@atlantaga.gov](mailto:asmith@atlantaga.gov)

March 3, 2016

### ATTENTION INTERESTED BIDDERS:

Your firm is hereby invited to submit to the City of Atlanta (the "City"), Department of Procurement ("DOP"), a bid for **FC-8590, IT Service Management Project** on behalf of The Department of Atlanta Information Management ("AIM"). The Department of Procurement is seeking bids from qualified bidders to implement Information Technology Service Management Solution to replace existing and disparate systems (Numara and Heat) as well as IT processes which do not satisfy the organization's business needs in terms of IT service delivery.

A **Pre-Bid Conference** will be held on **Tuesday March 15, 2016, at 11:00 a.m.**, at the DOP's Conference Room in Suite 1900. The purpose of the Pre-Bid Conference is to provide Bidders with detailed information regarding the project and to address questions and concerns. There will be representatives from the AIM, Ethics Office, Office of Contract Compliance, Risk Management and Atlanta Workforce Development Agency in attendance at the conference to discuss this project and to answer any questions. Bidders are urged to attend the Pre-Bid Conference.

Bidders will be allowed to ask questions during the Pre-Bid Conference. However, please note that oral answers to questions during the Pre-Proposal Conference on March 15, 2016 are not authoritative. The last date to submit questions in writing is March 18, 2016; by 1:00 p.m. EST.

Your response to this Invitation To Bid will be received by designated staff of the Department of Procurement at 55 Trinity Avenue, S.W., City Hall South, Suite 1900, Atlanta, Georgia 30303, **no later than 2:00 p.m., Wednesday, April 6, 2016.**

**\*\*ABSOLUTELY NO BIDDERS WILL BE ACCEPTED AFTER 2:00 P.M.\*\***

Bidders names will be read publicly at 2:01 p. m. on the respective due date in Suite 1900, 1<sup>st</sup> Floor, 55 Trinity Avenue, S.W., City Hall South, Atlanta, Georgia 30303.

**This Invitation to Bid is being made available by electronic means. If accepted by such means, then the Bidder acknowledges and accepts full responsibility to insure that no changes are made to the Invitation to Bid. In the event of conflict between a version of the**

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Invitation to Bid in the Bidder's possession and the version maintained by DOP, the version maintained by the DOP shall govern.

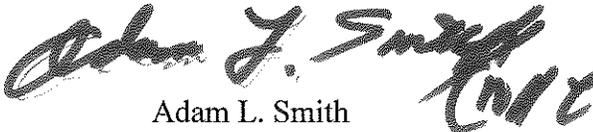
You are required to email and confirm receipt of your business name, contact person, address, phone number, fax number and the project number to Mr. Clinton L. Johnson, Contracting Officer, at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov), to be placed on the Plan Holders List. Failure to do so will prevent you from receiving any addenda that are issued and may deem you non-responsive.

The bid document may also be obtained from the Department of Procurement, Plan Room, City Hall South, Suite 1900, 55 Trinity Avenue, S.W., Atlanta, Georgia, 30303, at a cost of \$100.00 per package, beginning on Thursday, March 3, 2016.

The City reserves the right to cancel any and all solicitations and to accept or reject, in whole or in part, any and all proposals when it is for good cause and in its best interest.

Thank you for your interest in doing business with the City.

Sincerely,

  
Adam L. Smith



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# Part I

# **Section 1**

## **Information and Instructions to Bidders**

**FC-8590, IT Service Management Project  
INSTRUCTIONS TO BIDDERS**

**1. MINIMUM QUALIFICATIONS**

- a. Consultant must list the number of employees in its organization and the number allocated to perform the service you are to bid. Consultant must provide the resume of key personnel to be assigned to this bid.
- b. Consultant must be able to demonstrate a minimum of five (5) years of experience in design, implementation, and commissioning of a comparable Information Technology Service Management “ITSM” system as a ServiceNow® Partner. ServiceNow® is the Information Technology Service Management System that we (City of Atlanta) are asking to be implemented. Consultant must provide a minimum of three (3) resumes supporting the projects handled.
- c. Consultant must demonstrate three (3) successful implementations of the ITSM systems in a public environment of comparable size and complexity as a ServiceNow® Partner. Consultant must provide the following details on each installation: project proposed and actual durations, proposed and actual budgets, project description, staff levels, and references (name/phone or email address).
- d. The Consultant must have on staff a lead installer that is certified in implementation of the selected ITSM solution. Consultant must provide such certifications and accreditations of the lead implementation expert. The Consultant(s) each must have at least 5 years of ServiceNow® experience with 3 years of ServiceNow® scripting, with combined experience in all of the following areas: Incident, Request/Service Catalog, Problem, Change, Knowledge, Event, Release, Asset and CMDB.
- e. The Consultant must possess and submit a copy of its valid Georgia General Contractors License. If a Consultant elects to submit its bid as a Joint Venture, the Consultant is required to contact Contracting Officer, Mr. Clinton L. Johnson at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov) in writing to request instructions on how to submit responsive documentation.
- f. Consultant must furnish evidence (number of employees by category, list of completed similar projects with contact names and references) satisfactory to the City that it or their proposed subcontractors who will install the ITSM solution have sufficient means to perform the work and at least five (5) years of experience in the type(s) of work described in this **Exhibit G, Feature Requirements Document**.
- g. Each Consultant must submit documentation demonstrating that Consultant is duly authorized to conduct business in the State of Georgia.

**2. SOLICITATION/NOT AN OFFER**

This solicitation does not constitute an offer by the City of Atlanta (the “City”) to enter into an agreement and is not an offer that can be accepted by the Bidder to form an agreement. No language contained anywhere in this solicitation should be construed or interpreted to convey an offer to enter into agreement with the City. The terms of this solicitation are to be considered as a whole. However, no terms may be considered in whole or in part to constitute an offer to enter into an agreement with the City.

**This solicitation is only an invitation for offers from interested Bidders and no offer shall bind the City.**

This solicitation is an invitation for the Bidder to make an offer to the City in the form of a Bid. No offer made in response to the terms and conditions of this solicitation may include any terms and conditions which can bind the City to any contractual Agreement until such time as the Agreement has first been awarded by the City to the most responsible and responsive bidder whose bid meets the material requirements and criteria set forth in the solicitation and is accepted and fully executed and sealed by agents of the City designated on the signature page of the Agreement included in the solicitation. The term of your offer must conform to all applicable federal and local laws, including all ordinances of the City and all requirements of the solicitation.

**YOUR OFFER IS A FIRM OFFER AND MAY NOT BE WITHDRAWN EXCEPT AS AUTHORIZED IN THE CODE OF ORDINANCES OF THE CITY OF ATLANTA.**

Your response to this solicitation is a firm offer, which the City may accept or reject in whole or in part without any further action on your part. The acceptance of your offer by the City will form an Agreement, which is enforceable against you. **Your offer may not be withdrawn except under the terms and conditions specified in the Procurement and Real Estate Code of the City of Atlanta as codified in Part 5, Chapter 5 of the Code of Ordinances of the City of Atlanta or OCGA 36-91-52.**

**2. RECEIPT AND OPENING OF BIDS**

Sealed Bids for **FC-8590, IT Service Management Project** will be received by designated staff of the Department of Procurement, Suite 1900, City Hall South, 55 Trinity Avenue, S.W., Atlanta, Georgia 30303, **no later than 2:00 P.M., EST**, (as verified by the Bureau of National Standards), on **Wednesday, April 6, 2016**.

**ABSOLUTELY NO BID WILL BE ACCEPTED AFTER 2:00 P.M. EST**

All Bids received by the time and date established above will be opened and publicly read.

### **3. PREPARATION OF BIDS**

All Bids must be submitted on bid document forms supplied by the City and shall be subject to all requirements of the Agreement Documents. All Bids must be regular in every respect and no interlineations, excisions, or special conditions shall be made or included in the Bid by the Bidder.

Lump sum, unit price, and extensions of unit prices must be entered in the appropriate spaces provided on the Bid Schedule/Bid Form. Unit prices shall include an appropriate allocation of overhead and other indirect costs so that the summation of unit price extensions and lump sum items represents the total bid amount. In the case of any Bid item for which a fixed amount predetermined by the City has already been entered on the Bid Schedule, the amount so entered shall be conclusive of all Bidders as the price for such item, and shall not be revised unless the City directs a change in the Scope of Work affecting the item to which such amount relates.

The City may consider as irregular any conditional bid or any Bid on which there is an alteration of, or departure from, the Bid Schedule hereto attached and at its option may reject the same.

Erasures or other changes in the Bids must be explained or noted over the signature of the Bidder. Failure to do so shall render the Bidder as non-responsive and cause rejection of the Bid.

Failure to execute the Bid Schedule/Bid Form documents may render the Bidder as non-responsive and cause rejection of the Bid.

### **4. HOW TO SUBMIT BIDS**

The Bid and required submittals, including, if applicable, the Bid Schedule, the Bid Documentation, the Bid Form, the acknowledgment of each Addendum, the Bid Bond Guarantee, the Power of Attorney for the attorney-in-fact signing the Bid Guarantee, the Affidavit, Office of Contract Compliance forms/certificates, and other documents as required in these Agreement documents may be photocopied for submission of Bids. **Submit (1) original and seven (7) copies of the Bid and required attachments.** In addition to the hard copy submittals, each Bidder shall submit two (2) digital versions of its Bid in Adobe Portable Document Format (PDF) on Compact Discs (CDs). CD One (1) version should be a duplicate of the hard copy of the Bid with no deviations in order or layout of the hard copy Bid. CD Two (2) should be a redacted version of your hard copy Bid. Please refer to the Georgia Open Records Act (O.C.G.A. Section 50-18-72) for those items of documents that can be redacted.

The City assumes no liability for differences in information contained in a Bidder's printed Bid and that contained on the CDs. In the event of a discrepancy, the City will

rely upon the information contained in the Bidder's printed material (Hard Copy). Each CD should be labeled with the Project Number, Project Name and the CD Number.

The complete package of Bid documents shall be enclosed in envelopes (outer and inner), both of which shall be sealed and clearly labeled with the project name and numbers, name of Bidder and date and time of bid opening in order to guard against premature opening of the Bid.

Bids must be addressed to:

Adam L. Smith, Esq., CPPO, CPPB, CPPM,  
CPP, CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
Department of Procurement  
55 Trinity Avenue, Suite 1900  
Atlanta, GA 30303-0307

## **5. EXECUTION OF BIDDING DOCUMENTS**

Bidders shall submit their Bids, together with the bid guarantee, if applicable, and all forms which the Bidder is required to sign, executed in the appropriate manner as set forth below:

- a. If the Bidder is a corporation, all documents requiring execution by the Bidder shall be signed by the president or vice-president of the corporation, whose signature shall be attested by the secretary or assistant secretary of the corporation and the corporate seal affixed.
- b. If the Bidder is an individual, he or she shall sign the documents and his or her signature shall be notarized by a notary public.
- c. If the Bidder is an individual doing business under a trade name, all documents shall be signed by the Bidder whose signature shall be followed by either, "doing business as," or "trading as," followed by the trade name of the Bidder's business, and notarized by a notary public.
- d. If the Bidder is a partnership, all forms shall be executed by placing the name of the partnership followed by "By: (the name of the partner executing)" followed by the word "Partner," and notarized by a notary public.
- e. If the Bidder is a joint venture, each party to the joint venture shall execute the Bidding Documents in the manner set forth in items a, b, c, or d of this article of the Instructions to Bidders as appropriate for this type of organization.

If the Bidder is a Joint Venture, all other documents in the Bidding Documents shall be executed by one of the parties to the joint venture, as provided by Article 4 of the Joint Venture Statement, in the same manner as the executed said Joint Venture Statement.

**6. FAILURE TO BID**

Your failure to respond to this Invitation to Bid may result in the removal of your company from the City's Bid list.

**7. ERRORS IN BIDS**

Bidders and their authorized representatives are expected to fully familiarize themselves with the conditions, requirements, and Specifications before submitting Bid. Failure to do so will be at the Bidder's own risk. In case of error in extension or prices in the Bid, the unit prices(s) shall govern.

**8. DISQUALIFICATION OF BIDDERS**

Any of the following may be considered as sufficient for disqualification of a Bidder and the rejection of the Bid:

- a. Submission of more than one Bid for the same work by an individual, firm, partnership or Corporation under the same or different name(s);
- b. Evidence of collusion among Bidders;
- c. Previous participation in collusive bidding on Work for the City;
- d. Submission of an unbalanced Bid, in which the prices quoted for same items are out of proportion to the prices for other items;
- e. Lack of competency of Bidder (the Agreement will be awarded only to a Bidder(s) rated as capable of performing the Work; the City may declare any Bidder ineligible at any time during the process of receiving Bids or awarding the Agreement where developments arise which, in the opinion, the City adversely affect the Bidder's responsibility; however, the Bidder will be given an opportunity by the City to present additional evidence before final action is taken;
- f. Lack of responsibility as shown by past Work judged from the standpoint of workmanship and progress; financial irresponsibility, including but not limited to, leaving retainage in City account;
- g. Uncompleted Work for which the Bidder is committed by Agreement, which in the judgment of the City might hinder or prevent the prompt completion of Work under this Agreement if awarded to such Bidder; and
- h. Being in arrears on any existing or prior contracts with the City or in litigation with the City thereon or having defaulted on a previous contract with the City.

**9. REJECTION OF BIDS**

Bids may be considered irregular and may be rejected if they show omissions, alterations of forms, addition not called for, conditions limitations, unauthorized alternate Bids or other irregularities of any kind. The City reserves the right to waive any informalities or irregularities of Bids.

**10. FAILURE TO PERFORM**

If for any reason the Contractor fails to perform any of the Work required by the Specifications, or if the Work performed is not as specified, the City reserves the absolute right to have such Work performed by other persons and deduct the cost thereof from the Bid price of the company under Agreement.

**11. BID SCHEDULE (REQUIRED SUBMITTAL)**

Unit prices shall include an appropriate allocation of overhead, other indirect costs and profits so that the summation of unit price extensions and lump sum items represents the total Bid amount. In the case of any Bid item for which a fixed amount predetermined by the City has already been entered on the Bid Schedule, the amount so entered shall be conclusive of all Bidders as the price for such item, and shall not be revised unless the City directs a change in the Scope of the Work affecting the item to which such amounts relates. Award will be based on the total fixed unit cost for all items aggregated.

**12. BID GUARANTEE (NOT APPLICABLE)**

Bidders are required to furnish a Bid Guarantee in the amount of five percent (5%) of the total Bid amount. Bidders offering alternative Bids shall provide a guaranty for the largest total Bid amount. At the option of the Bidder, the guaranty may be a certified check payable to the order of the City or a bid bond in the form attached. The bid bond shall be secured by a guaranty or a surety company listed in the latest issue of U.S. Treasury Circular 570. The amount of such bid bond shall be within the maximum amount specified for such company in Circular 570. No Bid shall be considered unless it is accompanied by the required guaranty. Bid Guarantee shall insure the execution of the Agreement and the furnishing of the performance and payment bonds and insurance by the successful Bidder as required by the Agreement Documents. The Bid Guarantee of the Bidders submitting the five (5) lowest total Bid amounts for the Agreement will be retained either until the successful Bidder has signed the Agreement and furnished performance and payment bonds and certificates of insurance, or until the ninetieth (90th) calendar day after the Bid opening date, whichever is sooner. Other Bid Guarantees will be returned within ten (10) calendar days after the Bid opening date. Bid Guarantees being held pending the signing of the Agreement and furnishing other documents will be returned within three (3) calendar days thereafter. Each Bidder agrees that if it is awarded the Agreement and fails within the time stipulated to execute the Agreement and to furnish the other documents required, the City will retain the Bid Guarantee as liquidated damages and not as a penalty.

Attorneys-in-fact who sign bid bonds must file with the bond a certified and effectively dated copy of their power of attorney.

**13. STATEMENT OF BIDDER'S QUALIFICATIONS (REQUIRED SUBMITTAL)**

The statement of Bidder's Qualifications must be filled out completely, signed by the Bidder, and notarized.

The City shall have the right to require such additional information, as it deems necessary to evaluate the ability of the Bidder to successfully perform the Work.

The City reserves the right to reject any Bidder who does not satisfy the City as to his ability to successfully perform the Work, previous pre-qualification notwithstanding.

The cause for rejection shall include:

- a. Non-compliance of the Bidder with the requirements of an equal employment opportunity in contracting program as may be prescribed by ordinance;
- b. Non-compliance by the Bidder with the requirements of a minority and female business enterprise participation program as may be prescribed;
- c. Inadequate quality, availability and adaptability of the supplies or services to the particular use required; or
- d. Unacceptable number and scope of conditions attached to the Bid by the Bidder, if any.

**14. AFFIDAVIT (REQUIRED SUBMITTAL)**

Affidavits must be filled in completely, signed by the Bidder, and notarized. Violation of the statements set forth in this affidavit may be grounds for rejection of Bid, or termination of Agreement by the City, as appropriate, as well as other appropriate remedies as provided by local, state, and federal statutes.

**15. EQUAL BUSINESS OPPORTUNITY PROGRAM (REQUIRED SUBMITTAL)**

The Bidder shall complete the Equal Business Opportunity (“**EBO**”) Program documents in accordance with the instructions included in Appendix A, Requirements of the Office of Contract Compliance and shall properly execute the documents.

A determination by the City that misstatements have been made by the Bidder in this document shall cause rejection of Bid or termination of Agreement, as appropriate and shall be grounds for other remedies available under City ordinances, and state or federal statutes.

**16. AUTHORIZATION TO TRANSACT BUSINESS (REQUIRED SUBMITTAL)**

Each Bidder must submit with its Bid documentation that demonstrates it is duly authorized to conduct business in the State of Georgia. If the Contractor is a corporation or corporations combined to form a joint venture, the corporation or members of the joint venture team, prior to Agreement execution, must submit documentary evidence from the Secretary of State that the corporation is in good standing and that the corporation is authorized to transact business in the State of Georgia.

**17. BUSINESS NON-DISCRIMINATION POLICY**

The City prefers to do business with firms or institutions that include representation of minorities and women at all levels.

**18. EQUAL EMPLOYMENT OPPORTUNITY (“EEO”) IN PURCHASING AND CONTRACTING**

To be eligible for award of this Agreement, the Bidder(s) must certify and fully comply with the requirements, terms, and conditions of the section on EEO.

**19. CONTRACT EMPLOYMENT REPORT**

Upon award of an Agreement with the City, the successful Bidder must submit a Contract Employment Report (“**CER**”) and supplemental information as required to comply with the paragraph, “Monitoring of EEO Policy, Requirements of the Office of Contract Compliance”.

**20. FIRST SOURCE JOBS POLICY EMPLOYMENT AGREEMENT (REQUIRED SUBMITTAL LOCATED IN APPENDIX A)**

The Bidder shall acknowledge and implement the First Source Jobs Policy.

**21. BID FORM; BID DATA; CHECKLIST (REQUIRED SUBMITTALS)**

The Bidder must complete and execute these sections of the Bidding documents.

**22. PRE-BID INSPECTION**

The Bidder shall make itself familiar with all of the Agreement documents and other instructions before submitting its Bid, in order that no misunderstanding shall exist in regard to the nature and character of the Work to be done. No allowance shall be made for any claims that the Bid is based on incomplete information as to the nature and character of the site or the Work involved.

The Contractor, by execution of the Agreement, shall in no way be relieved of any obligation under it due to its failure to receive or examine any form or legal instrument and

the City shall be justified in rejecting any claims based on facts regarding that which the Contractor should have known as a result thereof.

**23. ADDENDA AND INTERPRETATIONS**

All questions by prospective Bidders as to the interpretations of the Bidding Documents must be submitted in writing to: Clinton Johnson, Contracting Officer City of Atlanta, Department of Procurement, 55 Trinity Avenue, S.W. Suite 1900, Atlanta, Georgia 30303, or faxed to (404) 589-5246 or emailed [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov), and must be received by **Friday, March 18, 2016 at 1:00 P.M. EST**. Every interpretation made to a Bidder will be in the form of an addendum to the Bidding Documents, and when issued, will be on file in the Department of Procurement. In addition, all addenda will be mailed to each person holding Bidding Documents, but it shall be the Bidder's responsibility to make inquiry as to the addenda issued. All such addenda shall become part of the Agreement and all Bidders shall be bound by such addenda, whether or not received by the Bidders.

The City shall not be bound by any information, explanation, clarification, or any interpretation, oral or written, by whosoever made, that is not incorporated into an addendum to the Bidding Documents. No response shall be made to inquiries received later than **1:00 P.M. EST on Friday, March 18, 2016**.

**24. PROHIBITED CONTACTS**

Any questions regarding this ITB should be submitted in writing to City's contact person, **Clinton Johnson**, Contracting Officer, Department of Procurement, 55 Trinity Avenue, SW, Suite 1900, Atlanta, Georgia 30303-0307 or e-mail [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov). All Bidders and representatives of any Bidder are strictly prohibited from contacting any other City employees or any third-party representatives of City on any matter having to do with this ITB. All communications by any Bidder concerning this ITB must be made to the City's contact person, or any other City representatives designated by the Chief Procurement Officer in writing.

**25. PRE-BID CONFERENCE**

A Pre-bid Conference will be held on **Tuesday, March 15, 2016, at 11:00 A.M. EST**, in Suite 1900, Department of Procurement, 55 Trinity Avenue, S.W., Atlanta, Georgia 30303. At that time, the general requirements of the project will be discussed. Any additional questions raised by Bidders will be discussed. Any additional questions raised by Bidders will be discussed. It is **strongly** encouraged that all Bidders attend the Pre-bid Conference.

General requirements of the project will be discussed at the Pre-bid Conference. Also discussed will be questions regarding preparation and submission of Bids and general contractual requirements. Bidders will be allowed to ask questions. **Oral answers to questions during the Pre-bid Conference will not be authoritative.**

It should be emphasized that nothing stated or discussed during the course of this Conference or the Site Visit shall be considered to modify, alter or change the requirements of the Bidding Documents, unless it shall be subsequently incorporated into an addendum to the Bidding Documents.

**26. TIME FOR RECEIVING BIDS**

Sealed Bids for this project will be received by designated staff of the Department of Procurement, Suite 1900, City Hall South, 55 Trinity Avenue, S.W., Atlanta, GA 30303, no later than 2:00 P.M. EDT, (as verified by the Bureau of National Standards) on **Wednesday April 6, 2016. ABSOLUTELY NO BIDS WILL BE RECEIVED AFTER 2:00 P.M. EDT ON THE RESPECTIVE DATE.** All Bids received by the time and date set forth will be opened publicly and read at **2:01 P.M. EST** in the Department of Procurement Bid Conference Room, Suite 1900, at the aforementioned address.

Bids received prior to the advertised hour of opening will be kept secured and sealed. The contracting officer whose duty it is to open them will decide when the specified time has arrived, and no Bid received thereafter will be considered, except that when a Bid arrives by mail after the time fixed for opening, but before the reading of all other Bids is completed, and it is shown to the satisfaction of the City that the non-arrival on time was due solely to delay in the mail for which the Bidder was not responsible, such Bid will be received and considered.

**27. BID MODIFICATION AND WITHDRAWAL**

Bids may be modified after they have been submitted, but only before the Bid opening date and time. Modifications must be signed by the Bidder and must be received by the City no later than the Bid opening time and date. Modifications should not reveal the total Bid amount, but should identify the addition and subtraction or other modification in a manner in which the prices will not be known by the City until the sealed Bid is opened.

Bids may be withdrawn after they have been submitted, but only before the Bid opening date and time. Withdrawn bids may be resubmitted, but only in the manner in which the Bid was originally submitted. Withdrawals must be signed as stipulated above for modification. Bids may not be withdrawn between the Bid opening time and one hundred and eighty (180) calendar days thereafter, except as may be agreed upon by a written agreement between the Bidder and the City.

**28. BID EVALUATION**

- a. Each Bid timely received and in the City's hands at the time set forth for the Bid opening shall constitute an offer to perform the Agreement on the terms and conditions thereof, in strict accordance with the Agreement documents, and all other requirements, all for the Bid total. For good cause and valuable consideration, the sufficiency of which is acknowledged by submittal of a Bid, each Bidder promises and agrees that its Bid shall be irrevocable for a period of *one hundred eighty (180) calendar days* after the Bid opening and will not be

withdrawn or modified during that time. The City may accept any Bid by giving the Bidder Written Notice of acceptance during that time. If necessary, the period of time specified may be extended by written agreement between the City and the Bidder or Bidders concerned.

- b. After the Bids have been opened and before any award is made, the City will evaluate the Bid process, the Bid total, the supplements to the Bid form, Bidder's experience, financial data, Local Preference Program, proposed Subcontractors and equipment manufacturers and other data relating to Bidders' responsibility and qualifications to perform the Agreement satisfactorily.
- c. All extension of the unit prices shown and the subsequent addition of extended amounts may be verified by the City. In the event of a discrepancy between the unit price bid and the extension, the unit price will be deemed intended by the Bidder and the extension shall be adjusted. In the event of a discrepancy between the sum of the extended amounts and the bid total, the sum of the extended amounts shall govern.
- d. Bidder may be required to submit, in writing, the addresses of any proposed Subcontractors or equipment manufacturers listed on the Bid, and to submit other material information relative to proposed Subcontractors or Equipment manufacturers. The City reserves the right to disapprove any proposed Subcontractor or equipment manufacturers whose technical or financial ability or resources or whose experience are deemed inadequate.
- e. The City reserves the right to reject any Bid where any bid price(s) appears to be unbalanced, and to reject any or all Bids, or parts thereof, if it determines, in its sole discretion, that such rejection is in the best interest of the City. Where only a single responsible and responsive Bid is received, the City may in its sole discretion, elect to conduct a price or cost analysis of the Bid. Such Bidder shall cooperate with such analysis and provide such supplemental information as may be required. The determination whether to enter into an Agreement with such sole Bidder shall be solely within the City's discretion and not dependent upon performance of a price or cost analysis.
- f. Bids will be evaluated on the basis of determining the lowest Bid total of a Bidder, not including alternates, whose Bid is responsive to the Invitation to Bid and who is determined to be technically, financially and otherwise responsible to perform the Agreement satisfactorily, and to meet all other requirements of the Bidding Documents relating thereto. Any Bid may be rejected if it is determined by the City to be non-responsive, provided, however, that the City reserves the right to waive any irregularities or technicalities which it determines, within its sole discretion, to be minor in nature and that such waiver is in the interest of the public. Furthermore, any Bid may be rejected if it is determined by the City, in its sole discretion, that the bidder is not capable of performing the Agreement satisfactorily based upon review of its experience and technical and financial capabilities, or the failure of such bidder to provide information requested relating to such determination. Additionally, the City reserves the right to disqualify Bids, before and after the bid opening, upon evidence of collusion with intent to defraud or other illegal practices upon the part of any Bidder(s).

- g. The City intends to award the Agreement at the earliest practicable date to the lowest responsive, responsible Bidder(s), provided that the Bid is within the funds available for the project. In addition, the City reserves the right to reject any and/or all Bids if it determines, in its sole discretion, that the public interest will be best served by doing so.
- h. A Pre-award Conference may be conducted with the apparent low Bidder(s) to review general requirements of the Bidding Documents.

**29. AWARD CRITERIA**

Award will be made after evaluating the prices, responsiveness and responsibility of each Bidder.

- a. The **responsiveness** of a Bidder is determined by the following:
  - 1. A timely and effective delivery of all services, materials, documents, and/or other information required by the City;
  - 2. The completeness of all material, documents and/or information required by the City; and
  - 3. The notification of the City of methods, services, supplies and/or equipment that could reduce cost or increase quality.
- b. The **responsibility** of a Bidder is determined by the following:
  - 1. The ability, capacity and skill of the Bidder to perform the Agreement or provide the Work required;
  - 2. The capability of the Bidder to perform the Agreement or provide the Work promptly, or within the time specified without delay or interference;
  - 3. The character, integrity, reputation, judgment, experience and efficiency of the Bidders;
  - 4. The quality of performance of previous contracts or work;
  - 5. The previous existing compliance by the Bidder with laws and ordinances relating to the Agreement or Work;
  - 6. The sufficiency of the financial resources and ability of the Bidder to perform Agreement or provide the Work;

7. The compliance of the Bidder with the requirements of Division II, Equal Employment Opportunity (EEO), and Division 12, Minority and Female Business Enterprises, of the City's Department of Procurement;
8. The quality, availability and adaptability of the supplies or contractual Work to the particular use required; and
9. The successful Bidder shall assume full responsibility for the conduct of his agents and/or employees during the time such agents or employees are on the premises for the purpose of performing the Work herein specified.
10. The information gathered from this required submittal form found in **Exhibit E – Scope of Services**, will allow the City to compare the Bidder's Solution with the City's overall business objectives. An award will be based on the Total Bid amount reflected on the Cost Worksheet listed under Exhibit D of this solicitation document. However, should the Bidder identify a system specification or omission that conflicts with any aspect of the City's overall business objectives (as outlined within all portions of this solicitation document), the City reserves the right to make a final recommendation of award in the best interest of the City.

**30. SURETY BONDS (N/A)**

Regarding submission of surety bonds prior to or subsequent to the Bid submission, the following requirements pertain:

- a. Any surety bond submitted in accordance with the Bid or Agreement requirements must be issued by a corporate surety company satisfactory to the City and authorized to act as such in the State of Georgia;
- b. Such bonds shall conform to the forms provided with the Bid Documents and be completed in accordance with the instructions thereon; and
- c. In accordance with Georgia law, and upon award of the Agreement, separate performance and payment bonds shall be required of the successful Bidder, each in an amount not less than the total amount payable under the Agreement.

The performance bond shall remain in effect for one (1) year after final acceptance of the Work or the guaranty period under the Agreement, whichever is the larger.

The payment bond shall remain in effect for the period required under Georgia law for the payment bonds on public construction agreements. Reference is made to the bond forms and the Agreement Documents for additional particulars of the terms required in the bonds. In the case of any inconsistency between the Bond Forms and Georgia law, the law shall control. Finally, alterations, extension of the time allowed for performance, extra and

additional Work, and other changes authorized under the Agreement may be made without notice to or consent of the surety or sureties.

**31. POWER OF ATTORNEY**

Attorneys-in-fact who sign agreement bonds must file with each bond a certified copy of their power of attorney with the appropriate effective date.

**32. INSURANCE REQUIREMENTS**

The Contractor shall procure and maintain during the life of this Agreement, Workmen's Compensation, General Liability, Automobile Liability insurance and any other insurance necessary to satisfy the requirements of the Agreement Documents.

**33. LAWS AND REGULATIONS**

The Bidder's attention is directed to the fact that all applicable state laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over construction of the project shall apply to the Agreement throughout, to the extent that such requirements do not conflict with federal laws or regulations, and they will be deemed to be included in the Agreement the same as though therein written out in full.

Bidder's attention is directed to the following laws and regulations:

- a. Wages under this Agreement must not be less than the minimum wage rates specified for Atlanta-funded projects as set forth in these documents;
- b. Applicable provisions of the Occupational Safety and Health Act (“OSHA”) must be observed during Work under this Agreement; and
- c. Appendix A – Requirements of the Office of Contract Compliance.

**34. AGREEMENT TERMS**

Subject to the terms of this Agreement, this Agreement shall commence on the Effective Date and continue for a term of eighteen (18) months.

**35. LIQUIDATED DAMAGES**

The performance of the Work under Agreement within the specified time is essential to the City's economic interests. The attention of potential Bidders is directed to the provisions of the Agreement Documents, which establish the basis for liquidated damages to be paid to the City in the event that the Work is not completed on schedule.

- a. The Consultant recognizes that timely implementation and acceptance of the system is of the essence to the City. The City will suffer injury if the system is not commissioned at the specified time.
- b. If the Consultant at any time believes that it is likely to miss a deadline or milestone, it must promptly notify the City of the likely delay and the impact of such delay. The Consultant also must use diligent efforts to avoid or minimize any delays or effects resulting from a delay.
- c. The parties agree that the injury caused to the City based on a late delivery of the system is difficult or impossible to accurately estimate. The parties intend the following liquidated damages to provide for damages, rather than a penalty or a deterrent. Further, the parties agree that the liquidated damages below represent a reasonable pre-estimate of the probable loss to the City based on a late delivery of the system.
- d. If Consultant fails to complete all of the Work as specified in this Scope of Work and Technical Specifications, excluding Close-Out activities, within the identified timeline in the scope and technical specifications after receiving the City's written approval, then the Consultant shall pay to the City as liquidated damages an amount equal to \$1,000 per day for a maximum period of three (3) months.

**36. EXECUTION OF AGREEMENT**

Subsequent to the award and within five (5) days after the prescribed forms are presented for signature, the successful Bidder shall execute and deliver to the City **five (5) copies** of the City-Contractor Agreement as included in the Agreement Documents and provide performance and payment bonds and insurance certificates. The failure of the successful Bidder to execute the City-Contractor Agreement and to supply the required bonds within five (5) days after the prescribed forms are presented for signature, or within such extended period as the City may grant based upon reasons determined sufficient by the City, shall constitute a default, and the Bidder shall forfeit the Bid Guarantee and the City may either award the Agreement to the next lowest responsive Bidder or re-advertise for Bids, and may proceed against the bid bond of the defaulted Bidder. If a more favorable Bid is received by re-advertising, the defaulting Bidder shall have no claim against the City for a refund.

**37. SUBSTITUTIONS**

Whenever a material, article, or piece of equipment is identified on the Plans or in the Specifications by reference to manufacturers' or vendors' names, trade names, catalog numbers, etc., it is intended to establish a standard, and any material, article, or equipment of other manufacturers and vendors which will perform adequately the duties imposed by the general design will be considered equally acceptable, provided the material, or equipment so proposed is, in the opinion of the Engineer, of equal substance and function. It shall not be purchased or installed by the Contractor without the Engineer's written approval.

Whenever the design is based on a specific product of a particular manufacturer or manufacturers, the manufacturer(s) will be shown on the Drawings and/or listed in the Specifications. Any item other than those so designated shall be considered a substitution.

If the manufacturer is named in the Drawings and/or detailed specifications as an approved manufacturer, products of that manufacturer meeting all Specification requirements are acceptable.

Approval of any substitution will be made under the following provisions:

- a. If the term "OR EQUAL" follows the names of approved manufacturers, then other manufacturers desiring approval may submit the product to the Engineer for approval during the bidding phase. The manufacturer should include the following items in this pre-submittal:
  1. Descriptive literature, including information on materials used, minimum design standards features, manufacturing processes and facilities, and similar information, which will indicate experience and expertise in the manufacture of the product being evaluated;
  2. Performance specifications applicable to the manufacturer's standard design, which indicate the level of performance to be expected from the product;
  3. A complete set of submittal Drawings of similar equipment that has been completed and placed into operation;
  4. A list of existing installations of equipment similar in type and size;
  5. Evidence of technical ability of the manufacturer to design and manufacture Equipment and systems meeting project requirements. Evidence submitted shall include, at a minimum, descriptions of engineering and manufacturing staff capabilities;
  6. Information required to satisfy specified experience requirements or a copy of the bond to be submitted in lieu of experience;
  7. A complete description of field service capabilities, including the location of field service facilities which would serve the proposed facility and the number and qualifications of personnel working from that location;
  8. A complete list of all requirements of the Drawings and Specifications with which the manufacturer cannot conform, including reasons why alternate features are considered equivalent; and

9. All other information necessary to fully evaluate the product for consideration.
- b. This pre-submittal shall reach the Engineer no later than three (3) weeks prior to the Bid date. Manufacturers will be advised of approval or rejection in writing no later than fourteen (14) days prior to the Bid date. Rejected submittals may be supplemented with additional information and resubmitted no later than one (1) week prior to the bid date. Manufacturers making supplementary submittals will be advised of approval or rejection in writing no later than three (3) days prior to the bid date.

NOTE: Bids based on equipment, which has not received the approval of the Engineer, will render the Bidder as non-responsive and cause rejection of the Bid.

- c. If the term "EQUAL TO" precedes the names of approved manufacturers in the Specifications, the Contractor may, after receiving the Notice to Proceed, submit Shop Drawings on the substitute product for the approval of the Engineer in accordance with General Condition 28.

Any Bidder intending to furnish substitute products is cautioned to verify that the item being furnished will perform the same functions and have the same capabilities as the item specified. The Bidder shall include in his bid the cost of accessory items, which may be required by the substitute product and any architectural, structural, mechanical, piping, electrical or other modifications required to accommodate the substitution.

Approval of the Engineer is dependent on his determination that the product offered is essentially equal in function, performance, quality of manufacture, ease of maintenance, reliability, service life and other criteria to that on which the design is based, and will require no major modifications to structures, electrical systems, control systems, or piping systems.

### **38. ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT**

Each Bidder must complete and submit a Contractor's Affidavit attached hereto as Form 1; Illegal Immigration Reform and Enforcement Act Forms with its bid. This ITB is subject to the Illegal Immigration Reform and Enforcement Act of 2011 (the "ACT"). Pursuant to the Act, the Bidder must provide with its proposal proof of its registration with and continuing and future participation in the E-Verify Program established by the United States Department of Homeland Security. **Under state law, the City cannot consider any proposal which does not include a complete Contractor's Affidavit.** It is not the intent of this notice to provide detailed information or legal advice concerning the Illegal Immigration Reform and Enforcement Act. All bidders/proponents intending to do business with the City are responsible for independently apprising themselves and complying with the requirements of that law and its effect on City procurements and their participation in

those procurements. For additional information on the E-Verify program or to enroll in the program, go to: <https://e-verify.uscis.gov/enroll>.

**39. Multiple Awards**

The City reserves, at its sole discretion, the option to award to multiple Bidders. The award(s) will be based on the Scope of Work in its entirety or by components. Multiple awards may be made on the total Scope of Work or to components of the Scope of Work.

**+ + + END OF INSTRUCTIONS TO BIDDERS + + +**

## Section 2

# Required Submittal Forms

# **PART 1 – SECTION 2: REQUIRED SUBMITTAL FORMS**

All Respondents, including, but not limited to, corporate entities, limited liability companies, joint ventures, or partnerships, that submit a Proposal or Bid in response to this solicitation must fill out all forms in their entirety, and all forms must be signed, notarized or sealed with the corporate seal (if applicable), as required per each form's instructions.

If Respondent intends to be named as a Prime Contractor(s) with the City, then Respondent must fill out all the forms listed in this solicitation document; otherwise, Respondent may be deemed non-responsive.

## **Required Submittal (FORM 1)**

### **Illegal Immigration Reform and Enforcement Act Forms (Page 1 of 3)**

#### **INSTRUCTIONS TO BIDDERS:**

All Bidders must comply with the Illegal Immigration Reform and Enforcement Act of 2011, O.G.G.A § 13-10-90, et seq. (IIREA). IIREA was formerly known as the Georgia Security and Immigration Compliance Act or GSICA. Bidders must familiarize themselves with IIREA and are solely responsible for ensuring compliance. Bidders must not rely on these instructions for that purpose. They are offered only as a convenience to assist Bidders in complying with the requirements of the City's procurement process and the terms of this ITB.

1. The attached Contractor Affidavit must be filled out COMPLETELY and submitted with the Bid prior to Bid due date.
2. The Contractor Affidavit must contain an active Federal Work Authorization Program (E-Verify) User ID Number and Date of Registration.
3. Where the business structure of a Bidder is such that Bidder is required to obtain an Employer Identification Number (EIN) from the Internal Revenue Service, Bidder must complete the Contractor Affidavit on behalf of, and provide a Federal Work Authorization User ID Number issued to, the Bidder itself. Where the business structure of a Bidder does not require it to obtain an EIN, each entity comprising Bidder must submit a separate Contractor Affidavit.

**Example 1**, ABC, Inc. and XYZ, Inc. form and submit a Bid as Happy Day, LLC. Happy Day, LLC must enroll in the E-verify program and submit a single Contractor Affidavit in the name of Happy Day, LLC which includes the Federal Work Authorization User ID Number issued to Happy Day, LLC.

**Example 2**, ABC, Inc. and XYZ, Inc. execute a joint venture agreement and submit a Bid under the name Happy Day, JV. If, based on the nature of the JV agreement, Happy Day, JV. is not required to obtain an Employer Identification Number from the IRS, the Bid submitted by Happy Day, JV must include both a Contractor Affidavit for ABC, Inc. and a Contractor Affidavit for XYZ, Inc.

4. All Contractor Affidavits must be executed by an authorized representative of the entity named in the Affidavit.
5. All Contractor Affidavits must be duly notarized.
6. All Contractor Affidavits must be submitted with the Bidder's Response to the ITB.
7. Subcontractor and sub-subcontractor affidavits are not required at the time of Bid submission, but will be required at contract execution or in accordance with the timelines set forth in IIREA.



**Required Submittal (FORM 1)**

**Illegal Immigration Reform and Enforcement Act Forms (Page 3 of 3)**

**Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with (\_\_\_\_\_ (name of contractor)) on behalf of the City of Atlanta has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice of receipt of an affidavit from any sub-subcontractor that has contracted with a sub-subcontractor to forward, within five business days of receipt, a copy of such notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number

\_\_\_\_\_  
Date of Authorization

Name of Subcontractor: \_\_\_\_\_

Name of Project: \_\_\_\_\_

Name of Public Employer: City of Atlanta

**I hereby declare under penalty of perjury that the forgoing is true and correct.**

Executed on \_\_\_\_\_, \_\_\_\_\_, 20\_\_ in \_\_\_\_\_ (city), \_\_\_\_\_ (state)

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE  
ME ON THIS THE \_\_\_\_, DAY OF \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
NOTARY PUBLIC  
My Commission Expires: \_\_\_\_\_

**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 1 of 7)**

**DEFINITIONS FOR THE PURPOSES OF THIS DISCLOSURE FORM**

“Affiliate”	Any legal entity that, directly or indirectly through one of more intermediate legal entities, controls, is controlled by or is under common control with the Respondent or a member of Respondent.
“Contractor”	Any person or entity having a contract with the city.
“Control”	The controlling entity: (i) possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of the controlled entity, whether through the ownership of voting securities or by contract or otherwise; or (ii) has direct or indirect ownership in the aggregate of fifty one (51%) or more of any class of voting or equity interests in the controlled entity.
“Respondent”	Any individual or entity that submits a Bid in response to a solicitation. If the Respondent is an individual, then that individual must complete and sign this Disclosure Form where indicated. If the Respondent is an entity, then an authorized representative of that entity must complete and sign this Disclosure Form where indicated. <b>If the Respondent is a newly formed entity (formed within the last three years), then an authorized representative of that entity must complete and sign this Disclosure Form where indicated, and each of the members or owners of the entity must also complete and sign separate Disclosure Forms where indicated.</b>

**Instructions:** Provide the following information for the entity or individual completing this Statement (the “Individual/Entity”).

**A. Basic Information:**

1. Name of Individual/Entity responding to this solicitation:
  
2. Name of the authorized representative for the responding Entity:

**B. Individual/Entity Information:**

1. Principal Office Address:
2. Telephone and Facsimile Numbers:
3. E-Mail Address:
4. Name and title of Contact Person for the Individual/Entity:
5. Is the individual/Entity authorized to transact business in the state of Georgia?

Yes (Attach Certificate of Authority to transact business in Georgia from Georgia Secretary of State.)

No

**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 2 of 7)**

**C. Questionnaire**

If you answer "YES" to any of the questions below, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, the name of the court and the file or reference number of the case, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your Bid.

1. Please describe the general development of the Respondent's business during the past ten (10) years, or such shorter period of time that the Respondent has been in business.

2. Are there any lawsuits, administrative actions or litigation to which Respondent is currently a party or has been a party (either as a plaintiff or defendant) during the past ten (10) years based upon fraud, theft, breach of contract, misrepresentation, safety, wrongful death or other similar conduct? **YES** **NO**

3. If "yes" to question number 2, were any of the parties to the suit a bonding company, insurance company, an owner, or otherwise? If so, attach a sheet listing all parties and indicate the type of company involved. **YES** **NO**

4. Has the Respondent been charged with a criminal offense within the last ten (10) years? **YES** **NO**

5. Has the Respondent received any citations or notices of violation from any government agency in connection with any of Respondent's work during the past ten (10) years (including OSHA violations)? Describe any citation or notices of violation which Respondent received. **YES** **NO**

6. Please state whether any of the following events have occurred in the last ten (10) years with respect to the Respondent. If any answer is yes, explain fully the circumstances surrounding the subject matter of the affirmative answer:

(a) Whether Respondent, or Affiliate currently or previously associated with Respondent, has ever filed a petition in bankruptcy, taken any actions with respect to insolvency, reorganization, receivership, moratorium or assignment for the benefit of creditors, or otherwise sought relief from creditors? **YES** **NO**

(b) Whether Respondent was subject of any order, judgment or decree not subsequently reversed, suspended or vacated by any court permanently enjoining Respondent from engaging in any type of business practice? **YES** **NO**

(c) Whether Respondent was the subject of any civil or criminal proceeding in which there was a final adjudication adverse to Respondent which directly arose from activities conducted by Respondent. **YES** **NO**

**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 3 of 7)**

7. Has any employee, agent or representative of Respondent who is or will be directly involved in the project, in the last ten (10) years:

(a) directly or indirectly, had a business relationship with the City?

**YES**    **NO**  
   

(b) directly or indirectly, received revenues from the City?

**YES**    **NO**  
   

(c) directly or indirectly, received revenues from conducting business on City property or pursuant to any contract with the City?

**YES**    **NO**  
   

8. Whether any employee, agent, or representative of Respondent who is or will be directly involved in the project has or had within the last ten (10) years a direct or indirect business relationship with any elected or appointed City official or with any City employee?

**YES**    **NO**  
   

9. Whether Respondent has provided employment or compensation to any third party intermediary, agent, or lobbyist to directly or indirectly communicate with any City official or employee, or municipal official or employee in connection with any transaction or investment involving your firm and the City?

**YES**    **NO**  
   

10. Whether Respondent, or any agent, officer, director, or employee of your organization has solicited or made a contribution to any City official or member, or to the political party or political action committee within the previous five (5) years?

**YES**    **NO**  
   

11. Has the Respondent or any agent, officer, director, or employee been terminated, suspended, or debarred (for cause or otherwise) from any work being performed for the City or any other Federal, State or Local Government?

**YES**    **NO**  
   

12. Has the Respondent, member of Respondent's team or officer of any of them (with respect to any matter involving the business practice or activities of his or her employer been notified within the five (5) years preceding the date of this offer that any of them are the target of a criminal investigation, grand jury investigation, or civil enforcement proceeding?

**YES**    **NO**  
   

13. Please identify any Personal or Financial Relationships that may give rise to a conflict of interest as defined below [*Please be advised that you may be ineligible for award of contract if you have a personal or financial relationship that constitutes a conflict of interest that cannot be avoided*]:

(a) Personal relationships: executives, board members and partners in firms submitting offers must disclose familial relationships with employees, officers and elected officials of the City of Atlanta. Familial relationships shall include spouse, domestic partner registered under section 94-133, mother, father, sister, brother, and natural or adopted children of an official or employee.

**YES**    **NO**  
   

(b) Financial relationships: Respondent must disclose any interest held with a City employee or official, or family members of a City employee or official, which may yield, directly or indirectly, a monetary or other material benefit to the Respondent or the Respondent's family members. Please describe:

**YES**    **NO**  
   

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**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 4 of 7)**

## **D. REPRESENTATIONS**

**Anti-Lobbying Provision.** All respondents, including agents, employees, representatives, lobbyists, attorneys and proposed partner(s), subcontractor(s) or joint venturer(s), will refrain, under penalty of the respondent's disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process.

**Certification of Independent Price Determination/Non-Collusion.** Collusion and other anticompetitive practices among offerors are prohibited by city, state and federal laws. All Respondents shall identify a person having authority to sign for the Respondent who shall certify, in writing, as follows:

“I certify that this Bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an bid or offer for the same supplies, labor, services, construction, materials or equipment to be furnished or professional or consultant services, and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of city, state and federal law and can result in fines, prison sentences, and civil damages awards. By signing this document, I agree to abide by all conditions of this solicitation and offer and certify that I am authorized to sign for this Respondent/Offeror.”

**Certify Satisfaction of all Underlying Obligations. (If Applicable)** If a Contract is awarded through this solicitation, then such Contractor should know that before final payment is made to a Contractor by the City, the Contractor shall certify to the City in writing, in a form satisfactory to the City, that all subcontractors, materialmen suppliers and similar firms or persons involved in the City contract have been paid in full at the time of final payment to the Contractor by the City or will be paid in full utilizing the monies constituting final payment to the Contractor.

**Confidentiality** . Details of the Bids will not be discussed with other respondents during the selection process. Respondent should be aware, however, that all Bids and information submitted therein may become subject to public inspection following award of the contract. Each respondent should consider this possibility and, where trade secrets or other proprietary information may be involved, may choose to provide in lieu of such proprietary information, an explanation as to why such information is not provided in its Bid. However, the respondent may be required to submit such required information before further consideration.

**Equal Employment Opportunity (EEO) Provision.** All bidders will be required to comply with sections 2-1200 and 2-1414 of the City of Atlanta Code of Ordinances, as follows: During the performance of the agreement, the Contractor agrees as follows:

- a. The Contractor shall not discriminate against any employee, or applicant for employment, because of race, color, creed, religion, sex, domestic relationship status, parental status, familial status, sexual orientation, national origin, gender identity, age, disability, or political affiliation. As used here, the words "shall not discriminate" shall mean and include without limitation the following:

**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 5 of 7)**

Recruited, whether by advertising or other means; compensated, whether in the form of rates of pay, or other forms of compensation; selected for training, including apprenticeship; promoted; upgraded; demoted; downgraded; transferred; laid off; and terminated.

The Contractor agrees to and shall post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officers setting forth the provisions of the EEO clause.

- b. The Contractor shall, in all solicitations or advertisements for employees, placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, domestic relationship status, parental status, familial status, sexual orientation, national origin, gender identity, age, disability, or political affiliation.
- c. The Contractor shall send to each labor union or representative of workers with which the Contractor may have a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' representative of the Contractor's commitments under the equal employment opportunity program of the City of Atlanta and under the Code of Ordinances and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The Contractor shall register all workers in the skilled trades who are below the journeyman level with the U.S. Bureau of Apprenticeship and Training.
- d. The Contractor shall furnish all information and reports required by the contract compliance officer pursuant to the Code of Ordinances, and shall permit access to the books, records, and accounts of the Contractor during normal business hours by the contract compliance officer for the purpose of investigation so as to ascertain compliance with the program.
- e. The Contractor shall take such action with respect to any subcontractor as the city may direct as a means of enforcing the provisions of paragraphs (a) through (h) herein, including penalties and sanctions for noncompliance; provided, however, that in the event the Contractor becomes involved in or is threatened with litigation as a result of such direction by the city, the city will enter into such litigation as is necessary to protect the interest of the city and to effectuate the equal employment opportunity program of the city; and, in the case of contracts receiving federal assistance, the Contractor or the city may request the United States to enter into such litigation to protect the interests of the United States.
- f. The Contractor and its subcontractors, if any, shall file compliance reports at reasonable times and intervals with the city in the form and to the extent prescribed by the contract compliance officer. Compliance reports filed at such times directed shall contain information as to employment practices, policies, programs and statistics of the Contractor and its subcontractors.

**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 6 of 7)**

- g. The Contractor shall include the provisions of paragraphs (a) through (h) of this equal employment opportunity clause in every subcontract or purchase order so that such provisions will be binding upon each subcontractor or vendor.
- h. A finding, as hereinafter provided, that a refusal by the Contractor or subcontractor to comply with any portion of this program, as herein provided and described, may subject the offending party to any or all of the following penalties:
  - (1) Withholding from the Contractor in violation all future payments under the involved contract until it is determined that the Contractor or subcontractor is in compliance with the provisions of the contract;
  - (2) Refusal of all future bids for any contract with the City of Atlanta or any of its departments or divisions until such time as the Contractor or subcontractor demonstrates that there has been established and there shall be carried out all of the provisions of the program as provided in the Code of Ordinances;
  - (3) Cancellation of the public contract;
  - (4) In a case in which there is substantial or material violation of the compliance procedure herein set forth or as may be provided for by the contract, appropriate proceedings may be brought to enforce those provisions, including the enjoining, within applicable law, of Contractors, subcontractors or other organizations, individuals or groups who prevent or seek to prevent directly or indirectly compliance with the policy as herein provided.

**Prohibition on Kickbacks or Gratuities/Non-Gratuity.** The undersigned acknowledges the following prohibitions on kickbacks and gratuities:

- a. It is unethical for any person to offer, give or agree to give any employee or former employee a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation or any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter pertaining to any program requirement or a contract or subcontract or to any solicitation or Bid therefor.
- b. It is unethical for any employee or former employee to solicit, demand, accept or agree to accept from another person a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation or any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter pertaining to any program requirement or a contract or subcontract or to any solicitation or Bid therefor.
- c. It is also unethical for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime Contractor or higher tier subcontractor or any person associated therewith as an inducement for the award of a subcontract or order.

**Required Submittal (FORM 2)**  
**Contractor Disclosure Form (Page 7 of 7)**

**Declaration**

Under penalty of perjury, I declare that I have examined this Disclosure Form and Questionnaire and all attachments to it, if applicable, and, to the best of my knowledge and belief all statements contained herein and in any attachments, if applicable, are true, correct and complete.

I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an offer for the same supplies, services, construction, or professional or consultant services, and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of city, state and federal law and can result in fines, prison sentences, and civil damages awards. I agree to abide by all conditions of this solicitation and offer and certify that I am authorized to sign for this Respondent.

*Sign here if you are an individual:*

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Subscribed and sworn to or affirmed by \_\_\_\_\_ (name) this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Notary Public of \_\_\_\_\_ (state)

My commission expires: \_\_\_\_\_

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*Sign here if you are an authorized representative of a responding entity or partnership:*

Printed Name of Entity or Partnership: \_\_\_\_\_

Signature of authorized representative: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_, 20\_\_

Subscribed and sworn to or affirmed by \_\_\_\_\_ (name), as the  
\_\_\_\_\_ (title) of \_\_\_\_\_ (entity or partnership name) this  
\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Notary Public of \_\_\_\_\_ (state)

My commission expires: \_\_\_\_\_

\_\_\_\_\_  
Notary Public of \_\_\_\_\_ (state)

My commission expires: \_\_\_\_\_

(Not Applicable)  
Required Submittal (FORM 3)  
Required Submittal "Unless a Bidder Elects to Submit an Alternative Form of Payment"

Bid Bond (Page 1 of 2)

KNOW ALL MEN BY THESE PRESENTS, THAT WE \_\_\_\_\_

\_\_\_\_\_ hereinafter called the PRINCIPAL, and \_\_\_\_\_

\_\_\_\_\_ hereinafter called the SURETY, a corporation chartered and existing under the laws of the State of \_\_\_\_\_, and duly authorized to transact Surety business in the State of Georgia, are held and firmly bound unto the City of Atlanta, Georgia, in the penal sum of either: [i] \_\_\_\_\_ Dollars and Cents (\$\_\_\_\_\_); or [ii] 5% of PRINCIPAL'S Bid amount for **PROJECT NUMBER FC-8590, IT Service Management Project**, good and lawful money of the United States of America, to be paid upon demand of the City of Atlanta, Georgia, to which payment well and truly to be made we bind ourselves, our heirs, executors, administrators and assigns, jointly and severally and firmly by these presents.

WHEREAS the PRINCIPAL has submitted to the City of Atlanta, Georgia, for **PROJECT NUMBER ,** a Bid; **FC-8590, IT Service Management Project**.

WHEREAS the PRINCIPAL desires to file this Bond in accordance with law, in lieu of a certified Bidder's check otherwise required to accompany this Bid;

NOW THEREFORE: The conditions of this obligation are such that if the Bid be accepted, the PRINCIPAL shall within ten (10) calendar days after receipt of written notification from the CITY of the award of the Contract execute a Contract in accordance with the Bid and upon the terms, conditions and prices set forth therein, in the form and manner required by the City of Atlanta, Georgia, and execute sufficient and satisfactory Performance and Payment Bonds payable to the City of Atlanta, Georgia, each in the amount of one hundred percent (100%) of the total Contract price in form and with security satisfactory to said City of Atlanta, Georgia, then this obligation to be void; otherwise, to be and remain in full force and virtue in law; and the SURETY shall upon failure of the PRINCIPAL to comply with any or all of the foregoing requirements within the time specified above immediately pay to the City of Atlanta, Georgia, upon demand the amount hereof in good and lawful money of the United States of America, not as a penalty but as liquidated damages.

In the event suit is brought upon this Bond by the CITY and judgment is recovered, the SURETY shall pay all costs incurred by the CITY in such suit, including attorney's fees to be fixed by the Court.

**(Not Applicable)**

**Required Submittal "Unless a Bidder Elects to Submit an Alternative Form of Payment"**  
**(FORM 3)**

**Bid Bond (Page 2 of 2)**

Enclosed is a Bid Bond in the approved form, in the amount of either:

[i] \_\_\_\_\_ Dollars and Cents  
(\$ \_\_\_\_\_), being in the amount of 5% of the CONTRACT Sum; or  
[ii] 5% of PRINCIPAL'S Bid amount for **PROJECT NUMBER FC-8590, IT Service Management Project**. The money payable on this bond shall be paid to the City of Atlanta, Georgia, for the failure of the Bidder to execute a CONTRACT within ten (10) days after receipt of the Contract form and at the same time furnish a Payment Bond and Performance Bond.

IN TESTIMONY THEREOF, the PRINCIPAL and SURETY have caused these presents to be duly signed and sealed this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

**Corporate Bidder:**

[Insert Corporate Name]

\_\_\_\_\_  
By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

\_\_\_\_\_  
**Corporate Secretary/Assistant  
Secretary (Seal)**

**Non-Corporate Bidder:**

[Insert Bidder Name]

\_\_\_\_\_  
By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

\_\_\_\_\_  
**Notary Public (Seal)**

**My Commission Expires:** \_\_\_\_\_

**Surety:**

Name: \_\_\_\_\_  
By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

**Required Submittal (FORM 4.1)**

**Certification of Insurance Ability Instructions:**

Offerors **MUST** submit 1) a **completed copy of this form executed by their insurance company**; and 2) a **completed copy of this form executed by their surety**. Failure to submit completed forms from both entities, as required, will result in the Offeror being deemed non-responsive.

I, \_\_\_\_\_ [*insert an individual's name*], on behalf of \_\_\_\_\_ [*insert insurance/surety full company name*], a \_\_\_\_\_ [*insert type of entity LLC, LLP, corporation, etc.*](“Insurer/Surety”), hereby represent and certify each of the following to the City of Atlanta, a municipal corporation of the State of Georgia (“City”) on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ [*insert date*]:

- (a) Insurer/Surety is licensed by the Insurance and Safety Fire Commissioner of the State of Georgia to transact insurance and/or surety business in the State of Georgia;
- (b) Insurer/Surety has reviewed the Agreement attached to the solicitation for Project Number FC- \_\_\_\_\_ : \_\_\_\_\_ (“Project”) and its **Appendix B**;
- (c) Insurer/Surety certifies that if, as of the date written above, \_\_\_\_\_ (“Offeror”) was selected as the successful Offeror for the Project, Insurer/Surety would provide insurance and/or bonding to Offeror for this Project in accordance with the terms set forth in **Appendix B**; and
- (d) **Surety only**: The Surety states that Offeror’s uncommitted bonding capacity (not taking into account this Project) is approximately \$ \_\_\_\_\_ (U.S.). Surety’s statement set forth in this Section (d) does not represent a limitation of the bonding capacity of Offeror or that Offeror will have the bonding capacity noted above at the time of contract execution for this Project.

**PLEASE NOTE: If this Form 4 is executed by an Attorney-in-Fact, then Insurer/Surety must attach a copy of a duly executed Power-of-Authority evidencing such authority in addition to correctly completing this Form 4. If Offeror is unable to provide City with insurance and/or bonds that comply with the terms of Appendix B within ten (10) days of receiving notice of intent to award the Project from the City, the City may, in its sole discretion, retain Offeror’s security submitted with its offer and/or disqualify Offeror from further consideration for the award of the Agreement.**

By executing this certification, Insurer/Surety represents that all of the information provided by Insurer/Surety herein is true and correct as of the date set forth above.

**Insurer/Surety:** [*insert company name on line provided below*]

\_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
Corporate Secretary/Assistant Secretary  
(Seal)

**Required Submittal (Form 4.2) (Not Applicable)**  
**Certification of Bonding Ability Instructions:**

Bidders **MUST** submit a **completed copy of this form executed by their surety**. Failure to submit completed form will result in the Bidder being deemed non-responsive.

I, \_\_\_\_\_ [insert an individual's name], on behalf of \_\_\_\_\_ [insert surety company full name], a \_\_\_\_\_ [insert type of entity LLC, LLP, corporation, etc.] ("Surety"), hereby represent and certify each of the following to the City of Atlanta, a municipal corporation of the State of Georgia ("City") on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ [insert date]:

(a) Surety is licensed by the Insurance and Safety Fire Commissioner of the State of Georgia to transact surety business in the State of Georgia;

(b) Surety has reviewed the Agreement attached to the solicitation for Project Number **FC- 8590, IT Service Management Project** ("Project") and its corresponding **Appendix B for Insurance and Bonding Requirements**;

(c) Surety certifies that if, as of the date written above, \_\_\_\_\_ ("Bidder") was selected as the successful Bidder for the Project, Surety would provide bonding to Bidder for this Project in accordance with the corresponding **Appendix B for Insurance and Bonding Requirements**; and

(d) **Surety only:** The Surety states that Bidder's uncommitted bonding capacity (not taking into account this Project) is approximately \$ \_\_\_\_\_ (U.S.). Surety's statement set forth in this Section (d) does not represent a limitation of the bonding capacity of Bidder or that Bidder will have the bonding capacity noted above at the time of contract execution for this Project.

**PLEASE NOTE: If this Form 4.2 is executed by an Attorney-in-Fact, then Surety must attach a copy of a duly executed Power-of-Attorney evidencing such authority in addition to correctly completing this Form 4.2. If Bidder is unable to provide City with bonds that comply with the terms of the corresponding Appendix for Insurance Requirements within ten (10) days of receiving notice of intent to award the Project from the City, the City may, in its sole discretion, retain Bidder's security submitted with its offer and/or disqualify Bidder from further consideration for the award of the Agreement.**

By executing this certification, Surety represents that all of the information provided by Surety herein is true and correct as of the date set forth above.

**Surety:** [insert company name on line provided below]

\_\_\_\_\_

By: \_\_\_\_\_

\_\_\_\_\_

Print Name: \_\_\_\_\_

Notary Public of \_\_\_\_\_ (state)  
My commission expires: \_\_\_\_\_

Title: \_\_\_\_\_

**Required Submittal (FORM 5)**

**Acknowledgment of Addenda**

Bidders should sign below and return this form with their Bid(s) to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303, as acknowledgment of receipt of certain Addenda.

This is to acknowledge receipt of the following **Addenda** for **FC-8590, IT Service Management Project**:

1. \_\_\_\_\_;
2. \_\_\_\_\_;
3. \_\_\_\_\_; and
4. \_\_\_\_\_.

Dated the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Corporate Bidder:

[Insert Corporate Name]

\_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_

Corporate Secretary/Assistant  
Secretary (Seal)

Non-Corporate Bidder:

[Insert Bidder Name]

\_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_

Notary Public (Seal)

My Commission Expires: \_\_\_\_\_

**Required Submittal (FORM 6)**

**Bidder Contact Directory<sup>1</sup>**

NAME	POSITION/TITLE	MAILING ADDRESS	OFFICE PHONE	CELL PHONE	EMAIL ADDRESS AND FAX NUMBER

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<sup>1</sup> The purpose of the Bidder Contact Directory is to provide the City with a centralized, easily identified source of important contacts and other information regarding each of the business entities constituting a Bidder. This Bidder Contact Directory should include the names, positions/titles, firms, mailing addresses, phone and fax numbers and e-mail addresses for each of the following as it pertains to each of the firms in a Bidder's team:

1. At least two individuals, one primary the other(s) secondary, authorized to represent the firm for purposes of this ITB; and
2. Bidder Service Provider Key Personnel (as appropriate) listed in the Services Agreement included in this ITB at Part 5.

**Required Submittal (FORM 7)**

**Reference List**

Each Bidder must provide a list of at least three (3) references using the below-referenced format. The City is interested in reviewing references that are able to attest to a Bidder's performance ability and credibility in a particular industry or trade.

Reference:                      Name  
    Address  
    City, State, Zip  
    Phone  
    Fax

Project Title:

Contact Person: \_\_\_\_\_

Direct Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date(s) of Project: \_\_\_\_\_

Description of Services:

Total Amount of Contract Including Change Orders:

Bidder's Role and Responsibilities:

Current Completion Status:

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*(Use the Same Format to Provide the Additional References)*

**Required Submittal (FORM 8)**  
**Required Submittal Checklist**

The following submittals shall be completed and submitted with each Bid see table below “Required Bid Submittal Check Sheet.” Please verify that these submittals are in the envelope before it is sealed. *Disclaimer:* It is each Bidders sole responsibility to ensure that their Bid to the City is inclusive of all required submittal documents outlined on the below-referenced checklist; as well as within other parts of the solicitation document.

Submit one (1) Original Bid, signed and dated, and nine (7) complete copies of the Original Bid including all required attachments.

In addition to the hard copy submissions, each Bidder shall submit two (2) digital versions of its Bid Submission in Adobe Portable Document Format (“PDF”) on compact disk (CDs). CD One (1) version should be a duplicate of the hard copy of the Bid with no deviations in order or layout of the hard copy Bid. CD Two (2) version should be a redacted version of the hard copy Bid Submission. Please refer to the Georgia Open Records Acts (O.C.G.A. § 50-18-72) for information not subject to public disclosure.

The City assumes no liability for differences in information contained in the Bidder’s printed Bid Submission and that contained on the CDs. In the event of a discrepancy, the City will rely upon the information contained in the Bidder’s printed material (Hard Copy). Each CD should be labeled with the Project Number, Project Name, and the CD Number.

Item Number	Required Bid Submittal Check Sheet	Check (√)
1	<b>Part I Section I – Instructions to Bidders</b>	( )
2	<b>Appendix A - Office of Contract Compliance (Required Submittals Included)</b>	( )
3	<b>Part I Section II All Required Submittal Forms (if any of the required submittal documents are not submitted or incomplete within your Bid submittal package, your firm may be deemed non-responsive). Required Submittals include but are not limited to:</b> <ul style="list-style-type: none"> <li>• Form 1, IIREA;</li> <li>• Form 2, Contractor Disclosure Form;</li> <li>• Form 3, Bid Bond Form ;</li> <li>• Form 4.1, Certification of Insurance Ability;</li> <li>• Form 4.2 Certification of Bonding Ability (N/A);</li> <li>• Form 5, Acknowledgement of Addendum;</li> <li>• Form 6, Contact Directory;</li> <li>• Form 7, Reference List;</li> <li>• Form 8, Required Submittal Checklist.</li> </ul>	( )
4	<b>Bidder’s Official Company Name:</b> <b>Company Physical Address:</b>	
5	<b>President/Vice President/Owner Name:</b> _____ <b>Title:</b> _____ <b>Office Telephone Number:</b> _____ <b>Direct Cell Telephone Number:</b> _____ <b>Email Address:</b> _____	
6	<b>Primary Point-of-Contact Concerning ITB:</b> _____ <b>Title:</b> _____ <b>Office Telephone Number:</b> _____ <b>Direct Cell Telephone Number:</b> _____ <b>Email Address:</b> _____	

# Part II

**EXHIBIT A**

**Master Technology Agreement  
(Draft)**

**DRAFT MASTER TECHNOLOGY AGREEMENT; CONTRACT NO. FC-8590**

This Draft Master Technology Agreement ("Agreement") is entered into and effective as of \_\_\_\_\_ (the "Effective Date") between the City of Atlanta ("City") and the service provider ("Provider") set forth below.

<b>Contract Name: IT Service Management Project</b>	<b>Contract No. FC-8590</b>
<b>Provider</b>	<b>City of Atlanta</b>
<b>Name:</b>	<b>Using Agency: Atlanta Information Management</b>
<b>Address:</b>	<b>Address: 55 Trinity Ave. SW Atlanta, GA 30303</b>
<b>Phone:</b>	<b>Phone: 404-546-7848</b>
<b>Authorized Representative:</b>	<b>Authorized Representative: Samir Saini, Chief Information Officer</b>

**1. Background.**

1.1 City desires to obtain from Provider the software ("Software") [and Support and Maintenance Services] described on the Software Order Forms attached as **Exhibit A** [and/or] the services described on the Statements of Work attached as **Exhibit B** ("Services"). The total amount of payments by City under this Agreement shall not exceed \$ \_\_\_\_\_ ("Master Maximum Payment").

**2. Term.** Subject to the terms of this Agreement, this Agreement shall commence on the Effective Date and continue for a term of eighteen (18) months.

**3. Interpretation.**

3.1 All capitalized terms used in this Agreement shall have the meanings ascribed to them in the Contract Documents and on **Exhibit C**.

3.2 If there is a conflict between any of the Contract Documents, precedence shall be given in the following order:<sup>1</sup>

1. Master Technology Agreement
2. Exhibit C - Definitions

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<sup>1</sup> For purposes of this provision, authorized changes to an item listed in the order of precedence pursuant to a Change Document take precedence over the particular item changed.

3. Exhibit A - Software Order Forms (Not Applicable)
4. Exhibit B - Statement of Work and Compensation
5. Exhibit E – Additional required Submittals (Vendor Access Policy, IIREA Form, Business License)
6. Exhibit G - Dispute Resolution Procedures
7. Appendix A - Office of Contract Compliance Requirements
8. Appendix B - Insurance and Bonding Requirements
9. Exhibit D – Legislation
10. Exhibit F – User Acceptance Form (Not Applicable)

4. **Authorization.** If applicable, this Agreement is authorized by legislation adopted by City which is attached as **Exhibit D.**

5. **Services.**

5.1 **Statement of Work.** The Statement of Work shall contain, as applicable: (a) a reference to this Agreement; (b) a detailed description of the Services to be provided, together with all Work Product applicable to the Services; (c) a detailed milestone, delivery, service availability, and completion schedule applicable to the Services ("Milestone Schedule"); (d) detailed Requirements describing and defining the relevant design, functional, operational and performance characteristics, standards and criteria applicable to the development, delivery and performance of the Services, including applicable Service Levels and Service Level credits and other performance criteria; (e) the location where the Services are to be performed and a detailed list of all equipment, software, Facilities and names or positions of Provider Personnel required to provide the Services ("Resources"); (f) the Charges for the Services and the schedule on which such Charges will be invoiced, the Statement of Work maximum payment and, as applicable, regular and overtime hourly rates; (g) City's special conditions of acceptance for the Services and Work Product, if any; (h) the identity of the key Provider Personnel and City personnel for the Services; and (i) any additional provisions applicable to the Services to be provided under the Statement of Work that are required by this Agreement to be addressed and are not otherwise set forth in this Agreement. If any services to be performed are not specifically described in the Software Order Form or Statement of Work, as applicable, but are a necessary component of providing the Services, those services, functions, or tasks will be deemed to be implied in the scope of the Services to the same extent as if specifically described in such Software Order Form or Statement of Work.

5.2 **Performance of Services.** Provider shall perform all Services in a manner that causes minimal interference with normal operations of City and in compliance with the City Security Policies set forth in **Exhibit E**, and other requirements and regulations described in this Agreement, the Statement of Work, or otherwise required by City. Compliance with these policies will not be construed as limiting, in any manner, Provider's obligations with respect to all applicable governmental requirements and regulations or its duty to undertake reasonable actions to establish and maintain secure conditions. Provider is responsible for all costs incurred as a result of this Section.

5.3 Acceptance of Specific Deliverables. Each Deliverable set forth on the Statement of Work shall be subject to acceptance testing by City. Provider shall demonstrate the Deliverable's compliance with the acceptance testing procedure outlined in the Contract Documents. If a Deliverable fails to pass the acceptance test, Provider shall remedy each failure and shall re-tender the corrected Deliverable to City for re-testing according to the acceptance testing procedure. If the Deliverable is not accepted by City after 3 sets of acceptance tests, within 20 days of the first failed acceptance test, or by another deadline in the Statement of Work (whichever occurs earlier), then City may at its option:

(a) set a new deadline by which the corrected Deliverable must operate in accordance with the specifications in the applicable Statement of Work, always provided that if this deadline is not met City may proceed under (b); or

(b) terminate the Agreement pursuant to the Section entitled "Termination," whereupon Provider shall immediately refund to City all amounts paid by City under the Agreement.

5.4 Resources. Unless otherwise expressly provided in this Agreement, all Resources shall be furnished by and shall be under the control of Provider. Provider shall be responsible, at its sole cost, for procuring and using such Resources in proper and qualified, professional and high quality working and performing order.

## 6. Software and Support Services

6.1 License Grant. Except to the extent expressly modified or supplemented in the relevant Software Order Form and in consideration of the payment of the Charges set forth in the applicable Software Order Form, Provider hereby grants to City a worldwide, perpetual, transferable, sublicenseable, royalty-free license to: (a) use the Software in object code format and related documentation for City's purposes; and (b) reproduce the Software and related documentation to the extent necessary to use the Software (in compliance with any licensing constraints in the Software Order Form) and to create copies for backup, archival, testing and disaster recovery at no additional charge. Use of the Software and related documentation by City shall include use by its employees, agents, consultants, independent contractors, and other similar Third Parties.

6.2 Implementation Services. Provider will perform all functions and services necessary to implement the Software into City's operations and systems (the "Implementation").

6.3 Acceptance Testing. Upon notice by Provider of the Implementation, Provider shall demonstrate that the Software is operating in accordance with the specifications, functionality and Documentation ("Software Specifications") set forth in the Software Order Form. If City finds that the Software is operating in accordance with Software Specifications, City shall confirm its acceptance of the Software by delivering a User Acceptance Form, attached as **Exhibit F**, to Provider. If the Software is not operating in accordance with the Software Specifications, Provider shall correct the Software to conform to the Software Specifications. If the Software is not accepted by City after 3 sets of acceptance tests, within 20

days of the first failed acceptance test, or by another deadline in the Statement of Work (whichever occurs earlier) then City may at its option:

- (a) set a new deadline by which the Software must operate in accordance with the Software Specifications, always provided that if this deadline is not met City may proceed under (b); or
- (b) terminate the Agreement pursuant to the Section entitled "Termination," whereupon Provider shall immediately refund to City all amounts paid by City under the Agreement.

**7. Change Documents.**

**7.1 Change Documents.**

7.1.1 This section will govern changes to the Agreement, whether such changes involve an increase in the Master Maximum Payment or not. Changes in the Services or other aspects of this Agreement shall be made by written document ("Change Document" or "Unilateral Change Document").<sup>2</sup> All changes shall be implemented pursuant to this subsection (the "Change Document Procedures") and any Applicable Law.

7.1.2 Potential Change Documents that may be issued concerning this Agreement include, but are not limited to:

- (a) Change Documents to the Agreement involving an increase to the Master Maximum Payment executed between City and Provider which may or may not require legislative approval under Code Section 2-1292;
- (b) Change Documents to the Agreement involving no increase to the Master Maximum Payment, changes in the value of the Charges or changes in the terms or amounts of compensation under the Master Maximum Payment executed between City and Provider pursuant to Code Section 2-1292(d); and
- (c) Unilateral Change Documents to the Agreement issued by City pursuant to Code Section 2-1292(d) involving no increase to the Master Maximum Payment, changes in the value of the Charges or changes in the terms or amounts of compensation under the Master Maximum Payment.

Change Documents that do not involve an increase in the Master Maximum Payment will be executed pursuant to Code Section 2-1292(d) either bilaterally or unilaterally by City.

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<sup>2</sup> Change Documents may assume numerous multiple forms and titles depending on the nature of the change involved (e.g. Change Order, Unilateral Change Order, Amendment, Contract Modification, Renewal, etc.).

7.1.3 City may propose a change in the Services or other aspects of this Agreement by delivering written notice to Provider describing the requested change (“Change Request”). Within ten (10) days of receipt of City’s Change Request, Provider shall evaluate it and submit a written response (“Proposed Change Document”). A Change Request which involves the reduction of Services shall be effective upon written notice to Provider.

7.1.4 Provider may, without receiving any Change Request, on its own submit a Proposed Change Document describing its own proposed requested change to the Agreement.

7.1.5 Each Proposed Change Document shall include the applicable schedule for implementing the proposed change, any applicable changes to the Charges (either increased or decreased) and all other information applicable to the proposed change. Each Proposed Change Document shall constitute an offer by Provider and shall be irrevocable for a period of sixty (60) days. City shall review and may provide Provider with comments regarding a Proposed Change Document, and Provider shall respond to such comments, if any. A Proposed Change Document from Provider will become effective only when executed by an authorized representative of City.

7.1.6 City may propose any changes to the Agreement including, but not limited to, changes that it contends do not involve an increase to the Master Maximum Payment, and Provider shall, in good faith, evaluate such proposed Change Request. If City and Provider are able to reach agreement on such Change Request, each will execute a Change Document concerning such Change Request pursuant to Code Section 2-1292(d). Nothing in this Agreement shall, in the event of disagreement between City and Provider concerning a proposed Change Request, or otherwise, prohibit City from issuing a Unilateral Change Document to Provider, pursuant to Code Section 2-1292(d), and City and Provider agree to resolve their dispute pursuant to the Dispute Resolution Procedures set forth in **Exhibit G**. During the pendency of such dispute, Provider shall continue to perform the Services, as changed by such Unilateral Change Document.

7.2 Suspension of Services. City may, by written notice to Provider, suspend at any time the performance of any or all of the Services to be performed under this Agreement. Upon receipt of a suspension notice, Provider must, unless the notice requires otherwise: (a) immediately discontinue suspended Services on the date and to the extent specified in the notice; (b) place no further orders or subcontracts for materials, services or facilities with respect to suspended Services, other than to the extent required in the notice; and (c) take any other reasonable steps to minimize costs associated with the suspension.

## **8. Ownership Rights**

### **8.1 Work Product**

8.1.1 Except as otherwise expressly provided in this Agreement, all reports, information, data, specifications, computer programs, technical reports, operating manuals and similar work or other documents, all deliverables, and other work product prepared or authored by Provider or any of its contractors exclusively for the City under this Agreement, and all intellectual property rights associated with the foregoing items (collectively, the “Work

Product”) shall be and remain the sole and exclusive property of the City. Any of Provider’s or its contractors’ works of authorship comprised within the Work Product (whether created alone or in concert with City or Third Party) shall be deemed to be “works made for hire” and made in the course of services rendered and, whether pursuant to the provisions of Section 101 of the U.S. Copyright Act or other Applicable Law, such Work Product shall belong exclusively to City. Provider and its contractors grant the City a non-exclusive, perpetual, worldwide, fully paid up, royalty-free license to all Work Product not exclusively developed for City under this Agreement.

8.1.2 If any of the Work Product is determined not to be a work made for hire, Provider assigns to City, worldwide and in perpetuity, all rights, including proprietary rights, copyrights, and related rights, and all extensions and renewals of those rights, in and to the Work Product. If Provider has any rights to the Work Product that cannot be assigned to City, Provider unconditionally and irrevocably waives the enforcement of such rights and irrevocably grants to City during the term of such rights an exclusive, irrevocable, perpetual, transferable, worldwide, fully paid and royalty-free license, with rights to sublicense through multiple levels of sublicensees, to reproduce, make, have made, create derivate works of, distribute, publicly perform and publicly display by all means now known or later developed, such rights.

8.1.3 City shall have the sole and exclusive right to apply for, obtain, register, hold and renew, in its own name or for its own benefit, all patents, copyrights, applications and registrations, renewals and continuations and all other appropriate protection.

8.1.4 To the extent exclusive title or complete and exclusive ownership rights in and to any Work Product created by Provider Personnel may not originally vest in City by operation of Applicable Law, Provider shall immediately upon request, unconditionally and irrevocably assign, transfer and convey to City all right, title and interest in the Work Product.

8.1.5 Without any additional cost to City, Provider Personnel shall promptly give City all reasonable assistance and execute all documents City may reasonably request to enable City to perfect, preserve, enforce, register and record its rights in all Work Product. Provider irrevocably designates City as Provider's agent and attorney-in-fact to execute, deliver and file, if necessary, any documents necessary to give effect to the provisions of this Section and to take all actions necessary in Provider’s name with the same force and effect as if performed by Provider.

8.2 Third Party Works. Provider shall not use or include any Third Party Works in the Deliverables unless Provider has obtained prior written consent to the use and/or inclusion of such Third Party Works from City. Where City approves use or inclusion of any Third Party Work in the Deliverables, Provider shall whenever possible obtain an assignment to City of all Intellectual Property Rights in such Third Party Works. If it is not possible to obtain an assignment of all Intellectual Property Rights in any Third Party Works, Provider must obtain City’s written confirmation in advance that it is willing to forego an assignment. If City agrees to forego an assignment of all Intellectual Property Rights in any Third Party Works which Provider wishes to include in the Deliverables, Provider shall acquire the right for City to use the Third Party Works for such primary or secondary purposes, and periods (with the right to sub-

license). Any failure to obtain the forgoing rights must be notified to City in writing and specifically agreed to by City. In all cases, City shall have an option to review and approve in advance any license or procurement agreement for the use of any Third Party Works to be included in any Deliverable.

9. **Data Protection.** To the extent that Provider accesses or processes any Personal Data received from or on behalf of City in the course of provision of the Services, Provider shall at all times:

- (a) act only on the instructions of City;
- (b) not transfer the Personal Data to another Party without City's prior written consent;
- (c) have in place appropriate technical and organizational security measures against unauthorized or unlawful processing, loss, destruction, damage of such Personal Data;
- (d) immediately notify City upon any breach, potential breach, or unauthorized access to Personal Data;
- (e) immediately notify City of any requests for information, complaints, or other communications received from any governmental agency regarding Personal Data; and
- (f) upon City's request, facilitate City's interaction with governmental agencies.

10. **Provider's Obligations.**

10.1 **Provider Personnel.** Provider shall be responsible, at its own cost, for all recruiting, hiring, training, educating and orienting of all Provider Personnel, all of whom shall be fully qualified and shall be authorized under Applicable Law to perform the Services.

10.2 **Provider Authorized Representative.** Provider designates the Provider Authorized Representative named on page 1 of this Agreement (the "**Provider Authorized Representative**"), who shall: (a) be a project executive and employee within Provider's organization with the information, authority and resources available to properly coordinate Provider's responsibilities under this Agreement; (b) serve as primary interface and the single-point of communication for the provision of Services by Provider; (c) have day-to-day responsibility and authority to address issues relating to the Software and Services; and (d) devote adequate time and efforts to managing and coordinating the Services.

10.3 **Removal of Personnel Assigned to City Contract.** Within a reasonable period, but not later than seven (7) days after Provider's receipt of notice from City that the continued assignment to the City Contract of any Provider Personnel is not in the best interests of City, Provider shall remove such Provider Personnel from City's Contract. Provider will not be

required to terminate the employment of such individual. Provider will assume all costs associated with the replacement of any Provider Personnel. In addition, Provider agrees to remove any Provider Personnel who has engaged in willful misconduct or has committed a material breach of this Agreement immediately after Provider becomes aware of such misconduct or breach.

10.4 Qualifications. Upon City's reasonable request, Provider will make available to City all relevant records of the education, training, experience, qualifications, work history and performance of Provider Personnel.

10.5 Subcontracting. Unless specifically authorized in this Agreement, Provider will not enter into any agreement with or delegate or subcontract any Services to any Third Party without the prior written approval of City, which City may withhold in its sole discretion. If Provider subcontracts any of the Services (after having first obtained City's prior written approval, in its sole discretion), Provider shall: (i) be responsible for the performance of Services by the subcontractors; (ii) remain City's sole point of contact for the Services; and (iii) be responsible for the payment of any subcontractors.

10.6 Key Provider Personnel and Key Subcontractors.

10.6.1 The following Persons are identified by Provider as ("Key Provider Personnel") under this Agreement:

- (a) \_\_\_\_\_;
- (b) \_\_\_\_\_; and
- (c) \_\_\_\_\_.

10.6.2 The following Persons are identified by Provider as ("Key Subcontractors") under this Agreement:

- (a) \_\_\_\_\_;
- (b) \_\_\_\_\_; and
- (c) \_\_\_\_\_.

10.6.3 Provider shall not transfer, reassign or replace any Provider Key Personnel or Key Subcontractor, except as a result of retirement, voluntary resignation, involuntary termination for cause in Provider's sole discretion, illness, disability or death, during the term of this Agreement without prior written approval from City.

10.7 Reports. Provider shall provide those periodic reports set forth in the Statement of Work or as otherwise reasonably requested by City from time to time. Provider shall modify the content and format of any reports or provide additional reports as reasonably requested by City from time to time.

10.8 Conflicts of Interest. Provider shall immediately notify City in writing, specifically disclosing any and all potential or actual conflicts of interests, which arise or may arise during the execution of its work in the fulfillment of the requirements of the Agreement. City shall make a written determination as to whether a conflict of interest actually exists and the actions to be taken to resolve the conflict of interest.

10.9 Commercial Activities. Neither Provider nor any Provider Personnel shall establish any commercial activity, issue concessions, or permits of any kind to third Parties for establishing any activities on City property.

**11. City's Authorized Representative.**

11.1 City Authorized Representative. City designates the City Authorized Representative named on page 1 of this Agreement (the "City Authorized Representative") who shall: (a) serve as primary interface and the single-point of communication for the provision of Services; (b) have day-to-day responsibility to address issues relating to this Agreement; and (c) to the extent provided under the Code, have the authority to execute any additional documents or changes on behalf of City.

11.2 Inspection. City may perform routine inspections of any work while such work is being performed or is in progress. A representative of City may be on-site during the provision of any Services to perform functions such as safety watch, protection of its electric transmission system, to obtain clearances, knowledge transfer and training, or for any other reason.

11.3 City's Right to Review and Reject. Any Work Product, Service, or document or item to be submitted or prepared by Provider hereunder shall be subject to the review of the City Authorized Representative. The City Authorized Representative may disapprove, if in the City Authorized Representative's sole opinion the Work Product, Service, document or item is not in accordance with the requirements of this Agreement or sound professional service principles, or is impractical, uneconomical or unsuited in any way for the purposes for which the Work Product, Service, document or item is intended. If any of the said items or any portion thereof are disapproved, Provider shall revise the items until they meet the approval of the City Authorized Representative. However, Provider shall not be compensated under any provision of this Agreement for repeated performance of such disapproved items.

**12. Payment Procedures.**

12.1 General. All Charges for Services will be calculated in accordance with the relevant Software Order Form or Statement of Work and will be payable in accordance with the payment requirements set forth therein. City will not be obligated to pay Provider any amount in addition to the Charges for Provider's provision of the Services.

12.2 Invoices. Provider shall prepare and submit to City invoices for payment of all Charges in accordance with the Software Order Form or Statement of Work. Each invoice shall be in such detail and in such format as City may reasonably require from time to time. To the extent not set forth in a Statement of Work or Software Order Form, Provider shall invoice City monthly for Services rendered.

12.3 Taxes. Charges are inclusive of all taxes, levies, duties and assessments (“Taxes”) of every nature due in connection with its performance of its obligations under this Agreement. Provider is responsible for payment of such Taxes to the appropriate governmental authority. If Provider is refunded any Tax payments made relating to the Services, Provider shall remit the amount of such refund to City within forty-five (45) days of receipt of the refund.

12.4 Maximum Amount. City shall not be obligated to pay any amount in excess of the Master Maximum Payment for all Software and Services under all Software Order Forms and Statements of Work nor shall City be obligated to pay any amount in excess of the Statement of Work maximum payment or Software Order Form maximum payment.

12.5 Payment. City shall endeavor to pay all undisputed Charges within thirty (30) days of the date of the receipt by City of a properly rendered and delivered invoice. Notwithstanding the forgoing, unless otherwise provided in the Software Order Form or Statement of Work, all undisputed Charges on an invoice properly rendered and delivered shall be payable within forty-five (45) days of the date of receipt by City.

12.6 Disputed Charges. If City in good faith disputes any portion of an invoice, City may withhold such disputed amount and notify Provider in writing of the basis for any dispute within thirty (30) days of the later of: (a) receipt of the invoice or (b) discovery of the basis for any such dispute. City and Provider agree to use all reasonable commercial efforts to resolve any disputed amount in any invoice within thirty (30) days of the date City notifies Provider of the disputed amount.

12.7 No Acceptance of Nonconforming Work. No payment of any invoice or any partial or entire use of the Software or Services by City constitutes acceptance of any Software or Services.

12.8 Right to Offset. Notwithstanding any provision of this Agreement to the contrary, City may offset any claims, liquidated or unliquidated, absolute or contingent, that it may have against Provider, arising out of this Agreement, against any monies to which Provider might otherwise be entitled, and no property interest in any such monies (not to exceed an amount that City reasonably determines will cover its claims) will exist in Provider pending the determination and discharge of the claims.

12.9 Payment of Other Persons. Prior to the issuance of final payment from City, Provider shall certify to City in writing, in a form satisfactory to City, that all subcontractors, materialmen, suppliers and similar firms or persons engaged by Provider in connection with this Agreement have been paid in full or will be paid in full utilizing the monies constituting final payment to Provider.

**13. Provider Representations and Warranties.** As of the Effective Date and continuing throughout the Term, Provider warrants to City that:

13.1 Authority. Provider is duly incorporated or formed, validly existing and is in good standing under the laws of the state in which it is incorporated or formed, and is in good standing in each other jurisdiction where the failure to be in good standing would have a material

adverse affect on its business or its ability to perform its obligations under this Agreement. Provider has all necessary power and authority to enter into and perform its obligations under this Agreement, and the execution and delivery of this Agreement and the consummation of the transactions contemplated by this Agreement have been duly authorized by all necessary actions on its part. This Agreement constitutes a legal, valid and binding obligation of Provider, enforceable against it in accordance with its terms. No action, suit or proceeding in which Provider is a party that may restrain or question this Agreement or the provision of Services by Provider is pending or threatened.

13.2 Professional Standards. The Services will be performed in a professional and workmanlike manner in accordance with the standards imposed by Applicable Law and the practices and professional standards used in well managed operations performing services similar to the Services.

13.3 Conformity. The development, creation, delivery, provision, implementation, testing, maintenance and support of all Services shall conform in all material respects to the description of such Services in the Contract Documents.

13.4 Materials and Equipment. Any equipment or materials provided by Provider shall be new, of clear title, not subject to any lien or encumbrance, of the most suitable grade of their respective kinds for their intended uses, shall be free of any defect in design or workmanship and shall be of merchantable quality and fit for the purposes for which they are intended by City.

13.5 Intellectual Property Rights. None of the Services or Software utilized by Provider to fulfill its obligations hereunder, nor any of the materials and methodologies used by Provider in fulfilling its obligations hereunder (including Work Product), shall infringe any third Party's Intellectual Property Rights or privacy, publicity or other rights.

13.6 No Viruses. All Services and Software shall be free of viruses, worms, time bombs, logic bombs, trap doors, Trojan horses, or similar malicious instructions, that can disrupt, erase, disable, shut down, or otherwise damage any part of a computer system.

13.7 No Locks, Back Doors etc. The Services and Software do not and will not contain any computer code that would automatically disable the Services, or Software or any hardware or systems, or impair, or enable Provider to impair, in any way the operation thereof based on the elapsing of a period of time, exceeding an authorized number of copies or users, advancements to a particular date or other numeral, or other similar self-destruct mechanisms (sometimes referred to as "time bombs," "time locks," "locking devices," or "drop dead devices") or that would permit Provider to access the Services, or Software or City's systems to cause such disablement or impairment (sometimes referred to as a "trap door" or "back door" device).

13.8 No Open Source Code. The Services and Software shall not include any "open source" code (as defined by the Open Source Initiative) or "Free" code (as defined by the Free Software Foundation) or any similar code (collectively, "Open Source Code") or be created in such a way that such are compiled with or linked to Open Source Code, without City's prior review and approval of the applicable license agreement. Provider further represents and

warrants that it shall not include Open Source Code or other similar code in the Services or Software, or create such a way, or for use with any third Party code:

(a) that would impose any requirements on how the Services, Software, or any portion thereof, is distributed, published, licensed or otherwise made available to third Parties;

(b) that would create, or purport to create, obligations for City with respect to the Services or Software;

(c) that would grant, or purport to grant, to any third Party any rights to or immunities under City's Intellectual Property rights in the Services or Software; or

(d) that would have the effect of requiring that the Services, Software, or any portion thereof: (a) be disclosed or distributed in source code form; (b) be licensed for the purpose of making derivative works; (c) be redistributable at no charge; or (d) be licensed under any open source or Free software license or licensing scheme.

13.9 Remedies for Defects. Upon notification from City of a breach of Section, Provider will immediately correct and repair any such breach at no charge to City. If Provider is unable to do so, at City's option, Provider will accept return of the Services and Software and will refund to City all fees paid.

#### 14. Compliance with Laws.

14.1 General. Provider and its subcontractors will perform the Services in compliance with all Applicable Law.

14.2 City's Socio-Economic Programs. Provider shall comply with Appendix A and any applicable City socio-economic programs including, but not limited to, City's EBO and EEO Programs and requirements set forth in the Code in the performance of the Services.

14.3 Consents, Licenses and Permits. Provider will be responsible for, and the Charges shall include the cost of, obtaining, maintaining and complying with, and paying all fees and taxes associated with, all applicable licenses, authorizations, consents, approvals and permits required of Provider in performing Services and complying with this Agreement.

#### 15. Confidential Information.

15.1 General. Each Party agrees to preserve as strictly confidential all Confidential Information of the other Party for two (2) years following the expiration or termination of this Agreement; provided, however, that each Party's obligations for the other Party's Confidential Information that constitutes trade secrets pursuant to Applicable Law will continue for so long as such Confidential Information continues to constitute a trade secret under Applicable Law. Any Confidential Information that may be deemed sensitive security information by the Department

of Homeland Security or any other similar Confidential Information related to security will be considered trade secrets. Upon request by City, Provider will return any trade secrets to City. Each Party agrees to hold the Confidential Information of the other in trust and confidence and will not disclose it to any Person, or use it (directly or indirectly) for its own benefit or the benefit of any other Person other than in the performance of its obligations under this Agreement.

15.2 Disclosure of Confidential Information or Information Other Party Deems to be Confidential Information. Each Party will be entitled to disclose any Confidential Information if compelled to do so pursuant to: (a) a subpoena; (b) judicial or administrative order; or (c) any other requirement imposed upon it by Applicable Law. Prior to making such a disclosure, to the extent allowed pursuant to Applicable Law, each Party shall provide the other with thirty six (36) hours prior notice by facsimile of its intent to disclose, describing the content of the information to be disclosed and providing a copy of the pleading, instrument, document, communication or other written item compelling disclosure or, if not in writing, a detailed description of the nature of the communication compelling disclosure with the name, address, phone number and facsimile number of the Person requesting disclosure. Should the non-disclosing Party contest the disclosure, it must: (a) seek a protective order preventing such disclosure; or (b) intervene in such action compelling disclosure, as appropriate. This Section shall be applicable to information that one Party deems to be Confidential Information but the other Party does not.

## 16. Audit and Inspection Rights.

### 16.1 General.

16.1.1 Provider will provide to City, and any Person designated by City, access to Provider Personnel and to Provider owned Facilities for the purpose of performing audits and inspections of Provider, Provider Personnel and/or any of the relevant information relating to the Services and this Agreement. Such audits, inspections and access may be conducted to: (a) verify the accuracy of Charges and invoices; (b) examine Provider's performance of the Services; (c) monitor compliance with the terms of this Agreement; and (d) any other matters reasonably requested by City. Provider shall provide full cooperation to City and its designated Persons in connection with audit functions and examinations by regulatory authorities.

16.1.2 All audits and inspections will be conducted during business hours (except with respect to Services that are performed during off-hours).

16.1.3 Provider shall promptly respond to and rectify the deficiencies identified in and implement changes suggested by any audit or inspection report.

16.1.4 If any audit or inspection of Charges or Services reveals that City has overpaid any amounts to Provider, Provider shall promptly refund such overpayment and Provider shall also pay to City interest on the overpayment amount at the rate of one and one-half percent (1.5%) per month (or such maximum rate permissible by Applicable Law, if lower) from the date the overpayment was made until the date the overpayment is refunded to City by Provider.

16.2 Records Retention. Until the later of: (a) six (6) years after expiration or termination of this Agreement; (b) the date that all pending matters relating to this Agreement (e.g., disputes) are closed or resolved by the Parties; or (c) the date such retention is no longer required to meet City's records retention policy or any record retention policy imposed by Applicable Law, if more stringent than City's policy, Provider will maintain and provide access upon request to the records, data, documents and other information required to fully and completely enable City to enforce its audit rights under this Agreement.

17. General Indemnification by Provider. Provider shall defend, indemnify, and hold harmless City, its agencies and its and their respective officers, directors, employees, advisors and agents, successors and permitted assigns ("City Indemnitees"), from any Losses arising from claims or actions based upon:

(a) Provider's or Provider Personnel's performance, non-performance or breach of this Agreement;

(b) compensation or benefits of any kind, by or on behalf of Provider Personnel, or any subcontractor, claiming an employment or other relationship with Provider or such subcontractor (or claiming that this Agreement creates an inherent, statutory or implied employment relationship with City or arising in any other manner out of this Agreement or the provision of Services by such Provider Personnel or subcontractor);

(c) any actual, alleged, threatened or potential violation of any Applicable Law to the extent such claim is based on the act or omission of Provider or Provider Personnel, excluding acts or omissions by or at the direction of City;

(d) death of or injury to any individual, caused in whole or in part by the tortious conduct of Provider or any Person acting for, in the name of, at the direction or supervision of or on behalf of Provider; and

(e) damage to, or loss or destruction of, any real, tangible, or intangible property caused in whole or in part by the tortious conduct of Provider or any Person acting for, in the name of, at the direction or supervision of or on behalf of Provider.

18. Intellectual Property Indemnification by Provider. Provider shall defend, indemnify and hold harmless City Indemnitees, from and against any and all Losses arising from Third Party Claims that the Deliverables or Software or any other item, provided or used under this Agreement by Provider (or any Provider agent, contractor, subcontractor or representative), or City's use thereof (or access or other rights thereto) in connection with the Deliverables or Software infringes or misappropriates the Intellectual Property Rights of a third Party. If any Deliverable, Software or other item provided by Provider hereunder is held to constitute, or in Provider's reasonable judgment is likely to constitute, an infringement or misappropriation, Provider will in addition to its indemnity obligations, at its expense and option, and after consultation with City regarding City's preference in such event, either: (a) procure the right for

City Indemnitees to continue using such Deliverable, Software or other item; (b) replace such Deliverable, Software or other item with a non-infringing equivalent, provided that such replacement does not result in a degradation of the functionality, performance or quality of the Deliverable, Software or other item; (c) modify such Deliverable, Software or other item, or have such Deliverable, Software or other item modified, to make it non-infringing, provided that such modification does not result in a degradation of the functionality, performance or quality of the Deliverable, Software or other item; or (d) create a feasible workaround that would not have any adverse impact on City.

**19. Limitation of Liability.**

19.1 General. THE MAXIMUM AGGREGATE LIABILITY OF CITY HEREUNDER IS LIMITED TO THE TOTAL OF ALL CHARGES ACTUALLY PAID DURING THE CURRENT YEAR UNDER THE AGREEMENT. EXCEPT FOR PROVIDER'S INDEMNITY OBLIGATIONS SET FORTH IN THE SECTION ENTITLED "INDEMNIFICATION BY PROVIDER" AND WILLFUL MISCONDUCT OR GROSS NEGLIGENCE BY PROVIDER, NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES (OR ANY COMPARABLE CATEGORY OR FORM OF SUCH DAMAGES, HOWSOEVER CHARACTERIZED IN ANY JURISDICTION), ARISING OUT OF OR RESULTING FROM THE PERFORMANCE OR NONPERFORMANCE OF ITS OBLIGATIONS UNDER THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY, PRODUCTS LIABILITY OR OTHERWISE, AND EVEN IF FORESEEABLE OR IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

19.2 Exceptions to Limitations. The limitations set forth in the immediate subsection shall not apply to: (a) personal injury, wrongful death or tangible property damage; (b) any claim for infringement of intellectual property; (c) any breach of the Section entitled "Confidential Information;" or (d) any claim involving a violation of any Applicable Law concerning homeland security, terrorist activity or sensitive security information, regardless of the manner in which such damages are characterized.

**20. Insurance and Bonding Requirements.** Provider shall comply with the insurance and bonding requirements set forth on **Appendix B.**

**21. Force Majeure.** Neither Party will be liable for default or delay in the performance of its obligations under this Agreement to the extent such default or delay is caused by a Force Majeure Event. Upon the occurrence of a Force Majeure Event, the non-performing Party will be excused from performance or observance of affected obligations for as long as: (a) the Force Majeure Event continues and (b) the Party continues to attempt to recommence performance or observance to the extent commercially reasonable without delay. If any Force Majeure Event continues for thirty (30) consecutive days, City may, at its option during such continuation, terminate this Agreement, in whole or in part, without penalty or further obligation or liability of City.

**22. Termination.**

22.1 Termination by City for Cause. City may at its option, by giving written notice to Provider, terminate this Agreement:

- (a) for a material breach of the Contract Documents that is not cured by Provider within seven (7) days of the date on which City provides written notice of such breach;
- (b) immediately for a material breach of the Contract Documents by Provider that is not reasonably curable within seven (7) days;
- (c) immediately upon written notice for numerous breaches of the Contract Documents by Provider that collectively constitute a material breach or reasonable grounds for insecurity concerning Provider's performance; or
- (d) immediately for engaging in behavior that is dishonest, fraudulent or constitutes a conflict of interest with Provider's obligations under this Agreement or is in violation of any City ethics ordinances.

22.2 Re-procurement Costs. In addition to all other rights and remedies City may have, if this Agreement is terminated by City pursuant to the Section entitled "Termination by City for Cause," Provider will be liable for all costs in excess of the Charges for all terminated Services reasonably and necessarily incurred by City in the completion of the Services, including the cost of administration of any agreement awarded to any Person for completion. If City improperly terminates this Agreement for cause, the termination for cause will be considered a termination for convenience in accordance with the provisions of the Section entitled "Termination by City for Convenience."

22.3 Termination by City for Insolvency. City may terminate this Agreement immediately by delivering written notice of such termination to Provider, if Provider: (a) becomes insolvent, as that term may be defined under Applicable Law, or is unable to meet its debts as they mature; (b) files a voluntary petition in bankruptcy, seeks reorganization, or to effect a plan or other arrangement with creditors; (c) is adjudicated bankrupt or makes an assignment for the benefit of its creditors generally; (d) fails to deny or contest the material allegations of an involuntary petition filed against it pursuant to any Applicable Law relating to bankruptcy, arrangement or reorganization, which is not dismissed within sixty (60) days; or (e) applies for or consents to the appointment of any receiver for all or any portion of its property.

22.4 Termination by City for Convenience. At any time during the Term of this Agreement, City may terminate this Agreement for convenience upon fourteen (14) days written notice of such termination. Upon a termination for convenience, Provider waives any claims for damages, including loss of anticipated profits. As Provider's sole remedy and City's sole liability, City will pay Charges for the Services properly performed prior to the notice of termination, plus all reasonable costs for Services performed after the termination, as specified in such notice, and reasonable administrative costs of settling and paying claims arising out of the termination of Services under purchase orders or subcontracts except to the extent any products

under such purchase orders or subcontracts can be used by Provider in its business within thirty (30) days following termination. If requested, Provider shall substantiate such costs with proof satisfactory to City.

22.5 Termination for Lack of Appropriations. If during the Term of this Agreement, legislation establishing a Master Maximum Payment for the following year is not enacted, this Agreement will terminate in its entirety on the last day of the annual term for which a Master Maximum Payment has been legislatively authorized.

22.6 Effect of Termination. Unless otherwise provided herein, termination of this Agreement, in whole or in part and for any reason, shall not affect: (a) any liabilities or obligations of either Party arising before such termination or out of the events causing such termination or (b) any damages or other remedies to which a Party may be entitled under this Agreement, at law or in equity. Upon termination of this Agreement, Provider shall immediately: (a) discontinue Services on the date and to the extent specified in the notice and place no further purchase orders or subcontracts to the extent that they relate to the performance of the terminated Services; (b) inventory, maintain and turn over to City all Services Work Product, licenses, equipment, materials, plant, tools, and property furnished by Provider or provided by City for performance of the terminated Services; (c) promptly obtain cancellation, upon terms satisfactory to City, of all purchase orders, subcontracts, rentals, or any other agreements existing for performance of the terminated Services, or assign those agreements, as directed by City; (d) comply with all other reasonable requests from City regarding the terminated Services; and (e) continue to perform in accordance with all of the terms and conditions of this Agreement any portion of the Services that are not terminated.

22.7 Transfer of Services. To the extent requested by City, in addition and without prejudice to any exit plan set out in any Statement of Work, prior to, upon and for up to three (3) months after termination or expiration of the Agreement, Provider shall, at no cost to City, provide reasonable assistance to City and any authorized third Parties (including any replacement service provider) in assuming performance of the expired or terminated Services so as to ensure their smooth handover and uninterrupted operation. Such assistance may, without limitation, include:

(a) promptly and fully answering all questions as to the manner in which the Services have been provided for the purpose of allowing City or any new service provider to conduct "due diligence;"

(b) migration of programs, data and other materials from Provider's equipment to similar equipment owned by City or a new service provider;

(c) using all reasonable endeavors to procure that any contracts entered into for the purpose of providing services to City are assigned to City or a new service provider; and

(d) providing all system passwords (including any root passwords) for all user accounts.

**23. Dispute Resolution.**

23.1 All disputes under the Contract Documents or concerning the Services shall be resolved under this Section and **Exhibit G**. Both Parties shall continue performing under this Agreement while the Parties are seeking to resolve any such dispute unless, during that time, this Agreement terminates or expires and except to the extent the issue in dispute precludes performance. A dispute over payment will not be deemed to preclude performance by Provider.

23.2 Applicable Law. The Contract Documents shall be governed by and construed in accordance with the substantive laws of the State of Georgia without regard to its choice of law principles.

23.3 Jurisdiction and Venue. The Parties hereby submit and consent to the exclusive jurisdiction of the state courts of Fulton County, Georgia or in the United States District Court for the Northern District of Georgia and irrevocably agree that all actions or proceedings relating to this Agreement will be litigated in such courts, and each of the Parties waives any objection which it may have based on improper venue or forum non conveniens to the conduct of any such action or proceeding in such court.

23.4 Equitable Remedies. Notwithstanding the other provisions, the Parties agree that in the event of any breach or threatened breach of any provision of this Agreement concerning: (a) Confidential Information; (b) Intellectual Property Rights; (c) Personal Data; or (d) other matters for which equitable rights are expressly provided in this Agreement, money damages would be an inadequate remedy and the other would be irreparably harmed. Accordingly, City may seek a preliminary or permanent, mandatory or prohibitory, injunction or such other order of a court of competent jurisdiction.

**24. Liquidated Damages**

24.1. The Consultant recognizes that timely implementation and acceptance of the system is of the essence to the City. The City will suffer if the system is not commissioned at the specified time.

24.2. If the Consultant at any time believes that it is likely to miss a deadline or milestone, it must promptly notify the City of the likely delay and the impact of such delay. The Consultant also must use diligent efforts to avoid or minimize any delays or effects resulting from a delay.

24.3. The parties agree that the injury caused to the City based on a late delivery of the system is difficult or impossible to accurately estimate. The parties intend the following liquidated damages to provide for damages, rather than a penalty or a deterrent. Further, the parties agree that the liquidated damages below represent a reasonable pre-estimate of the probable loss to the City based on a late delivery of the system.

24.4. If Consultant fails to complete all of the Work as specified in this Scope of Work and Technical Specifications, excluding Close-Out activities, within the identified timeline in the scope and technical specifications after receiving the City's written approval, then the Consultant

shall pay to the City as liquidated damages an amount equal to \$1,000 per day for a maximum period of three (3) months.

**25. General.**

25.1 Division of Agreement. The division of this Agreement into sections, subsections and exhibits, the division of exhibits of this Agreement into sections and subsections, and the insertion of headings in this Agreement are for convenience of reference only and will not affect its construction or interpretation.

25.2 References. Unless otherwise provided to the contrary: (a) all references to days, months, quarters or years will be deemed references to calendar days, months, quarters or years, (b) any reference to a "Section," or "Exhibit" will be deemed to refer to a section or of the document containing the reference or an Exhibit to the document containing the reference; (c) any reference to a Section or subsection will be deemed to include all subsections and paragraphs of such Section or subsection; and (d) any reference to an Applicable Law will be deemed to include any amendment or modification to such Applicable Law and any rules or regulations promulgated thereunder or any Applicable Law enacted in substitution or replacement therefor. Unless the context otherwise requires, as used in this Agreement, all terms used in the singular will be deemed to refer to the plural as well, and vice versa, and each gender will be deemed to refer to and include the other. Whenever the words "include," "includes" or "including" are used in this Agreement, they will be deemed to be followed by the words "without limitation." Whenever the word "or" is used in this Agreement, it will be deemed not to be exclusive. Whenever the term "good faith" is used with respect to a performance obligation of a Party, it will be deemed to mean that such Party will use commercially reasonable efforts on a diligent basis (and the Party may act in its own self-interest). References to "\$" or "dollars" will be deemed a reference to United States dollars unless otherwise specified. Unless otherwise indicated, all accounting terms, ratios and measurements shall be interpreted or determined in accordance with United States GAAP as in effect on date hereof.

25.3 Notices. Any notices under this Agreement shall be in writing and sent to the respective Party at the address on page 1 of this Agreement or, if applicable, to the City's Department of Procurement at 55 Trinity Avenue, Suite 1790, Atlanta, Georgia, 30303, and shall be deemed delivered: (a) when delivered by hand or courier or by overnight delivery with signature receipt required; (b) when sent by confirmed facsimile with a copy sent by another means specified in this Section; or (c) three (3) days after the date of mailing by United States certified mail, return receipt requested, postage prepaid. Any Party may change its address for communications by notice in accordance with this Section.

25.4 Waiver. Any waiver by the Parties or failure to enforce their rights under this Agreement shall be deemed applicable only to the specific matter and shall not be deemed a waiver or failure to enforce any other rights under this Agreement, and this Agreement shall continue in full force and effect as though such previous waiver or failure to enforce any rights had not occurred. No supplement, modification, amendment or waiver of this Agreement will be binding on City unless executed in writing by the City Authorized Representative.

25.5 Assignment. Neither this Agreement, nor any rights or obligations under it, may be assigned by Provider in any manner without the prior written consent of City and any attempt to do so without such written consent shall be void ab initio.

25.6 Publicity. Provider shall not make any public announcement, communication to the media, take any photographs, or release any information concerning City, the Services or this Agreement without the prior written consent of City.

25.7 Severability. In the event that any provision of this Agreement is declared invalid, unenforceable or unlawful, such provision shall be deemed omitted and shall not affect the validity of other provisions of this Agreement.

25.8 Further Assurances. Each Party shall provide such further documents or instruments required by the other Party as may be reasonably necessary to give effect to this Agreement.

25.9 No Drafting Presumption. No presumption of any Applicable Law relating to the interpretation of contracts against the drafter shall apply to this Agreement.

25.10 Survival. Any provision of this Agreement which contemplates performance or observance subsequent to any termination or expiration of this Agreement or which must survive in order to give effect to its meaning including, without limitation, software licenses and warranty obligations shall survive the expiration or termination of this Agreement.

25.11 Independent Providers. Provider is an independent consultant of City and nothing in this Agreement shall be deemed to constitute Provider and City as partners, joint venturers, or principal and agent, or be construed as requiring or permitting the sharing of profits or losses. Neither Party has the authority to represent or bind or create any legal obligations for or on behalf of the other Party.

25.12 Third Party Beneficiaries. This Agreement is not intended, expressly or implicitly, to confer on any other Person any rights, benefits, remedies, obligations or liabilities.

25.13 Cumulative Remedies. Except as otherwise provided herein, all rights and remedies under this Agreement are cumulative and are in addition to and not in lieu of any other remedies available under Applicable Law, in equity or otherwise.

25.14 Unauthorized Goods or Services. Provider acknowledges that this Agreement and any changes to it by amendment, modification, change order or other similar document may have required or may require the legislative authorization of the City's Council and approval of the Mayor. Under Georgia law, Provider is deemed to possess knowledge concerning the City's ability to assume contractual obligations and the consequences of Provider's provision of goods or services to the City under an unauthorized contract, amendment, modification, change order or other similar document, including the possibility that the Provider may be precluded from recovering payment for such unauthorized goods or services. Accordingly, Provider agrees that if it provides goods or services to the City under a contract that has not received proper legislative authorization or if Provider provides goods or services to the City in excess of the any

contractually authorized goods or services, as required by the City's Charter and Code, the City may withhold payment for any unauthorized goods or services provided by Provider. Provider assumes all risk of non-payment for the provision of any unauthorized goods or services to the City, and it waives all claims to payment or to other remedies for the provision of any unauthorized goods or services to the City, however characterized, including, without limitation, all remedies at law or equity.

25.15 Entire Agreement. The Contract Documents contain the entire Agreement of the Parties relating to their subject matter and supersede all previous communications, representations or agreements, oral or written, between the Parties with respect to such subject matter. This Agreement may only be amended or modified by a writing executed by each Party's authorized representative and each such writing shall be deemed to incorporate the Contract Documents, except to the extent that City is authorized under Applicable Law to issue Unilateral Change Documents. PROVIDER MAY NOT UNILATERALLY AMEND OR MODIFY THIS AGREEMENT BY INCLUDING PROVISIONS IN ITS INVOICES, OR OTHER BUSINESS FORMS, WHICH SHALL BE DEEMED OBJECTED TO BY CITY AND OF NO FORCE OR EFFECT.

[Signatures on Following Page.]

The Parties, by authorized representatives, have executed this Agreement as of the Effective Date.

**City of Atlanta**

**[Provider - See following page for signature block options. If the Provider is a Joint Venture, all Joint Venturers should be signatories.]**

---

**Mayor**

---

**Municipal Clerk (Seal)**

**Approved:**

---

**Atlanta Information Management**

---

**Chief Procurement Officer**

**Approved as to form:**

---

**City Attorney**

**Signature Block Options for Provider:**

**Corporate signature:**

[Insert Corporate Name]

\_\_\_\_\_

**By:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

\_\_\_\_\_  
**Corporate Secretary/Assistant  
Secretary (Seal)**

**Limited Liability Company:**

[Insert LLC Name]

\_\_\_\_\_

**By:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

\_\_\_\_\_  
**Notary Public (Seal)**

**My Commission Expires:** \_\_\_\_\_

(Not Applicable)

EXHIBIT A

SOFTWARE ORDER FORM

1. Master Technology Agreement

This Software Order Form is subject to the Master Technology Agreement. Description of Software

**[Identify the Software being purchased including name, specifications and functionality and attach any Documentation or reference it specifically.]**

2. License Grant

**[If different than grant provided in Section 6.1]**

3. Restrictions on Use

**[If applicable, include information regarding restrictions on use, such as at a particular location, number of users if a seat license]**

4. License Fees and Payment Terms

**[revise as applicable]**

Quantity	Description of Software	Permitted Number of Concurrent End-Users at Site(s)	Unit Price
1			[\$ _____]
1			[\$ _____]
1			[\$ _____]
	Annual Maintenance Fee		see below

## 5. Annual Support and Maintenance

5.1 Scope of Support Services. Provider will provide support and maintenance Services for the most current version of the Software and, upon the issuance of a new release or new version, and at City's request, Provider will also provide support and maintenance services for up to one (1) previous version of the Software for up to one (1) year following such issuance ("Support and Maintenance Services"). If a Software product is discontinued, Provider will continue to provide support and maintenance services for such discontinued Software for up to one (1) year after notice of discontinuation and will reasonably assist City in the procurement of a similar replacement product.

5.2 Provider Support Responsibilities. Provider will provide to City the following as part of the Support and Maintenance Services:

5.2.1 General Support. Unlimited telephone or email support to City's technical support personnel between the hours of [\_\_\_\_\_].

5.2.2 Software Updates. Any and all Software Updates issued for the Software. The term "Update" will mean: (a) any engineering patch, modification or revision intended to correct deficiencies, defects, bugs and errors in the Software, including failures to conform to the Documentation or the terms of this Agreement, or to bring the Software into compliance with Applicable Law and (b) any new version or release of the Software which improves existing functions and performance, or which is identified as a mandatory change to the Software. Updates do not include any new version that constitutes a separate product by virtue of substantially different architecture and technical changes to the Software that add new features or functionality and for which Provider imposes a separate charge to its customers.

5.2.3 Error Correction. For each issue or incident related to the Software that City submits for support and maintenance Services, Provider will issue a tracking number and will monitor the resolution of the problem. Within 24 hours of resolution of the issue or incident, Provider will furnish City a root cause analysis of the issue or incident. City will be able to reference any such issue using this tracking number, and Provider will provide City with a monthly reconciliation report containing the status of all pending issues.

5.3 Support Term. The support and maintenance Services will begin upon acceptance of the Software and will continue on an annual basis for each year that City has elected to procure support and maintenance Services. City's failure to pay an invoice for support and maintenance Services within ninety (90) consecutive days after receipt of a proper, undisputed invoice will result in the cancellation of support and maintenance Services related to the unpaid invoice. City may renew the support and maintenance Services at any time following cancellation by paying all sums properly billed and undisputed, which would have been paid, had support and maintenance Services been continually active; provided, however, that such cancellation was not due to Provider's default or non-performance of this Agreement.

5.4 Annual Support and Maintenance Fees. Annual support and maintenance fees are payable by City in the amount specified below in Table 2.



**EXHIBIT B**

**General Conditions  
(Not Applicable)**

**EXHIBIT C**

**Special Conditions  
(Not Applicable)**

**EXHIBIT D**

**Bid Schedule and Pricing Information  
(Cost Worksheet)**

# Bid Schedule and Pricing Information (Cost Worksheet)

**EACH BIDDER MUST BID ON EVERY LINE ITEM LISTED ON THIS COST WORKSHEET. FAILURE TO BID ON EACH LINE ITEM WILL CAUSE YOUR BID TO BE DEEMED NON-RESPONSIVE. ADDITIONALLY, THE CITY WILL NOT ACCEPT ANY PRICING DEVIATIONS TO THIS FORM. SHOULD A BIDDER SUBMIT A PRICING SCENARIO ON ANOTHER FORM OTHER THAN THE REQUIRED FORM SUBMITTED BY THE CITY, THEIR BID SHALL BE DEEMED NON-RESPONSIVE.**

## Phase I

<b>Application</b>	<b>Position/Description</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Rate</b>	<b>Cost (Rate x Hours)</b>
Incident Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
<b>Total Costs</b>					

<b>Application</b>	<b>Position/Description</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Rate</b>	<b>Cost (Rate x Hours)</b>
Request Mgt. / Service Catalog					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
<b>Total Costs</b>					

## Bid Schedule and Pricing Information (Cost Worksheet)

<b>Application</b>	<b>Position/Description</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Rate</b>	<b>Cost (Rate x Hours)</b>
Problem Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
<b>Total Costs</b>					

<b>Application</b>	<b>Position/Description</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Rate</b>	<b>Cost (Rate x Hours)</b>
Change Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
<b>Total Costs</b>					

<b>Application</b>	<b>Position/Description</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Rate</b>	<b>Cost (Rate x Hours)</b>
Knowledge Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
<b>Total Costs</b>					

## Bid Schedule and Pricing Information (Cost Worksheet)

### Phase II

Application	Position/Description	Hourly Rate	Hours	Rate	Cost (Rate x Hours)
Event Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
Total Costs					

Application	Position/Description	Hourly Rate	Hours	Rate	Cost (Rate x Hours)
Release Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
Total Costs					

Application	Position/Description	Hourly Rate	Hours	Rate	Cost (Rate x Hours)
Configuration Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
Total Costs					

## Bid Schedule and Pricing Information (Cost Worksheet)

<b>Application</b>	<b>Position/Description</b>	<b>Hourly Rate</b>	<b>Hours</b>	<b>Rate</b>	<b>Cost (Rate x Hours)</b>
Asset Management					
	Engagement Manager				
	Solutions Architect				
	Technical Consultant				
	Integration Consultant				
	Content Management Specialist				
	Travel & Living				
<b>Total Costs</b>					

### Summary

<b>Phases I &amp; II</b>	<b>Application</b>	<b>Total (Application + Travel and Living)</b>
	Incident Management	
	Request Mgt./Service Catalog	
	Problem Management	
	Change Management	
	Knowledge Management	
	Event Management	
	Release Management	
	Configuration Management	
	Asset Management	
<b>Total BID</b>		

**EXHIBIT E**

**Scope of Services**

## Section 1.1 Purpose

### A. Overview

The City of Atlanta is soliciting bids to establish a contract with an experienced ServiceNow® partner to implement and roll out ServiceNow® modules, provide ServiceNow® training and consulting to City of Atlanta staff, and lead ServiceNow® development, workflow, and integration efforts.

ServiceNow® is the Information Technology Service Management System that we (City of Atlanta) are asking to be implemented.

### B. Background

The desired objective is to implement an Information Technology Service Management solution to replace existing and disparate systems (NUMARA & HEAT) as well as IT processes which does not satisfy the organization's business need in terms of IT service delivery. The City of Atlanta's "Atlanta Information Management Services" (AIM) group is seeking a medium to enhance our current service delivery processes based on Information Technology Infrastructure Library (ITIL) methodology "Best Practices". ITIL concepts support IT service provision in the planning of consistent, documented and repeatable processes that amplify customer experience and improve service delivery (best in class customer service).

Our current Service Desk is an important function within "AIM" and is the first and single point of contact for customers, focused on call management, communication and resolution of incidents/requests. Ultimately, focus on blending process, people and technology to deliver excellent customer satisfaction.

City of Atlanta has 8900 customers, 165 supported sites, 6336 PCs and Laptops, 6000 mobile devices supported by 43 full time service desk personnel. The Information Technology Service Management "ITSM" project is twofold – Emphasis on the Process/People Implementation and Solution "Technology" implementation.

### C. Minimum Qualifications

1. Consultant must list the number of employees in its organization and the number allocated to perform the service you are to bid. Consultant must provide the resume of key personnel to be assigned to this bid.
2. Consultant must be able to demonstrate a minimum of five (5) years of experience in design, implementation, and commissioning of a comparable ITSM system as a ServiceNow® Partner. Consultant must provide a minimum of three (3) resumes supporting the projects handled.
3. Consultant must demonstrate three (3) successful implementations of the ITSM systems in a public environment of comparable size and complexity as a ServiceNow® Partner. Consultant must provide the following details on each installation: project proposed and actual durations, proposed and actual budgets, project description, staff levels, and references (name/phone or email address).
4. The Consultant must have on staff a lead installer that is certified in implementation of the selected ITSM solution. Consultant must provide such certifications and accreditations of the lead implementation expert. The Consultant(s) each must have at least 5 years of ServiceNow® experience with 3 years of ServiceNow® scripting, with combined experience in all of the following areas: Incident, Request/Service Catalog, Problem, Change, Knowledge, Event, Release, Asset and CMDB.
5. The Consultant must possess and submit a copy of its valid Georgia General Contractors License. If a Consultant elects to submit its bid as a Joint Venture, the Consultant is required to contact Contracting Officer, Mr. Clinton L. Johnson at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov) in writing to request instructions on how to submit responsive documentation.
6. Consultant must furnish evidence (number of employees by category, list of completed similar projects with contact names and references) satisfactory to the City that it or their proposed subcontractors who will install the ITSM solution have sufficient means to perform the work and at least five (5) years of experience in the type(s) of work described in this **Exhibit G, Feature Requirements Document**.
7. Each Consultant must submit documentation demonstrating that Consultant is duly authorized to conduct business in the State of Georgia.

### D. Assumptions

1. The City will provide resources and available documentation of the current business processes within scope for this project.
2. The City expects the Bidder's delivery methodology to employ an Agile approach for rapid implementation to meet our project timelines.

3. The City will provide project resources to team with the Bidder's professional resources for a successful project delivery.
4. The City will provide workspace and connectivity for Bidder's project team resources while onsite and access to training rooms, meeting rooms or other facilities as dictated by engagement requirements.
5. The City will establish a city-wide training/adoption plan for end users across the enterprise.
6. Onsite visits will be defined during the kick-off workshops in the planning stage.
7. The City will review all professional service fees prior to contract start.
8. Travel expenses will be proposed for inclusion in a final SOW.
9. The City will provide remote access technologies to access the City's instance.

## **E. Scope**

The Work must include all labor, material, equipment and supervision required to implement the new ITSM solution. The Work will also include the work sessions, product training, and training deliverables to deploy and operate our new ITSM product. All Work should be performed in accordance to the requirements detailed within this document.

The Consultant must complete the project within **240 calendar days** from project start after receiving a written Notice To Proceed from the City.

The Consultant must complete the following within **fifteen (15) calendar days** after receiving the City's written approval of Consultant's plan detailed in Section 1.4 – Pre-Installation.

The Work includes:

1. Phase I Services Implementation consisting of reviews, workshops, configurations and training to complete the following ITSM applications:
  - I. Incident Management
  - II. Request Management/Service Catalog
  - III. Problem Management
  - IV. Change Management
  - V. Knowledge Management
2. Phase II Services Implementation consisting of reviews, workshops, and configurations and training to complete the following ITSM applications:
  - I. Event Management
  - II. Release Management
  - III. Asset Management
  - IV. Configuration Management

3. Close out documentation:

- a. Consultant must provide detailed Close Out submittals as listed below. Please refer to Section 1.7 - Close out, C - Deliverables for details.
  - 1. Process Guides for each application
  - 2. Configuration manual for each application
  - 3. Training Guides for each application
  - 4. Administration & Support Guides for each application

**F. Desired Outcome**

The desired outcome of this project is to have a properly configured and implemented ITSM system.

## **Section 1.2 Requirements**

**A. Overview**

This section outlines the technical and general requirements of the project. The Consultant must ensure that all these requirements are met.

**B. Technical Requirements**

See **Exhibit G Additional Required Submittals Titled: Feature Requirements Document (FRD)**.

**C. General Requirements**

1. ITSM solution

The successful implementation of an ITSM technology will enable execution of the core integrated ITIL v3 ITSM processes currently defined over a two (2) phase implementation.

2. Product Standards

The implementation standards must be in conformance to ServiceNow® and ITIL accreditation compliances.

3. Quality Assurance

- a. Consultant must follow all ITSM product best practices and configuration requirements on all equipment.
- b. Design work must comply with all ITSM standards.

- c. Defect repair and remediation services
- d. Consultant must provide 1 year labor warranty and any manufacturer warranty must start after final system acceptance of the ITSM solution.

## **Section 1.3 Design**

### **A. Overview**

This section details the deliverables expected from each Consultant with their Bid package. The Consultant is expected to perform some design activities in order to accurately provide a cost and schedule to complete the desired scope detailed in this document.

### **B. Deliverables**

1. The Consultant must provide the following deliverables with their Bid package response.
  - a. The Cost Worksheet, found in Exhibit D. NO MODIFICATIONS TO THE BID FORM ARE PERMITTED.
  - b. Project Plan Schedule
    1. The schedule must be in Microsoft Project
    2. The schedule must include the following activity listings:
      - a. Key Tasks
      - b. Activities
      - c. Resources
      - d. Critical Path Elements
      - e. Dependencies
      - f. Key Milestones
      - g. Activity number
      - h. Earliest start and finish dates
      - i. Latest start and finish dates
  - c. Qualification documents: Consultant must provide all documents listed in Section 1.1(C) of this Exhibit.
  - d. Provide resumes of key personnel in delivery of this project and the relevant ITSM tool / process certifications in delivery of this ITSM solution.
  - e. Provide Quality Assurance / Quality Control Plan

- f. Provide Implementation Methodology, Methodology Tools (if applicable) and approach to implement ITSM solution
- g. Provide and describe Agile method, activities and roles to deliver project
- h. List Consultant roles and responsibilities for each project resource to be provided for implementation
- i. Provide and describe City's roles and responsibilities required for project delivery
- j. Outline project communications and associated deliverables
- k. Provide data integrations necessary to implement solution
- l. Provide recommended data migration strategy
- m. Provide all project prerequisites (non-technical/technical) required for a successful engagement
- n. Identify all sub-Consultant and/or partner resources to be used in ITSM solution implementation

## **Section 1.4 Pre-Installation**

### **A. Overview**

This section describes the requirements and documentation that the City requires in the Pre-Implementation phase of the project. The Pre-Implementation phase of the project is after the contract execution and prior to Installation.

### **B. General**

1. Provide revised and update documents as identified in **Section 1.3 Design**
2. Provide project resource roles and names with project start date/end dates
3. Provide baselined schedule along with reporting requirements

### **C. Deliverables**

1. Provide sample report-out formats
2. Provide Contact list for project resources

## **Section 1.5 Installation**

### **A. Overview**

This section details the activities that the Consultant must complete during the Implementation phase of this project. The Installation phase will begin once the City has approved the Consultant's pre-installation deliverables.

## **B. General**

Completion of all detailed requirements as specified in the Features Requirements Document.

### **Phase I**

1. Implement Incident Management per the following scope:
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform Process User Training
  - d. Perform Administrative Training
2. Implement Request Management/Service Catalog:
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform Process User Training
  - d. Perform Administrative Training
3. Implement Problem Management:
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform Process User Training
  - d. Perform Administrative Training
4. Implement Change Management:
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform Process User Training
  - d. Perform Administrative Training
5. Implement Knowledge Management:
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform User Training
  - d. Perform Administrative Training

### **Phase II**

1. Implement Event Management
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform User Training
  - d. Perform Administrative Training
2. Implement Release Management
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform User Training
  - d. Perform Administrative Training
3. Implement Configuration Management
  - a. Facilitate and document Process/Architecture Workshops

- b. Configure application per agreed-to processes
- c. Perform User Training
- d. Perform Administrative Training
- e. Business Service Mapping
  - i. Facilitate and document Process/Architecture Workshops
  - ii. Configure applications per agreed-to processes
  - iii. Perform User Training
  - iv. Perform Administrative Training
- f. Discovery Implementation Services
  - i. Facilitate and document Process/Architecture Workshop
  - ii. Installation and configuration of Discovery
- 4. Implement Asset Management
  - a. Facilitate and document Process/Architecture Workshops
  - b. Configure application per agreed-to processes
  - c. Perform User Training
  - d. Perform Administrative Training

## Section 1.6 Testing

### 1. Overview

The section describes the testing parameters and success criteria for the end product described in this Specification.

### 2. General

1. The CONSULTANT will utilize ITSM solution specific software-based tools to test implemented configurations for issues related to performance, manageability, upgradability, scalability, and security.
2. The CONSULTANT will be responsible for correcting any deficiencies found during each stage of testing.
3. The CONSULTANT will be responsible for Unit Testing to ensure that each ITSM application and configurations requirements have been met. This test must show the application functions correctly based upon project feature requirements.
4. The CONSULTANT will be responsible for System Testing to ensure that applications and configurations will function together as planned and

whether discrepancies exist between the ways the applications work together.

5. The City reserves the right to revise and/or add tests to acceptance test plan to ensure full functionality of the system is verified per specifications.
6. For failed tests, the CONSULTANT will make appropriate changes and document the steps necessary for remediation of such failures and submit the plan to the City within 48 hours of such failed test. The CONSULTANT will re-test and submit new test results to the City within 24 hours of retest for review and re-consideration for acceptance.
7. The CONSULTANT will facilitate User Acceptance Testing to verify that the system meets the end user requirements. This test will contain test cases that verify the end user functionality of the system.
8. The CONSULTANT will submit a Final Acceptance Test Plan for review and approval by the City. The test plan will contain the following at a minimum: Name of test, Description of the test, Test Methodology and Expected result and actual result.

## **Section 1.7 Close out**

### **A. Overview**

The section describes the deliverables for the close out phase of this project. The close out phase begins after the City has deemed all the deliverables under the Payment Milestones as accepted and the Consultant has delivered all required documentation to complete the project.

### **B. General**

All close out Deliverables are subject to final written approval by the City.

### **C. Deliverables**

1. The CONSULTANT will provide a configuration manual for each application implemented in Phase I and Phase II. The CONSULTANT will provide three copies of all

materials in hardcopy and three copies in electronic format. The acceptable formats for the electronic copies are: Microsoft Word and Microsoft PowerPoint.

2. The CONSULTANT will provide a training manual for each application implemented in Phase I and Phase II. The CONSULTANT will provide three copies of all materials in hardcopy and three copies in electronic format. The acceptable formats for the electronic copies are: Microsoft Word and Microsoft PowerPoint.
3. The CONSULTANT will provide an administrative and operations manual for each application implemented in Phase I and Phase II. The CONSULTANT will provide three copies of all materials in hardcopy and three copies in electronic format. The acceptable forms for the electronic copies are: Microsoft Word and Microsoft PowerPoint.

## Section 1.8 Payment Milestones and Liquidated Damages, and Completion Incentive

### A. Payment Milestones

All payments by the City to the Consultant upon receipt of correct and valid invoices must follow the payment schedule as follows:

#	Payment Milestone	% Contract Value
1	Final Schedule	5%
2	Phase I Delivery	40%
	2.1 Incident	8%
	2.2 Request	8%
	2.3 Problem	8%
	2.4 Change	8%
	2.5 Knowledge	8%
3	Phase II Delivery	40%
	3.1 Event	10%
	3.2 Release	10%
	3.3 CMDB	10%
	3.4 Asset	10%
4	Close Out	15%

## **B. Liquidated Damages**

1. The Consultant recognizes that timely implementation and acceptance of the system is of the essence to the City. The City will suffer if the system is not commissioned at the specified time.
2. If the Consultant at any time believes that it is likely to miss a deadline or milestone, it must promptly notify the City of the likely delay and the impact of such delay. The Consultant also must use diligent efforts to avoid or minimize any delays or effects resulting from a delay.
3. The parties agree that the injury caused to the City based on a late delivery of the system is difficult or impossible to accurately estimate. The parties intend the following liquidated damages to provide for damages, rather than a penalty or a deterrent. Further, the parties agree that the liquidated damages below represent a reasonable pre-estimate of the probable loss to the City based on a late delivery of the system.
4. If Consultant fails to complete all of the Work as specified in this Scope of Work and Technical Specifications, excluding Close-Out activities, within the identified timeline in the scope and technical specifications after receiving the City's written approval, then the Consultant shall pay to the City as liquidated damages an amount equal to \$1,000 per day for a maximum period of three (3) months.

**EXHIBIT F**

**Drawings  
(Not Applicable)**

# **EXHIBIT G**

## **Additional Required Submittals**

- **Vendor Access Policy**
- **Feature Requirements Document – 65 Pages (including the Service Management Software Required Submittal Form – 46 Pages)**

	<b>CITY OF ATLANTA</b>	<i>Control ID</i>	IS-C022007v1
		<i>Effective Date</i>	3/22/2007
<b>VENDOR ACCESS POLICY</b>		<i>Revision Number</i>	1.3
		<i>Revision Date</i>	11/10/2014
		<i>Approved By</i>	Kasim Reed, Mayor
		<i>POC for Changes</i>	Edmund X. Peters, Chief Security Officer

## 1. OVERVIEW

This Vendor Access Policy (“Policy”) sets forth the policies and guidelines to be followed at all times to minimize the security risks associated with access to the City of Atlanta’s Electronic Communications Resources by an external individual or entity.

The City of Atlanta employs the use of Electronic Communications Resources to facilitate and support its daily business operations. The City of Atlanta recognizes that Vendors often play an important role in supporting City business operations and require various levels of access privilege to the City of Atlanta’s Electronic Communications Resources to fulfill their job responsibilities. In order to protect these resources, adequate limits and controls must be established and maintained to regulate the availability of data that can be accessed, viewed, copied, modified, or controlled by Vendors.

## 2. PURPOSE

The objective of this Policy is to establish policies for Vendor access to the City of Atlanta’s Electronic Communications Resources and support services; provide appropriate guidance regarding Vendor responsibilities; and the security and protection of City equipment and information.

## 3. SCOPE

This Policy applies to all Vendors who require access at any time to Electronic Communications Resources owned or managed by the City of Atlanta.

## 4. RELATION TO LAWS AND OTHER POLICIES

The use and access of Electronic Communications Resources is subject to federal, state, and local laws. This Policy should be closely reviewed in conjunction with the City of Atlanta Electronic Communications Resources Policy.

## 5. DEFINITIONS

The following relevant terms are related to Electronic Communications Resources access, operation, and security:

#### Authorized User

Any person who uses the Electronic Communication Resources with proper authority. The term includes employees of The City of Atlanta who have completed the required prerequisites for use and persons who are not employees and have been properly authorized to use the Electronic Communication Resources.

#### Electronic Communications

Any communications transmitted electronically via the use of the Electronic Communications Resources.

#### Electronic Communications Resources

All information processing and communications facilities, including computers, facsimile machines, telephones, cellular telephones, wireless email devices, PDA's, pagers, copiers, software, on line accounts, email facilities, facilities for Internet/Intranet, Extranet access, storage media, network accounts, computer and email and instant messaging files and messages and related equipment and documentation employed or stored by the City of Atlanta; and all such information processing and communications facilities employed in the City of Atlanta's business that are connected to or able to be connected to its facilities from locations outside of the City of Atlanta's premises, including personal information processing and communications equipment and software owned or leased by City of Atlanta.

#### Vendor

All non-employee individuals and entities, including but not limited to service providers, independent contractors, consultants, sales representatives, and guests of the City of Atlanta who require access to the City of Atlanta Electronic Communications Resources.

### **6. CONFIDENTIALITY**

All Vendors granted authorization to utilize City of Atlanta Electronic Communications Resources shall maintain the confidentiality of all information accessed, viewed, or copied during the course of their access privileges unless otherwise provided by law.

If there is any question regarding the appropriateness of disclosing or retaining information, Vendors shall consult with the Office of Information Security (INFOSEC).

### **7. IDENTIFICATION BADGE REQUIREMENTS**

All Vendors granted authorization to utilize City of Atlanta Electronic Communications Resources shall obtain a temporary identification badge prior to accessing any Electronic Communications Resources located on the premises of any City of Atlanta property.

Vendors must visibly display the temporary identification badges at all times while on city property.

All temporary identification badges must be immediately returned to the Office of Information Security (INFOSEC) upon completion of the authorized access privilege utilization period or upon termination of a service agreement relationship with the City.

## 8. USAGE RULES

The City of Atlanta owns, leases, or has the right to specify the use of all Electronic Communications Resources.

Prior to obtaining authorization to access any Electronic Communications resources, all Vendors shall submit a written request to the Office of Information Security (INFOSEC) for access authorization including the following:

- Name;
- Company;
- Address;
- Telephone Number;
- Nature and Scope of Access Request;
- Access Utilization Period;
- Description and Type of Non-City Equipment to be connected to any Electronic Communications Resources;
- Description and Type of Non-City Installed Software to be utilized with any Electronic Communications Resources;
- List of individuals, if more than one, requiring access;
- Certification that a Criminal Background Check has been conducted on all individuals requesting access to any sensitive information or equipment;
- Completed Authorized User Acknowledgement and Signature Sheet for Vendor Access Policy;
- Completed Authorized User Acknowledgement and Signature Sheet for Electronic Communications Resources Policy; and
- Acknowledgement that any changes to the submitted information will be updated within 24 hours.

Vendors are eligible to use the Electronic Communications Resources with proper written authorization from a department head and with the written approval of the Office of Information Security (INFOSEC).

Any Vendor given access to the City of Atlanta's equipment, internet and email resources will be considered an Authorized User and subject to the same policies as employees and must undergo the same training as specified in the City of Atlanta Electronic Communications Resources Policy.

Upon approval authorizing a Vendor to access the requested City of Atlanta Electronic Communications Resources, the Office of Information Security (INFOSEC) will provide every Vendor with a designated City of Atlanta point of contact to ensure compliance with this Policy.

Vendor access as an Authorized User must be uniquely identifiable and subject to recordation. At a minimum, all Vendor access occurrences must be entered into a log and readily available to the Office of Information Security (INFOSEC) or designated City personnel upon request. Logs must

include, but are not limited to, occurrences such as Vendor access times and dates, personnel changes, password changes, project milestones, and business deliverables.

Vendors are prohibited from copying City of Atlanta Information onto their personal computers or devices without prior, written approval from the Office of Information Security (INFOSEC) or designated City personnel.

All software that the Vendor uses to provide service to the City of Atlanta must be properly inventoried and licensed.

No City of Atlanta licensed software shall be installed on Vendor's non-city computer equipment.

Vendor must follow all applicable City of Atlanta change control processes, procedures and policies.

All Vendor maintenance equipment on the City of Atlanta network that connect to the outside world via the network, telephone line, or leased line, and all City Information Resource Vendor Accounts will remain disabled except when in use for authorized maintenance.

Vendors shall comply with all federal, state, and local auditing requirements, including available access to the Vendor's work product and records.

Vendors shall not access any Electronic Communications Resources outside the nature and scope of its original approved access request without approval from the Office of Information Security (INFOSEC).

Designated City of Atlanta personnel must identify, clear, accompany, and supervise any Vendor who requires access to any City of Atlanta data centers, wiring closets, or protected areas.

## **9. CONNECTION OF NON-CITY EQUIPMENT**

Vendors are prohibited from connecting any non-city equipment, including but not limited to personal computers, notebooks, tablet PCs, hand-held computers, PDA's, or servers to the City of Atlanta network without express written authorization from the Office of Information Security (INFOSEC).

Vendor's non-city computer equipment that is authorized to connect to the City of Atlanta network must meet the following minimum requirements:

- Must have anti-virus software installed and running on the computer at all times.
- Must have the latest anti-virus signatures running on the computer at all times.
- Must have the latest service pack and security patches applied on the computer.
- Must be added to the domain.
- Must have the Domain Admin group added to local Administrator group.
- Local Administrator password must meet the requirements of the City of Atlanta Electronic Communications Resources Policy.
- Must disable personal firewall while on the City of Atlanta network.

- Must encrypt any City sensitive information contained on the computer with City approved standard encryption software.

Vendors are prohibited from connecting and using personal portable devices including but not limited to, storage devices (i.e., jump drives, portable drives, etc.), wireless/wired routers, switches, hubs, access points, network appliances, or any device capable of receiving, storing, managing, transmitting electronic data, receiving email, or browsing Web sites on the City of Atlanta network without express written authorization from the Office of Information Security (INFOSEC).

## **10. SERVER DEPLOYMENT**

All production, development, or test servers installed on the City of Atlanta network by a Vendor must meet Department of Information Technology (DIT) Server Configuration Standards as well as the following minimum requirements:

- Must have anti-virus software installed and running on the server at all times.
- Must have the latest anti-virus signatures running on the server at all times.
- Must have the latest service pack and security patches applied on the server.
- Must be added to the domain.
- Must have the Domain Admin group added to local Administrator group.
- Local Administrator password must meet the requirements of the City of Atlanta Electronic Communications Resources Policy.
- Application Service accounts must meet the requirements of the City of Atlanta Electronic Communications Resources Policy.

## **11. REMOTE ACCESS/VPN**

Vendors are prohibited from accessing City of Atlanta Electronic Communications Resources remotely without express written authorization from the Office of Information Security (INFOSEC).

Vendor remote access level must be clearly stated, identifiable, logged, auditable, and limited only to the authorized systems in which the Vendor must have access in order to perform its assignments. Vendor remote access time (logon hours) must be clearly stated, logged, and auditable.

Vendor network/VPN accounts must be disabled immediately upon completion of the authorized access privilege utilization period or upon termination of a service agreement relationship with the City.

Vendor's activities on the network must be entered into a log and available to City personnel upon request. Logs must include, but are not limited to, connection times, disconnection times, systems accessed, files accessed, tasks performed, or any other activities performed while on the network.

Vendors are prohibited from remotely installing, configuring, or modifying systems or applications on the City of Atlanta network without express written authorization from the Office of Information Security (INFOSEC).

Installing Telnet, FTP, or SMTP services is prohibited on any servers and workstations on the City of Atlanta network.

## **12. REPORTING, VIOLATIONS AND ENFORCEMENT**

Vendors have a duty to report all resources problems, security incidents, suspected and known violations of this Policy or the Electronic Communications Resources Policy to the Office of Information Security (INFOSEC) within 48 hours so that prompt remedial action may be taken. This obligation includes reporting of any suspected malicious code.

## **13. UNAUTHORIZED USERS**

Any use of the Electronic Communications Resources or Facilities by any person who is not an Authorized User is strictly prohibited. Any such unauthorized use will be referred to appropriate governmental authorities for action and will be prosecuted vigorously by the City of Atlanta.

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**EFFECTIVE DATE:**            **March 22, 2007**

**AUTHORIZED USER ACKNOWLEDGEMENT AND SIGNATURE**

I hereby acknowledge that I have received a copy of the City of Atlanta Vendor Access Policy (“Policy”), dated as of \_\_\_\_\_; that I have read the Policy; that I understand the Policy; and that I am bound by and will abide by the Policy’s requirements and any applicable supplements and any additional or amended policies and procedures issued from time to time.

I further acknowledge that I understand that any violation of this Policy may subject me or my company to immediate termination of the authorized access privilege utilization period, service agreement relationship with the City, or possible civil and criminal penalties.

\_\_\_\_\_  
Name of Authorized User (Print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Signature of Authorized User

\_\_\_\_\_  
Date



# FEATURE REQUIREMENTS DOCUMENT

## Service Management Solution

**THE INTENT OF THE FEATURE REQUIREMENTS DOCUMENT PAGES 1-65 IS TO GIVE THE BIDDER AN OVERVIEW OF THE CITY OF ATLANTA'S SERVICE MANAGEMENT SYSTEM FOR INFORMATIONAL PURPOSES ONLY. PLEASE REFER TO THE SERVICE MANAGEMENT SOFTWARE REQUIRED SUBMITTAL FORM PAGES 1-46 FOR GENERAL SYSTEM REQUIREMENTS.**

**Authors:** Johnethia Dancer  
Robyn Cornell  
**Date Created:** February 5, 2015  
**Last Updated:** February 29, 2016  
**Version:** 7.2

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## Document Version Control

Date	Author	Version	Description
04-17-15	Johnethia Dancer	1.0	Draft of unified FRD (DOA, DWM, and GF)
04-21-15	Johnethia Dancer	2.0	Resumed combining the FRDs
04-27-15	Johnethia Dancer	3.0	Revised formatting; added additional requirements
05-08-15	Johnethia Dancer	4.0	Added additional requirements
07-02-15	Johnethia Dancer	5.0	Updated some requirements based on the DOA FRD 06-24-15
08-05-15	Johnethia Dancer	6.0	Added additional requirements from DWM/GF Amendment I
08-18-15	Robyn Cornell	7.0	Added additional requirements from DOA
02-19-16	Darrion Jacobs	7.1	Added additional requirements and process flows for Release Management
02-29-16	Darrion Jacobs	7.2	Added additional document reviewer, updated Locations and include Appendix attachments within document

## Document Reviewers

Name	Title	Area of Responsibility
Samir Saini	Chief Information Officer	AIM Executive Sponsor
Jason Watkins	Chief Technology Officer	AIM Executive Sponsor
Daphne Rackley	Deputy CIO Watershed	AIM Watershed Sponsor
Edmund Peters	Deputy CIO Infrastructure	AIM General Fund Sponsor
Sharon Jones	Assistant General Manager	AIM IT Systems - Aviation
Lateef Ashekun	Enterprise Service Desk Director	AIM Service Desk Sponsor
Errin Baugh	AIM EPMO Director	AIM EPMO Sponsor
Chao Li	Manager	AIM IT Strategic Services - Aviation
Kim Bolarinwa	AIM Director	AIM Application Support – General Fund
Keith Toomer	Watershed Director	AIM Enterprise GIS
Jaci Vickers	AIM Director	AIM Oracle ERP Support
Blondette Christian	Watershed Manager, Sr.	AIM Application Support – Watershed
Jianrong Zhang	Watershed Manager	AIM Application Development - Watershed
Greg Kiah	PMO Director	AIM Project Management – General Fund
Darrion Jacobs	Project Manager	AIM Project Management - Watershed
Ron Pittman	Project Manager	AIM Project Management - Aviation
Nyreen Lamb	Project Manager	AIM Project Management - Aviation

Johnethia Dancer	Business Analyst	AIM Project Management – Watershed
Robyn Cornell	Business Analyst	AIM Project Management - Aviation
Raymond Brooks	Watershed Manager, Sr.	AIM Network and Infrastructure - Watershed
Erin Greene	Manager	AIM Network Services - Aviation
Melvin Tanks	Service Desk Manager	AIM Desktop Support – General Fund
Donald McCrary	Service Desk Manager	AIM Desktop Support – Watershed
Mahindra Bheodari	Service Desk Manager (Interim)	AIM Desktop Support - Aviation
Sheila Boykin	Desktop Support Manager	AIM Desktop Support – Watershed
Roger Campbell	Watershed Manager	AIM Quality Analysis & Control
Patience Nsemoh	Service Desk Supervisor	AIM Desktop Support – Watershed
Vanessa Thomas	Service Desk Supervisor	AIM Desktop Support – General Fund
Tameeka Dudley-Neely	Telecom Manager	AIM Telecom – General Fund/Watershed
Stacy McCoy	Quality Analysis & Control Analyst	AIM Quality Analysis & Control
Cory Sims	Desktop Technician	AIM Desktop Support – Watershed
Arnold Scott	Desktop Technician, Sr.	AIM Desktop Support – General Fund
James Myers	Desktop Technician	AIM Desktop Support – General Fund
Christopher Penamon	Desktop Technician	AIM Desktop Support – General Fund
Nicholas Walker	Desktop Technician	AIM Desktop Support – General Fund
Jeffrey Day	Service Desk Technician	AIM Desktop Support – Aviation
Darrius Hughley	Service Desk Technician	AIM Desktop Support – Aviation
Janelle Jones	Service Desk Technician	AIM Desktop Support – Aviation
Mark Thompson	Service Desk Technician	AIM Desktop Support – Aviation
David Hillman	Security Analyst	AIM Network Security Team - Watershed
Wylon Johnson	Security Analyst	AIM Network Security Team - Aviation
Venus Huff	Telecom Specialist	AIM Telecom - General Fund
Evita Brundidge	Telecom Specialist	AIM Telecom - Watershed
Sabrina Hunter	Telecom Specialist	AIM Telecom - Watershed
Mark Wells	Telecom Engineer	AIM Telecom - Aviation
Sababa Akili	Business Systems Analyst	AIM Application Support - Watershed
Dawn Daniels	Web Developer	AIM Application Support – Aviation
Angela Perkinson	Business Analyst	AIM Aviation
Michelle Yike	Business Analyst	AIM Aviation

Juan Nunez	Network Engineer WAN/LAN	AIM Network Services - Aviation
Andrew Crawford	Sr. LAN/WAN Administrator	AIM Network Services - Aviation
Melaku Habtemariam	Sr. LAN/WAN Administrator	AIM Network Services - Aviation
Edmund Harvey	Server Engineer	AIM Network Services - Aviation
Edward Myers	Server Administrator, AIM-A	AIM Network Services - Aviation
Jean Scott	Programmer /Analyst	AIM Applications - Aviation
Guangdi Li	Programmer /Analyst	AIM Applications - Aviation
Greg Brown	Database Administrator	AIM Applications - Aviation
Dayo Oyefuga	Reporting Analyst	AIM Applications - Aviation
Raphael Rivera	Server Engineer	AIM Network Infrastructure - General Fund
Nathan Gibson	Server Engineer	AIM Network Infrastructure - Watershed
LaMonte Carr	Systems Analyst, Sr.	AIM Application Support – General Fund
My linda Harmon	Systems Analyst, Sr.	AIM Application Support – General Fund
Bret Swenson	Senior Analyst	AIM Oracle ERP Support
Debbie Stewart	ERP Project Manager, Sr.	AIM Oracle ERP Support
Ruben Clark	GIS Analyst, Sr.	AIM Enterprise GIS
Rajesh Polumahanti	EGIS Technical Lead	AIM Enterprise GIS

## Purpose

The purpose of the Feature Requirements Document (*FRD*) is to fully define the specific needs of the project from the user/customer perspective. It is the basis for developing the scope baseline. It also serves as a guide during user acceptance to ensure that all features are tested during the “**Test**” phase of the project. This document outlines the detailed deliverables and specifications of what will be provided once the project is completed.

The document is typically written such that it focuses on “**what**” needs to be provided as opposed to “**how**” it will be implemented. In some cases the requirements are technical in nature and this approach can be modified as necessary to meet the needs of the project.

The high level deliverables found in the Project Charter are in this document but are decomposed (broken down) into smaller, more defined and detailed deliverables. This decomposition happens when more detailed requirements are gathered during interview sessions with the Business Analyst and the user/customer. The FRD then can be used to develop the Project Scope Baseline document which is the complete scope of the project.

## Overview

The City of Atlanta, Atlanta Information Management (AIM) Enterprise Service Desk is implementing a service desk management solution to replace the existing systems, Numara (FootPrints) and HEAT, which are outdated and no longer effective. The existing systems does not satisfy the organization’s business needs and are not scalable enough to maximize the business functionalities required for AIM to deliver excellent services. Each division of City of Atlanta (Aviation, Department of Watershed Management and General Fund) uses different applications and processes to independently handle routine service requests and tasks. The incident handling and inventory management tools currently utilized by the divisions are outdated and no longer effective for a variety of reasons.

Over the past two years, AIM has experienced several issues and challenges in performing daily operational tasks due to the inefficiency of the existing systems. The challenges identified below are not conclusive to all issues and challenges occurring with the use of inefficient tools and debilitating processes. However, these issues has a critical impact on the level of satisfactory services provided to the City of Atlanta.

- Insufficient User Licenses
- Inability to Generate All Required Reports
- Simplicity of User Interface
- Operating System Capability Issues
- Lack of Efficient Asset Management Systems & Processes
- Lack of Efficient Event Management Systems & Processes

After considered deliberation, the Atlanta Information Management determined that an enterprise solution was needed for the three divisions. Adopting a single solution will also require adopting a uniform set of work processes to realize the twin goals of efficient service management and increased customer satisfaction.

The deployment of a new solution to replace the existing tools will provide the following benefits, which will aid in satisfying high-level project goals and objectives.

- Centralized Incident Management Solution
- Rapid Response and Restoration of Services
- Improved End-user Satisfaction

- Increased Operational Efficiency
- Improved Business Intelligence and Reporting Capability
- Automate and Simplify IT Service Delivery
- Automate Paper Forms and Manual Processes
- Effective Collaboration Across Business Units and Teams
- Standardize Processes and Procedures Across All Areas

The Atlanta Information Management of the will manage the project to consolidate legacy applications and implement a single enterprise application. The application will be a hosted solution housed in the cloud. As part of the implementation, the Aviation Division of IT and Aviation employees will participate in a pilot project to gain application experience that will be used to ensure a smooth transition to the other COA divisions.

## Project Initiation

**Project Sponsor/Requestor:** Lateef Ashekun

**Requested Timeframe:** Fiscal Year 2015-2016

## High-Level Business Objectives

1. Improve the 1<sup>st</sup> tier of Service Desk support to aid in the initial troubleshooting and issue resolution of tickets submitted by users.
  - a. Increase the number of General Fund Service Desk staff to ensure efficient services are delivered to the organization.
  - b. Provide thorough issue resolution and problem solving training for all Service Desk staff to assist with resolving 1<sup>st</sup> Tier service desk tickets.
2. Improve self-service options for end users to:
  - a. Minimize the number of calls to the Service Desk by 50% and reduce the hold times.
  - b. Reduce stress levels of the Service Desk team to increase overall individual productivity.
  - c. Improve the overall customer service provided by the Service Desk.
  - d. Achieve the goal of 70% of Service Desk tickets are entered directly by the user.
3. Improve operational inefficiencies to include:
  - a. Reducing the amount of paper used internally.
  - b. Standardization of business processes and procedures
4. Provide a centralized location for all City of Atlanta employees to request services and assistance from Atlanta Information Management (AIM). \* (BR02)
5. Improve the service management function, to include communication, management and tracking of service requests, network changes and events, and assets across the City of Atlanta, via an IT Service Management solution. \* (BR01)
6. Implement an IT Service Management solution utilizing a best practices framework to enhance the customer experience, deliver customer value, and maximize efficiency and effectiveness of service desk of COA personnel. \* (BR06)

## Assumptions and Constraints

The following identifies the assumptions and constraints for the project:

No.	Assumptions
1.	Due to the recent organization realignment, the Enterprise Service Desk will consolidate and standardize all business processes.
2.	The Enterprise Service Desk will provide the future state of the AIM Service Desk, the outcome of the recent organization realignment, prior to the implementation of a Service Management Solution.
3.	The list of tools and applications will be consolidated and standardized to maintain efficiency across all service delivery areas.

4.	The service desk teams will receive the necessary ITIL training in preparation for the Service Management Solution implementation.
5.	The departmental liaisons will be identified and engaged during this implementation.
6.	The implementation of the future solution will be managed by the AIM project management team.
7.	AIM will provide the resources needed to adequately staff the project.
8.	AIM will administer the future ITSM solution.

No.	Locations (Department/Address)
1.	General Fund Service Desk   55 Trinity Ave. NW Atlanta, GA 30303
2.	Watershed Service Desk   72 Marietta St. NW Atlanta, GA 30303
3.	Aviation Division   6000 N. Terminal Pkwy, Atlanta, GA 30320

No.	Constraints
1.	The absence of consolidated and standardized business processes can become a risk and delay the execution of the implementation.
2.	Asset information currently exists in multiple asset management systems. This information should be consolidated and audited prior to implementing a new Asset Management module.
3.	The current Active Directory (AD) requires extensive cleansing of the data prior to performing any integration with the new Service Management tool. The current directory has outdated and duplicate information that should be consolidated as part of this implementation. There isn't a solidified owner of the AD and this would impact the ability to maintain the AD after cleaning efforts have been completed.
4.	The solution must comply with existing AIM technology and architecture standards.
5.	The AIM Development budget for the project.
6.	The desired delivery timeframe for the project.

## Feature Requirements Structure and Organization

The Feature Requirements section identifies **what** is needed from the system/product from the user's perspective. However, these requirements **do not** describe **how** it will be built or implemented. This information is obtained by interviewing each stakeholder and user impacted by the project.

The Feature Requirements are divided into several categories. They collectively comprise the user's requirements for the system. They are as follows:

No.	Requirement Type	Description
A.	Planning Requirements	Assessment , Discovery , Clean Up , Project Planning
B.	Feature Requirements	Functionality and Attributes necessary to achieve the user's objectives
C.	Security Requirements	Determines who has access to the system and the type of access approved
D.	Reporting Requirements	Describes the types of reports that will be necessary from the system
E.	Technical Requirements	Technical needs required for implementing the system
F.	Usability Requirements	Requirements for how "User Friendly" is the system

Each Requirement Type has a table with the following elements:

1. **Code** - Unique identifier for each type of requirement
2. **Description** - Detailed information about the requirement
3. **Rank** - Mandatory (shall have) or Desirable (nice to have if resources permit)

Ranking provides the user's view of the importance of each requirement and this is indicated in the "**Rank**" column. The values for "**Rank**" are described as follows:

- **Mandatory** : those features that are essential to the client's acceptance of the system
- **Desirable** : are those that are desired, but are not considered essential to the system's acceptance.

**Please Note:** The terms system and solution are used interchangeably and refer to the future system that is to be implemented.

## Project Features and Deliverables List

Item	Deliverable / Task
<b>A. Planning Requirements</b>	
	1. Standard Project Management Requirements
	2. Asset Management Systems Consolidation
	3. Improve Business Processes
	4. Staffing and Training Improvements
<b>B. Feature Requirements</b>	
	1. General Service Desk System Requirements
	2. Implement Incident Management Module
	3. Implement Problem Management Module
	4. Implement AIM Service Catalog
	5. Implement Asset Management Module
	6. Implement Change Management Module
	7. Integrate with Oracle Human Resources
	8. Integrate with Active Directory
	9. Implement 3 <sup>rd</sup> Party Additional Integrations
	10. Implement Knowledge Base
	11. Implement Request Management
	12. Implement Configuration Management (CMDB)
	13. Implement Event Management
	14. Implement Employee Requirements
	15. Implement Project Management Requirements
	16. Implement Release Management
<b>C. Security Requirements</b>	
	1. System Accessibility
	2. Security Permissions
<b>D. Reporting Requirements</b>	
	1. General Reporting Requirements
	2. Service Desk Reports

---

	3. Executive Dashboards
<b>E. Technical Requirements</b>	
	1. General Technical Requirements
	2. Server and Database Requirements
<b>F. Usability Requirements</b>	
	1. User Friendliness Requirements

## A. Planning Requirements

### Deliverable 1. – Standard Project Management Deliverables

Code	Description	Rank
A1.1	Develop <b>Project Charter</b> Document	Mandatory
A1.2	Develop <b>Project Management Plan</b>	Mandatory
A1.3	Develop <b>Baseline Project Schedule</b>	Mandatory
A1.4	Develop <b>Requirements Document</b> and <b>Test Plans</b>	Mandatory

### Deliverable 2. – Asset Management Systems Consolidation

Code	Description	Rank
A2.1	<p><b>Consolidate all Watershed Assets</b> into one central location accessible by the project, vendor, and service desk teams.</p> <ul style="list-style-type: none"> <li>• Desktops/Laptops</li> <li>• Mobile &amp; Wireless Devices</li> <li>• Network Printers and Servers</li> <li>• Any additional assets managed by AIM</li> </ul>	Mandatory
A2.2	<p><b>Consolidate all General Fund Assets</b> to include into one central location accessible by the project, vendor, and service desk teams.</p> <ul style="list-style-type: none"> <li>• Desktops/Laptops</li> <li>• Mobile &amp; Wireless Devices</li> <li>• Network Printers and Servers</li> <li>• Any additional assets managed by AIM</li> </ul>	Mandatory
A2.3	<p><b>Consolidate all Aviation Assets</b> to include into one central location accessible by the project, vendor, and service desk teams.</p> <ul style="list-style-type: none"> <li>• Desktops/Laptops</li> <li>• Mobile &amp; Wireless Devices</li> <li>• Network Printers and Servers</li> <li>• Any additional assets managed by AIM</li> </ul>	Mandatory

### Deliverable 3. Business Process Improvements

Code	Description	Rank
A3.1	<b>Standardize the Service Level Agreements (SLA) for end users</b> when additional information has been requested by the technician or when the user needs to perform additional actions required to successfully resolve the ticket.	Mandatory
A3.1.1	Implement <b>separate SLAs for incidents and requests</b> based on the work efforts required to complete the tasks.	Mandatory
A3.1.2	The standardized SLAs should <b>incorporate the vendor SLAs</b> when the vendor has to be involved in the resolving incidents and requests.	Mandatory
A3.1.3	The standardize SLAs should include <b>extended SLA times</b> for tasks that require an extensive amount of time to complete and deliver to the user. Typically, these tasks may result in small initiatives, similar to small projects.	Mandatory
A3.1.4	The standardize SLAs should be configured to allow changing of the CTI to start the SLA clock over again to allow the responsible group enough time to work on the issue.	Mandatory
A3.2	Standardize the process for handling all <b>password reset requests</b> to include Oracle, Kronos, Active Directory, and other critical applications.	Mandatory
A3.3	Standardize the process for <b>receiving and managing special requests</b> tickets	Mandatory

	from the Executive Offices  (E.g.: Mayor's Office, Executive Leaders, and Commissioners) to ensure all requests to the Service Desk staff are properly issued, tracked, and resolved.	
<b>A3.4</b>	Standardize a process for <b>managing virus issues and requests</b> from the users as there is not an as-is process in place.	Mandatory
<b>A3.5</b>	Improve the <b>onboarding and off boarding</b> process for employees/contractors joining and leaving the COA to assist with updating the Active Directory and managing COA assets. The process should include: <ul style="list-style-type: none"> <li>• Process for creating and terminating an account in Oracle Human Resources</li> <li>• Process for creating and terminating a network account</li> <li>• Process for creating and terminating an account in the future ITSM solution</li> <li>• Assigning of any equipment to new employees</li> <li>• Physical recovery of any equipment that was assigned to the employee</li> </ul>	Mandatory
<b>A3.5.1</b> (BR03)	This implementation should provide an automated software solution to accommodate on-boarding and off-boarding employees.	Mandatory
<b>A3.6</b>	Standardize a <b>communication process</b> to allow departmental IT liaisons to communicate new or modified Service Desk processes.	Mandatory
<b>A3.7</b>	Standardize a process for <b>managing and updating</b> the information required for the <b>Asset Management</b> Module. Determine if there's a need to integrate with Oracle Fixed Assets.	Mandatory
<b>A3.8</b>	Improve the process for <b>auto-closing/resolving tickets</b> before and after the 5-day grace period has elapsed.	Mandatory
<b>A3.9</b>	Improve the process in which <b>service desk tickets are assigned</b> to allow incident and service requests to be assigned to the supporting group/team versus the individual. Group leads should be the person(s) to distribute or assign the tickets to the individual based on their current skillset and workload.	Mandatory
<b>A3.10</b>	Improve the <b>procurement process</b> to improve the time spent procuring items from outside sources and ensure the system can support the process. The current procurement process is very unclear and time consuming. The improved process must include the necessary checkpoints from both, the Service Desk and Procurement Team. Determine if there's a need to integrate with Oracle Procurement.	Mandatory
<b>A3.11</b>	Improve the <b>change management policy and process</b> to include the following: <ul style="list-style-type: none"> <li>• Change Management Board/Committee comprised of members from all of the key function IT areas such as: Network, Server, Telecom, Security, Application Support, etc.,</li> <li>• Thorough reviews of the change requests by the board/committee members; approvals would include the IT area impacted</li> <li>• Clear definition of roles and responsibilities</li> <li>• Routine notifications of reviewed change requests</li> <li>• Audit trail of change requests submitted, reviewed, approved or denied</li> </ul>	Mandatory
<b>A3.12</b>	Implement a <b>vendor management process</b> to include the following: <ul style="list-style-type: none"> <li>• Provide the vendor with terms and agreement that can be acknowledge electronically</li> <li>• Trigger the necessary forms that are required by all vendors</li> </ul>	Mandatory
<b>A3.13</b>	Consolidate and <b>standardize the list of CTIs</b> that will be used for the Service Management Solution.	Mandatory
<b>A3.14</b>	Develop a <b>process for managing the trending issues and customers</b> as they are identified.	Mandatory

#### **Deliverable 4. Staffing and Training Improvements**

Code	Description	Rank
A4.1	This implementation shall <b>provide basic troubleshooting training</b> to all staff members of the Service Desk to aid Service Desk specialists with 1st Tier Level tickets, such as: <ul style="list-style-type: none"> <li>• Password Resets</li> <li>• Mapping Network Printers</li> <li>• Mapping Network Drivers</li> <li>• Request Meeting Equipment (projectors, video conferencing)</li> <li>• Resetting Application Password</li> <li>• Adding Outlook Mailbox</li> <li>• Reserving a Conference Bridge</li> </ul>	Mandatory
A4.2	Increase the <b>number of loaner machines</b> available for hardware issues to decrease the end users' downtime.	Mandatory
A4.3	Improve the <b>number of staff members</b> required to efficiently support a customer base of approx. 6,600 users (Aviation, General Fund & Watershed).	Mandatory
A4.4 (BR07)	The implementation must include the education to all AIM and the COA business units on the new ITSM tool and its' features and functions to include training sessions and documentation.	Mandatory

## B. Feature Requirements

### Deliverable 1. Implement General System Requirements

Code	Description	Rank
B1.1 (FR07) (FR08) (FR20)	The system shall <b>provide a centralized location</b> for COA employees to request services and assistance from the service desk to include the following: <ul style="list-style-type: none"> <li>• Service Catalog for All IT Requests</li> <li>• Historical Incident and Request Information</li> <li>• Troubleshoot Issues/Problems</li> <li>• Retrieve "How To" Help-Guides</li> <li>• Knowledge Base/Wiki Library</li> <li>• Update User Profiles</li> <li>• All Related Information Technology Reporting and Projects</li> </ul>	Mandatory
B1.2	The system shall be able to <b>identify repeat customers and trending issues</b> that occur within an established time period by displaying an alert or message to the technician upon receipt of the ticket.  (Message can read similar to this: <b>Please note this (Customer or Issue Type) has been reported X number of times within the last X number of days. This issue may require additional escalation to resolve.</b> )	Mandatory
B1.2.1	The displayed alert or message shall <b>reference the existing ticket numbers</b> for the tickets related to the trend and the ticket number for tickets with similar issues recently submitted by this or any other user.	Mandatory
B1.3	The system shall <b>display all available network printers</b> , within the location parameters, to include printer name and the complete location (Building and Floor) when completing requests for mapping network printers.  (E.g. A request is submitted from a user located at City Hall, 2 <sup>nd</sup> Floor, in the Mayor's office. Based on her location, the available printers should only show the network printers located on the 2 <sup>nd</sup> Floor in the Mayor's Office)	Mandatory
B1.4 (FR35)	The solution shall allow Desktop Personnel to automatically send a <b>"survey"</b> when an incident (ticket) is closed to assess customer satisfaction: <ul style="list-style-type: none"> <li>• Collect data on four questions regarding service received</li> <li>• Calculate number and percentages of satisfied customers</li> </ul>	Mandatory

	<ul style="list-style-type: none"> <li>Collect compliments, complaints and general feedback</li> </ul>	
B1.4.1	The system shall allow technicians to immediately <b>review the results</b> of the customer submitted <b>surveys</b> .	Desirable
<b>B1.5</b>	The system shall allow <b>tickets to be assigned to multiple owners or groups</b> for resolving.	Mandatory
<b>B1.6</b> (FR23) (FR46) (FR62) (FR73) (FR76) (FR78) (FR91)	<p>The system shall be configured to allow the <b>development of</b> the following <b>online forms</b>:</p> <ul style="list-style-type: none"> <li>VPN Request Form</li> <li>Vendor Access Request Form</li> <li>Sign-Off Task Form (TBD)</li> <li>Wireless Request Form</li> <li>AIM Equipment Usage Agreement</li> <li>Request for Q-Drive Folder Access</li> <li>User Account Form</li> <li>SW Installation &amp; Applications Access</li> <li>DOA-AIM Return Material Authorization (RMA) Request Form</li> <li>Project Initiation Concept Request</li> <li>CCB Change Request Form</li> <li>Equipment Receipt Form</li> <li>DWM Access Requisition Form</li> <li>Badge Access Form</li> <li>Hardware/Software Evaluation Request</li> <li>DOA Equip Sign In/Out (loaner)</li> <li>RSA Token Form (all forms)</li> <li>Inventory Tracking Form</li> <li>Surplus Form</li> <li>AIM Parking &amp; Parking Reimbursement Request</li> <li>IT Business Justification Request</li> <li>Application Change Request</li> <li>AIM Aviation Websense Form</li> <li>Server Request</li> <li>Database Request Form</li> <li>Database Access Form</li> </ul>	Mandatory
B1.6.1	The configured online forms shall have <b>workflows configured</b> to execute the process from beginning to end.	Mandatory
B1.6.2	The completed online forms shall be <b>stored in a centralized location</b> accessible by the service desk teams.	Mandatory
<b>B1.6.3</b> (FR54)	The centralized location must allow users to <b>search by ticket/request number and key words and phrases</b> .	Mandatory
<b>B1.7</b>	The system shall allow the <b>SLA to stop/pause</b> when the ticket status has been changed to "Pending Vendor", "Transferred to Vendor", "Waiting On Customer or Pending Customer Validation".	Mandatory
<b>B1.8</b>	The system shall be configured to <b>utilize separate SLAs for Incidents and Requests</b> based on the work efforts required to successfully resolve each incident and complete each request.	Mandatory
<b>B1.9</b>	The system shall be configured to <b>track all vendor related tickets</b> to allow the service desk to manage vendor tickets, maintain SLAs, and follow-up as needed.	Mandatory
B1.9.1	The system shall configure a field to reference the vendors' ticket number.	Mandatory
B1.9.2	A new status titled " <b>Transferred to Vendor</b> " must be added for tickets the vendor is now responsible for resolving.	Mandatory
B1.9.3	The system must provide <b>weekly email notifications</b> to the group owners of all open "Transferred to Vendor" and "Pending Vendor" tickets to allow users to perform follow-up actions as needed.	Mandatory
B1.9.4	The weekly email notification must contain a list of tickets that are accessible by clicking a link to view the ticket record within the system.	Mandatory
<b>B1.10</b>	The system shall be configured to <b>auto-populate</b> the Department Liaison <b>contact information</b> as a 2 <sup>nd</sup> POC during the creation of each ticket.	Mandatory
<b>B1.11</b> (FR14)	The system shall allow users to <b>attach images and documents</b> to the ticket.	Mandatory
<b>B1.12</b>	The system shall allow users to <b>check the status of their ticket</b> via their email confirmation or accessing the site directly.	Mandatory
<b>B1.13</b> (FR53)	The system shall allow users to perform quick <b>keyword and key phrase searches</b> from any module or screen.	Mandatory
B1.13.1	The system shall be configured to allow users to <b>perform advanced searches</b>	Mandatory

	from any module or screen with any combination of data from any field and an advanced criteria form.	
<b>B1.14</b>	The system shall allow users to <b>sort and filter</b> on all of the data displayed in a column-structure.  <i>(E.g. Application Support Team would like to filter to show only on the request involving a particular application, such as enQuesta, CourtView, Accela, etc.)</i>	Mandatory
<b>B1.15</b> (FR19)	The system shall deliver <b>immediate email confirmations</b> to the users when the following occurs: <ul style="list-style-type: none"> <li>• New incident ticket has been created;</li> <li>• New service request ticket has been created;</li> <li>• New equipment request has been created;</li> <li>• Updates to any existing ticket made by the user or the service desk team</li> </ul>	Mandatory
<b>B1.16</b>	The system shall be configured to allow users to only see the applications used by their department in a drop down menu when submitting an incident or request for application installation, maintenance and support.	Mandatory
<b>B1.17</b>	The system shall be configured to <b>capture and track the amount of time</b> the technicians spend to resolve a ticket by: <ul style="list-style-type: none"> <li>• Creating a field to capture the number of hours and minutes spent</li> <li>• Creating a time tracking list that stores all time for the technicians</li> <li>• Capturing time spent during the various phases of the ticket lifecycle</li> </ul>	Mandatory
B1.17.1	The time tracking list should be <b>editable by managers and supervisors</b> .	Mandatory
B1.17.2	The time tracking list should <b>store data up to one year</b> .	Mandatory
<b>B1.18</b>	The system shall be configured to allow system administrators to <b>create multiple workspaces</b> as needed to support all service delivery areas.	Mandatory
<b>B1.19</b>	The system shall be configured to have all user information stored in an address book within the system.	Mandatory
B1.19.1	The users' contact record should include the first and last name, physical location, department, desk and mobile phone number, network username, and employee ID.	Mandatory
B1.19.2	The employee ID should only be visible to the members of the service desk and the employee assigned to that ID.	Mandatory
<b>B1.20</b>	The system must be configured to allow <b>custom fields</b> to be created to any of the forms as needed.	Mandatory
<b>B1.21</b>	The system shall be configured to allow all <b>incident and request history</b> to be saved automatically when a new ticket is created.	Mandatory
B1.21.1	The system shall be configured to allow all users to <b>view the incident/request history</b> for a user or a department by clicking an icon or button from within a ticket or main screen.	Mandatory
<b>B1.22</b>	The system shall be configured to allow all free text fields to support <b>rich text editor</b> to allow users to format the text as needed.	Mandatory
<b>B1.23</b>	The system shall be configured to allow all free text fields to include <b>spell check</b> to allow users to spell check the text before submitting the ticket.	Mandatory
<b>B1.24</b>	The system shall be configured to allow users to <b>designate other users</b> to receive updates and notifications for a submitted ticket on their behalf.	Mandatory
<b>B1.25</b>	The system shall be configured to allow managers and supervisors to <b>view the current workload</b> of their team when assigning tickets.	Mandatory
<b>B1.26</b>	The system shall be configured to <b>create global tickets</b> for incidents that impact multiple groups and departments.	Mandatory
B1.26.1	The system shall be configured to <b>send automatic system and email alerts</b> to the service desk team when a global ticket is submitted.	Mandatory
B1.26.2	The system shall be configured to allow technicians to <b>create a global ticket from an existing ticket</b> .	Mandatory

<b>B1.27</b>	The system shall be configured to provide <b>automatic administrative error alerts</b> that displays within the system when a system error occurs.	Mandatory
<b>B1.28</b>	The system shall be configured to provide the following <b>built-in queues</b> from the home screen: <ul style="list-style-type: none"> <li>• <b>My Assignments:</b> Displays the most recent active tickets assigned to you</li> <li>• <b>Team Assignments:</b> Displays the active tickets assigned to your team</li> <li>• <b>All Issues:</b> Displays all tickets within the workspace</li> <li>• <b>Global Issues:</b> Displays all active global tickets</li> <li>• <b>Deleted Tickets:</b> Displays all deleted tickets</li> <li>• <b>Aged Tickets:</b> Displays current and aged tickets based on selected parameters</li> </ul>	Mandatory
<b>B1.29</b>	The system must <b>automate the vendor management process</b> using an automatic workflow.	Mandatory
<b>B1.30</b>	The system must provide <b>automatic notification of expiring vendor access</b> prior to the access termination date at the following increments: 30 Days, 7 days, and 24 hours prior to expiration.	Mandatory
<b>B1.31</b>	The system shall be configured to accept <b>electronic signatures</b> for tasks that require approvals.	Mandatory
<b>B1.32</b> (FR02)	The solution will provide <b>user profiles or accounts</b> for every COA employee, and designated contractors authorized to access network, where user permissions can be set based on business unit and location. User permissions will determine what a user can see and do in the application	Mandatory
<b>B1.33</b> (FR03)	The solution will capture <b>historical data and accumulate current data</b> from third party application via direct integration, data transfers, or importation information from spreadsheet or Access databases.	Mandatory
<b>B1.34</b> (FR06)	The solution shall provide <b>training and documentation</b> (application) for end users and system administrators such as: <ul style="list-style-type: none"> <li>• COA Employees</li> <li>• Service Desk Personnel</li> <li>• Business Administration</li> <li>• Network Personnel</li> <li>• Inventory Managers</li> <li>• Change Management Personnel</li> <li>• Event Management Personnel</li> </ul>	Mandatory
<b>B1.35</b> (FR29)	The solution shall provide a means to <b>on- and off-board employees</b> more efficiently under one ticket that can: <ul style="list-style-type: none"> <li>• List all hardware, software and equipment items needed</li> <li>• List all tasks needed to handle the employee needs</li> <li>• Enable or disable Outlook Exchange mail accounts</li> <li>• Enable or disable local area network (LAN) accounts</li> <li>• Software applications</li> <li>• Alert other stakeholders of status of the task</li> <li>• Include contact info for employee and manager</li> <li>• Track loaner equipment</li> </ul>	Mandatory
<b>B1.36</b> (FR37)	The solution shall provide ticket service categories and call types needed for identifying <b>Service Desk</b> activities including, but not limited to: (See complete listing of CTIs) <ul style="list-style-type: none"> <li>• Desktop Hardware</li> <li>• Desktop Software</li> <li>• Coordination</li> </ul>	Mandatory
<b>B1.37</b> (FR38)	The solution shall provide ticket service categories and call types needed for identifying <b>Business Administration activities</b> including, but not limited to: (See complete listing of CTIs)	Mandatory

	<ul style="list-style-type: none"> <li>• Legislation</li> <li>• Contracts</li> <li>• Office Management</li> <li>• Procurement</li> <li>• Training Requests/Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Scrap metal</li> <li>• Surplus Hardware Equipment</li> <li>• Return Merchandise Authorization (RMA)</li> </ul>	
<b>B1.38</b> (FR39)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Network Services</b> activities for all systems including, but not limited to: (See complete listing of CTIs)</p> <ul style="list-style-type: none"> <li>• Aerobahn System</li> <li>• BARCO Wall Display</li> <li>• CCTV System</li> <li>• Common Use Terminal Equip</li> <li>• Dynamic Signage</li> <li>• Everbridge Mass Notification System</li> <li>• FourWinds</li> <li>• Interactive Directory</li> <li>• Lenel Badging</li> <li>• Parking Revenue Control System (PRCS)</li> <li>• Security Fingerprinting System</li> </ul>		Mandatory
<b>B1.39</b> (FR40)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Network Operations</b> activities including, but not limited to: (See complete listing of CTIs)</p> <ul style="list-style-type: none"> <li>• Active Directory</li> <li>• Accounts</li> <li>• Dynamic Signage</li> <li>• Firewall Changes</li> <li>• Exchange</li> <li>• Servers</li> <li>• Switches</li> <li>• Routers</li> <li>• Circuits</li> <li>• Access Points</li> <li>• Network Printers</li> <li>• Cable</li> <li>• Public Wi-Fi</li> <li>• VPN/Remote Access</li> <li>• Vendor Escort/Access</li> <li>• DOA Wi-Fi</li> </ul>		Mandatory
<b>B1.40</b> (FR41)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Network Security</b> activities including, but not limited to: (See complete listing of CTIs)</p> <ul style="list-style-type: none"> <li>• Payment Card Industry (PCI) Data Security Standard (DSS) compliance</li> <li>• Network Access Control (NAC)</li> <li>• Websense</li> <li>• McAfee</li> <li>• Account Policies</li> </ul>		Mandatory
<b>B1.41</b> (FR42)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Strategic Services</b> activities such as, but not limited to: (See complete listing of CTIs)</p> <ul style="list-style-type: none"> <li>• Websites: Intranet, Internet</li> <li>• GIS ESRI</li> <li>• Database creation/modification request</li> <li>• Web Applications</li> <li>• Business Applications</li> </ul>		Mandatory
<b>B1.42</b> (FR43)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Telecom activities</b> such as, but not limited to: (See complete listing of CTIs)</p> <ul style="list-style-type: none"> <li>• Service Providers</li> <li>• Cellular Devices</li> <li>• Desk Phones</li> <li>• Satellite TV</li> </ul>		Mandatory
<b>B1.43</b> (FR44)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Project Management activities</b> such as, but not limited to: (See complete listing of CTIs)</p> <ul style="list-style-type: none"> <li>• Project Requests</li> </ul>		Mandatory
<b>B1.44</b> (FR11)	<p>The solution shall <b>auto-populate request forms</b> with user contact info when requests are opened via the web</p>		Mandatory
<b>B1.45</b> (FR25)	<p>The solution shall provide a means for Service Desk Personnel to <b>update the status</b> of incident or service requests from desk, laptop or other mobile device in order to provide timely and efficient service.</p>		Mandatory
<b>B1.46</b> (FR21) (FR45) (FR49) (FR58) (FR63) (FR69)	<p>The solution shall provide a <b>dashboard view</b> for Service Desk Personnel and supporting IT Groups that provides the following features:</p> <ul style="list-style-type: none"> <li>• Navigation bar with key functions</li> <li>• Listing of incidents or requests assigned to individual personnel</li> <li>• Listing of incidents or requests assigned by groups</li> </ul>		Mandatory

(FR73) (FR77) (FR79)	<ul style="list-style-type: none"> <li>• Listing of, or a view to reported network events showing the status and a description</li> <li>• Listing of new project requests assigned to individual project managers</li> <li>• Description and status of all incident or requests</li> <li>• Graphical data (charts, graphs) on key functions based on each team’s core responsibility</li> <li>• Alerts on issues, requests, or situations affecting the employees (for Asset Inventory and Network Operations Teams)</li> <li>• Alerts on new requests (for the Business Administration Teams)</li> <li>• Alerts on upcoming change activities (for the Network Operations teams)</li> </ul>	
<b>B1.47</b> (FR45)	The solution shall provide users the ability to close tickets using <b>closure codes</b> prescribed for that use: <ul style="list-style-type: none"> <li>• Account Expired</li> <li>• Defective</li> <li>• Forgot Password</li> <li>• Repair/RMA</li> <li>• Account Locked</li> <li>• Device Failure</li> <li>• Laptop Setup</li> </ul> (See complete listing of closure codes)	Mandatory

**Deliverable 2. Implement Incident Management**

Code	Description	Rank
<b>B2.1</b>	The system shall be configured to <b>display an issue checklist</b> , upon initial ticket creation, to aid the Service Desk staff with: <ul style="list-style-type: none"> <li>• Resolving the 1<sup>st</sup> Tier of issues quickly</li> <li>• Determining the complexity of the 2<sup>nd</sup> and 3<sup>rd</sup> Tier issues</li> <li>• Ensuring pertinent information is gathered upon initial contact with the user</li> </ul> Examples of information to capture on the checklist: <ul style="list-style-type: none"> <li>• What is the computer name? (if not shown)</li> <li>• Did the user restart their computer?</li> <li>• Are all the cords and cables secure and plugged in?</li> <li>• What events lead to this issue?</li> <li>• Did the user experience any error codes or messages?</li> <li>• Has this user experienced this issue before?</li> </ul>	Mandatory
B2.1.1	The displayed checklist should be configured to display questions based on the type of issue the user is experiencing.	Mandatory
<b>B2.2</b>	The system shall be configured to allow “Special Requests” from the Executive Offices (ex. Mayor’s Office) to <b>automatically assign</b> an “Urgent” <b>priority level</b> to the ticket upon creation.	Mandatory
B2.2.1	The system shall be configured to allow “Special Requests” tickets to immediately go to a <b>special work queue</b> when each ticket is created for easy retrieval.	Mandatory
B2.2.2	The system shall be configured to <b>display a system message and an email notification</b> informing the technicians a new “Special Requests” ticket has been submitted.	Mandatory
<b>B2.3</b> (FR34)	The system shall deliver <b>automatic email alerts</b> to inform ticket owners of expiring SLAs when 50% of the SLA has passed.	Mandatory
<b>B2.4</b>	The system shall be configured to <b>display the users’ equipment information</b> when tickets are initially created. The equipment information should include the	Mandatory

	<b>make/model, operating system, and IP address.</b>	
<b>B2.5</b>	The system shall be configured to provide <b>immediate automatic notifications</b> to the Service Desk and management team when the monitoring tools identifies an incident or problem.	Mandatory
<b>B2.6</b>	The system shall be configured to <b>generate one master ticket</b> for each incident, problem, or request that has been submitted to the Service Desk.	Mandatory
B2.6.1	The generated master ticket shall allow <b>sub-tickets to be created and linked</b> when the following occurs: <ul style="list-style-type: none"> <li>Multiple group owners are required to resolve the ticket;</li> <li>User submits a new ticket that is directly related to an existing master ticket</li> </ul>	Mandatory
B2.6.2	The system shall be configured to allow <b>sequencing of sub tickets</b> when certain sub tickets cannot be closed until reliant sub tickets are resolved first.	Mandatory
<b>B2.7</b> (FR27)	The solution shall allow authorized Service Desk personnel to <b>update incident</b> format or add new fields to capture data on the incident including: <ul style="list-style-type: none"> <li>Call types within categories</li> <li>Add articles to Knowledge Base (wiki)</li> <li>Add troubleshooting tips and procedures to the Wiki tool</li> </ul>	Mandatory
<b>B2.8</b> (FR31)	The solution will allow and track <b>escalations</b> , for assistance with troubleshooting and resolving user incidents, and to allow timely management of the resolution according to established service level agreement (SLA) and standard operating procedures (SOP) and updates for customers from entities including: <ul style="list-style-type: none"> <li>Tier II support, such as Network Operations</li> <li>Equipment vendors</li> <li>AIM Teams</li> <li>Other COA Business Units</li> </ul>	Mandatory
<b>B2.9</b> (FR32)	The solution shall provide various a readily visible <b>status field</b> on incidents and requests for tracking and management purposes.	Mandatory

### Deliverable 3. Implement Problem Management

Code	Description	Rank
<b>B3.1</b>	The system shall be configured to <b>deliver daily status updates</b> via email to owners, management, vendors, and group owners of current problems until the problem is mitigated.	Mandatory
<b>B3.2</b>	The system shall be configured to allow a number of related incidents to <b>automatically create a problem record</b> .  <i>(E.g.: 10 different users submits a ticket because they aren't able to access a specific system or application. This should now be considered a system or application problem as it effects multiple users/areas at the same time.)</i>	Mandatory

### Deliverable 4. Implement AIM Service Catalog

Code	Description	Rank
<b>B4.1</b>	The service catalog shall be configured to support all <b>IT Issues and Requests</b> related to the following: <ul style="list-style-type: none"> <li>Desktop</li> <li>Application Installs/Maintenance</li> <li>Network</li> <li>Project Requests</li> <li>GIS</li> <li>Telecom</li> <li>Server</li> <li>Security</li> <li>Hardware/Software</li> </ul>	Mandatory
<b>B4.2</b>	The system shall be configured to allow all users to <b>access troubleshooting self-service options</b> via the service catalog, such as :	Mandatory

	<ul style="list-style-type: none"> <li>Mapping Network Drives</li> <li>Mapping Network Printers</li> <li>Resetting Application Password (for critical applications)</li> <li>Adding an Additional Outlook Mailbox</li> <li>Reserve a Conference Bridge</li> </ul>	
<b>B4.3</b>	<p>The service catalog shall be configured to <b>display all of the devices offered by AIM</b> using a Device Catalog with the following equipment options:  <b>See appendix for a complete listing of all devices offered.</b></p> <ul style="list-style-type: none"> <li>Mobile Devices</li> <li>Wireless Devices</li> <li>Laptops/Tablets</li> <li>Desktops</li> </ul>	Mandatory
B4.3.1	The device catalog shall be configured to <b>show when devices have to be procured</b> from the vendor or the AIM inventory.	Mandatory
B4.3.2	The device catalog shall have a <b>configured approval workflow</b> for all requested devices to allow business managers to approve or deny the request.	Mandatory
B4.3.3	The required approval for all devices shall be delivered in the form of an email immediately after the request has been submitted via the device catalog.	Mandatory
B4.3.4	The system must be configured to allow the responses to the approval email to be sent back to the system and captured in the notes of the ticket.	Mandatory
B4.3.5	The device catalog shall display the features, required options, optional accessories, and warranty information for each of the devices. <b>See appendix for an example of how the current devices are displayed.</b>	Mandatory
B4.3.6	The device catalog shall use drop down menus or radio buttons to allow users to select the required options and optional accessories for a device.	Mandatory
<b>B4.4</b>	The Service Catalog shall be configured to <b>recognize the user workspace</b> and provide request options available in their respective location.	Mandatory
<b>B4.5</b>	<p>The service catalog shall be configured to <b>display system outage messages</b> in the form of a monitoring dashboard with key information such as:</p> <ul style="list-style-type: none"> <li>System Name</li> <li>Impacted Areas/Departments</li> <li>Outage Date &amp; Time</li> </ul>	Mandatory

### **Deliverable 5. Implement Asset Management**

Code	Description	Rank
<b>B5.1</b>	<p>The asset management module shall provide <b>inventory management</b> of all COA assets using the following categories:</p> <ul style="list-style-type: none"> <li>Hardware Inventory</li> <li>Software Inventory</li> <li>Security Inventory</li> <li>Custom Inventory (as needed)</li> </ul>	Mandatory
B5.1.1	The asset management module shall allow <b>tracking of all equipment</b> that has been received from outside sources, such as vendor.	Mandatory
B5.1.2	The asset management module shall be configured to <b>capture all equipment</b> that has been returned by employees.	Mandatory
B5.1.3	The asset management module shall be configured to <b>capture all equipment</b> that has been <b>assigned to employees of the City of Atlanta</b> to include all desktops, laptops, mobile devices, Wi-Fi devices, desktop phones, network assets (printers, servers, etc.), and other related equipment.	Mandatory
B5.1.4	The asset management module shall be configured to allow the service desk to <b>view the inventory data for one device as well as a device group.</b>	Mandatory
B5.1.5	The asset management module shall be configured to keep <b>track of all inventory changes</b> in an Inventory History tab/list.	Mandatory
<b>B5.2 (FR52)</b>	The asset management module shall be configured to <b>capture pertinent equipment and inventory information</b> for reporting and end of life process management, to include the following:	Mandatory

	<ul style="list-style-type: none"> <li>• Make, Model Name &amp; Number</li> <li>• Serial Number</li> <li>• AIM Asset Tag</li> <li>• Operating System</li> <li>• Category</li> <li>• PO Number</li> <li>• Manufacturer</li> <li>• Location</li> <li>• Network User Name</li> <li>• Requisition Number</li> </ul>	<ul style="list-style-type: none"> <li>• HW/SW Name</li> <li>• Manufacturer End Date</li> <li>• Storage Locations</li> <li>• Assigned To <i>(Employee First and Last Name)</i></li> <li>• Employee ID</li> <li>• Status</li> <li>• Warranty Information</li> <li>• Maintenance Agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Date Received</li> <li>• Date Issued</li> <li>• Date Returned</li> <li>• Department Name</li> <li>• Purchase Date</li> <li>• Expiration Dates</li> <li>• HW/SW Version</li> <li>• Description</li> <li>• Vendor Contact Information</li> </ul>	
<b>B5.3</b> (FR53)	The asset management module shall be configured to allow <b>bar code scanning</b> devices to aid with managing inventory to include capturing key inventory data for process management and reporting purposes.			Mandatory
<b>B5.4</b>	The asset management module shall be configured to allow all equipment assigned to employees to be <b>linked to their employee ID and Network Login</b> .			Mandatory
<b>B5.5</b>	The asset management module must <b>integrate with the configuration management tool</b> to ensure the asset data is accurate in both systems.			Mandatory
<b>B5.6</b>	The asset management module shall provide <b>financial asset management</b> to track and management the cost associated with the COA assets to include: <ul style="list-style-type: none"> <li>• The purchase amount of all equipment and assets;</li> <li>• The depreciated value of all equipment and assets</li> </ul>			Mandatory
<b>B5.7</b> (FR56) (FR90) (FR93)	The asset management module shall provide <b>software licensing management</b> to track and distribute software licenses to COA users to include: <ul style="list-style-type: none"> <li>• Manage software suites and titles from the inventory data</li> <li>• Associate and authorize devices to a software suite or title</li> <li>• Define license numbers, expiration dates, etc.,</li> <li>• Ensuring only authorized employees receive software based on management approval</li> <li>• Ensuring software is allocated based on job duties</li> <li>• Tracking the reassignment of software from one employee to another</li> <li>• Controlling mass software distribution</li> <li>• Update the software portfolio as needed</li> </ul>			Mandatory
<b>B5.8</b>	The asset management module shall provide <b>power management</b> to regulate the power used by all devices.			Mandatory
<b>B5.9</b>	The asset management module shall allow the service desk team to <b>query any data</b> stored in the module as needed.  (E.g. The users should be allowed to query the number of devices operating on Windows 7 from within the module based on the data stored.)			Mandatory
<b>B5.10</b>	The asset management module shall be configured to allow the service desk to <b>run an audit</b> of the COA assets on demand.			Mandatory
B5.10.1	All asset audits should be <b>stored in a centralized location</b> where the audits can be retrieved as needed by the service desk team.			Mandatory
<b>B5.11</b>	The asset management module shall be configured to provide <b>application management</b> with following management options: <ul style="list-style-type: none"> <li>• <b>Monitor:</b> Allows users to keep track of who is using applications and how long they ran to better understand allocation of licenses.</li> <li>• <b>Prohibit:</b> Kill/terminate an applications' session when launched</li> <li>• <b>Protect:</b> Back-up the application and restore it when needed</li> </ul>			Mandatory
B5.11.1	The application manager should include an <b>application catalog</b> to include applicable licensing information.			Mandatory
B5.11.2	The application manager should integrate with the asset management software inventory to ensure the information remains accurate.			Mandatory

<b>B5.12</b>	The asset management module shall be configured to allow the service desk to <b>set-up and schedule operational rules.</b> <i>(E.g. The service desk should be able to set-up an operational rule to “Check Operating System” versions and the rule will run and return the results in the form of a report or spreadsheet)</i>	Mandatory
<b>B5.13</b> (FR51)	The solution will <b>track hardware and equipment</b> from purchase to disposition for managing key tasks. <ul style="list-style-type: none"> <li>Active</li> <li>Depletion</li> <li>Repair</li> <li>Surplus / Disposition</li> <li>In-Stock</li> <li>Inactive (unassigned equip)</li> </ul>	Mandatory
<b>B5.14</b> (FR55)	The solution shall track the <b>lifecycle</b> of hardware and durable equipment from purchase to retirement for tasks such as: <ul style="list-style-type: none"> <li>processing damaged inventory</li> <li>obsolete inventory</li> <li>excess inventory</li> </ul>	Mandatory
<b>B5.15</b> (FR57)	The solution shall provide <b>alerts</b> to assist with asset inventory management of software license, service support, warranty, and contract renewals: <ul style="list-style-type: none"> <li>Create triggers based on expiration and renewal dates</li> <li>Triggers shall be set 180 days in advance of Expiration Dates</li> <li>Send email notifications to the Inventory Management team of pending renewal activity</li> </ul>	Mandatory
<b>B5.16</b> (FR58)	The solution shall provide authorized users the ability to set or <b>adjust the work flows</b> for key tasks such as: <ul style="list-style-type: none"> <li>Lead time on purchasing and renewal tasks</li> <li>Setting triggers on renewal activity</li> <li>Creating reporting formats</li> <li>Setting equipment lifecycle parameters</li> </ul>	Mandatory
<b>B5.17</b> (FR47)	The solution shall track and maintain <b>IT procurement tasks.</b>	Desired
<b>B5.18</b> (FR48)	The solution shall track, manage, and capture data on <b>Surplus Bid</b> requests such as: <ul style="list-style-type: none"> <li>Business Unit</li> <li>Asset Tag #</li> <li>Condition</li> <li>Surplus Approval Date</li> <li>Make/Model</li> <li>Manufacture</li> <li>Comments</li> <li>Sold To</li> </ul>	Desired
<b>B5.19</b> (FR24)	The solution shall <b>automate manual tasks</b> needed to manage service delivery for the collection, retirement and surplus handling of hardware, software and equipment issued to employees between AIM and: <ul style="list-style-type: none"> <li>Business Administration</li> <li>Business Units</li> </ul>	Mandatory

**Deliverable 6. Implement Change Management**

Code	Description	Rank
<b>B6.1</b>	The system shall be configured to provide <b>immediate automatic email notifications</b> to the Service Desk and management team when any changes are made to the network, software/application, hardware, security, or changes to any policy and procedure.	Mandatory
<b>B6.2</b>	The system shall be configured to <b>capture, track, and manage all change requests</b> from the Change Control Board (CCB) and all other IT changes.	Mandatory
B6.2.1	The system shall provide <b>standardized weekly notifications</b> for all changes reviewed by the CCB to include: <ul style="list-style-type: none"> <li>Approved/Denied Change</li> <li>Impacted Departments/Groups</li> </ul>	Mandatory

	<ul style="list-style-type: none"> <li>Requestor(s)</li> </ul>	<ul style="list-style-type: none"> <li>Reason for Approval/Denial</li> </ul>	
B6.2.2	Configure a <b>dashboard</b> within the Change Management module to <b>display CCB approved and denied changes</b> that have occurred during a period of 90-days.		Mandatory
<b>B6.3</b>	The Change Management module shall <b>create an audit trail by storing/backing up all data</b> related to IT changes in a database using an automatic scheduled routine.		Mandatory
B6.3.1 (FR66)	The Change Management module shall allow <b>users to search, view, and retrieve all historical information</b> related to any IT changes from the database.		Mandatory
B6.3.2 (FR69)	The solution's <b>audit trail</b> must show when AIM personnel interact with change management requests to: <ul style="list-style-type: none"> <li>Update Requests Details</li> <li>Change Status Changes Occur</li> <li>Enter Request Dispositions</li> <li>Close Requests</li> </ul>		
<b>B6.4</b>	The Change Management module shall <b>identify the type of change</b> using the following categories: <ul style="list-style-type: none"> <li>Network</li> <li>Software/Application</li> <li>Hardware</li> <li>Security</li> <li>Security</li> <li>Policy/Procedure</li> </ul>		Mandatory
<b>B6.5</b> (FR64) (FR65)	The Change Management module shall have <b>configured work flows</b> for all of the Change Control Processes according to the AIM SLA and SOP Guidelines for: <ul style="list-style-type: none"> <li>Routine Changes (Normal, Standard, Unscheduled)</li> <li>Emergency Changes</li> <li>Scheduled Maintenance</li> </ul>		Mandatory
<b>B6.6</b>	The Change Management module shall <b>deliver an immediate "Approval Requested" email notification</b> to inform the CCB Approvers there is a change awaiting approval.		Mandatory
B6.7.1	The Approval Requested email shall <b>provide a direct link to the Change Request Record</b> to all approvers to access the request with less clicks.		Mandatory
B6.7.2	The Approval Requested email shall <b>provide a summary</b> of the Change Request Record to include: <ul style="list-style-type: none"> <li>Type of Change</li> <li>Impact of Change</li> <li>Requestor</li> <li>Date Requested</li> <li>Reviewed By</li> </ul>		Mandatory
<b>B6.8</b>	The system shall allow a technician or member of the Service Desk to use an indicator, such as a checkbox within the ticket to indicate this ticket requires a CCB process.		Mandatory
<b>B6.9</b> (FR67)	The solution shall provide <b>request status categories</b> to assist in management and handling of requests such as: <ul style="list-style-type: none"> <li>Urgent</li> <li>Emergency</li> <li>Approved</li> <li>Standard</li> <li>On Hold</li> <li>In Progress</li> <li>Closed</li> <li>Denied</li> <li>Completed</li> </ul>		Mandatory
<b>B6.10</b> (FR36)	The solution shall allow authorized AIM personnel to <b>add or amend</b> category and call type descriptions used to characterize and identify change management requests, and to provide more details on the system activity for reporting purposes, such as: <ul style="list-style-type: none"> <li>Equipment Type</li> <li>Switch</li> <li>Server</li> <li>Software</li> <li>IDF/MDF</li> <li>Router</li> <li>Hardware</li> <li>VPN</li> <li>"Comment" field for additional details</li> </ul>		Mandatory
<b>B6.11</b> (FR70)	The solution shall alert Network Operations personnel when calendar <b>scheduling conflicts</b> occur with requests by text highlighting, background shading, text bolding, or by some means that will catch attention, to include the following: <ul style="list-style-type: none"> <li>New Requests</li> <li>Approved Requests</li> </ul>		Mandatory

<b>B6.13</b> (FR70) (FR71)	The solution shall provide <b>automatic notifications</b> (email or system alerts) to AIM personnel only, for change management activities such as: <ul style="list-style-type: none"> <li>When emergency requests are received and a review is needed</li> <li>If emergency requests are not acknowledged</li> <li>When a request disposition (approved or denied) is determined</li> <li>A reminder to complete or close out requests after dispositions are determined</li> <li>A reminder of the meeting date when request will be reviewed</li> <li>Calendar conflicts occur with approved requests</li> </ul>	Mandatory
<b>B6.14</b> (FR72)	The solution shall provide users with the ability to <b>view the status</b> of a Change Management request and track progress through the process.	Mandatory

### Deliverable 7. Integrate with Oracle Human Resources

Code	Description	Rank
<b>B7.1</b>	The system will need to integrate with Oracle Human Resources to provide <b>immediate notifications</b> of employees leaving the company to the Service Desk and network team to trigger the process for Disabling Accounts and Returning Equipment.	Mandatory

### Deliverable 8. Integrate with the Network Active Directory

Code	Description	Rank
<b>B8.1</b>	The system shall integrate with Active Directory to allow <b>updates made to the systems' user profile</b> to update the user's physical location, department, desk & mobile phone numbers in Active Directory.	Mandatory
<b>B8.2</b> (FR05)	The system shall integrate with Active Directory to <b>provide easy access the users' information</b> using an auto-populate functionality for the Employee Name, Physical Location, Current Contact Information, and User Permissions.	Mandatory
<b>B8.3</b> (FR10)	The solution shall integrate with Microsoft Active Directory to <b>authenticate and authorize users</b> , such that one set of credentials are needed to access the tool and new employees can be given access with minimum effort.	Mandatory

### Deliverable 9. Implement Additional Integrations

Code	Description	Rank
<b>B9.1</b> (FR22)	The solution shall provide <b>call center</b> integration features including: <ul style="list-style-type: none"> <li>Call Management</li> <li>Scripting for various scenarios</li> <li>Call Recording</li> <li>Capturing of Call Statistics</li> <li>Integration with Avaya voice over internet protocol (VOIP) equipment</li> </ul>	Desired
<b>B9.2</b> (FR04) (FR60) (FR71)	The solution has to be able to integrate with or handle data from other <b>third party</b> software, such as: <ul style="list-style-type: none"> <li>Monitoring Tools <ul style="list-style-type: none"> <li>IT360</li> <li>What's Up Gold</li> <li>Matrix42</li> <li>AirWatch</li> </ul> </li> <li>Oracle Financials</li> <li>Application Manager</li> <li>Hyena</li> </ul>	Mandatory

### Deliverable 10. Develop Knowledge Base

Code	Description	Rank
<b>B10.1</b> (FR18)	The system shall be configured to provide a <b>knowledge base</b> to all COA users and the service desk teams to provide information on common issues for users	Mandatory

	who prefer self-help that provides information arranged by application, hardware, software and other related equipment	
B10.1.1 (FR28)	The knowledge base should house <b>basic instructional aides</b> to include: <ul style="list-style-type: none"> <li>Mapping Network Printers</li> <li>Mapping Network Drives</li> <li>Adding Additional Outlook Mailboxes</li> <li>Basic PC Navigation</li> <li>Location of All File Servers</li> <li>Equipment Installation &amp; Maintenance Manuals</li> <li>Location of Available Network Printers</li> <li>Changing Passwords,</li> <li>Help Guides &amp; Troubleshooting Tips</li> <li>Service Desk SOPs</li> </ul>	Mandatory
B10.1.2	The knowledge base should be <b>scalable</b> to allow users to add topics as needed <b>without storage limitations.</b>	Mandatory
B10.1.3	The knowledge base should store the information related to the COA <b>employee discount programs.</b>	Mandatory
<b>B10.2</b>	The system shall be configured to <b>provide an indicator</b> informing the service desk when a <b>new knowledge article need to be created</b> based off an increased number trending issues.	Mandatory

### Deliverable 11. Implement Request Management

Code	Description	Rank
<b>B11.1</b> (FR36)	The system shall be configured to <b>distribute the tickets</b> for incidents and service requests to the appropriate groups for resolving based on the service category and request type.	Mandatory
B11.1.1	The appropriate groups must include the following teams: <ul style="list-style-type: none"> <li>Application Development Team</li> <li>Application Support Team</li> <li>Oracle ERP Team</li> <li>Network Team</li> <li>Security Team</li> <li>Strategic Services Team</li> <li>Server Team</li> <li>Telecom Team</li> <li>Service Desk Support Team</li> <li>EGIS Team</li> <li>Business Administration Team</li> <li>Cable Infrastructure Team</li> </ul>	Mandatory
B11.1.2	The system shall be configured to include the request types for the EGIS team. <ul style="list-style-type: none"> <li>Map Requests</li> <li>GIS Data Requests (Shape Files &amp; Spatial Data)</li> <li>Print Requests (Non-GIS Related)</li> </ul>	Mandatory
B11.1.3	The system shall be configured to immediately send automatic approval emails to the GIO and Business/Department Managers for all EGIS requests that require printing.	Mandatory
B11.1.3.1	The approval email should include the following: <ul style="list-style-type: none"> <li>The total cost associated with the print request;</li> <li>An option to approve or deny the print request;</li> <li>A field to include the funding information for approved print requests</li> </ul>	Mandatory
B11.1.4	The system shall be configured to display an alert message for all EGIS Print Requests indicating the cost associated with the print request.	Mandatory
B11.1.5	The system must configure an online service request form for users to request EGIS services to include the following fields: <ul style="list-style-type: none"> <li>Requestor's Information</li> <li>Department/Business</li> <li>Outputs (to include size of paper, type of paper: Plain or Glossy, and delivery format: PDF or Digital)</li> <li>Title of Existing Map (for Regenerated Map Requests)</li> <li>Contents</li> </ul>	Mandatory
<b>B11.2</b>	The system shall be configured to display a message to the requestor when	Mandatory

	creating a ticket for a Plotter Print Request informing the requestor of an associated cost.	
<b>B11.3</b>	The ITSM solution must provide a means to allow the requests from the public to be submitted via email and tracked by the Service Desk.	Mandatory
B11.3.1	The solution must allow the public to pay for requested services when applicable.	Mandatory

### **Deliverable 12. Implement Configuration Management CMDB**

Code	Description	Rank
<b>B12.1</b>	The system should provide a <b>list of core applications and software</b> by department to reduce the time spent on installing software and applications. <b>See appendix for a listing of City-Wide applications and software.</b>	Mandatory
B12.1.1	The system should <b>provide a list of all User Groups</b> sorted by the Department Name.	Mandatory
B12.1.2	The system should <b>provide an inventory of all servers</b> to include the following: <ul style="list-style-type: none"> <li>Configured Applications</li> <li>Operating System</li> <li>Server Owner(s)</li> <li>Applied Patches</li> </ul>	Mandatory
B12.1.3	The system should provide the <b>location of all Network Servers, Drives, and Printers</b> to expedite resolving network requests.	Mandatory
B12.1.4	The system shall store the <b>file location for all software and applications.</b>	Mandatory
B12.1.5	The system shall store a <b>list of conference bridges by division.</b>	Mandatory
<b>B12.2</b>	The CMDB must allow users to <b>see all changes</b> over a 12-month period.	Mandatory
<b>B12.3</b>	The CMDB must allow version control to <b>prevent overwriting</b> and maintain an accurate audit trail.	Mandatory
<b>B12.4</b> (FR04)	The CMDB must integrate with the current System Center Configuration Manager (SCCM).	Mandatory

### **Deliverable 13. Implement Event Management**

Code	Description	Rank
<b>B13.1</b>	The system shall <b>integrate with monitoring applications</b> to provide immediate notifications of issues that have occurred to the appropriate service desk team.	Mandatory
<b>B13.2</b> (FR34)	The system shall provide alerts or alarms for Enterprise level network events.	Desired
<b>B13.3</b> (FR85)	The solution shall provide <b>automatic notifications</b> (email or system alerts) to AIM personnel when events occur and are: <ul style="list-style-type: none"> <li>Reported or opened</li> <li>Status changes or new information is available</li> <li>For their respective teams</li> </ul>	Mandatory
<b>B13.4</b> (FR59) (FR75) (FR86)	The solution will allow authorized Network Operations personnel to create new and remove resolved and outdated <b>alerts</b> on issues and situations affecting enterprise users that would be visible to application users and to the Service Desk teams.	Mandatory
<b>B13.5</b> (FR72)	The solution shall provide authorized users the ability to set or <b>adjust the work flows</b> for key tasks such as: <ul style="list-style-type: none"> <li>Application monitoring</li> <li>Setting triggers for monitoring activity</li> <li>Creating reporting formats on network activity</li> </ul>	Mandatory

	See appendix for work flow examples	
<b>B13.6</b> (FR87)	The solution shall provide the ability to <b>link related tickets</b> or tickets caused by the same event.	Mandatory

#### Deliverable 14. Implement Employee Requirements

Code	Description	Rank
<b>B14.1</b> (FR12)	<p>The solution shall provide general users with access to standard forms for the following requests:</p> <ul style="list-style-type: none"> <li>Application Change Requests</li> <li>Database Requests</li> <li>Database Access</li> <li>AIM Equipment Sign In/Out (Loaner)</li> <li>AIM Equipment Usage Agreement</li> <li>Hardware/Software Evaluation Request</li> <li>IT Services Business Request Justification Request Form (non-budgeted items)</li> <li>Parking Request Reimbursement</li> <li>Project Initiation Concept Request</li> <li>RSA Token form (all forms)</li> <li>Request for Approval Form for Sole Source or Special Procurement</li> <li>Server Request</li> <li>SW Installation and Applications Access</li> <li>Return Material Authorization (RMA) Request</li> <li>Surplus Furniture, Fixtures and IT Equipment</li> <li>Websense Monitoring</li> <li>User Account Request</li> </ul>	Mandatory
<b>B14.2</b> (FR13)	<p>The solution shall provide a means for various business units to efficiently <b>share information</b> needed to obtain reporting and manage key tasks including:</p> <ul style="list-style-type: none"> <li>Ordering hardware, software and other equipment</li> <li>Establishing and disabling mail accounts</li> <li>On- and Off- boarding of employees</li> </ul>	Mandatory
<b>B14.3</b> (FR15)	The solution shall provide a means for employees to <b>check the status</b> , of their service request online, without needing to call Service Desk Support for updates.	Mandatory
<b>B14.4</b> (FR16)	The solution shall allow an employee to view a <b>ticket history</b> (open and closed tickets) he or she has opened and associated handling details (i.e. resolution/fix).	Mandatory
<b>B14.5</b> (FR17)	The solution will provide a means for handling all <b>COA employees</b> , both regular and contractors authorized to access network, to ensure timely handling of on- and off-boarding activities.	Mandatory

#### Deliverable 15. Implement Project Management Requirements

Code	Description	Rank
<b>B15.1</b> (FR59)	The solution shall provide the ability to track tasks on projects per user (employee).	Desired
<b>B15.2</b> (FR60)	The solution shall provide the ability to track tasks on projects by task.	Desired
<b>B15.3</b> (FR61)	The solution shall provide the ability to show escalation point (1st, 2nd, and 3rd) and assignee.	Mandatory
<b>B15.4</b> (FR62)	The solution shall provide the ability to track milestones on projects.	Desired
<b>B15.5</b> (FR63)	The solution shall provide the ability to input project names on an ad hoc basis.	Desired
<b>B15.6</b>	The solution shall provide the ability to add milestones to projects.	Desired

(FR64)		
<b>B15.7</b> (FR65)	The solution shall provide the ability to add end dates to projects.	Desired
<b>B15.8</b> (FR66)	The solution shall provide the ability to link project files to shared network location.	Desired
<b>B15.9</b> (FR67)	The solution shall provide the ability to approve design phases prior to moving to next design phase.	Desired
<b>B15.10</b> (FR68)	The solution shall provide the ability to assign tasks to individual engineers.	Desired

### **Deliverable 16. Implement Release Management**

Code	Description	Rank
<b>B16.1</b>	The system shall be configured to adhere to these phases for release management <ul style="list-style-type: none"> <li>• <b>Planning</b></li> <li>• <b>Development (P-3)</b></li> <li>• <b>Quality Assurance/Test *(P-2)</b></li> <li>• <b>Test/Stage for Production (P-1)</b></li> <li>• <b>Production</b></li> </ul>	Mandatory
<b>B16.2</b>	The system shall be able to capture 10 – 15 release record statuses (i.e. in planning, in development, In QA/Test, Awaiting p-1 approval, ready for p-1, in P-1, awaiting production approval, ready for production, closed, etc.)	Mandatory
<b>B16.3</b>	The system shall be able to capture 10 – 15 features record statuses (i.e. draft, analysis & design, in development, ready for p-2, in p-2, ready doe p-1, in p-1, ready for production approval, awaiting production approval, ready for production, in production, closed, etc.)	Mandatory
<b>B16.4</b>	The system shall be able to capture the following task types: <ul style="list-style-type: none"> <li>• Enhancements &amp; Defect corrections</li> <li>• Upgrades &amp; patches</li> <li>• Configurations</li> <li>• Application Deployment</li> <li>• Monthly reporting</li> </ul> Back-end data changes	Mandatory
<b>B16.5</b>	The system shall be configured to have various task statuses but not limited to : <ul style="list-style-type: none"> <li>• Pending</li> <li>• Assigned</li> <li>• In Progress</li> <li>• On hold</li> <li>• Completed/closed</li> <li>• Cancelled.</li> </ul>	Mandatory
<b>B16.6</b>	Please reference the release management process map for additional insight on proper configuration of this process/module within the solution.	

## **C. Security Requirements**

### **Deliverable 1. – System Accessibility**

Code	Description	Rank
<b>C1.1</b>	The system shall provide an account for each COA users based on established permissions.	Mandatory
<b>C1.2</b>	The system shall provide mobile access to all COA users to create, view, reassign, and update tickets from approved mobile devices.	Mandatory

<b>C1.3</b>	The system shall be accessible from the client installed desktop icon for all desktops and laptops.	Mandatory
<b>C1.4</b>	The system shall provide a single-sign on for users accessing the system from a desktop or laptop.	Mandatory
<b>C1.5</b>	The system shall be accessible outside of the network by COA users only.	Mandatory
C1.5.1	The system must prompt for the users AD log-in when attempting to access from outside of the network.	Mandatory
<b>C1.6</b> (SR03)	The solution must utilize a <b>proxy server</b> in the DMZ to connect to the corporate network for Active Directory single sign on.	Mandatory
<b>C1.7</b> (FR01)	The solution will require authorized COA employees, and designated contractors authorized to access network, to have unique <b>logon credentials</b> (user name and password) in order to access the application.	Mandatory

### Deliverable 2. – Security Permission Requirements

Code	Description	Rank
<b>C2.1</b>	All three Service Desk teams should have access to all networks and applications supported by AIM when troubleshooting an issue across delivery areas.	Mandatory
<b>C2.2</b> (SR01)	The system shall be configured with the following <b>permission levels</b> : <ul style="list-style-type: none"> <li>• <b>Customer User (COA Employees and Authorized Contracts)</b>: Read and search the knowledge base; Submit, view, and update tickets.</li> <li>• <b>Technician/Agent (Service Desk Personnel)</b>: All basic functionality; Submit, view, update, transfer, and update tickets. Add and update knowledge base.</li> <li>• <b>Network Operations Personnel</b>: read and write to Incident and Change dashboards to handle incident, change management and related requests.</li> <li>• <b>Business Administration Personnel</b>: read and write to the Business Admin dashboard to handle asset inventory, incidents, and related requests.</li> <li>• <b>Support Technicians</b>: read and write to respective Application Services or Network Services dashboards to handle requests.</li> <li>• <b>AIM Managers</b>: read and write to reassign tickets and run reports.</li> <li>• <b>Workspace Administrator</b>: Same as all above, with the ability to make administrative changes to the workspace including adding custom fields and editing setting options.</li> <li>• <b>System Administrator</b>: Same as above, with the ability to make administrative changes to all workspaces as well as globally.</li> </ul>	Mandatory
<b>C2.3</b> (FR80)	The solution shall provide full <b>read and write permission</b> in the Admin portal for authorized persons to support application with tasks such as: <ul style="list-style-type: none"> <li>• Setting permissions by user category</li> <li>• Approval of documents for a self-help reference tool (wiki)</li> <li>• Updating information in Self-service catalog</li> <li>• Creating new and adjusting existing task workflows</li> <li>• Maintaining equipment reference information</li> <li>• Updating key fields for their respective area and teams</li> </ul>	Mandatory
<b>C2.4</b> (FR81)	The solution shall provide Administrators the ability to <b>control user permissions</b> by user group as to what assets (hardware, software and related equipment) can view for ordering and tracking purposes.	Mandatory

## **D. Reporting Requirements**

### Deliverable 1. – General Reporting Requirements

Code	Description	Rank
D1.1 (RR03)	All reports shall be <b>exportable to a PDF and Microsoft Excel</b> format.	Mandatory
D1.2	All dashboards shall be exportable to a PDF and Microsoft Excel format.	Mandatory
D1.3	The system shall allow the <b>development of custom reports and dashboards</b> by designated staff members.	Mandatory
D1.3.1	The custom dashboards and report charts should allow custom formatting to include: <ul style="list-style-type: none"> <li>• Chart Controls – Modify chart style, title, size and spacing, etc.,</li> <li>• Chart Colors – Color attributes to provide visual representation</li> <li>• Chart Fonts – Font attributes to include font families and sizing</li> </ul>	Mandatory
D1.4	The system shall allow users to <b>schedule reports</b> that need to be generated.	Mandatory
D1.4.1	The system shall deliver automatic email notifications when scheduled reports have been generated and ready for publishing.	Mandatory
D1.4.2	The automatic email notifications should provide an attachment of the actual reports generated.	Mandatory
D1.5	The system must include a <b>legend or key</b> on all generated reports to provide a reference point for the readers.	Mandatory
D1.6	The system must allow users to <b>generate a report</b> using the data from the results of an advanced or quick search by clicking on an icon or button from within the search results.	Mandatory
D1.7 (RR01)	The solution shall provide <b>data analytics</b> on the incident and service delivery activity with a click to obtain: <ul style="list-style-type: none"> <li>• Graphical representations (charts, graphs)</li> <li>• Users can access predetermined graphs or create graphs at will</li> <li>• A table of details used to create the charts</li> <li>• Graphs that can be drilled down with a click to see supporting detail</li> <li>• Graph details can be filtered further to focus on specific sub-details</li> </ul>	Mandatory
D1.8 (RR02)	The solution shall provide features to assist with reporting and analysis tasks such as: <ul style="list-style-type: none"> <li>• Pre-defined reports</li> <li>• User-defined or ad hoc reports</li> <li>• Ad hoc query generator</li> <li>• Dashboard for key performance indicators (KPI)</li> <li>• Alert and/or Alarm capabilities to alert users of defined events</li> </ul>	Mandatory
D1.9 (RR04)	The solution shall provide <b>reporting</b> based on the following duration attributes: <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Annually</li> </ul>	Mandatory
D1.10 (RR05)	The solution shall allow Authorized Personnel to create <b>routine or ad hoc reporting</b> based on data captured from incident and service activity. <ul style="list-style-type: none"> <li>• Schedule reports to run automatically on a specific date and time</li> <li>• Distribute reports via email to a predefined Outlook address list</li> </ul>	Mandatory

## Deliverable 2. – Service Desk Reports

Code	Description	Rank
D2.1	The system shall generate the <b>Age Report</b> daily for each individual service area with the following parameters: <p>Based on the current SLA status of open tickets and open tickets with missed SLA per team</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Last Edit Date &amp; Time</li> </ul>	Mandatory

	<ul style="list-style-type: none"> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> <li>• Date &amp; Time Submitted</li> </ul>	<ul style="list-style-type: none"> <li>• SLA Due Date &amp; Time</li> <li>• # of Days Till Due</li> <li>• # of Days Open</li> <li>• Customer Name</li> </ul>	
D2.2	<p>The system shall generate the <b>Consolidated High Priority Age Report</b> daily to include the following parameters:</p> <p>Based on the current SLA status of open tickets and open tickets with missed SLA per team</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> <li>• Date &amp; Time Submitted</li> </ul>	<ul style="list-style-type: none"> <li>• Last Edit Date &amp; Time</li> <li>• SLA Due Date &amp; Time</li> <li>• # of Days Till Due</li> <li>• # of Days Open</li> <li>• Customer Name</li> </ul>	Mandatory
D2.3	<p>The system shall generate the <b>Consolidated Age 30+ Days Report</b> daily to include the following parameters:</p> <p>Based on the number of tickets opened 30 days or more</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> <li>• Date &amp; Time Submitted</li> </ul>	<ul style="list-style-type: none"> <li>• Last Edit Date &amp; Time</li> <li>• SLA Due Date &amp; Time</li> <li>• # of Days Till Due</li> <li>• # of Days Open</li> <li>• Customer Name</li> </ul>	Mandatory
D2.4	<p>The system shall generate the <b>311 Reports</b> on the 1<sup>st</sup> business day of each week to include the following parameters:</p> <p><u>Reports</u></p> <ul style="list-style-type: none"> <li>• Total Number of 311 Tickets by Status</li> <li>• Total Number of 311 Tickets by Priority</li> <li>• Total Number of Resolved 311 Tickets</li> </ul> <p><u>Report Columns</u></p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> </ul>	<ul style="list-style-type: none"> <li>• Date &amp; Time Submitted</li> <li>• Last Edit Date &amp; Time</li> <li>• Department</li> <li>• Division</li> </ul>	Mandatory
D2.5	<p>The system shall generate the <b>Weekly Survey Report</b> for each of the service delivery areas to include the following parameters:</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Resolution Date &amp; Time</li> <li>• Assignees</li> <li>• Survey Submitted</li> <li>• Customer</li> </ul>	<ul style="list-style-type: none"> <li>• Date &amp; Time Submitted</li> <li>• Date Closed</li> <li>• Survey Number</li> <li>• Score</li> </ul>	Mandatory
D2.6	<p>The system shall generate the <b>Desktop Team Performance</b> report every Tuesday with the following parameters:</p> <ul style="list-style-type: none"> <li>• Technician Name</li> <li>• Number of Projects</li> <li>• Total Tickets Closed</li> <li>• Total SLA Met</li> <li>• Daily Average</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Tickets</li> <li>• Total Tickets Open</li> <li>• Percent Complete</li> <li>• Percent of SLA Met</li> </ul>	Mandatory
D2.7	<p>The system shall generate the <b>Created High Priority</b> report every Friday to include the following parameters:</p> <p>Based on all high and emergency priority tickets for the current week\</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> </ul>	<ul style="list-style-type: none"> <li>• Resolution Date &amp; Time</li> <li>• Customer Name</li> </ul>	Mandatory

	<ul style="list-style-type: none"> <li>• Status</li> <li>• Date &amp; Time Submitted</li> <li>• SLA Due Date &amp; Time</li> </ul>	<ul style="list-style-type: none"> <li>• Total Service Desk Tickets</li> <li>• Total Tickets by Service Area</li> </ul>	
<b>D2.8</b>	<p>The system shall generate the <b>Resolved High Priority Tickets</b> report every Friday to include the following parameters:</p> <p>Based on all high and emergency priority tickets for the current week</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Date &amp; Time Submitted</li> <li>• SLA Due Date &amp; Time</li> <li>• Resolution Date &amp; Time</li> <li>• Customer Name</li> <li>• SLA Met</li> <li>• SLA Missed</li> </ul>	<ul style="list-style-type: none"> <li>• Days to Resolve</li> <li>• Total Resolved (Consolidated &amp; by Service Area)</li> <li>• Total Met (Consolidated &amp; by Service Area)</li> <li>• Total Missed (Consolidated &amp; by Service Area)</li> <li>• Percent of SLA Met (Consolidated &amp; by Service Area)</li> </ul>	Mandatory
<b>D2.9</b>	<p>The system shall generate the monthly <b>SLA Report</b> for all service areas to include the following parameters:</p> <ul style="list-style-type: none"> <li>• Status</li> <li>• SLA Due Date &amp; Time</li> <li>• SLA Met</li> <li>• Days to Resolved</li> <li>• Total Met</li> <li>• Met SLA</li> <li>• Average</li> </ul>	<ul style="list-style-type: none"> <li>• Date Submitted</li> <li>• Resolution Date &amp; Time</li> <li>• SLA Missed</li> <li>• Total Resolved</li> <li>• Total Missed</li> <li>• Total Resolve Days</li> </ul>	Mandatory
<b>D2.10</b>	<p>The system shall generate the monthly <b>Survey Summaries</b> for all service delivery areas to include the following parameters:</p> <ul style="list-style-type: none"> <li>• Total Surveys</li> <li>• Total Promoters</li> <li>• Total Detractors</li> <li>• Ticket Number</li> <li>• Date &amp; Time Submitted</li> <li>• Date &amp; Time Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• Date &amp; Time Closed</li> <li>• Assignees</li> <li>• Survey</li> <li>• Date Survey Submitted</li> <li>• Survey Score</li> <li>• Customer Name</li> </ul>	Mandatory
<b>D2.11</b>	<p>The system shall generate the monthly <b>For Atlanta Metrics</b> report to include the following parameters:</p> <ul style="list-style-type: none"> <li>• Overall Application Performance                             <ul style="list-style-type: none"> <li>○ % Network Availability</li> <li>○ % Server Availability</li> <li>○ % Application Availability</li> </ul> </li> <li>• Overall Customer Service                             <ul style="list-style-type: none"> <li>○ Avg Days to Resolve Requests</li> <li>○ Number of Requests Resolve</li> <li>○ % Requests Resolved within SLA</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Overall Network Security                             <ul style="list-style-type: none"> <li>○ % Successful attacks on AIM Network</li> <li>○ Number of Inside/Outside Attacks</li> <li>○ Number of PCs without Antivirus Protection</li> </ul> </li> </ul>	Mandatory
<b>D2.12</b>	<p>The system shall generate the monthly <b>EGIS Resource</b> report to include the following parameters:</p> <ul style="list-style-type: none"> <li>• All EGIS related requests submitted and resolved for the prior month</li> <li>• Requestor Name</li> <li>• Department</li> <li>• Request Type</li> <li>• Resource Used</li> </ul>		Mandatory

	<ul style="list-style-type: none"> <li>Associated Costs</li> </ul>	
<b>D2.13</b> (RR06)	<p>The solution shall provide the following <b>Service Desk Reports</b>:</p> <ul style="list-style-type: none"> <li>SLA Report                             <ul style="list-style-type: none"> <li>Met SLA vs. Violation</li> <li>Automated notifications to technicians</li> <li>Automated notifications to</li> </ul> </li> <li>ATL Stat Reports                             <ul style="list-style-type: none"> <li>Number and Percentages of tickets created, closed, closed within SLA</li> <li>Number and Percentages of tickets created, closed, closed within SLA by Team</li> <li>Ticket count by Priority</li> <li>Ticket count by Team</li> <li>Customer Satisfaction report</li> </ul> </li> <li>Other                             <ul style="list-style-type: none"> <li>Top Ten issues by Business Unit</li> <li>Top Ten issues by Users</li> <li>Ticket activity by Technician</li> <li>Count by SLA Violations,</li> <li>Count by Update Violations</li> <li>Report Durations: Daily, Weekly, Monthly</li> </ul> </li> </ul>	Mandatory
<b>D2.14</b> (RR07)	<p>The solution shall provide the following <b>Inventory Reports</b>:</p> <ul style="list-style-type: none"> <li>Hardware Report                             <ul style="list-style-type: none"> <li>End of Life date</li> <li>Make and model</li> <li>Type of equipment</li> </ul> </li> </ul>	Mandatory
<b>D2.15</b> (RR08)	<p>The solution shall provide the following <b>Software Tracking Reports</b> with the following data points:</p> <ul style="list-style-type: none"> <li>Software</li> <li>Expiration dates</li> <li>Vendor contact info</li> <li>License Product Key</li> <li>Description</li> <li>Version</li> <li>End User Name</li> <li>Unused License Count</li> </ul>	Mandatory

**Deliverable 3. – Dashboards**

Code	Description	Rank
<b>D3.1</b>	<p>The system shall provide graphic dashboards to report on the following:</p> <ul style="list-style-type: none"> <li>Issues or Events from the Monitoring Tools</li> <li>Change Dashboard</li> <li>SLAs by Service Desk Teams</li> </ul>	Mandatory
<b>D3.2</b> (FR30)	<p>The system shall provide technician dashboards to report on the following:</p> <ul style="list-style-type: none"> <li>Number of Open Tickets by Groups</li> <li>Number of Open Tickets by Technician</li> <li>Number of Tickets Resolved Outside of SLA</li> <li>Number of Open Tickets by Priority</li> </ul>	Mandatory

**E. Technical Requirements**

**Deliverable 1. – General Technical Requirements**

Code	Description	Rank
<b>E1.1</b>	The solution shall accommodate <b>simultaneous users</b> .	Mandatory
<b>E1.2</b>	The solution shall <b>save the data</b> from the user interface within three (3) seconds after entry.	Mandatory

<b>E1.3</b>	The solution shall have a page <b>reaction time</b> to a user action within three (3) seconds, as a sign that the solution is responding.	Mandatory
<b>E1.4</b>	The solution shall <b>store data</b> electronically for a minimum of ten (10) years or as specified in the City's retention policy for storing data.	Mandatory

### Deliverable 2. – Server and Database

Code	Description	Rank
<b>E2.1</b>	All servers must be able to run or be compatible with 2012-R2, or at the very least, the servers should be 2008-R2.	Desirable
<b>E2.2</b>	Multiple servers are required to effectively balance the load of many users accessing a single application.	Desirable
<b>E2.3</b>	The 2012 SQL database is preferred but the 2008 SQL database is acceptable.	Desirable

## **F. Usability Requirements**

### Deliverable 1. – User Friendly

Code	Description	Rank
<b>F1.1</b>	The system shall be configured to <b>provide mobile access</b> to the Service Desk team to <b>create, update, resolve, and transfer tickets</b> from City approved mobile devices while working in the field.	Mandatory
<b>F1.1.1</b> (FR26)	The mobile access must allow technicians to handle routine activities while away from their normal station and working in the field to include: <ul style="list-style-type: none"> <li>• Issuing and retrieving assets</li> <li>• Initiating equipment ordering</li> <li>• updating incident tickets with status</li> </ul>	Mandatory
<b>F1.1.2</b> (FR27)	The solution shall provide a mobile version for authorized mobile devices that will allow handling of routine activities while away from the office or in the field: <ul style="list-style-type: none"> <li>• Screen resizing</li> <li>• Secure access</li> <li>• Info caching when connection is unavailable and data synchronization when connected</li> </ul>	Desired
<b>F1.2</b>	The system shall <b>refresh the screen automatically every 3-5 minutes</b> to provide allow the service desk teams to see any new tickets that have been submitted without manually refreshing the screen.	Mandatory
<b>F1.3</b> (FR09) (TR05)	The solution shall be available via a link on the <b>COA and DOA Intranet home page</b> and the end user desktop as an icon to provide easy access.	Mandatory
<b>F1.4</b> (FR33)	The solution shall be accessible via <b>mobile devices</b> to facilitate the issuing and retrieving of assets away from the office or in the field.	Mandatory
<b>F1.5</b> (FR08)	The solution shall provide an access portal for <b>Employee</b> that is <b>intuitive and easy to use</b> , such that users need not possess a high level of technical expertise and includes: <ul style="list-style-type: none"> <li>• Navigation bar with three or four main service categories</li> <li>• “How-to” instructional information on hardware (HW) and software (SW)</li> <li>• A knowledge base library or “wiki” with information on known issues and solutions so users can help themselves on common issues</li> <li>• A service catalogue that outlines available assistance and services</li> <li>• Provides alerts on issues affecting multiple business units</li> </ul>	Mandatory

## Glossary

No.	Term	Definition
1.	FRD	Feature Requirements Document
2.	SLA	Service Level Agreement
3.	COA	City of Atlanta
4.	AIM	Atlanta Information Management
5.	DWM	Department of Watershed Management
6.	GF	General Fund
7.	CCB	Change Control Board
8.	Numara (Foot Prints)	Current Service Desk tool for General Fund and Watershed
9.	H.E.A.T.	Current Service Desk tool for Aviation
10.	Enterprise Service Desk	Realigned service desk comprised of all three funding areas (Aviation, General Fund, & Watershed)
11.	AD	Active Directory
12.	SLA	Service Level Agreement
13.	Network Account	COA Network user ID and password
14.	Service Delivery Areas	See appendix for a list of service delivery areas and the departments that fall within each area.
15.	Executive Offices	Mayor's Office, Various Commissioners, Executive Leaders and Top Staff, City Council, etc.,
16.	CCTV	Closed Circuit Television
17.	COTS	Commercial off the Shelf
18.	DOA	Department of Aviation
19.	FAA	Federal Aviation Administration
20.	EGIS	Enterprise (GIS) Geographic Information Systems
21.	GIO	Geographic Information Officer
22.	GIS	Geographic Information System
23.	HJAIA	Hartsfield Jackson Atlanta International
24.	HW	Hardware
25.	KPI	Key Performance Indicators
26.	LAN	Local Area Networks
27.	NAC	Network Access Control
28.	PCI DSS	Payment Card Industry Data Security Standards
29.	PRCS	Parking Revenue Control System
30.	SCCM	System Center Configuration Manager
31.	SMEs	Subject Matter Experts
32.	SOP	Standard Operational Procedure
33.	SW	Software

## Appendices

**SUPPLEMENTAL DETAIL IDENTIFIED WITHIN THE APPENDICES MAY BE PROVIDED TO THE AWARD RECIPIENT UPON REQUEST.**

### Appendix A – Service Desk Request Types

#### **Request Types**

1. Software/ New Equipment
2. VPN/Netmotion Set-Up
3. Setup a New Workstation
4. Move Request
5. Application Install/Addition
6. Report Request
7. Account Request
8. Network Account Request
9. Telephone Request
10. New Circuits Installation
11. New Desktop/Wireless Phone
12. Conference Bridge Requests
13. Long Distance Code Request
14. eFax Number Assignment
15. Restore Request
16. Printer Request
17. Special Request (Mayor's Office)
18. Password Reset Request
19. Vendor Request
20. Door Access Request
21. Permissions Request (Network Drives/Folders)
22. Project Related Assistance
23. System Maintenance
24. Training Request
25. System Changes
26. Open Records Request
27. Map Request
28. GIS Data Request
29. GIS Software/Application Install
30. GIS Database Access Request
31. Plotter Print Requests

#### **Issue Types**

1. Desktop Issue
2. Remote Troubleshooting
3. Application Support/Maintenance
4. Virus Issue
5. SPAM Issue
6. Network Access Issue
7. Application Outage

## Appendix B – Service Desk As-Is Processes

Business Process Maps  
Department of Watershed Management  
Department of Information Technology  
Helpdesk / End User Support Team  
Created November, 2012



Information Contained in the this document was compiled by the  
Turnkey Solutions Advisory Team



## Appendix C – City-Wide Software and Applications

### COA Applications via APMS - By Category

Primary Categories	Application Name
<b>Asset Work Order Inspections CMMS / Facility Management</b>	AM AssetWorks Fleet Focus Hansen Maximo Maximo 5.2 Maximo 6.2.1 Maximo 6.2.3 Maximo 7.1 VFA
<b>Business Intelligence Reporting Tools</b>	ASOCS-SMS-Dashboard Cognos Contact Center/Symposium Crystal Server DataWise Fifth Runway Monitoring InfoWorks ICM Jaspersoft LiveStats NFIRS 5 OBIEE (Oracle Business Intelligence Enterprise Edition) OPS Watershed Information Management Systems (WIMS) Oracle Hyperion Reporting PAWN System Response Analysis Application SORC AFR Incident Reporting SynerGEE Water Telstrat/Call Parrot
<b>Business Process Automation / Workflow</b>	Contract CS Training Calendar DWM Leave Request



COA



COA

Applications-By Cat Applications-By Dep

## Appendix D – Forms for Online Development

### VPN Request Form



## CITY OF ATLANTA

Department of Information Technology

55 Trinity Avenue, S.W. Suite G-700  
 Atlanta, Georgia 30303 (404)330-  
 6110 – Fax (404)658-6688

Kasim Reed  
 MAYOR  
 Samir Saini  
 CO

### VPN ACCESS REQUEST FORM

*\*Please fill this form out in its entirety. Failure to do so may delay the request. Allow at least 72 hours from DIT receipt for processing.\**

Requester Information			
Type:	Employee <input type="checkbox"/>	Vendor <input type="checkbox"/>	Other <input type="checkbox"/>
Name:			Department/Company:
Address:			Phone:
Network ID:			Email:
City Contact Name:			City Contact Phone:
Network Access Information			
Systems to be Accessed Remotely:	<i>(Please specify server name, IP address, computer name, URL, etc.)</i>		
Access Begin Date:		Access End Date:	
Justification for Access:			
Signatures			
By signing this form I, _____, certify that:			
<ul style="list-style-type: none"> <li>I have read and signed the City of Atlanta's electronic communications and vendor access policies.</li> <li>My computer has the latest anti-virus and Operating System security updates installed, and anti-virus is running at all times.</li> <li>I will be personally responsible and liable for any harm/damage to City of Atlanta's information resources resulting from my actions on the City's network.</li> <li>I will be responsible for ensuring that only properly licensed software is installed on my machine while connected to City's network, and I will keep documentation of any and all required licensing.</li> </ul>			
Requester Signature:	_____	Date:	_____
Director/Manager Signature:	_____	Date:	_____

**FOR INTERNAL USE ONLY. DO NOT WRITE BELOW THIS LINE.**

Chief Security Officer Signature: _____	Date: _____
Approved: _____ Denied: _____	
Reason for Denial: _____	

PLEASE RETURN THIS FORM TO THE DEPARTMENT OF INFORMATION TECHNOLOGY

Change Request Form

***DIT Change Request Form***

SECTION I: TO BE COMPLETED BY REQUESTOR		
Name/DIT Organization: (ex: John Doe/S&P)	Phone:	Date Submitted: <small>(10-day lead time required)</small>
Requestor Name/Organization:	Requestors Phone#	Implementation Date:
Service Request/Project #	Application:	Module:
Server Name:	<input type="checkbox"/> New <input type="checkbox"/> Existing	
Reason for Change: <input type="checkbox"/> Legal <input type="checkbox"/> Business <input type="checkbox"/> Maintenance <input type="checkbox"/> Defect <input type="checkbox"/> Enhancement Explain:		
Priority: <input type="checkbox"/> Emergency (Requires CIO and Deputy CIO Approval) <input type="checkbox"/> Routine		
Description of Change:		
What are the organizational/departmental impacts? (Help Desk, Operations, Airport, DPRCA, All Users, etc.)		
What are the environmental impacts? (Ex: Change will impact the way the users search for names in Outlook.)		
Email Notification to Users Attached: <input type="checkbox"/> If No, why not? <small>Examples of letters: Systems and Programming on 'Doas_server' \Configuration Control\FORMS &amp; Templates</small>		
Section II Testing Information: (Attach test results)		
What testing was performed? When? How Long?		
Where was the test performed?		
Who performed the test?		

Rev. 2.1  
10/09/07

Vendor Access Request Form



CITY OF ATLANTA

**Kasim Reed**  
MAYOR

55 TRINITY AVENUE, S.W, SUITE 700  
ATLANTA, GEORGIA 30303  
(404) 330-6110 – FAX (404) 658-6688  
www.atlantaga.gov

**Samir Saini**  
Chief Information Officer  
Department of Information  
Technology

Vendor Access Request Form

*Access to City of Atlanta’s Information Resources is generally restricted in order to protect the City’s assets and to mitigate security risks. Access may be granted to vendors/contractors only when there is a demonstrable business need for the access. A vendor/contractor who requires access to fulfill their job functions may request it using this form with the authorization of the Department Head/Director who engaged his/her services and must sign the “Vendor Access Policy.”*

<b>Name:</b>		<b>Network (User Id):</b>	<b>Computer Name:</b>
<b>Company:</b>		<b>Address:</b>	
<b>Phone:</b>	<b>Mobile:</b>	<b>E-Mail Address:</b>	
<b>City of Atlanta Contact:</b>		<b>Phone:</b>	<b>Ext:</b>
<b>Type of Access:</b>		<b>From:</b>	<b>To:</b>
<b>Justification for Access:</b> <i>(Please describe in detail why access is needed)</i>			

In requesting network access, I \_\_\_\_\_ understand that:

- I have read and signed the City of Atlanta’s vendor access and electronic communications policies.
- My computer must have the latest anti-virus and security updates installed and running at all times.
- I will be personally responsible and liable for any harm/damage to City of Atlanta’s Information Resources resulting from my action on the network.
- I will be responsible for ensuring that only properly licensed software is installed on my machine while connected to City’s network, and I will keep documentation of any and all required licensing.

**Requester Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Director/Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**PLEASE RETURN THIS FORM TO DEPARTMENT OF INFORMATION TECHNOLOGY**  
*Do not write below this line*

**Chief Security Officer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Approved  Declined

Date processed: \_\_\_\_\_ Processed by: \_\_\_\_\_

**Receipt of Computer Property Form**



*Scott S. Spivey*  
 Chief Information Officer  
 Information Technology  
 City of Atlanta, GA  
 55 Trinity Avenue  
 Atlanta, GA 30303  
 404-330-5633

Receipt of Computer Property Form

**THIS FORM IS TO BE COMPLETED AND RETURNED TO DEPARTMENT OF INFORMATION TECHNOLOGY ("DIT") UPON CHANGE OR ISSUANCE OF PROPERTY CUSTODIAN.**

FROM (DEPARTMENT/UNIT): \_\_\_\_\_

The Designated Departmental Property Custodian (FC) for Fiscal Year \_\_\_\_\_ has been issued/changed to:

From: \_\_\_\_\_ (Printed Name AND Title of Issuing Custodian) (Department of Issuing Custodian)

To: \_\_\_\_\_ (Printed Name AND Title of New Custodian) (Department of New Custodian)

*To the new custodian:  
 Following is a summary of the responsibilities of Property Custodianship.*

*By signing this form you are indicating that you understand and are agreeing to assume these responsibilities. Please read carefully.*

As Property Custodian, I, \_\_\_\_\_, am aware of my responsibility for the proper management and control of city property, and should ensure that:

- > Property is used for City purposes only;
- > Property is not loaned, traded, discarded, moved or cannibalized without approval of DIT;
- > Property is not defaced or damaged in any way;
- > Property is not returned to a vendor as a trade-in without approval of DIT;
- > Obsolete and excess property is turned in to DIT for disposal;
- > Equipment is used for its intended purpose by properly trained personnel; and
- > Property within the department is tagged and listed in the DIT Departmental Inventory.

CPU Make:	CPU Model:
CPU Asset No.:	CPU Serial Number:
Monitor Asset No.:	Monitor Serial No.:

Assignment of responsibility for City of Atlanta property to another individual is documented as prescribed by policy.  
 An inventory of the departmental capital equipment was conducted on \_\_\_\_\_ (date) by: \_\_\_\_\_. We hereby certify the information contained on this inventory is accurate.

## DWM\_WIS Access Requisition

HelpDesk: <http://dit-fprint-01/MRcgi/MRentrancePage.pl>

### Employee Information

Name: _____	Date: _____
Position/Title: _____	Department: _____
Manager's Name: _____	Location: _____
Manager's Signature: _____	Employee's phone: _____
Oracle ID: _____	

Equipment Requested				Equipment Returned			
Desktop <input type="checkbox"/> Laptop <input type="checkbox"/> Printer <input type="checkbox"/>				Desktop <input type="checkbox"/> Laptop <input type="checkbox"/> Printer <input type="checkbox"/>			
Additional Equipment:				Additional Equipment:			
Date Access Granted:				Date Access Suspended:			
IT Technician:				IT Technician:			
Application Requested Access	Requested	Suspended	View Only	Modify	Start Date	End Date	User to Model after
MS Office Suite:	<input type="checkbox"/>						
WIMS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Maximo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Hansen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
enQuesta	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Additional Applications:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Server Administrator Signature				Date:			
Application Administrator Signature				Date:			
Do you or your immediate family live or have property in the City of Atlanta?						Y/N	
Virtual Network Request Access		Requested	Suspended				
Net Motion :		<input type="checkbox"/>	<input type="checkbox"/>				
VPN :		<input type="checkbox"/>	<input type="checkbox"/>				
Date Start:		<input type="checkbox"/>	<input type="checkbox"/>				
Date End:		<input type="checkbox"/>	<input type="checkbox"/>				
Air Card		<input type="checkbox"/>	<input type="checkbox"/>				
<b>Note: All City employees needing virtual access must have an air card.</b>							
Approved By: _____							

Network Access Requested	Requested / Suspended	Telephone Access Requested	Requested / Suspended
Network Connection	<input type="checkbox"/>	<input type="checkbox"/>	Telephone Required <input type="checkbox"/>
E-mail Account	<input type="checkbox"/>	<input type="checkbox"/>	Long Distance Required <input type="checkbox"/>
Date access permitted:		Date access permitted:	
Date access suspended:		Date access suspended:	
IT Technician:		IT Technician:	

### Badge Access Form



DEPARTMENT OF INFORMATION TECHNOLOGY

DOOR ACCESS CARD  
REQUEST FORM

REQUEST DATE:

Employee Name	New / Modify / Replacement	Access Type / Location	Card #	Contact Phone #

\_\_\_\_\_  
Manager/Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Security Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

Approved

Declined

**NOTE:** For security reasons, lost or stolen card must be reported to the Chief Security Officer (CSO) or Help Desk immediately. There will be \$10.00 replacement charge for lost or stolen card. Card must be returned immediately upon separation of employment with Department of Information Technology (DIT).



<b>EMPLOYEE DATA</b>							
NAME:						DATE:	
TITLE:						MOBILE NUMBER:	
DEPARTMENT:						OFFICE NUMBER:	
NUMARA TICKET NUMBER:							
DESCRIPTION:							
<i>Please check item(s) requested</i>	<i>Cell Phone</i> <b>\$0</b> SPECIFY TYPE IN JUSTIFICATION	<i>Blackberry</i> <b>\$0-\$99</b> SPECIFY TYPE IN JUSTIFICATION	<i>iPhone</i> <b>\$0-\$199</b> SPECIFY TYPE IN JUSTIFICATION	<i>Wireless Card</i> <b>\$0</b> SPECIFY TYPE IN JUSTIFICATION	<i>Push to Talk</i>	<i>Samsung</i> <b>\$0-199</b> SPECIFY TYPE IN JUSTIFICATION	<i>IPAD/TABLET</i> <b>\$699-\$899</b> SPECIFY TYPE IN JUSTIFICATION
NEW							
REPLACEMENT (PLEASE LIST CURRENT PHONE NUMBER)							
UPGRADE (PLEASE LIST CURRENT PHONE NUMBER)							

**ALL ORDERS TAKES 5-7 BUSINESS DAYS. PLEASE COMPLETE NUMARA TICKET FOR PROCESSING\*\*BLACKBERRY/GOOD SERVER LICENSES ARE AN ADDITIONAL 1 TIME \$99.99 FEE\*\***

JUSTIFICATION

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**EMPLOYEE/DEPARTMENT ACKNOWLEDGEMENT**

I hereby acknowledge that I have received a copy of the City of Atlanta Wireless Device Communication Policy. I have policy and clarified with my supervisor any questions regarding its provisions. I agree to comply with all the require contained therein and understand that appropriate disciplinary action may be taken if I am found in violation of the

<b>Employee Name (printed)</b>	<b>Employee Signature</b>	<b>Date</b>
<b>Director/Mgr. (printed)</b>	<b>Director/Manager Signature</b>	<b>Date</b>
<b>Department Head Name (printed)</b>	<b>Department Head Signature</b>	<b>Date</b>



Software Installation and Application Access




**Request for Software Installation and Application Access**

Use this request form for the Department of Information & Technology Aviation Support Group (DIT Aviation) managed software installation and application access. This form should be completed and approved by the user's manager or supervisor and forwarded to the DIT Aviation division's IT Strategic Services Team through the DOA Helpdesk system. Be sure to complete all requested information and sign the form before forwarding. Please direct any questions regarding the status of the request to the DIT Aviation IT Strategic Services Manager **Chao Li** at (404) 382-2129.

**SECTION I - Request Information**

\*Request Date: 1/28/2015      Related Ticket# (DIT Use Only):

\*This is a request for:

Request Type:     New/Cease    Remove/Delete    Change/Transfer  
 Request Category:  Software Installation    Application Account    Other (specify) \_\_\_\_\_

Requested Software / Application Name: \_\_\_\_\_  
use the spaces below if multiple software or application requested. And if licenses or funds involved, please fill out Section III too.

\*Requested Software/Application and Justification (attach another page if necessary)

1




**SECTION II - User Information**

\*Full Name: Chynsa Cooper      \*E-mail: Chynsa\_coop@yahoo.com  
 Phone #: 404-382-2382  
 \*DOA Network Login ID: \_\_\_\_\_      Machine Name: LBVXKRW1      Application ID: \_\_\_\_\_

\*User Employment Status:  DOA Employee    Consultant    Airport Tenant    Other (specify) \_\_\_\_\_

\*User's Department/Company: Human Resources  
 If the user is a DOA employee, Please indicate this user's Division / Business Unit & Job Title:  
 Human Resources Administrative Assistant Sr.

Installation/Access needed:      \*Start Date: 1/28/2015  
(If Consultant, End Dates Required)      End Date: \_\_\_\_\_

**SECTION III - IT Budget Information**

Only if this is a new licensed software installation request, please indicate if it has been:  No budget needed  
 Approved in this fiscal year's IT budget    Approved in non-budgeted IT service business justification form \*\*

\*\* If select Approved in non-budgeted option, please attach the approved IT BUSINESS JUSTIFICATION REQUEST FORM which you can obtain from DCA Intranet -> Document Center -> Forms -> IT Forms

*Requestor's Name: Chynsa Cooper	*Requestor's Signature and Date
Phone #: 404-382-2382	
*User's Manager/Supervisor Name: Jim Beam	*User's Manager/Supervisor Signature and Date
Phone #: 404-382-2382	

\* denotes the required information,  
 a Requestor can be the different person as the User  
 \*\* Manager/Supervisor can be the manager / supervisor of the Requestor or the User

\*\*\*\*\* DIT-A USE ONLY \*\*\*\*\*

APPROVED  
 DISAPPROVED (specify reason) \_\_\_\_\_

DIT Aviation IT Strategic Service Manager (or designee) \_\_\_\_\_ Date \_\_\_\_\_

2

Application Change Form



**Department of Information Technology**

**Application Change Request Form**

**1. System Information:**

a. Application Name:

b. Requesting Business Unit:  
 c. Business Driver:

d. Does this change affect Customer Service or the Airport's image? Yes  No   
 e. Regulatory Compliance Required? Yes  No  (TSA, FAA, FCC etc). If yes, law review required? Yes  No

**2. Description of Change Being Requested:**

a. Functional Requested Change

b. Current Situation

DIT-Aviation  
2/3/2015



**Department of Information Technology**

c. Problem/Issues Statement

**3. Division Sign-Off & Approvals:**

a. DOA Application Owner (Manager):

Signature \_\_\_\_\_ Date \_\_\_\_\_

b. Divisional Director/AGM:

Signature \_\_\_\_\_ Date \_\_\_\_\_

**4. Attachments** (Relevant background Material, Financial Justification spreadsheet, etc.)

DIT-Aviation  
2/3/2015



### Parking Request – Reimbursement Form

DEPARTMENT OF INFORMATION TECHNOLOGY - AVIATION PARKING REQUEST FORM				
<b>TYPE OF REQUEST</b>		<b>Requestor Name:</b>		<b>Requestor Contact information:</b>
<input type="checkbox"/> Parking Pass	Number of Parking Passes	Number of Hours needed	Required Date for Passes	Requested Date for Passes
<input type="checkbox"/> Parking Reimbursement				
Requester Name:		Name of sevicng company		
Contact Information		Date of Activity:		
Date of Request:		Location:		
Name of Team:		Purpose: Business or other		
Site Location:		Cost:		
Manager's name		Future use:		
Justification				
Request Approved By:				
X				
MANAGER'S SIGNATURE				
<a href="#">Please upload the document to the corresponding folder in Share Point</a> <a href="#">Click here to upload.</a>				

### Surplus Furniture, Fixtures and IT Equipment

DEPARTMENT OF AVIATION SURPLUS FORM - FURNITURE, FIXTURES & IT EQUIPMENT								
TO: DEPARTMENT OF AVIATION BRENDA NELSON, ACCOUNTING DIVISION 4TH FLOOR, ATRIUM				<b>INSTRUCTIONS</b> LEONARD GRANT, DOA FACILITIES MGR. MUST AUTHORIZE ALL FURNITURE SURPLUS ISD MUST AUTHORIZE ALL IT SURPLUS EQUIPMENT VIA HELP DESK REQUEST ATTACH COPY AND CONTACT MAINTENANCE TO PICK-UP MAINTENANCE SIGNS FORM AND FORWARD ORIGINAL COPY TO BRENDA NELSON, DOA ACCOUNTING				
I HEREBY AUTHORIZE THE MATERIALS LISTED BELOW TO BE HANDLED AS INDICATED								
DEPARTMENT HEAD SIGNATURE: _____								
#	Cost Center	Property Tag #	Manufacturer	Model #	Serial #	Original Cost	Acquisition Date	Brief Description
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
<input type="checkbox"/> AUTHORIZE TRANSFER FROM INVENTORY TO SURPLUS _____ (Signetere & Date)						THE ITEMS ABOVE HAVE BEEN:		
<input type="checkbox"/> COMPUTER HARD DRIVE SCRUBBED (ISD) _____ (Signetere & Date)						<input type="checkbox"/> DESIGNATED TO SURPLUS _____ (Signetere & Date)		
						<input type="checkbox"/> DELIVERED TO SURPLUS _____ (Signetere & Date)		
<b>SEND COPY OF SURPLUS FORM TO BRENDA NELSON - ACCOUNTING - 4TH FL. ATRIUM</b>								

**Return Material Authorization Request (RMA)**

**Return Material Authorization (RMA) Request Form**

Complete and return this form with the DOA Asset Tag(s) affixed to the form (the form MUST be completed in its entirety) to the BA Team for further processing.

Return PO # \_\_\_\_\_ RMA# \_\_\_\_\_

Contact Name	E-Mail (Required)	Phone	Fax	Date	
Company		Address		City, State, ZIP	
	Model Number/Description	Serial Number	DOA Asset Tag #	Warranty Info	
				In Warranty	Non-Warranty
A					
B					
C					
D					
E					
Reason for Return		Repair and return			
A					
B					
C					
D					
E					
Return Shipment-to Address			Shipping Method		
Attention/Ref:					

**Return equipment to:**

City of Atlanta, Department of Information Technology-Aviation  
Suite T119, 1300 Inner Loop Road, Atlanta, GA 30320

**Hardware/Software Evaluation Request**



**HARDWARE/SOFTWARE EVALUATION REQUEST**

Requestor: \_\_\_\_\_ Date Identified: \_\_\_\_\_

Division: \_\_\_\_\_

Request Type (Hardware or Software) \_\_\_\_\_

**Business Need/Reason for Request:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Functionality Required**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<b>Software</b>	<b>Hardware</b>
_____ Number of Users	_____ Number of units required
_____ Date required	_____ Date required

**Eval Period**

From \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_ Requestor's Signature \_\_\_\_\_ Div Mgrs Signature

\_\_\_\_\_ Date

AIM Aviation Websense Form



**DIT/AVIATION WEBSense FORM - Technical Services Team**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Department: \_\_\_\_\_ Job Title: \_\_\_\_\_  
 Device IP Address \_\_\_\_\_ please contact your IT representative if you are not sure of IP address

Websense is an Internet Management System that has been implemented to ensure that DOA Internet utilization policies are followed. We understand that sometimes there may be a work-related reason to access a "blocked" site. For this reason we are providing a form for you to request access to previously restricted web sites.

Please list the name(s) of the requested site(s):  
 \_\_\_\_\_  
 \_\_\_\_\_

Please provide the category name that is being filtered: \_\_\_\_\_  
 \*This name is shown on the actual site that you are trying to access\*

Access to this web page is restricted at this time.

Reason: **The Websense category "Real Estate" is filtered.**

URL: <http://www> \_\_\_\_\_

Description of valid business reason for changing Websense default classifications:  
 \_\_\_\_\_  
 \_\_\_\_\_

Employee's Signature: \_\_\_\_\_  
 Manager's Signature: \_\_\_\_\_  
 Manager Name: (Please Print): \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Approved  
 Not Approved  
 State Reason(s): \_\_\_\_\_

IT Director's Signature: \_\_\_\_\_

Information Services Division (ISD) Technical Services Team

Server Request

**Virtual Server Request Form**

Project		Status	
Requestor		Date Required	
Manager		Date Completed	
Date Requested			

**Specifications**

Operating System	
System Drive (C:\)	25 GB
Data Drive (E:\)	
Memory (RAM)	
# of CPUs	
Network (Production, Lab, DMZ)	<input type="checkbox"/>

**Purpose**

Approver Name	Signature	Date
Approver Name	Signature	Date

Virtual Server Request Form

**IT business Justification Request Form**




**Department of Information Technology –Aviation**  
**IT BUSINESS JUSTIFICATION REQUEST FORM**

The purpose of this form is to track and manage all non-budgeted IT requests and obtain the business need to justify the costs of purchasing, upgrading or implementing IT services (software, hardware, telecom, etc.). The DIT-Aviation receives all business units' IT requirements during the annual budget cycle to determine funding, functional requirement, business justification and approval. All IT requests outside this realm will be reviewed accordingly on a case by case basis and approved by each respective business unit Director\AGM.

**Requestor Name:**

**Business Unit:**

**Description of IT Request:**

**# of Requesting Users:**

**Business Need/Reason for Request:**

**Functionality Required:**

\_\_\_\_\_ Mission Critical – If checked, please explain

\_\_\_\_\_ Next Fiscal Year - Include request in next year's budget request cycle?

**Director\AGM Approval: Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**DIT-Aviation Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Project Initiation Concept Request**



**Project Initiation Concept Request Form**

DEPARTMENT OF INFORMATION TECHNOLOGY

This document serves as a formal request to initiate a new project within the Department of Information Technology. This form will allow for the successful planning of feasibility, funding, scope, requirements, resources, and timeframe for all initiatives requiring DIT support.

Requestor's Information	
Date of Request	
Requestor	
Business Unit	
Project Name	
Project Sponsor	
Sponsor Bus. Unit	
Project Information	
General Scope:	
Project Justification:	
Business Plan Focus:	
List of potential stakeholders affected by or playing a role in the project:	
Measurable Outcome for the project (ROI, Cost Reduction, etc.):	
Alignment to Mayoral Priorities: (circle) Yes or No	
Requestor Signature	Sponsor Signature

DOA STRATEGIC PLAN OBJECTIVE:

Funding for this project (No/Yes)? \_\_\_\_\_

This project is currently identified in the 5501 Budget (No/Yes)? \_\_\_\_\_

This project is currently identified in the 5502 Budget (No/Yes)? \_\_\_\_\_

Has the funding for this project has not yet been identified (No/Yes)? \_\_\_\_\_

# Appendix E – Numara Asset Core (FootPrints) and HEAT Screens

## End User Home Page

The screenshot shows the BMC FootPrints user interface. At the top, there is a search bar and navigation links for Home, New Request, and Globals. A welcome message for 'Johnethia D' is visible. Below the navigation, a 'Welcome to DIT-DWM Support Page' message is displayed. The main content area is titled 'My Requests' and contains a table of request records.

Number	Priority	Short Summary	Status	Last Updated
14346	STD	Laptop needs to be set-up for new user. Johnethia Dance... Laptop has been set-up. [more...]	Closed	1 yr 10 mos ago
14585	STD	Network access Carlton assisted me in addressing this issue...user is now able to access network. [more...]	Closed	1 yr 6 mos ago
15601	SRS	I need a scanner code to the network printer resolved [more...]	Closed	1 yr 8 mos ago
16843	SRS	Intern laptop charger is not working properly. Replace the charger with one that works. [more...]	Closed	1 yr 7 mos ago
17055	SRS	I cannot access ditcats atlanta.local put short out on user computer and was able to log into Oracle for a minute before it went down. Talk with DIT and Oracle is going up and down. But user is [more...]	Closed	1 yr 7 mos ago
17266	SRS	Docking Station Quit Working Problem resolved. [more...]	Closed	1 yr 6 mos ago
19290	SRS	User needs second monitor connected. Setup second monitor. [more...]	Closed	1 yr 4 mos ago
19745	SRS	Lenovo Twist needs to be setup. Lenovo Twist has been setup. [more...]	Closed	1 yr 4 mos ago
20676	SRS	Default expense account information has not been set up ... I am resolving watershed ticket 20576. Please ref. 258934 [more...]	Closed	1 yr 3 mos ago
23002	SRS	AIX account Setup Account created: JDancer Password123 [more...]	Closed	1 yr ago
23003	SRS	EnQuesta Account Setup Johnethia was set up. [more...]	Closed	1 yr ago
24141	SRS	User can't change password to the domain. Reset user password. [more...]	Closed	11 mos ago
26530	SRS	Johnethia Dancer needs 2 loaner machines. resolved and laptops returned. [more...]	Closed	8 mos ago
27568	SRS	Install MS Project Professional Edition adjusted MS project 2007 so that it now connects to the server, user now able to edit and update [more...]	Closed	7 mos ago
27700	SRS	connection issues user not able to connect on with network cable, disconnected and connected with wireless [more...]	Closed	7 mos ago
27928	SRS	Connection issues users nic card was disabled and multiple wireless signals would not allow user to connect [more...]	Closed	7 mos ago
28342	STD	Potential Virus on Laptop spoke with user, will clean system when user returns [more...]	Closed	7 mos ago
28502	SRS	Cleaned system (virus issues) ran malware bytes, deleted temp files, ran temp file cleaner [more...]	Closed	7 mos ago
28695	SRS	Virus issue User had virus issue cleaned laptop, deleted temp files [more...]	Closed	5 mos ago
30853	SRS	Outlook is not receiving all messages - need to have AD ... Customers email was moved to the correct database within the Exchange Server. Having the customers email in this database prevented her [more...]	Closed	4 mos ago

## Creating a New Ticket

The screenshot shows the 'Submit a new Request' form in BMC FootPrints. The form includes a search bar at the top, navigation links, and a 'SAVE' button. The main form area is divided into several sections:

- Submit a new Request:** A section with a header and a note: 'The Short Summary can hold 240 characters max. Put additional information in the Detailed Description.' It contains a 'Short Summary\*' text input field and a 'Close Ticket' checkbox with the text 'Check the box above if your request has been resolved or you would like to cancel your request...'
- Your Personal Information\*:** A section with an 'Update your personal information' checkbox. It contains several input fields: 'User ID\*' (jdancer), 'First Name\*' (Johnethia), 'Last Name\*' (Dancer), 'Email Address\*' (jdancer@atlantaga.gov), 'Address' (72 Marietta St. 4th Floor), 'Department' (DIT-DWM Suite 5400), 'Phone' (404-546-1238), and 'Service Level' (No Choice).
- Detailed Description\*:** A section with a 'Detailed Description\*' text area and a rich text editor toolbar.

## Administrator Dashboard

## Ticket Details

[back](#) Created by jdancer 4 min ago. Updated by Sebastian Ooda 4 min ago.

**Ticket 30853 in DIT-DWM FINAL**

**Short Summary**  
Outlook is not receiving all messages - need to have AD account thoroughly examined

**Status**  
Closed

**Close Ticket**  
No

**Your Personal Information**

<b>User ID</b> jdancer	<b>First Name</b> Johnethia	<b>Last Name</b> Dancer
<b>Email Address</b> jdancer@atlantaga.gov	<b>Address</b> 72 Marietta St. 4th Floor	<b>Department</b> DIT-DWM Suite 5400
<b>Phone</b> 404-540-1238		

**Detailed Description**

**Detailed Description**

Entered on 10/02/2014 at 10:54:41 EDT (GMT-0400) by Sebastian Ododa:  
Customers email was moved to the correct database within the Exchange Server. Having the customers email in this database prevented her from receiving and having access to some emails and contact information within the exchange environment.

Entered on 09/30/2014 at 07:48:26 EDT (GMT-0400) by Patience Nsemoh:  
Spoke with Jonethia and she advised me to assign ticket to Sebastian that he is familiar with the issue she is having

Entered on 09/23/2014 at 14:45:16 EDT (GMT-0400) by Patience Nsemoh:  
Called user and left her a voicemail to call me in reference to this ticket. Waiting on Jonethia to call me back.

Entered on 09/23/2014 at 10:00:45 EDT (GMT-0400) by Melinda Pringle:  
Update for Patience

Entered on 09/23/2014 at 09:59:56 EDT (GMT-0400) by Melinda Pringle:  
Assign to Patience.

Entered on 09/23/2014 at 09:58:02 EDT (GMT-0400) by Patience Nsemoh:  
Will contact Jonethia

Entered on 09/23/2014 at 09:46:29 EDT (GMT-0400) by Johnethia Dancer:  
I am not receiving all of the messages sent to me. My Global Directory is not in sync with other employee's directory. And I can not send messages to all of the mailboxes on my account. It was recommended that I should have my AD account deleted and recreated. This is causing me to miss out on very important meeting invites.

**Issue Information**

<b>Resolution Date</b> 10/02/2014 10:54 AM
---

## Service Desk Survey

**Submit survey to DIT-DWM SURVEY**  
\*Mandatory fields are highlighted and preceded by an asterisk.

**Short Summary:** (Survey Results: Per our conversation this is the error message I am getting when I try to

**Original Ticket Information**  
 Workspace: DIT-DWM FINAL  
 Short Summary: Per our conversation this is the error message I am getting when I try to print:  
 Ticket Number: 35185  
 Assignees: DWM-Application Support, Princess Jackson

---

**Survey Information**

**Purpose:**  
 This is a brief survey prepared to allow our customers to share with us their feedback about the quality of support services that we provide. This includes help-desk calls, repairing problems, responding to emergencies, answering customer questions, etc. We will use this information to help us improve our support service level in the future.

**Scale:** 0: NA; 1-2: Very Dissatisfied; 3-4: Dissatisfied; 5-6: Neutral; 7-8: Satisfied; 9-10: Very Satisfied;

How satisfied are you with the courteousness of the DWM Support Staff who answered your call? 1  2  3  4  5  6  7  8  9  10

How satisfied are you with the promptness of the DWM Support Staff who answered your call? 1  2  3  4  5  6  7  8  9  10

Did the DWM support staff who resolved the ticket, inform you about the expected completion date? 1  2  3  4  5  6  7  8  9  10

How satisfied are you with the courteousness of the DWM Support Staff who resolved the ticket? 1  2  3  4  5  6  7  8  9  10

How satisfied are you with the results of your request? 1  2  3  4  5  6  7  8  9  10

How satisfied are you with your overall DWM Support experience? 1  2  3  4  5  6  7  8  9  10

How likely are you to recommend DWM's Support Services to other employees or Departments? 1  2  3  4  5  6  7  8  9  10

How much effort did you personally have to put forth to handle your request? 1  2  3  4  5  6  7  8  9  10

---

**Contact Information**

\*User ID: jdancer  
 \*Last Name: Dancer  
 \*First Name: Johnethia  
 \*Email Address: jdancer@atlantaga.gov  
 \*Phone: 404-546-1238  
 Division:  
 Address: 72 Marietta St, 4th Floor  
 \*Department: DIT-DWM Suite 5400  
 Suite/Floor:  
 Service Level:

## Service Desk Email Notification

Mon 2/23/2015 8:19 AM

DIT Helpdesk Watershed <Dit-Helpdesk-Watershed@AtlantaGa.Gov>  
 Is it possible for us to get the rights to change social security numbers? ISSUE=35339 PROJ=9

To: Dancer, Johnethia

---

**Ticket Details:**

<b>Ticket Number:</b>	35339
<b>Assignee:</b>	DWM-Application Support, Sherman Turner
<b>Ticket Created: Date &amp; Time:</b>	02/12/2015 13:54:38
<b>Ticket Priority:</b>	Standard
<b>Status:</b>	Resolved

*Entered on 02/23/2015 at 08:17:32 EST (GMT-0500) by Sherman Turner: S&S was working on this issue.*

*Entered on 02/17/2015 at 15:36:09 EST (GMT-0500) by Sherman Turner: S&S were looking into this issue.*

*Entered on 02/12/2015 at 13:54:37 EST (GMT-0500) by Wayne Robinson:*

is it possible for us to get the rights to change social security numbers?

## HEAT Screenshots

### Incident Management Email Notifications Example

**From:** Bheodari, Mahindra  
**Sent:** Thursday, January 15, 2015 5:38 PM  
**To:** DIT-Aviation  
**Subject:** TICKET ASSIGNMENT AND UPDATES

Good evening Team,

Heat tickets in violation of the SLA, On-Hold tickets are daily customer/ticket updates are in the tables below. Let me know if you need additional clarification on the sections of the helpdesk SOP (reference SOP at this link

<http://intranet/ISD/Shared%20Documents/DIT-AVIATION%20SOP/ISD%20SOP%202011.pdf>), We are willing and

available to assist if need be. There are six (6) tickets on-hold statuses, please make sure that we are doing the best we

can do to resolve these tickets in a timely manner, and the status is valid. **“Please remember tickets require**

**journal updates and customer updates (if applicable) by 5pm daily)”**

**RESPONSIBLE MANAGERS FOR TICKETS/EMPLOYEES IN VIOLATION**

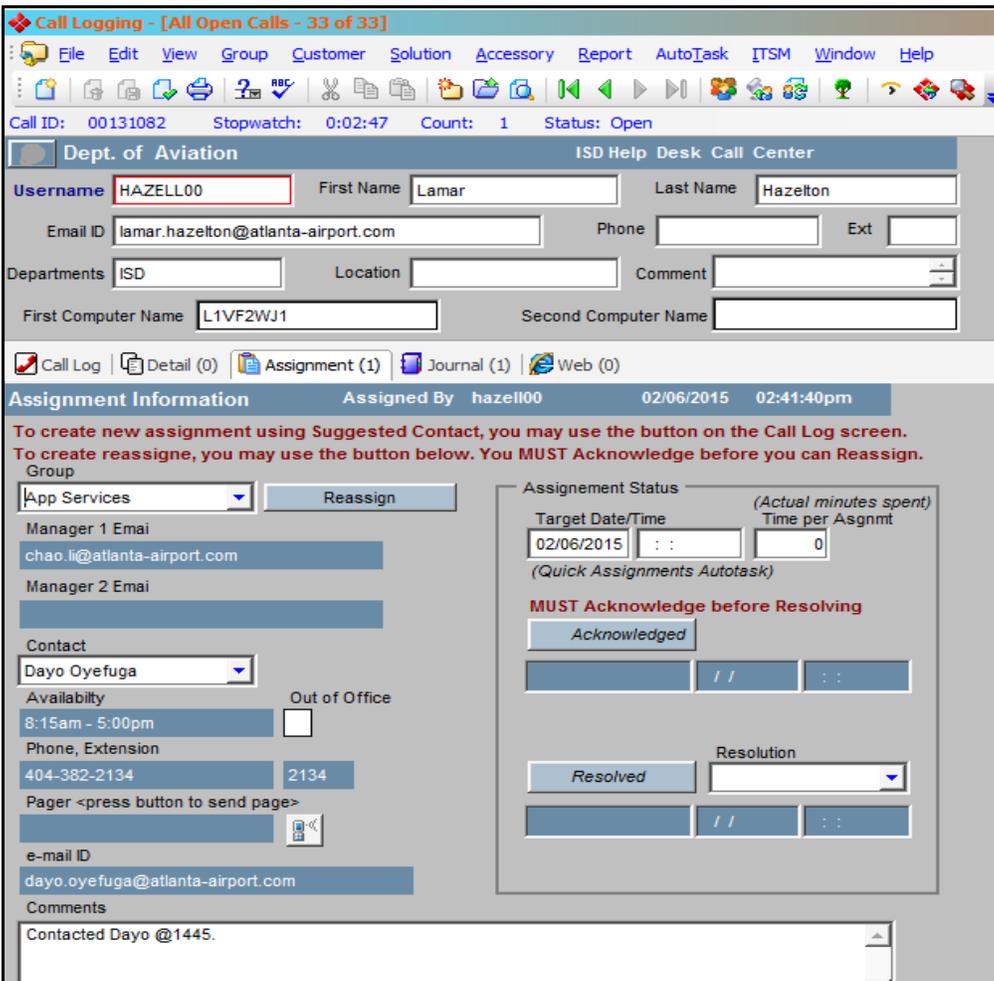
**SLA VIOLATIONS**

CALLID	ASSIGNEE	RECVDDATE	RECVDTIME	PRIORITY	NO OF DAYS OPEN
00129564	Abcde Fghij	2014-12-29	09:29:18	4	17
00129615	Abcde Fghij	2014-12-30	08:56:37	3	16
00129644	Abcde Fghij	2014-12-30	15:57:41	3	16
00129713	Abcde Fghij	2015-01-05	07:33:42	3	10
00129727	Abcde Fghij	2015-01-05	09:35:15	4	10
00129804	Abcde Fghij	2015-01-06	11:07:37	3	9
00129892	Abcde Fghij	2015-01-07	17:52:51	3	8
00129929	Abcde Fghij	2015-01-08	19:02:37	3	7

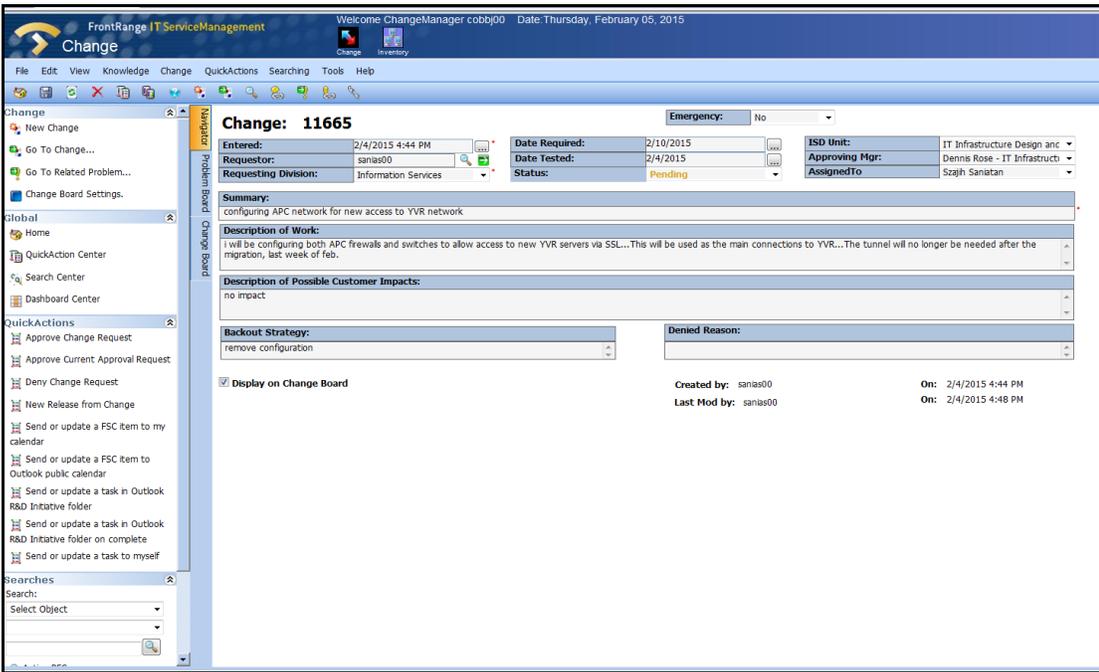
**UPDATE VIOLATIONS**

TICKET #	EMPLOYEE	DATE ASSIGNED	LAST UPDATE DATE	PRIORITY	STATUS
00124292	Abcde Fghij	2014-08-13	2014-10-15	3	Open
00125530	Abcde Fghij	2014-09-11	2014-10-06	3	Open
00125623	Abcde Fghij	2014-09-12	2014-10-10	3	Open
00125587	Abcde Fghij	2014-09-12	2014-10-15	3	Open
00130034	Abcde Fghij	2015-01-12	2015-01-14	3	Open
00130143	Abcde Fghij	2015-01-14	2015-01-14	3	Open

Mahindra “Mo” Bheodari | System Administrator | Department of Information Technology |  Hartsfield-Jackson Atlanta International Airport  
 6000 N. Terminal Pkwy | Atrium, Suite 4000 | Atlanta, GA 30320 | P: (404) 832-2166 | C: (404) 456-9667 | W: [www.atlanta-airport.com](http://www.atlanta-airport.com)  
 | Dropbox – <https://www.ghightail.com/u/MahindraBheodari89104121>







## Appendix F – CTI's (Category, Type, Item)

Current CTIs  
as of - 02/23/2015

Issue-Type	Category	Type	Item
Incident	Application - Inc	311/Siebel Administration Accela-Inc	Siebel System Administrator
			Accela
			AFIS
			CCB-Emergency
			CCB-Normal
			CCB-Standard
		Cognos-Inc	CCB-Standard
			CCB-Unscheduled
			CIPR
			CCB-Emergency
			CCB-Normal
			CCB-Standard
		Courtview-Inc	CCB-Standard
			CCB-Unscheduled
			Cognos
			CCB-Emergency
			CCB-Normal
			CCB-Standard
		Data Center (Operations)-Inc	CCB-Unscheduled
			CourtView
			enQuesta
			Flowlink
			Hard Drives
			Jalan
			BLIS
			Cable TV Service
			CJIS
			Desktop Support
			Mainframe
			MARS/G
			Passport
			Password Reset
		PRBA	
		PRBB	
		PRBC	
		Top Secret Clearance	

## Appendix G – Device Catalog

### ThinkCentre M93p SFF



Intel Core I5-4570  
 4GB Memory  
 500GB 7200 RPM HD  
 ATI HD 8470 Graphics  
 Win 7 Pro 64  
 USB Keyboard  
 USB Mouse  
 Parallel Port  
 DP to DVI Dongle X2  
 3 Year Onsite

#### Required Options

3 Year Priority Support	\$ 23.00
Computrace Activation	\$ 9.77
Software Image Deployment	\$ 30.00
Computrace 3y Subscription	\$ 73.00
CDW Asset Tag	\$ 8.00
15' Patch Cable	\$ 5.00

**COA Price: \$849.77**

#### Optional Accessories

19" Monitor	\$160.00
External Speakers	\$ 19.00
4G Memory Upgrade	\$ 43.00

**Price with Everything: \$1,070.77**

\*\*\*Larger Monitors Available Upon Request\*\*\*

### All COA Approved AIM Devices



T440p Budget Laptop.pdf



ThinkPad T440s (Ultrabook).pdf



ThinkPad T540p.pdf



ThinkCentre M93p SFF.pdf

## Appendix H – Service Delivery Areas

### Future State Service Delivery Areas

Public Safety & Justice	Assets & Citizen Services	Watershed	City Operations Support	AIM Operations Support	Aviation
Atlanta Fire & Rescue	Dept. of Public Works	Watershed	Dept. of Finance	Application Support & Development	Aviation
Atlanta Police	Dept. of Parks & Recreations		Dept. of HR	Service Desk	
Dept. of Corrections	Dept. of Planning & Community Development		Dept. of Law	Server	
Judicial Agencies	ATL 311		OEAM	Network	
	Atlanta Workforce Development Agency		Dept. of HR	Telecom	
	IVA		Dept. of Procurement		
			Audit		

**IT Governance**

**Please Note:** The future state has not been solidified formally and could change again prior to finalizing the Strategic Plan for AIM.

# Appendix I – Release Management Process Maps

## Release Management Process Phases



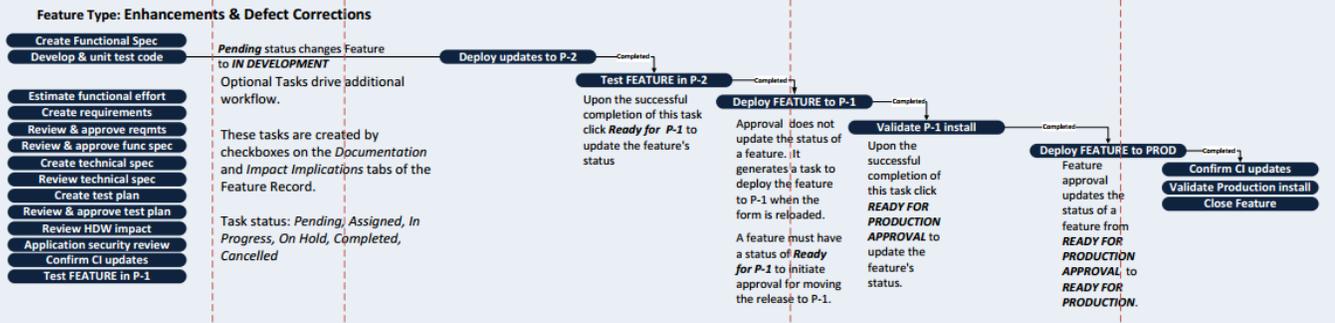
### Release Record Status



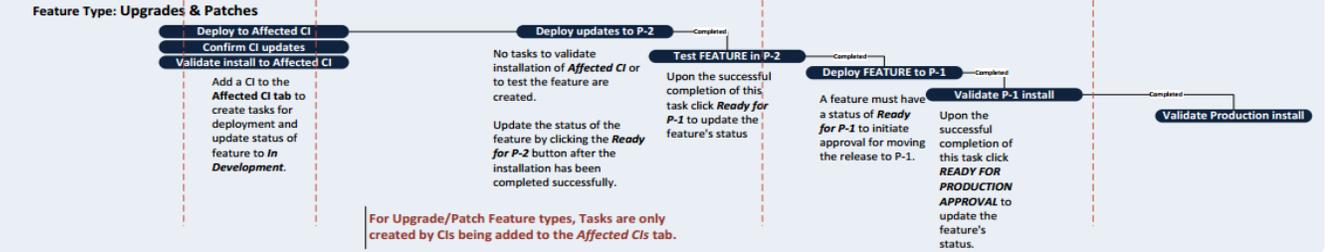
### Feature Record Status



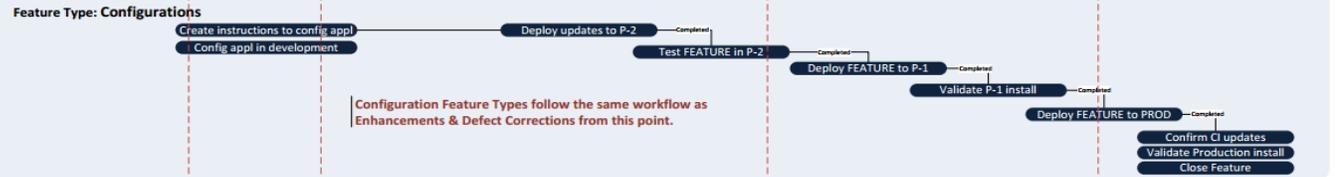
### Tasks



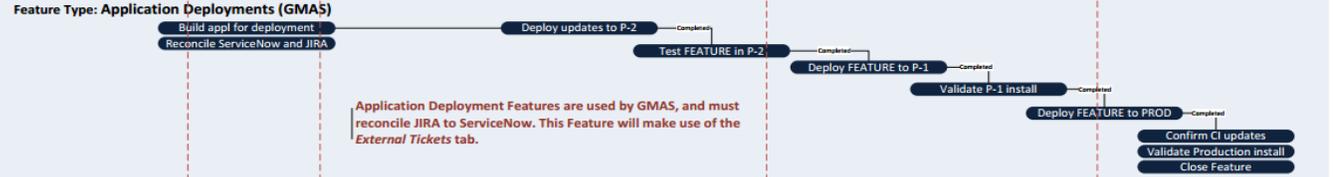
### Tasks



### Tasks



### Tasks



### Tasks

**THIS PAGE IS INTENTIONALLY LEFT BLANK. PLEASE CONTINUE TO THE NEXT SECTION TITLED: SERVICE MANAGEMENT SOFTWARE REQUIRED SUBMITTAL FORM.**

**INSTRUCTIONS AND INTENT OF REQUIRED SUBMITTAL  
FORM TITLED:  
SERVICE MANAGEMENT SOFTWARE**

**The information gathered from this required submittal form, will allow the City to compare the Bidder's Solution with the City's overall business objectives. An award will be based on the Total Bid amount reflected on the Cost Worksheet listed under Exhibit D of this solicitation document. However, should the Bidder identify a system specification or omission that conflicts with any aspect of the City's overall business objectives (as outlined within all portions of this solicitation document), the City reserves the right to make a final recommendation of award in the best interest of the City.**

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
<b>General System Requirements</b>					
	<b>B1.1</b> (FR07) (FR08) (FR20)	<p>The system shall <b>provide a centralized location</b> for COA employees to request services and assistance from the service desk to include the following:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• Service Catalog for All IT Requests</li> <li style="display: inline-block; width: 45%;">• Knowledge Base/Wiki Library</li> <li style="display: inline-block; width: 45%;">• Historical Incident and Request Information</li> <li style="display: inline-block; width: 45%;">• Update User Profiles</li> <li style="display: inline-block; width: 45%;">• Troubleshoot Issues/Problems</li> <li style="display: inline-block; width: 45%;">• All Related Information Technology Reporting and Projects</li> <li style="display: inline-block; width: 45%;">• Retrieve “How To” Help-Guides</li> </ul>			
	<b>B1.2</b>	<p>The system shall be able to <b>identify repeat customers and trending issues</b> that occur within an established time period by displaying an alert or message to the technician upon receipt of the ticket.</p> <p>(Message can read similar to this: <b>Please note this (Customer or Issue Type) has been reported <u>X number of times</u> within the last <u>X number of days</u>. This issue may require additional escalation to resolve.</b>)</p>			
	B1.2.1	The displayed alert or message shall <b>reference the existing ticket numbers</b> for the tickets related to the trend and the ticket number for tickets with similar issues recently submitted by this or any other user.			
	<b>B1.3</b>	The system shall <b>display all available network printers</b> , within the location parameters, to include printer name and the complete location (Building and Floor)			

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment	
			Comply	Non Comply		
		<p>The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b></p> <p>when completing requests for mapping network printers.</p> <p><i>(E.g. A request is submitted from a user located at City Hall, 2<sup>nd</sup> Floor, in the Mayor's office. Based on her location, the available printers should only show the network printers located on the 2<sup>nd</sup> Floor in the Mayor's Office)</i></p>				
	B1.4 (FR35)	<p>The solution shall allow Desktop Personnel to automatically send a "survey" when an incident (ticket) is closed to assess customer satisfaction:</p> <ul style="list-style-type: none"> <li>• Collect data on four questions regarding service received</li> <li>• Calculate number and percentages of satisfied customers</li> <li>• Collect compliments, complaints and general feedback</li> </ul>				
	B1.4.1	The system shall allow technicians to immediately <b>review the results</b> of the customer submitted <b>surveys</b> .				
	B1.5	The system shall allow <b>tickets to be assigned to multiple owners or groups</b> for resolving.				
	B1.6 (FR23) (FR46) (FR62) (FR73) (FR76) (FR78) (FR91)	<p>The system shall be configured to allow the <b>development of</b> the following <b>online forms</b>:</p>				
		<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <ul style="list-style-type: none"> <li>• VPN Request Form</li> <li>• Vendor Access Request Form</li> <li>• Sign-Off Task Form (TBD)</li> <li>• Wireless Request Form</li> <li>• AIM Equipment Usage Agreement</li> <li>• Request for Q-Drive Folder Access</li> <li>• User Account Form</li> </ul> </td> <td style="width: 50%; border: none;"> <ul style="list-style-type: none"> <li>• CCB Change Request Form</li> <li>• Equipment Receipt Form</li> <li>• DWM Access Requisition Form</li> <li>• Badge Access Form</li> <li>• Hardware/Software Evaluation Request</li> <li>• DOA Equip Sign In/Out (loaner)</li> <li>• RSA Token Form (all forms)</li> <li>• Inventory Tracking Form</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• VPN Request Form</li> <li>• Vendor Access Request Form</li> <li>• Sign-Off Task Form (TBD)</li> <li>• Wireless Request Form</li> <li>• AIM Equipment Usage Agreement</li> <li>• Request for Q-Drive Folder Access</li> <li>• User Account Form</li> </ul>	<ul style="list-style-type: none"> <li>• CCB Change Request Form</li> <li>• Equipment Receipt Form</li> <li>• DWM Access Requisition Form</li> <li>• Badge Access Form</li> <li>• Hardware/Software Evaluation Request</li> <li>• DOA Equip Sign In/Out (loaner)</li> <li>• RSA Token Form (all forms)</li> <li>• Inventory Tracking Form</li> </ul>		
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# Service Management Software Required Submittal Form

#	Ref.	Specifications  The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b>	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
		<ul style="list-style-type: none"> <li>• SW Installation &amp; Applications Access</li> <li>• DOA-AIM Return Material Authorization (RMA) Request Form</li> <li>• Project Initiation Concept Request</li> <li>• Surplus Form</li> <li>• AIM Parking &amp; Parking Reimbursement Request</li> <li>• IT Business Justification Request</li> <li>• Application Change Request</li> <li>• AIM Aviation Websense Form</li> <li>• Server Request</li> <li>• Database Request Form</li> <li>• Database Access Form</li> </ul>			
	B1.6.1	The configured online forms shall have <b>workflows configured</b> to execute the process from beginning to end.			
	B1.6.2	The completed online forms shall be <b>stored in a centralized location</b> accessible by the service desk teams.			
	B1.6.3 (FR54)	The centralized location must allow users to <b>search by ticket/request number and key words and phrases.</b>			
	<b>B1.7</b>	The system shall allow the <b>SLA to stop/pause</b> when the ticket status has been changed to "Pending Vendor", "Transferred to Vendor", "Waiting On Customer or Pending Customer Validation".			
	<b>B1.8</b>	The system shall be configured to <b>utilize separate SLAs for Incidents and Requests</b> based on the work efforts required to successfully resolve each incident and complete each request.			
	<b>B1.9</b>	The system shall be configured to <b>track all vendor related tickets</b> to allow the service desk to manage vendor tickets, maintain SLAs, and follow-up as needed.			
	B1.9.1	The system shall configure a field to reference the vendors' ticket number.			
	B1.9.2	A new status titled " <b>Transferred to Vendor</b> " must be added for tickets the vendor			

# Service Management Software Required Submittal Form

#	Ref.	Specifications  The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b>	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
		is now responsible for resolving.			
	B1.9.3	The system must provide <b>weekly email notifications</b> to the group owners of all open "Transferred to Vendor" and "Pending Vendor" tickets to allow users to perform follow-up actions as needed.			
	B1.9.4	The weekly email notification must contain a list of tickets that are accessible by clicking a link to view the ticket record within the system.			
	<b>B1.10</b>	The system shall be configured to <b>auto-populate</b> the Department Liaison <b>contact information</b> as a 2 <sup>nd</sup> POC during the creation of each ticket.			
	<b>B1.11</b> (FR14)	The system shall allow users to <b>attach images and documents</b> to the ticket.			
	<b>B1.12</b>	The system shall allow users to <b>check the status of their ticket</b> via their email confirmation or accessing the site directly.			
	<b>B1.13</b> (FR53)	The system shall allow users to perform quick <b>keyword and key phrase searches</b> from any module or screen.			
	B1.13.1	The system shall be configured to allow users to <b>perform advanced searches</b> from any module or screen with any combination of data from any field and an advanced criteria form.			
	<b>B1.14</b>	The system shall allow users to <b>sort and filter</b> on all of the data displayed in a column-structure.  <i>(E.g. Application Support Team would like to filter to show only on the request involving a particular application, such as enQuesta, CourtView, Accela, etc.)</i>			
	<b>B1.15</b> (FR19)	The system shall deliver <b>immediate email confirmations</b> to the users when the following occurs: <ul style="list-style-type: none"> <li>• New incident ticket has been created;</li> </ul>			

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
		<p>The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b></p>			
		<ul style="list-style-type: none"> <li>• New service request ticket has been created;</li> <li>• New equipment request has been created;</li> <li>• Updates to any existing ticket made by the user or the service desk team</li> </ul>			
	<b>B1.16</b>	The system shall be configured to allow users to only see the applications used by their department in a drop down menu when submitting an incident or request for application installation, maintenance and support.			
	<b>B1.17</b>	<p>The system shall be configured to <b>capture and track the amount of time</b> the technicians spend to resolve a ticket by:</p> <ul style="list-style-type: none"> <li>• Creating a field to capture the number of hours and minutes spent</li> <li>• Creating a time tracking list that stores all time for the technicians</li> <li>• Capturing time spent during the various phases of the ticket lifecycle</li> </ul>			
	B1.17.1	The time tracking list should be <b>editable by managers and supervisors.</b>			
	B1.17.2	The time tracking list should <b>store data up to one year.</b>			
	<b>B1.18</b>	The system shall be configured to allow system administrators to <b>create multiple workspaces</b> as needed to support all service delivery areas.			
	<b>B1.19</b>	The system shall be configured to have all user information stored in an address book within the system.			
	B1.19.1	The users' contact record should include the first and last name, physical location, department, desk and mobile phone number, network username, and employee ID.			
	B1.19.2	The employee ID should only be visible to the members of the service desk and the employee assigned to that ID.			
	<b>B1.20</b>	The system must be configured to allow <b>custom fields</b> to be created to any of the			

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		forms as needed.			
	<b>B1.21</b>	The system shall be configured to allow all <b>incident and request history</b> to be saved automatically when a new ticket is created.			
	B1.21.1	The system shall be configured to allow all users to <b>view the incident/request history</b> for a user or a department by clicking an icon or button from within a ticket or main screen.			
	<b>B1.22</b>	The system shall be configured to allow all free text fields to support <b>rich text editor</b> to allow users to format the text as needed.			
	<b>B1.23</b>	The system shall be configured to allow all free text fields to include <b>spell check</b> to allow users to spell check the text before submitting the ticket.			
	<b>B1.24</b>	The system shall be configured to allow users to <b>designate other users</b> to receive updates and notifications for a submitted ticket on their behalf.			
	<b>B1.25</b>	The system shall be configured to allow managers and supervisors to <b>view the current workload</b> of their team when assigning tickets.			
	<b>B1.26</b>	The system shall be configured to <b>create global tickets</b> for incidents that impact multiple groups and departments.			
	B1.26.1	The system shall be configured to <b>send automatic system and email alerts</b> to the service desk team when a global ticket is submitted.			
	B1.26.2	The system shall be configured to allow technicians to <b>create a global ticket from an existing ticket.</b>			
	<b>B1.27</b>	The system shall be configured to provide <b>automatic administrative error alerts</b> that displays within the system when a system error occurs.			
	<b>B1.28</b>	The system shall be configured to provide the following <b>built-in queues</b> from the home screen: <ul style="list-style-type: none"> <li>• <b>My Assignments:</b> Displays the most recent active tickets</li> </ul>			

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		assigned to you <ul style="list-style-type: none"> <li>• <b>Team Assignments:</b> Displays the active tickets assigned to your team</li> <li>• <b>All Issues:</b> Displays all tickets within the workspace</li> <li>• <b>Global Issues:</b> Displays all active global tickets</li> <li>• <b>Deleted Tickets:</b> Displays all deleted tickets</li> <li>• <b>Aged Tickets:</b> Displays current and aged tickets based on selected parameters</li> </ul>			
	<b>B1.29</b>	The system must <b>automate the vendor management process</b> using an automatic workflow.			
	<b>B1.30</b>	The system must provide <b>automatic notification of expiring vendor access</b> prior to the access termination date at the following increments: 30 Days, 7 days, and 24 hours prior to expiration.			
	<b>B1.31</b>	The system shall be configured to accept <b>electronic signatures</b> for tasks that require approvals.			
	<b>B1.32</b> (FR02)	The solution will provide <b>user profiles or accounts</b> for every COA employee, and designated contractors authorized to access network, where user permissions can be set based on business unit and location. User permissions will determine what a user can see and do in the application			
	<b>B1.33</b> (FR03)	The solution will capture <b>historical data and accumulate current data</b> from third party application via direct integration, data transfers, or importation information from spreadsheet or Access databases.			
	<b>B1.34</b> (FR06)	The solution shall provide <b>training and documentation</b> (application) for end users and system administrators such as:			

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		<ul style="list-style-type: none"> <li>• COA Employees</li> <li>• Service Desk Personnel</li> <li>• Business Administration</li> <li>• Network Personnel</li> <li>• Inventory Managers</li> <li>• Change Management Personnel</li> <li>• Event Management Personnel</li> </ul>			
	<b>B1.35</b> (FR29)	<p>The solution shall provide a means to <b>on- and off-board employees</b> more efficiently under one ticket that can:</p>			
		<ul style="list-style-type: none"> <li>• List all hardware, software and equipment items needed</li> <li>• List all tasks needed to handle the employee needs</li> <li>• Enable or disable Outlook Exchange mail accounts</li> <li>• Enable or disable local area network (LAN) accounts</li> <li>• Software applications</li> <li>• Alert other stakeholders of status of the task</li> <li>• Include contact info for employee and manager</li> <li>• Track loaner equipment</li> </ul>			
	<b>B1.36</b> (FR37)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Service Desk</b> activities including, but not limited to: (See complete listing of CTIs)</p>			
		<ul style="list-style-type: none"> <li>• Desktop Hardware</li> <li>• Desktop Software</li> <li>• Coordination</li> </ul>			
	<b>B1.37</b> (FR38)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Business Administration activities</b> including, but not limited to: (See complete listing of CTIs)</p>			

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		<ul style="list-style-type: none"> <li>• Legislation</li> <li>• Contracts</li> <li>• Office Management</li> <li>• Procurement</li> <li>• Training Requests/Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Scrap metal</li> <li>• Surplus Hardware Equipment</li> <li>• Return Merchandise Authorization (RMA)</li> </ul>		
	<b>B1.38</b> (FR39)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Network Services</b> activities for all systems including, but not limited to: <i>(See complete listing of CTIs)</i></p>			
		<ul style="list-style-type: none"> <li>• Aerobahn System</li> <li>• BARCO Wall Display</li> <li>• CCTV System</li> <li>• Common Use Terminal Equip</li> <li>• Dynamic Signage</li> <li>• Everbridge Mass Notification System</li> </ul>	<ul style="list-style-type: none"> <li>• FourWinds</li> <li>• Interactive Directory</li> <li>• Lenel Badging</li> <li>• Parking Revenue Control System (PRCS)</li> <li>• Security Fingerprinting System</li> </ul>		
	<b>B1.39</b> (FR40)	<p>The solution shall provide ticket service categories and call types needed for identifying <b>Network Operations</b> activities including, but not limited to: <i>(See complete listing of CTIs)</i></p>			
		<ul style="list-style-type: none"> <li>• Active Directory</li> <li>• Accounts</li> <li>• Dynamic Signage</li> <li>• Firewall Changes</li> <li>• Exchange</li> <li>• Servers</li> </ul>	<ul style="list-style-type: none"> <li>• Switches</li> <li>• Routers</li> <li>• Circuits</li> <li>• Access Points</li> <li>• Network Printers</li> <li>• Cable</li> </ul>	<ul style="list-style-type: none"> <li>• Public Wi-Fi</li> <li>• VPN/Remote Access</li> <li>• Vendor Escort/Access</li> <li>• DOA Wi-Fi</li> </ul>	

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	<b>B1.40</b> (FR41)	The solution shall provide ticket service categories and call types needed for identifying <b>Network Security</b> activities including, but not limited to: <i>(See complete listing of CTIs)</i> <ul style="list-style-type: none"> <li>• Payment Card Industry (PCI) Data Security Standard (DSS) compliance</li> <li>• Network Access Control (NAC)                      • McAfee</li> <li>• Websense    • Account Policies</li> </ul>			
	<b>B1.41</b> (FR42)	The solution shall provide ticket service categories and call types needed for identifying <b>Strategic Services</b> activities such as, but not limited to: <i>(See complete listing of CTIs)</i> <ul style="list-style-type: none"> <li>• Websites: Intranet, Internet                      • Web Applications</li> <li>• GIS ESRI    • Business Applications</li> <li>• Database creation/modification request</li> </ul>			
	<b>B1.42</b> (FR43)	The solution shall provide ticket service categories and call types needed for identifying <b>Telecom activities</b> such as, but not limited to: <i>(See complete listing of CTIs)</i> <ul style="list-style-type: none"> <li>• Service Providers                                      • Desk Phones</li> <li>• Cellular Devices                                      • Satellite TV</li> </ul>			
	<b>B1.43</b> (FR44)	The solution shall provide ticket service categories and call types needed for identifying <b>Project Management activities</b> such as, but not limited to: <i>(See complete listing of CTIs)</i> <ul style="list-style-type: none"> <li>• Project Requests</li> </ul>			
	<b>B1.44</b> (FR11)	The solution shall <b>auto-populate request forms</b> with user contact info when requests are opened via the web			
	<b>B1.45</b> (FR25)	The solution shall provide a means for Service Desk Personnel to <b>update the status</b> of incident or service requests from desk, laptop or other mobile device in			

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		<p>order to provide timely and efficient service.</p>			
	<p><b>B1.46</b> (FR21) (FR45) (FR49) (FR58) (FR63) (FR69) (FR73) (FR77) (FR79)</p>	<p>The solution shall provide a <b>dashboard view</b> for Service Desk Personnel and supporting IT Groups that provides the following features:</p> <ul style="list-style-type: none"> <li>• Navigation bar with key functions</li> <li>• Listing of incidents or requests assigned to individual personnel</li> <li>• Listing of incidents or requests assigned by groups</li> <li>• Listing of, or a view to reported network events showing the status and a description</li> <li>• Listing of new project requests assigned to individual project managers</li> <li>• Description and status of all incident or requests</li> <li>• Graphical data (charts, graphs) on key functions based on each team's core responsibility</li> <li>• Alerts on issues, requests, or situations affecting the employees (for Asset Inventory and Network Operations Teams)</li> <li>• Alerts on new requests (for the Business Administration Teams)</li> <li>• Alerts on upcoming change activities (for the Network Operations teams)</li> </ul>			
	<p><b>B1.47</b> (FR45)</p>	<p>The solution shall provide users the ability to close tickets using <b>closure codes</b> prescribed for that use:</p> <ul style="list-style-type: none"> <li style="width: 50%;">• Account Expired</li> <li style="width: 50%;">• Account Locked</li> <li style="width: 50%;">• Defective</li> <li style="width: 50%;">• Device Failure</li> <li style="width: 50%;">• Forgot Password</li> <li style="width: 50%;">• Laptop Setup</li> <li style="width: 50%;">• Repair/RMA</li> </ul>			

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		<i>(See complete listing of closure codes)</i>			
<b>Implement Incident Management</b>					
	<b>B2.1</b>	<p>The system shall be configured to <b>display an issue checklist</b>, upon initial ticket creation, to aid the Service Desk staff with:</p> <ul style="list-style-type: none"> <li>• Resolving the 1<sup>st</sup> Tier of issues quickly</li> <li>• Determining the complexity of the 2<sup>nd</sup> and 3<sup>rd</sup> Tier issues</li> <li>• Ensuring pertinent information is gathered upon initial contact with the user</li> </ul> <p>Examples of information to capture on the checklist:</p> <ul style="list-style-type: none"> <li>• What is the computer name?<i>(if not shown)</i></li> <li>• Did the user restart their computer?</li> <li>• Are all the cords and cables secure and plugged in?</li> <li>• What events lead to this issue?</li> <li>• Did the user experience any error codes or messages?</li> <li>• Has this user experienced this issue before?</li> </ul>			
	B2.1.1	The displayed checklist should be configured to display questions based on the type of issue the user is experiencing.			
	<b>B2.2</b>	The system shall be configured to allow "Special Requests" from the Executive Offices (ex. Mayor's Office) to <b>automatically assign</b> an "Urgent" <b>priority level</b> to the ticket upon creation.			
	B2.2.1	The system shall be configured to allow "Special Requests" tickets to immediately go to a <b>special work queue</b> when each ticket is created for easy retrieval.			
	B2.2.2	The system shall be configured to <b>display a system message and an email notification</b> informing the technicians a new "Special Requests" ticket has been			

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		submitted.			
	<b>B2.3</b> (FR34)	The system shall deliver <b>automatic email alerts</b> to inform ticket owners of expiring SLAs when 50% of the SLA has passed.			
	<b>B2.4</b>	The system shall be configured to <b>display the users' equipment information</b> when tickets are initially created. The equipment information should include the <b>make/model, operating system, and IP address</b> .			
	<b>B2.5</b>	The system shall be configured to provide <b>immediate automatic notifications</b> to the Service Desk and management team when the monitoring tools identifies an incident or problem.			
	<b>B2.6</b>	The system shall be configured to <b>generate one master ticket</b> for each incident, problem, or request that has been submitted to the Service Desk.			
	B2.6.1	The generated master ticket shall allow <b>sub-tickets to be created and linked</b> when the following occurs: <ul style="list-style-type: none"> <li>• Multiple group owners are required to resolve the ticket;</li> <li>• User submits a new ticket that is directly related to an existing master ticket</li> </ul>			
	B2.6.2	The system shall be configured to allow <b>sequencing of sub tickets</b> when certain sub tickets cannot be closed until reliant sub tickets are resolved first.			
	<b>B2.7</b> (FR27)	The solution shall allow authorized Service Desk personnel to <b>update incident</b> format or add new fields to capture data on the incident including: <ul style="list-style-type: none"> <li>• Call types within categories</li> <li>• Add articles to Knowledge Base (wiki)</li> <li>• Add troubleshooting tips and procedures to the Wiki tool</li> </ul>			

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	<b>B2.8</b> (FR31)	The solution will allow and track <b>escalations</b> , for assistance with troubleshooting and resolving user incidents, and to allow timely management of the resolution according to established service level agreement (SLA) and standard operating procedures (SOP) and updates for customers from entities including: <ul style="list-style-type: none"> <li>• Tier II support, such as Network Operations</li> <li>• Equipment vendors</li> <li>• AIM Teams</li> <li>• Other COA Business Units</li> </ul>			
	<b>B2.9</b> (FR32)	The solution shall provide various a readily visible <b>status field</b> on incidents and requests for tracking and management purposes.			
<b>Implement Problem Management</b>					
	<b>B3.1</b>	The system shall be configured to <b>deliver daily status updates</b> via email to owners, management, vendors, and group owners of current problems until the problem is mitigated.			
	<b>B3.2</b>	The system shall be configured to allow a number of related incidents to <b>automatically create a problem record</b> .  <i>(E.g.: 10 different users submits a ticket because they aren't able to access a specific system or application. This should now be considered a system or application problem as it effects multiple users/areas at the same time.)</i>			
<b>Implement AIM Service Catalog</b>					
	<b>B4.1</b>	The service catalog shall be configured to support all <b>IT Issues and Requests</b> related to the following:			

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		<ul style="list-style-type: none"> <li>• Desktop</li> <li>• Application Installs/Maintenance</li> <li>• Network</li> <li>• Project Requests</li> <li>• GIS</li> </ul>	<ul style="list-style-type: none"> <li>• Telecom</li> <li>• Server</li> <li>• Security</li> <li>• Hardware/Software</li> </ul>		
	B4.2	<p>The system shall be configured to allow all users to <b>access troubleshooting self-service options</b> via the service catalog, such as:</p> <ul style="list-style-type: none"> <li>• Mapping Network Drives</li> <li>• Mapping Network Printers</li> <li>• Resetting Application Password (for critical applications)</li> <li>• Adding an Additional Outlook Mailbox</li> <li>• Reserve a Conference Bridge</li> </ul>			
	B4.3	<p>The service catalog shall be configured to <b>display all of the devices offered by AIM</b> using a Device Catalog with the following equipment options: <b>See appendix for a complete listing of all devices offered.</b></p>			
		<ul style="list-style-type: none"> <li>• Mobile Devices</li> <li>• Wireless Devices</li> </ul>	<ul style="list-style-type: none"> <li>• Laptops/Tablets</li> <li>• Desktops</li> </ul>		
	B4.3.1	The device catalog shall be configured to <b>show when devices have to be procured</b> from the vendor or the AIM inventory.			
	B4.3.2	The device catalog shall have a <b>configured approval workflow</b> for all requested devices to allow business managers to approve or deny the request.			
	B4.3.3	The required approval for all devices shall be delivered in the form of an email immediately after the request has been submitted via the device catalog.			
	B4.3.4	They system must be configured to allow the responses to the approval email to			

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		be sent back to the system and captured in the notes of the ticket.			
	B4.3.5	The device catalog shall display the features, required options, optional accessories, and warranty information for each of the devices. <b>See appendix for an example of how the current devices are displayed.</b>			
	B4.3.6	The device catalog shall use drop down menus or radio buttons to allow users to select the required options and optional accessories for a device.			
	<b>B4.4</b>	The Service Catalog shall be configured to <b>recognize the user workspace</b> and provide request options available in their respective location.			
	<b>B4.5</b>	The service catalog shall be configured to <b>display system outage messages</b> in the form of a monitoring dashboard with key information such as: <ul style="list-style-type: none"> <li>• System Name</li> <li>• Impacted Areas/Departments</li> <li>• Outage Date &amp; Time</li> </ul>			
<b>Implement Asset Management</b>					
	<b>B5.1</b>	The asset management module shall provide <b>inventory management</b> of all COA assets using the following categories: <ul style="list-style-type: none"> <li>• Hardware Inventory</li> <li>• Software Inventory</li> <li>• Security Inventory</li> <li>• Custom Inventory (as needed)</li> </ul>			
	B5.1.1	The asset management module shall allow <b>tracking of all equipment</b> that has been received from outside sources, such as vendor.			
	B5.1.2	The asset management module shall be configured to <b>capture all equipment</b> that has been returned by employees.			
	B5.1.3	The asset management module shall be configured to <b>capture all equipment</b> that has been <b>assigned to employees of the City of Atlanta</b> to include all desktops,			

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		laptops, mobile devices, Wi-Fi devices, desktop phones, network assets (printers, servers, etc.), and other related equipment.					
	B5.1.4	The asset management module shall be configured to allow the service desk to <b>view the inventory data for one device as well as a device group.</b>					
	B5.1.5	The asset management module shall be configured to keep <b>track of all inventory changes</b> in an Inventory History tab/list.					
	<b>B5.2</b> (FR52)	The asset management module shall be configured to <b>capture pertinent equipment and inventory information</b> for reporting and end of life process management, to include the following:					
		<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top; width: 33%;"> <ul style="list-style-type: none"> <li>Make, Model Name &amp; Number</li> <li>Serial Number</li> <li>AIM Asset Tag</li> <li>Operating System</li> <li>Category</li> <li>PO Number</li> <li>Manufacturer</li> <li>Location</li> <li>Network User Name</li> <li>Requisition Number</li> </ul> </td> <td style="vertical-align: top; width: 33%;"> <ul style="list-style-type: none"> <li>HW/SW Name</li> <li>Manufacturer End Date</li> <li>Storage Locations</li> <li>Assigned To <i>(Employee First and Last Name)</i></li> <li>Employee ID</li> <li>Status</li> <li>Warranty Information</li> <li>Maintenance Agreement</li> </ul> </td> <td style="vertical-align: top; width: 33%;"> <ul style="list-style-type: none"> <li>Date Received</li> <li>Date Issued</li> <li>Date Returned</li> <li>Department Name</li> <li>Purchase Date</li> <li>Expiration Dates</li> <li>HW/S</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>Make, Model Name &amp; Number</li> <li>Serial Number</li> <li>AIM Asset Tag</li> <li>Operating System</li> <li>Category</li> <li>PO Number</li> <li>Manufacturer</li> <li>Location</li> <li>Network User Name</li> <li>Requisition Number</li> </ul>	<ul style="list-style-type: none"> <li>HW/SW Name</li> <li>Manufacturer End Date</li> <li>Storage Locations</li> <li>Assigned To <i>(Employee First and Last Name)</i></li> <li>Employee ID</li> <li>Status</li> <li>Warranty Information</li> <li>Maintenance Agreement</li> </ul>	<ul style="list-style-type: none"> <li>Date Received</li> <li>Date Issued</li> <li>Date Returned</li> <li>Department Name</li> <li>Purchase Date</li> <li>Expiration Dates</li> <li>HW/S</li> </ul>		
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# Service Management Software Required Submittal Form

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		<p style="text-align: right;">W Versio n</p> <ul style="list-style-type: none"> <li>• Descri ption</li> <li>• Vendo r Conta ct Inform ation</li> </ul>			
	<b>B5.3</b> (FR53)	The asset management module shall be configured to allow <b>bar code scanning</b> devices to aid with managing inventory to include capturing key inventory data for process management and reporting purposes.			
	<b>B5.4</b>	The asset management module shall be configured to allow all equipment assigned to employees to be <b>linked to their employee ID and Network Login</b> .			
	<b>B5.5</b>	The asset management module must <b>integrate with the configuration management tool</b> to ensure the asset data is accurate in both systems.			
	<b>B5.6</b>	The asset management module shall provide <b>financial asset management</b> to track and management the cost associated with the COA assets to include: <ul style="list-style-type: none"> <li>• The purchase amount of all equipment and assets;</li> <li>• The depreciated value of all equipment and assets</li> </ul>			
	<b>B5.7</b> (FR56) (FR90) (FR93)	The asset management module shall provide <b>software licensing management</b> to track and distribute software licenses to COA users to include: <ul style="list-style-type: none"> <li>• Manage software suites and titles from the inventory data</li> </ul>			

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		<ul style="list-style-type: none"> <li>• Associate and authorize devices to a software suite or title</li> <li>• Define license numbers, expiration dates, etc.,</li> <li>• Ensuring only authorized employees receive software based on management approval</li> <li>• Ensuring software is allocated based on job duties</li> <li>• Tracking the reassignment of software from one employee to another</li> <li>• Controlling mass software distribution</li> <li>• Update the software portfolio as needed</li> </ul>			
	B5.8	The asset management module shall provide <b>power management</b> to regulate the power used by all devices.			
	B5.9	<p>The asset management module shall allow the service desk team to <b>query any data</b> stored in the module as needed.</p> <p>(E.g. The users should be allowed to query the number of devices operating on Windows 7 from within the module based on the data stored.)</p>			
	B5.10	The asset management module shall be configured to allow the service desk to <b>run an audit</b> of the COA assets on demand.			
	B5.10.1	All asset audits should be <b>stored in a centralized location</b> where the audits can be retrieved as needed by the service desk team.			
	B5.11	<p>The asset management module shall be configured to provide <b>application management</b> with following management options:</p> <ul style="list-style-type: none"> <li>• <b>Monitor:</b> Allows users to keep track of who is using applications and how long they ran to better understand allocation of licenses.</li> <li>• <b>Prohibit:</b> Kill/terminate an applications' session when launched</li> </ul>			

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	B5.11.1	The application manager should include an <b>application catalog</b> to include applicable licensing information.			
	B5.11.2	The application manager should integrate with the asset management software inventory to ensure the information remains accurate.			
	<b>B5.12</b>	<p>The asset management module shall be configured to allow the service desk to <b>set-up and schedule operational rules.</b></p> <p><i>(E.g. The service desk should be able to set-up an operational rule to “Check Operating System” versions and the rule will run and return the results in the form of a report or spreadsheet)</i></p>			
	<b>B5.13</b> (FR51)	<p>The solution will <b>track hardware and equipment</b> from purchase to disposition for managing key tasks.</p> <ul style="list-style-type: none"> <li>• Active</li> <li>• Depletion</li> <li>• Repair</li> <li>• Surplus / Disposition</li> <li>• In-Stock</li> <li>• Inactive (unassigned equip)</li> </ul>			
	<b>B5.14</b> (FR55)	<p>The solution shall track the <b>lifecycle</b> of hardware and durable equipment from purchase to retirement for tasks such as:</p> <ul style="list-style-type: none"> <li>• processing damaged inventory</li> <li>• obsolete inventory</li> <li>• excess inventory</li> </ul>			

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	<b>B5.15</b> (FR57)	<p>The solution shall provide <b>alerts</b> to assist with asset inventory management of software license, service support, warranty, and contract renewals:</p> <ul style="list-style-type: none"> <li>• Create triggers based on expiration and renewal dates</li> <li>• Triggers shall be set 180 days in advance of Expiration Dates</li> <li>• Send email notifications to the Inventory Management team of pending renewal activity</li> </ul>					
	<b>B5.16</b> (FR58)	<p>The solution shall provide authorized users the ability to set or <b>adjust the work flows</b> for key tasks such as:</p> <ul style="list-style-type: none"> <li>• Lead time on purchasing and renewal tasks</li> <li>• Setting triggers on renewal activity</li> <li>• Creating reporting formats</li> <li>• Setting equipment lifecycle parameters</li> </ul>					
	<b>B5.17</b> (FR47)	The solution shall track and maintain <b>IT procurement tasks.</b>					
	<b>B5.18</b> (FR48)	<p>The solution shall track, manage, and capture data on <b>Surplus Bid</b> requests such as:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Business Unit</li> <li>• Asset Tag#</li> <li>• Condition</li> <li>• Surplus Approval Date</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Make/Model</li> <li>• Manufacture</li> <li>• Comments</li> <li>• Sold To</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Business Unit</li> <li>• Asset Tag#</li> <li>• Condition</li> <li>• Surplus Approval Date</li> </ul>	<ul style="list-style-type: none"> <li>• Make/Model</li> <li>• Manufacture</li> <li>• Comments</li> <li>• Sold To</li> </ul>			
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	<b>B5.19</b> (FR24)	<p>The solution shall <b>automate manual tasks</b> needed to manage service delivery for the collection, retirement and surplus handling of hardware, software and equipment issued to employees between AIM and:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Business Administration</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Business Units</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Business Administration</li> </ul>	<ul style="list-style-type: none"> <li>• Business Units</li> </ul>			
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<b>Implement Change Management</b>					
	B6.1	The system shall be configured to provide <b>immediate automatic email notifications</b> to the Service Desk and management team when any changes are made to the network, software/application, hardware, security, or changes to any policy and procedure.			
	B6.2	The system shall be configured to <b>capture, track, and manage all change requests</b> from the Change Control Board (CCB) and all other IT changes.			
	B6.2.1	The system shall provide <b>standardized weekly notifications</b> for all changes reviewed by the CCB to include: <ul style="list-style-type: none"> <li>• Approved/Denied Change</li> <li>• Requestor(s)</li> <li>• Impacted Departments/Groups</li> <li>• Reason for Approval/Denial</li> </ul>			
	B6.2.2	Configure a <b>dashboard</b> within the Change Management module to <b>display CCB approved and denied changes</b> that have occurred during a period of 90-days.			
	B6.3	The Change Management module shall <b>create an audit trail by storing/backing up all data</b> related to IT changes in a database using an automatic scheduled routine.			
	B6.3.1 (FR66)	The Change Management module shall allow <b>users to search, view, and retrieve all historical information</b> related to any IT changes from the database.			
	B6.3.2 (FR69)	The solution's <b>audit trail</b> must show when AIM personnel interact with change management requests to:			

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		<ul style="list-style-type: none"> <li>• Update Requests Details</li> <li>• Change Status Changes Occur</li> </ul>	<ul style="list-style-type: none"> <li>• Enter Request Dispositions</li> <li>• Close Requests</li> </ul>		
	B6.4	<p>The Change Management module shall <b>identify the type of change</b> using the following categories:</p>			
		<ul style="list-style-type: none"> <li>• Network</li> <li>• Software/Application</li> <li>• Hardware</li> </ul>	<ul style="list-style-type: none"> <li>• Security</li> <li>• Security</li> <li>• Policy/Procedure</li> </ul>		
	B6.5 (FR64) (FR65)	<p>The Change Management module shall have <b>configured work flows</b> for all of the Change Control Processes according to the AIM SLA and SOP Guidelines for:</p> <ul style="list-style-type: none"> <li>• Routine Changes (Normal, Standard, Unscheduled)</li> <li>• Emergency Changes</li> <li>• Scheduled Maintenance</li> </ul>			
	B6.6	<p>The Change Management module shall <b>deliver an immediate</b> “Approval Requested” <b>email notification</b> to inform the CCB Approvers there is a change awaiting approval.</p>			
	B6.7.1	<p>The Approval Requested email shall <b>provide a direct link to the Change Request Record</b> to all approvers to access the request with less clicks.</p>			
	B6.7.2	<p>The Approval Requested email shall <b>provide a summary</b> of the Change Request Record to include:</p>			
		<ul style="list-style-type: none"> <li>• Type of Change</li> <li>• Impact of Change</li> <li>• Requestor</li> </ul>	<ul style="list-style-type: none"> <li>• Date Requested</li> <li>• Reviewed By</li> </ul>		

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	<b>B6.8</b>	The system shall allow a technician or member of the Service Desk to use an indicator, such as a checkbox within the ticket to indicate this ticket requires a CCB process.			
	<b>B6.9</b> (FR67)	<p>The solution shall provide <b>request status categories</b> to assist in management and handling of requests such as:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 30%;">• Urgent</li> <li style="display: inline-block; width: 30%;">• Standard</li> <li style="display: inline-block; width: 30%;">• Close</li> <li style="display: inline-block; width: 30%;">• Emergency</li> <li style="display: inline-block; width: 30%;">• On Hold</li> <li style="display: inline-block; width: 30%;">• Denie</li> <li style="display: inline-block; width: 30%;">• Approved</li> <li style="display: inline-block; width: 30%;">• In Progress</li> <li style="display: inline-block; width: 30%;">• Comple</li> </ul>			
	<b>B6.10</b> (FR36)	<p>The solution shall allow authorized AIM personnel to <b>add or amend</b> category and call type descriptions used to characterize and identify change management requests, and to provide more details on the system activity for reporting purposes, such as:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 30%;">• Equipment Type</li> <li style="display: inline-block; width: 30%;">• Software</li> <li style="display: inline-block; width: 30%;">• VPN</li> <li style="display: inline-block; width: 30%;">• Switch</li> <li style="display: inline-block; width: 30%;">• IDF/MDF</li> <li style="display: inline-block; width: 30%;">• "Com</li> <li style="display: inline-block; width: 30%;">• Server</li> <li style="display: inline-block; width: 30%;">• Router</li> <li style="display: inline-block; width: 30%;">• Hardware</li> <li style="display: inline-block; width: 30%;">• ment"</li> <li style="display: inline-block; width: 30%;">• field</li> <li style="display: inline-block; width: 30%;">• for</li> <li style="display: inline-block; width: 30%;">• additional</li> <li style="display: inline-block; width: 30%;">• details</li> </ul>			

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	<b>B6.11</b> (FR70)	<p>The solution shall alert Network Operations personnel when calendar <b>scheduling conflicts</b> occur with requests by text highlighting, background shading, text bolding, or by some means that will catch attention, to include the following:</p> <ul style="list-style-type: none"> <li>• New Requests</li> <li>• Approved Requests</li> </ul>			
	<b>B6.13</b> (FR70) (FR71)	<p>The solution shall provide <b>automatic notifications</b> (email or system alerts) to AIM personnel only, for change management activities such as:</p> <ul style="list-style-type: none"> <li>• When emergency requests are received and a review is needed</li> <li>• If emergency requests are not acknowledged</li> <li>• When a request disposition (approved or denied) is determined</li> <li>• A reminder to complete or close out requests after dispositions are determined</li> <li>• A reminder of the meeting date when request will be reviewed</li> <li>• Calendar conflicts occur with approved requests</li> </ul>			
	<b>B6.14</b> (FR72)	<p>The solution shall provide users with the ability to <b>view the status</b> of a Change Management request and track progress through the process.</p>			
<b>Integrate with Oracle Human Resources</b>					
	<b>B7.1</b>	<p>The system will need to integrate with Oracle Human Resources to provide <b>immediate notifications</b> of employees leaving the company to the Service Desk and network team to trigger the process for Disabling Accounts and Returning Equipment.</p>			
<b>Integrate with the Network Active Directory</b>					
	<b>B8.1</b>	<p>The system shall integrate with Active Directory to allow <b>updates made to the systems' user profile</b> to update the user's physical location, department, desk &amp; mobile phone numbers in Active Directory.</p>			

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	<b>B8.2</b> (FR05)	The system shall integrate with Active Directory to <b>provide easy access the users' information</b> using an auto-populate functionality for the Employee Name, Physical Location, Current Contact Information, and User Permissions.			
	<b>B8.3</b> (FR10)	The solution shall integrate with Microsoft Active Directory to <b>authenticate and authorize users</b> , such that one set of credentials are needed to access the tool and new employees can be given access with minimum effort.			
<b>Implement Additional Integrations</b>					
		The solution shall provide <b>call center</b> integration features including:			
	<b>B9.1</b> (FR22)	<ul style="list-style-type: none"> <li>• Call Management</li> <li>• Scripting for various scenarios</li> <li>• Call Recording</li> </ul>	<ul style="list-style-type: none"> <li>• Capturing of Call Statistics</li> <li>• Integration with Avaya voice over internet protocol (VOIP) equipment</li> </ul>		
		The solution has to be able to integrate with or handle data from other <b>third party</b> software, such as:			
	<b>B9.2</b> (FR04) (FR60) (FR71)	<ul style="list-style-type: none"> <li>• Monitoring Tools                             <ul style="list-style-type: none"> <li>○ IT360</li> <li>○ What's Up Gold</li> <li>○ Matrix42</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ AirWatch</li> <li>• Oracle Financials</li> <li>• Application Manager</li> <li>• Hyena</li> </ul>		
<b>Develop Knowledge Base</b>					
	<b>B10.1</b> (FR18)	The system shall be configured to provide a <b>knowledge base</b> to all COA users and the service desk teams to provide information on common issues for users who prefer self-help that provides information arranged by application, hardware,			

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		software and other related equipment			
	B10.1.1 (FR28)	<p>The knowledge base should house <b>basic instructional aides</b> to include:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• Mapping Network Printers</li> <li style="display: inline-block; width: 45%;">• Location of Available Network Printers</li> <li style="display: inline-block; width: 45%;">• Mapping Network Drives</li> <li style="display: inline-block; width: 45%;">• Changing Passwords,</li> <li style="display: inline-block; width: 45%;">• Adding Additional Outlook Mailboxes</li> <li style="display: inline-block; width: 45%;">• Help Guides&amp; Troubleshooting Tips</li> <li style="display: inline-block; width: 45%;">• Basic PC Navigation</li> <li style="display: inline-block; width: 45%;">• Service Desk SOPs</li> <li style="display: inline-block; width: 45%;">• Location of All File Servers</li> <li style="display: inline-block; width: 45%;">• Equipment Installation &amp; Maintenance Manuals</li> </ul>			
	B10.1.2	The knowledge base should be <b>scalable</b> to allow users to add topics as needed <b>without storage limitations.</b>			
	B10.1.3	The knowledge base should store the information related to the COA <b>employee discount programs.</b>			
	<b>B10.2</b>	The system shall be configured to <b>provide an indicator</b> informing the service desk when a <b>new knowledge article need to be created</b> based off an increased number trending issues.			
<b>Implement Request Management</b>					
	<b>B11.1</b> (FR36)	The system shall be configured to <b>distribute the tickets</b> for incidents and service requests to the appropriate groups for resolving based on the service category and request type.			
	B11.1.1	The appropriate groups must include the following teams:			

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		<ul style="list-style-type: none"> <li>• Application Development Team</li> <li>• Application Support Team</li> <li>• Oracle ERP Team</li> <li>• Network Team</li> <li>• Security Team</li> <li>• Strategic Services Team</li> </ul>	<ul style="list-style-type: none"> <li>• Server Team</li> <li>• Telecom Team</li> <li>• Service Desk Support Team</li> <li>• EGIS Team</li> <li>• Business Administration Team</li> <li>• Cable Infrastructure Team</li> </ul>		
	B11.1.2	<p>The system shall be configured to include the request types for the EGIS team.</p> <ul style="list-style-type: none"> <li>• Map Requests</li> <li>• GIS Data Requests (Shape Files &amp; Spatial Data)</li> </ul>	<ul style="list-style-type: none"> <li>• Print Requests (Non-GIS Related)</li> </ul>		
	B11.1.3	<p>The system shall be configured to immediately send automatic approval emails to the GIO and Business/Department Managers for all EGIS requests that require printing.</p>			
	B11.1.3.1	<p>The approval email should include the following:</p> <ul style="list-style-type: none"> <li>• The total cost associated with the print request;</li> <li>• An option to approve or deny the print request;</li> <li>• A field to include the funding information for approved print requests</li> </ul>			
	B11.1.4	<p>The system shall be configured to display an alert message for all EGIS Print Requests indicating the cost associated with the print request.</p>			

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	B11.1.5	<p>The system must configure an online service request form for users to request EGIS services to include the following fields:</p> <ul style="list-style-type: none"> <li>• Requestor's Information</li> <li>• Department/Business</li> </ul>			
		<ul style="list-style-type: none"> <li>• Title of Existing Map (for Regenerated Map Requests)</li> <li>• Contents</li> </ul>			
		<ul style="list-style-type: none"> <li>• Outputs (to include size of paper, type of paper: Plain or Glossy, and delivery format: PDF or Digital)</li> </ul>			
	<b>B11.2</b>	<p>The system shall be configured to display a message to the requestor when creating a ticket for a Plotter Print Request informing the requestor of an associated cost.</p>			
	<b>B11.3</b>	<p>The ITSM solution must provide a means to allow the requests from the public to be submitted via email and tracked by the Service Desk.</p>			
	B11.3.1	<p>The solution must allow the public to pay for requested services when applicable.</p>			
<b>Implement Configuration Management CMDB</b>					
	<b>B12.1</b>	<p>The system should provide a <b>list of core applications and software</b> by department to reduce the time spent on installing software and applications. <b>See appendix for a listing of City-Wide applications and software.</b></p>			
	B12.1.1	<p>The system should <b>provide a list of all User Groups</b> sorted by the Department Name.</p>			
	B12.1.2	<p>The system should <b>provide an inventory of all servers</b> to include the following:</p> <ul style="list-style-type: none"> <li>• Configured Applications</li> <li>• Operating System</li> </ul>			
		<ul style="list-style-type: none"> <li>• Server Owner(s)</li> <li>• Applied Patches</li> </ul>			

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	B12.1.3	The system should provide the <b>location of all Network Servers, Drives, and Printers</b> to expedite resolving network requests.			
	B12.1.4	The system shall store the <b>file location for all software and applications.</b>			
	B12.1.5	The system shall store a <b>list of conference bridges by division.</b>			
	<b>B12.2</b>	The CMDB must allow users to <b>see all changes</b> over a 12-month period.			
	<b>B12.3</b>	The CMDB must allow version control to <b>prevent overwriting</b> and maintain an accurate audit trail.			
	<b>B12.4</b> (FR04)	The CMDB must integrate with the current System Center Configuration Manager (SCCM).			
<b>Implement Event Management</b>					
	<b>B13.1</b>	The system shall <b>integrate with monitoring applications</b> to provide immediate notifications of issues that have occurred to the appropriate service desk team.			
	<b>B13.2</b> (FR34)	The system shall provide alerts or alarms for Enterprise level network events.			
	<b>B13.3</b> (FR85)	The solution shall provide <b>automatic notifications</b> (email or system alerts) to AIM personnel when events occur and are: <ul style="list-style-type: none"> <li>• Reported or opened</li> <li>• Status changes or new information is available</li> <li>• For their respective teams</li> </ul>			
	<b>B13.4</b> (FR59) (FR75) (FR86)	The solution will allow authorized Network Operations personnel to create new and remove resolved and outdated <b>alerts</b> on issues and situations affecting enterprise users that would be visible to application users and to the Service Desk teams.			
	<b>B13.5</b> (FR72)	The solution shall provide authorized users the ability to set or <b>adjust the work flows</b> for key tasks such as:			

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		<ul style="list-style-type: none"> <li>Application monitoring</li> <li>Setting triggers for monitoring activity</li> <li>Creating reporting formats on network activity</li> </ul> <p>See appendix for work flow examples</p>			
	<b>B13.6</b> (FR87)	The solution shall provide the ability <b>to link related tickets</b> or tickets caused by the same event.			
<b>Implement Employee Requirements</b>					
	<b>B14.1</b> (FR12)	<p>The solution shall provide general users with access to standard forms for the following requests:</p> <ul style="list-style-type: none"> <li>Application Change Requests</li> <li>Database Requests</li> <li>Database Access</li> <li>AIM Equipment Sign In/Out (Loaner)</li> <li>AIM Equipment Usage Agreement</li> <li>Hardware/Software Evaluation Request</li> <li>IT Services Business Request Justification Request Form (non-budgeted items)</li> <li>Parking Request Reimbursement</li> <li>Project Initiation Concept Request</li> <li>RSA Token form (all forms)</li> <li>Request for Approval Form for Sole Source or Special Procurement</li> <li>Server Request</li> <li>SW Installation and Applications Access</li> <li>Return Material Authorization (RMA) Request</li> <li>Surplus Furniture, Fixtures and IT Equipment</li> <li>Websense Monitoring</li> <li>User Account Request</li> </ul>			

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	<b>B14.2</b> (FR13)	<p>The solution shall provide a means for various business units to efficiently <b>share information</b> needed to obtain reporting and manage key tasks including:</p> <ul style="list-style-type: none"> <li>• Ordering hardware, software and other equipment</li> <li>• Establishing and disabling mail accounts</li> <li>• On- and Off- boarding of employees</li> </ul>			
	<b>B14.3</b> (FR15)	The solution shall provide a means for employees to <b>check the status</b> , of their service request online, without needing to call Service Desk Support for updates.			
	<b>B14.4</b> (FR16)	The solution shall allow an employee to view a <b>ticket history</b> (open and closed tickets) he or she has opened and associated handling details (i.e. resolution/fix).			
	<b>B14.5</b> (FR17)	The solution will provide a means for handling all <b>COA employees</b> , both regular and contractors authorized to access network, to ensure timely handling of on- and off-boarding activities.			
<b>Implement Release Management</b>					
	<b>B16.1</b>	<p>The system shall be configured to adhere to these phases for release management</p> <ul style="list-style-type: none"> <li>• <b>Planning</b></li> <li>• <b>Development (P-3)</b></li> <li>• <b>Quality Assurance/Test *(P-2)</b></li> <li>• <b>Test/Stage for Production (P-1)</b></li> <li>• <b>Production</b></li> </ul>			
	<b>B16.2</b>	The system shall be able to capture 10 – 15 release record statuses (i.e. in planning, in development, In QA/Test, Awaiting p-1 approval, ready for p-1, in P-1, awaiting production approval, ready for production, closed, etc.)			
	<b>B16.3</b>	The system shall be able to capture 10 – 15 features record statuses (i.e. draft, analysis & design, in development, ready for p-2, in p-2, ready doe p-1, in p-1,			

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		ready for production approval, awaiting production approval, ready for production, in production, closed, etc.)			
	<b>B16.4</b>	The system shall be able to capture the following task types: <ul style="list-style-type: none"> <li>• Enhancements &amp; Defect corrections</li> <li>• Upgrades &amp; patches</li> <li>• Configurations</li> <li>• Application Deployment</li> <li>• Monthly reporting</li> </ul> Back-end data changes			
	<b>B16.5</b>	The system shall be configured to have various task statuses but not limited to : <ul style="list-style-type: none"> <li>• Pending</li> <li>• Assigned</li> <li>• In Progress</li> <li>• On hold</li> <li>• Completed/closed</li> <li>• Cancelled.</li> </ul>			
	<b>B16.6</b>	Please reference the release management process map for additional insight on proper configuration of this process/module within the solution.			
<b>Security Requirements – System Accessibility</b>					
	<b>C1.1</b>	The system shall provide an account for each COA users based on established permissions.			
	<b>C1.2</b>	The system shall provide mobile access to all COA users to create, view, reassign, and update tickets from approved mobile devices.			
	<b>C1.3</b>	The system shall be accessible from the client installed desktop icon for all			

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		desktops and laptops.			
	<b>C1.4</b>	The system shall provide a single-sign on for users accessing the system from a desktop or laptop.			
	<b>C1.5</b>	The system shall be accessible outside of the network by COA users only.			
	C1.5.1	The system must prompt for the users AD log-in when attempting to access from outside of the network.			
	<b>C1.6</b> (SR03)	The solution must utilize a <b>proxy server</b> in the DMZ to connect to the corporate network for Active Directory single sign on.			
	<b>C1.7</b> (FR01)	The solution will require authorized COA employees, and designated contractors authorized to access network, to have unique <b>logon credentials</b> (user name and password) in order to access the application.			
<b>Security Permission Requirements</b>					
	<b>C2.1</b>	All three Service Desk teams should have access to all networks and applications supported by AIM when troubleshooting an issue across delivery areas.			
	<b>C2.2</b> (SR01)	The system shall be configured with the following <b>permission levels</b> : <ul style="list-style-type: none"> <li>• <b>Customer User (COA Employees and Authorized Contracts):</b> Read and search the knowledge base; Submit, view, and update tickets.</li> <li>• <b>Technician/Agent (Service Desk Personnel):</b> All basic functionality; Submit, view, update, transfer, and update tickets. Add and update knowledge base.</li> <li>• <b>Network Operations Personnel:</b> read and write to Incident and Change dashboards to handle incident, change management and related requests.</li> <li>• <b>Business Administration Personnel:</b> read and write to the Business Admin dashboard to handle asset inventory, incidents, and related</li> </ul>			

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		<p>requests.</p> <ul style="list-style-type: none"> <li>• <b>Support Technicians:</b> read and write to respective Application Services or Network Services dashboards to handle requests.</li> <li>• <b>AIM Managers:</b> read and write to reassign tickets and run reports.</li> <li>• <b>Workspace Administrator:</b> Same as all above, with the ability to make administrative changes to the workspace including adding custom fields and editing setting options.</li> <li>• <b>System Administrator:</b> Same as above, with the ability to make administrative changes to all workspaces as well as globally.</li> </ul>			
	<b>C2.3</b> (FR80)	<p>The solution shall provide full <b>read and write permission</b> in the Admin portal for authorized persons to support application with tasks such as:</p> <ul style="list-style-type: none"> <li>• Setting permissions by user category</li> <li>• Approval of documents for a self-help reference tool (wiki)</li> <li>• Updating information in Self-service catalog</li> <li>• Creating new and adjusting existing task workflows</li> <li>• Maintaining equipment reference information</li> <li>• Updating key fields for their respective area and teams</li> </ul>			
	<b>C2.4</b> (FR81)	<p>The solution shall provide Administrators the ability to <b>control user permissions</b> by user group as to what assets (hardware, software and related equipment) can view for ordering and tracking purposes.</p>			
<b>Reporting Requirements – General Reporting Requirements</b>					
	<b>D1.1</b> (RR03)	All reports shall be <b>exportable to a PDF and Microsoft Excel</b> format.			
	<b>D1.2</b>	All dashboards shall be exportable to a PDF and Microsoft Excel format.			

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	D1.3	The system shall allow the <b>development of custom reports and dashboards</b> by designated staff members.			
	D1.3.1	<p>The custom dashboards and report charts should allow custom formatting to include:</p> <ul style="list-style-type: none"> <li>• Chart Controls – Modify chart style, title, size and spacing, etc.,</li> <li>• Chart Colors – Color attributes to provide visual representation</li> <li>• Chart Fonts – Font attributes to include font families and sizing</li> </ul>			
	D1.4	The system shall allow users to <b>schedule reports</b> that need to be generated.			
	D1.4.1	The system shall deliver automatic email notifications when scheduled reports have been generated and ready for publishing.			
	D1.4.2	The automatic email notifications should provide an attachment of the actual reports generated.			
	D1.5	The system must include a <b>legend or key</b> on all generated reports to provide a reference point for the readers.			
	D1.6	The system must allow users to <b>generate a report</b> using the data from the results of an advanced or quick search by clicking on an icon or button from within the search results.			
	D1.7 (RR01)	<p>The solution shall provide <b>data analytics</b> on the incident and service delivery activity with a click to obtain:</p> <ul style="list-style-type: none"> <li>• Graphical representations (charts, graphs)</li> <li>• Users can access predetermined graphs or create graphs at will</li> <li>• A table of details used to create the charts</li> <li>• Graphs that can be drilled down with a click to see supporting detail</li> <li>• Graph details can be filtered further to focus on specific sub-details</li> </ul>			

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	<b>D1.8</b> (RR02)	<p>The solution shall provide features to assist with reporting and analysis tasks such as:</p> <ul style="list-style-type: none"> <li>• Pre-defined reports</li> <li>• User-defined or ad hoc reports</li> <li>• Ad hoc query generator</li> <li>• Dashboard for key performance indicators (KPI)</li> <li>• Alert and/or Alarm capabilities to alert users of defined events</li> </ul>			
	<b>D1.9</b> (RR04)	<p>The solution shall provide <b>reporting</b> based on the following duration attributes:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Annually</li> </ul>			
	<b>D1.10</b> (RR05)	<p>The solution shall allow Authorized Personnel to create <b>routine or ad hoc reporting</b> based on data captured from incident and service activity.</p> <ul style="list-style-type: none"> <li>• Schedule reports to run automatically on a specific date and time</li> <li>• Distribute reports via email to a predefined Outlook address list</li> </ul>			
<b>Service Desk Reports</b>					
	<b>D2.1</b>	<p>The system shall generate the <b>Age Report</b> daily for each individual service area with the following parameters:</p> <p>Based on the current SLA status of open tickets and open tickets with missed SLA per team</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Last Edit Date &amp; Time</li> <li>• SLA Due Date &amp;</li> </ul>			

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		<ul style="list-style-type: none"> <li>• Assignees</li> <li>• Date &amp; Time Submitted</li> </ul>	<ul style="list-style-type: none"> <li>Time</li> <li>• # of Days Till Due</li> <li>• # of Days Open</li> <li>• Customer Name</li> </ul>		
	<b>D2.2</b>	<p>The system shall generate the <b>Consolidated High Priority Age Report</b> daily to include the following parameters:</p> <p>Based on the current SLA status of open tickets and open tickets with missed SLA per team</p>			
		<ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> <li>• Date &amp; Time Submitted</li> </ul>	<ul style="list-style-type: none"> <li>• Last Edit Date &amp; Time</li> <li>• SLA Due Date &amp; Time</li> <li>• # of Days Till Due</li> <li>• # of Days Open</li> <li>• Customer Name</li> </ul>		
	<b>D2.3</b>	<p>The system shall generate the <b>Consolidated Age 30+ Days Report</b> daily to include the following parameters:</p> <p>Based on the number of tickets opened 30 days or more</p>			
		<ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> </ul>	<ul style="list-style-type: none"> <li>• Last Edit Date &amp; Time</li> <li>• SLA Due Date &amp; Time</li> <li>• # of Days Till Due</li> </ul>		

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	<b>D2.4</b>	<p>The system shall generate the <b>311 Reports</b> on the 1<sup>st</sup> business day of each week to include the following parameters:</p> <p><u>Reports</u></p> <ul style="list-style-type: none"> <li>• Total Number of 311 Tickets by Status</li> <li>• Total Number of 311 Tickets by Priority</li> <li>• Total Number of Resolved 311 Tickets</li> </ul> <p><u>Report Columns</u></p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Assignees</li> </ul>				
			<ul style="list-style-type: none"> <li>• Date &amp; Time Submitted</li> <li>• Last Edit Date &amp; Time</li> <li>• Department</li> <li>• Division</li> </ul>			
			<p>The system shall generate the <b>Weekly Survey Report</b> for each of the service delivery areas to include the following parameters:</p> <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Resolution Date &amp; Time</li> <li>• Assignees</li> <li>• Survey Submitted</li> <li>• Customer</li> </ul>			
	<b>D2.5</b>	<ul style="list-style-type: none"> <li>• Date &amp; Time Submitted</li> <li>• Date Closed</li> <li>• Survey Number</li> <li>• Score</li> </ul>				
	<b>D2.6</b>	<p>The system shall generate the <b>Desktop Team Performance</b> report every Tuesday with the following parameters:</p> <ul style="list-style-type: none"> <li>• Technician Name</li> <li>• Number of Tickets</li> </ul>				

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		<ul style="list-style-type: none"> <li>• Number of Projects</li> <li>• Total Tickets Closed</li> <li>• Total SLA Met</li> <li>• Daily Average</li> </ul>	<ul style="list-style-type: none"> <li>• Total Tickets Open</li> <li>• Percent Complete</li> <li>• Percent of SLA Met</li> </ul>		
	<b>D2.7</b>	<p>The system shall generate the <b>Created High Priority</b> report every Friday to include the following parameters:</p> <p>Based on all high and emergency priority tickets for the current week\</p>			
		<ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Date &amp; Time Submitted</li> <li>• SLA Due Date &amp; Time</li> </ul>	<ul style="list-style-type: none"> <li>• Resolution Date &amp; Time</li> <li>• Customer Name</li> <li>• Total Service Desk Tickets</li> <li>• Total Tickets by Service Area</li> </ul>		
	<b>D2.8</b>	<p>The system shall generate the <b>Resolved High Priority</b> Tickets report every Friday to include the following parameters:</p> <p>Based on all high and emergency priority tickets for the current week</p>			
		<ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Priority</li> <li>• Status</li> <li>• Date &amp; Time Submitted</li> <li>• SLA Due Date &amp; Time</li> </ul>	<ul style="list-style-type: none"> <li>• Days to Resolve</li> <li>• Total Resolved (Consolidated &amp; by Service Area)</li> <li>• Total Met (Consolidated &amp; by</li> </ul>		

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		<ul style="list-style-type: none"> <li>• Resolution Date &amp; Time</li> <li>• Customer Name</li> <li>• SLA Met</li> <li>• SLA Missed</li> </ul>	<ul style="list-style-type: none"> <li>• Total Missed (Consolidated &amp; by Service Area)</li> <li>• Percent of SLA Met (Consolidated &amp; by Service Area)</li> </ul>		
	<b>D2.9</b>	<p>The system shall generate the monthly <b>SLA Report</b> for all service areas to include the following parameters:</p>			
		<ul style="list-style-type: none"> <li>• Status</li> <li>• SLA Due Date &amp; Time</li> <li>• SLA Met</li> <li>• Days to Resolved</li> <li>• Total Met</li> <li>• Met SLA</li> <li>• Average</li> </ul>	<ul style="list-style-type: none"> <li>• Date Submitted</li> <li>• Resolution Date &amp; Time</li> <li>• SLA Missed</li> <li>• Total Resolved</li> <li>• Total Missed</li> <li>• Total Resolve Days</li> </ul>		
	<b>D2.10</b>	<p>The system shall generate the monthly <b>Survey Summaries</b> for all service delivery areas to include the following parameters:</p>			
		<ul style="list-style-type: none"> <li>• Total Surveys</li> <li>• Total Promoters</li> <li>• Total Detractors</li> <li>• Ticket Number</li> <li>• Date &amp; Time Submitted</li> <li>• Date &amp; Time Resolved</li> </ul>	<ul style="list-style-type: none"> <li>• Date &amp; Time Closed</li> <li>• Assignees</li> <li>• Survey</li> <li>• Date Survey Submitted</li> <li>• Survey Score</li> <li>• Customer Name</li> </ul>		

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
		<p>The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b></p>			
	<b>D2.11</b>	<p>The system shall generate the monthly <b>FoR Atlanta Metrics</b> report to include the following parameters:</p> <ul style="list-style-type: none"> <li>• Overall Application Performance                             <ul style="list-style-type: none"> <li>○ % Network Availability</li> <li>○ % Server Availability</li> <li>○ % Application Availability</li> </ul> </li> <li>• Overall Customer Service                             <ul style="list-style-type: none"> <li>○ Avg Days to Resolve Requests</li> <li>○ Number of Requests Resolve</li> <li>○ % Requests Resolved within SLA</li> </ul> </li> <li>• Overall Network Security                             <ul style="list-style-type: none"> <li>○ % Successful attacks on AIM Network</li> <li>○ Number of Inside/Outside Attacks</li> <li>○ Number of PCs without Antivirus Protection</li> </ul> </li> </ul>			
	<b>D2.12</b>	<p>The system shall generate the monthly <b>EGIS Resource</b> report to include the following parameters:</p> <ul style="list-style-type: none"> <li>• All EGIS related requests submitted and resolved for the prior month</li> <li>• Requestor Name</li> <li>• Department</li> <li>• Request Type</li> <li>• Resource Used</li> <li>• Associated Costs</li> </ul>	Mandatory		

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
		<p>The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b></p>			
	D2.13 (RR06)	<p>The solution shall provide the following <b>Service Desk Reports</b>:</p> <ul style="list-style-type: none"> <li>• SLA Report <ul style="list-style-type: none"> <li>○ Met SLA vs. Violation</li> <li>○ Automated notifications to technicians</li> <li>○ Automated notifications to</li> </ul> </li> <li>• ATL Stat Reports <ul style="list-style-type: none"> <li>○ Number and Percentages of tickets created, closed, closed within SLA</li> <li>○ Number and Percentages of tickets created, closed, closed within SLA by Team</li> <li>○ Ticket count by Priority</li> <li>○ Ticket count by Team</li> <li>○ Customer Satisfaction report</li> </ul> </li> <li>• Other <ul style="list-style-type: none"> <li>○ Top Ten issues by Business Unit</li> <li>○ Top Ten issues by Users</li> <li>○ Ticket activity by Technician</li> <li>○ Count by SLA Violations,</li> <li>○ Count by Update Violations</li> <li>○ Report Durations: Daily, Weekly, Monthly</li> </ul> </li> </ul>	Mandatory		
	D2.14 (RR07)	<p>The solution shall provide the following <b>Inventory Reports</b>:</p> <ul style="list-style-type: none"> <li>• Hardware Report <ul style="list-style-type: none"> <li>○ End of Life date</li> <li>○ Make and model</li> <li>○ Type of equipment</li> </ul> </li> </ul>			
	D2.15	The solution shall provide the following <b>Software Tracking</b> Reports with the			

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
	(RR08)	<p>The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b></p> <p>following data points:</p> <ul style="list-style-type: none"> <li>• Software •Description</li> <li>• Expiration dates •Version</li> <li>• Vendor contact info •End User Name</li> <li>• License Product Key • Unused License Count</li> </ul>			
<b>Dashboards</b>					
	<b>D3.1</b>	<p>The system shall provide graphic dashboards to report on the following:</p> <ul style="list-style-type: none"> <li>• Issues or Events from the Monitoring Tools</li> <li>• Change Dashboard</li> <li>• SLAs by Service Desk Teams</li> </ul>			
	<b>D3.2</b> (FR30)	<p>The system shall provide technician dashboards to report on the following:</p> <ul style="list-style-type: none"> <li>• Number of Open Tickets by Groups</li> <li>• Number of Open Tickets by Technician</li> <li>• Number of Tickets Resolved Outside of SLA</li> <li>• Number of Open Tickets by Priority</li> </ul>			
<b>Technical Requirements – General Technical Requirements</b>					
	<b>E1.1</b>	The solution shall accommodate <b>simultaneous users</b> .			
	<b>E1.2</b>	The solution shall <b>save the data</b> from the user interface within three (3) seconds after entry.			
	<b>E1.3</b>	The solution shall have a page <b>reaction time</b> to a user action within three (3) seconds, as a sign that the solution is responding.			
	<b>E1.4</b>	The solution shall <b>store data</b> electronically for a minimum of ten (10) years or as specified in the City's retention policy for storing data.			

# Service Management Software Required Submittal Form

#	Ref.	Specifications	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
<p>The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b></p>					
<b>Usability Requirements – User Friendly</b>					
	<b>F1.1</b>	The system shall be configured to <b>provide mobile access</b> to the Service Desk team to <b>create, update, resolve, and transfer tickets</b> from City approved mobile devices while working in the field.			
	F1.1.1 (FR26)	The mobile access must allow technicians to handle routine activities while away from their normal station and working in the field to include: <ul style="list-style-type: none"> <li>• Issuing and retrieving assets</li> <li>• Initiating equipment ordering</li> <li>• updating incident tickets with status</li> </ul>			
	F1.1.2 (FR27)	The solution shall provide a mobile version for authorized mobile devices that will allow handling of routine activities while away from the office or in the field: <ul style="list-style-type: none"> <li>• Screen resizing</li> <li>• Secure access</li> <li>• Info caching when connection is unavailable and data synchronization when connected</li> </ul>			
	<b>F1.2</b>	The system shall <b>refresh the screen automatically every 3-5 minutes</b> to provide allow the service desk teams to see any new tickets that have been submitted without manually refreshing the screen.			
	<b>F1.3</b> (FR09) (TR05)	The solution shall be available via a link on the <b>COA and DOA Intranet home page</b> and the end user desktop as an icon to provide easy access.			
	<b>F1.4</b> (FR33)	The solution shall be accessible via <b>mobile devices</b> to facilitate the issuing and retrieving of assets away from the office or in the field.			
	<b>F1.5</b> (FR08)	The solution shall provide an access portal for <b>Employee</b> that is <b>intuitive and</b>			

# Service Management Software Required Submittal Form

#	Ref.	<b>Specifications</b>  The Bidder is required on each specification below to identify as compliant or non-compliant; if a Bidder's software solution is non-compliant, a detailed reason for the non-compliance is required. <b><u>A Bidder will automatically be deemed non-responsive if they omit providing a detailed reason for the non-compliance for any one system specification.</u></b>	Vendor Response		Vendor Non-Compliance Comment
			Comply	Non Comply	
		<b>easy to use</b> , such that users need not possess a high level of technical expertise and includes: <ul style="list-style-type: none"> <li>• Navigation bar with three or four main service categories</li> <li>• "How-to" instructional information on hardware (HW) and software (SW)</li> <li>• A knowledge base library or "wiki" with information on known issues and solutions so users can help themselves on common issues</li> <li>• A service catalogue that outlines available assistance and services</li> <li>• Provides alerts on issues affecting multiple business units</li> </ul>			

# APPENDIX A

## Office of Contract Compliance Requirements



## CITY OF ATLANTA

Kasim Reed  
Mayor

SUITE 1700  
55 TRINITY AVENUE, SW  
ATLANTA, GA 30303  
(404) 330-6010 Fax: (404) 658-7359  
Internet Home Page: [www.atlantaga.gov](http://www.atlantaga.gov)

OFFICE OF  
CONTRACT COMPLIANCE  
Larry Scott  
Director  
[Lscott@atlantaga.gov](mailto:Lscott@atlantaga.gov)

December 22, 2015

**RE: Project No.: FC# 8590, Service Management Project**

Dear Prospective City of Atlanta Bidder:

The above referenced contracting opportunity has been designated for **competition by and between City of Atlanta Certified Small Business Enterprises (SBEs) only**. The Office of Contract Compliance (OCC) information is an integral part of every City of Atlanta bid. All Bidders are required to make efforts to demonstrate compliance with all program requirements at or prior to the time of Bid opening, or upon request by OCC. Sheltered market program requirements mandate that the successful City of Atlanta Certified SBE awardee self-perform a percentage of the work scope associated with the contract. The successful proponent will receive participation credit for the dollar value of its self-performance. Bidders are required to ensure that all prospective subcontractors, vendors, suppliers and other potential participants are not denied opportunities to compete for work on a City contract and afford all firms, including Small Business Enterprises (SBE) opportunities to participate in the performance of the business of the City to the extent of their availability, capacity and willingness to compete. Pay close attention to the specific SBE sheltered market goals for this project and the SBE sheltered market program reminders listed on page 5.

Additionally, as the City of Atlanta is developing its Small Business Enterprise database, prime bidders are encouraged to utilize OCC's self-certification application to achieve SBE certification. All firms interested in bidding on this project must be certified as a SBE with the City of Atlanta or have an application for SBE certification submitted to OCC no later than the date and time of the bid opening. City of Atlanta Certified SBE prime proponents must meet the size standards of the United States Small Business Administration Guidelines related to Janitorial Services [see 13 C.F.R. § 121.201 (and further explained in 13 C.F.R. §§ 121.104 through 121.107)]. These requirements may be accessed via the internet by visiting: <http://ecfr.gpoaccess.gov/> and choosing "Title 54 – Computer Systems Design Services" from the browse-able drop down field.

If you have any questions about the information included in this section of the solicitation, please contact the City of Atlanta Office of Contract Compliance at (404) 330-6010.

**The City of Atlanta looks forward to the opportunity to do business with your company.**

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## CITY OF ATLANTA

### SMALL BUSINESS ENTERPRISE SHELTERED MARKET

#### POLICY STATEMENT

It is the policy of the City of Atlanta to promote full and equal business opportunity for all persons doing business with the City. On a contract by contract basis, the director of the office of contract compliance in consultation with the Chief Procurement Officer will designate certain procurements as **sheltered market procurement opportunities**. The purpose of the Small Business Enterprise Sheltered Market Program is to ensure that the City of Atlanta has a robust race-neutral approach to promoting full and equal business opportunity for all persons doing business with the City of Atlanta. Additionally, The City seeks to promote the growth and development of small businesses through mandated self-performance of minimum threshold portions of the scope of the contracting opportunities. The City believes this approach assists in its' effort to promote commerce by assisting SBEs to actively participate in the City's procurement process, and ensure that the City of Atlanta utilizes programs that provide it with the best possible resources. SBE sheltered market requirements and goals for this project are set forth on page 6.

## Implementation of SBE Sheltered Market Policy

The sheltered market designation shall be made only when there is a reasonable expectation that bids will be obtained from at least three responsible COA certified SBEs and that the award will be made at a fair market price. The director of the Office of Contract Compliance and Chief Procurement Officer may agree, with consultation and agreement with the Commissioner of the user agency or his or her designee, to designate certain contracts of a pre-determined expected dollar value for **competition by and between SBEs only**, except for those contracts pertaining to Municipal Street Systems, as described in O.C.G.A. § 32-4-1 et seq., pertaining to public works construction as described in O.C.G.A. § 36-91-1 et seq. or other projects for which a sheltered market would conflict with state law. A sheltered market procurement of a single acquisition or a class of acquisitions may be total or partial. The director of the Office of Contract Compliance and the Chief Procurement Officer may designate a portion of an acquisition as a sheltered market procurement, except for construction.

## OCC Review of Bidder Submissions

The Office of Contract Compliance shall determine whether a Bidder has satisfied "certified SBE prime proponent" requirement of the sheltered market program. All proponents for an SBE sheltered market procurement must be SBE certified by the Office of Contract Compliance or have an application pending-on-or before bid due dates. Where applicable, OCC will determine whether a certified SBE prime proponent has satisfied the good faith efforts requirement of section 2-1372 based on its review of the Covenant of Non Discrimination, the Outreach Efforts Documentation, the SBE Project Participation Plan, and its review of other relevant facts and circumstances. In reviewing the documents submitted by a Bidder to determine whether the Bidder has satisfied the good faith outreach practices requirement of this section, the Office of Contract Compliance will consider, among other things, the total project dollars self-performed, subcontracted to, and/or expended for services performed by all businesses (including certified SBEs), whether such businesses perform Commercially Useful Functions in the work of the contract based upon standard industry trade practices, whether any amounts paid to Supplier businesses are for goods customarily and ordinarily used based upon standard industry trade practices, and the availability of certified SBEs within the relevant NAICS Codes for such Eligible Project.

## Small Business Enterprise Program Bid/RFP Submittals

The Covenant of Non Discrimination, the Outreach Efforts Documentation (where applicable), and any other SBE Sheltered Market Project information required by OCC in the solicitation document must be completed in their entirety by each Proponent and submitted with the other required Bid/RFP documents in order for the Bid/RFP to be considered responsive. All SBE prime proponents seeking to receive participation credit must be certified by the City of Atlanta OCC, or have an application pending at the time of the solicitation due date. Failure to timely submit these forms, fully completed, will result in the Bid/RFP being considered as non-responsive, and therefore, excluded from consideration.

### Monitoring Of SBE Sheltered Market Policy

Upon execution of a contract with the City of Atlanta, the successful bidder's SBE Sheltered Market Project Participation Plan will become a part of the contract between the bidder and the City of Atlanta. The SBE Sheltered Market Project Participation Plan will be monitored by the City of Atlanta's Office of Contract Compliance for adherence with the plan. The successful bidder will be required to provide specific information on a monthly basis that demonstrates the accuracy of reported self-performance dollars and percentages, the use of subcontractors and suppliers where applicable as indicated on the SBE Sheltered Market Project Participation Plan. The failure of the successful bidder to provide the specific information by the specified date each month shall be sufficient cause for the City to evoke penalties as set forth in the City of Atlanta Code of Ordinances, Section 2-1373.

### Implementation of EEO Policy

The City effectuates its EEO policy by adopting racial and gender work force availability for every contractor performing work for the City of Atlanta. These percentages are derived from the work force demographics set forth in the 2000 Census EEO file prepared by the United States Department of Commerce for the applicable labor pool normally utilized for the contract.

### Monitoring of EEO Policy

Upon award of a contract with the City of Atlanta, the successful bidder must submit a Contract Employment Report (CER), describing the racial and gender make-up of the firm's work force. If the CER indicates that the firm's demographic composition does not meet the adopted EEO goals, the firm will be required to submit an affirmative action plan setting forth the steps to be taken to reach the adopted goals. The CER and the affirmative action plan, if necessary, will become a part of the contract between the successful bidder and the City of Atlanta. Compliance with the EEO requirements will be monitored by the Office of Contract Compliance.

### First Source Jobs Program Policy Statement

It is the policy of the City of Atlanta to provide job opportunities to the residents of the City of Atlanta, whenever possible. Every contract with the City of Atlanta creates a potential pool of new employment opportunities. The prime contractor is expected to work with the First Source Jobs Program to fill at least 50% of all new entry-level jobs, which arise from this project, with residents of the City of Atlanta. For more specific information about the First Source Jobs Program contact:

**Michael Sterling**  
**Interim Executive Director**  
**First Source Jobs Program**  
**Atlanta Workforce Development Agency**  
**818 Pollard Boulevard**  
**Atlanta, GA 30315**  
**(404) 546-3001**

**Small Business Enterprise Sheltered Market Goals for this Project**

**Project No.: FC# 8590, Service Management Project**

The FC# 8590, Service Management Project has been designated as a sheltered market opportunity for certified small business enterprises (SBEs). Therefore, there will be no mandatory subcontractor participation goals included in this solicitation.

All firms interested in bidding on this project must be certified as a SBE with the City of Atlanta or have an application for SBE certification submitted to OCC no later than the date and time of the bid opening. City of Atlanta Certified SBE prime proponents must meet the size standards of the United States Small Business Administration Guidelines related to Newsstands Dealers and Newsstands [see 13 C.F.R. § 121.201 (and further explained in 13 C.F.R. §§ 121.104 through 121.107)]. These requirements may be accessed via the internet by visiting: <http://ecfr.gpoaccess.gov/> and choosing "Title 54 - Computer Systems Design Services" from the browse-able drop down field.

If you have any questions about the information included in this section of the solicitation, please contact the City of Atlanta Office of Contract Compliance at (404) 330-6010.

Please be reminded that no Bidder shall be awarded a contract on an Eligible Project unless the Office of Contract Compliance determines that the Bidder has satisfied the good faith efforts requirement of section 2-1372 on such Eligible Project. Details of the OCC review process for determination of non-discrimination are detailed on pages 2 and 3 of this document.

## Small Business Enterprise Program Reminders

1. Subcontractor Certification. It is the prime contractor's responsibility to verify that SBEs included on their SBE Project Participation Plans are certified with the City of Atlanta's Office of Contract Compliance by filing with OCC a self-certification form or a letter or other documentation from the United States Small Business Administration that establishes that the firm qualifies as an 8(a) firm or HUBZone firm.
2. Reporting. The successful bidder must submit monthly SBE participation reports to the Office of Contract Compliance.
3. Subcontractor Contact Form. It is required that bidders list and submit information on all subcontractors they solicit for quotes, all subcontractors who contact them with regard to the project, and all subcontractors they have discussions with regarding the project. Failure to provide complete information on this form—will result in your bid being declared non-responsive.
4. SBE Ordinance. The SBE Program is governed by the provisions of the SBE Ordinance set forth in the City of Atlanta Code Division 9 section 2 - 1356 through 2 -1377. The ordinance can be obtained from the City of Atlanta Clerk's Office at (404) 330-6032.
5. Supplier Participation. In order to receive full SBE credit, suppliers must manufacture or warehouse the materials, supplies, or equipment being supplied for use on the Eligible Project.
6. OCC Registry of Certified Firms. To access OCC's real time registry of vendors (certified or non-certified), visit our PRISM Compliance Management portal at: <https://pro.prismcompliance.com/default.aspx>. Next, click the drop down arrow under "Visit a Jurisdiction", select "City of Atlanta", and click "go!". Once there, you may search by Industry or Certification to obtain your desired results. You may also go to the website: [www.atlantaga.gov/contractcompliance](http://www.atlantaga.gov/contractcompliance) and scroll down to the section heading "Registry of Certified Firms" Click OCC's quarterly list to access the current directory of certified firms.

COVENANT OF NON-DISCRIMINATION

The undersigned understands that it is the policy of the City of Atlanta to promote full and equal business opportunity for all persons doing business with the City of Atlanta. The undersigned covenants that we have not discriminated, on the basis of a firm's revenue or employee size with regard to prime contracting, subcontracting or partnering opportunities. The undersigned further covenants that we have completed truthfully and fully the required forms SBE-2 and SBE-3. Set forth below is the signature of an officer of the bidding entity with the authority to bind the entity.

\_\_\_\_\_  
Signature of Attesting Party

\_\_\_\_\_  
Title of Attesting Party

On this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me appeared \_\_\_\_\_, the person who signed the above covenant in my presence.

\_\_\_\_\_  
Notary Public

Seal

FORM SBE-1





**EQUAL BUSINESS OPPORTUNITY SUBCONTRACTOR PROJECT PLAN  
SUBCONTRACTOR/SUPPLIER UTILIZATION**

List all Majority Owned and Small Business Enterprise (SBE) subcontractors/ suppliers, including lower tiers, to be used on this project.

Name of Sub-contractor/ Supplier	Contact Name, Address and Phone Number	City of Atlanta Business License? (yes or no)	NIAC Code	Type of Work to be Performed	Ethnicity of SBE Ownership	SBE Certification No. and Expiration Date	Dollar (\$) Value of Work and Scope of Work	Percentage (%) of Total Bid Amount

Total SBE% \_\_\_\_\_

(\*\*Note... EBO or DBE certification does not qualify for SBE projects. Proponents must provide copies of subcontractors current certification)

Proponent's Co. Name: \_\_\_\_\_ Project Name: \_\_\_\_\_ FC#: \_\_\_\_\_

Proponent's Contact Number: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please Print)

First Source Job Information

Company Name: \_\_\_\_\_

FC No.: \_\_\_\_\_

Project Name: \_\_\_\_\_

The following entry level positions will become available as a result of the above referenced contract with the City of Atlanta.

- 1.
- 2.
- 3.
- 4.
- 5.

Include a job description and all required qualifications for each position listed above.

Identify a company representative and contact phone number who will be responsible for coordinating with the First Source Jobs Program.

Company Representative: \_\_\_\_\_

Phone Number: \_\_\_\_\_

First Source Jobs Agreement

**THIS AGREEMENT REGARDING THE USE OF THE FIRST SOURCE JOBS PROGRAM BY CONTRACTORS WITH THE CITY OF ATLANTA TO FILL ENTRY LEVEL JOBS is made and entered into by \_\_\_\_\_**

This \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

The City of Atlanta requires the immediate beneficiary or primary contractor for every eligible project to enter into a First Source Jobs employment agreement. The contractor agrees to the following terms and conditions:

- The first source for finding employees to fill all entry level jobs Created by the eligible project will be the First Source Program.
- The contractor will make every effort to fill 50% of the entry level jobs created by this eligible project with applicants from the First Source Program.
- The contractor shall make good faith effort to reach the goal of this employment agreement.
- Details as to the number and description of each entry level job must me provided with the bid.
- The contractor shall comply with the spirit of the First Source Jobs Policy beyond the duration of this agreement and continue to make good faith attempts to hire employees of similar backgrounds to those participating in the First Source Program.
- The contractor as a condition of transfer, assignment or otherwise shall require the transferee to agree in writing to the terms of the employment Agreement.

Upon a determination that a beneficiary or contractor has failed to comply with the terms of this Agreement, the City may impose the following penalties based on the severity of the non-compliance:

- The City of Atlanta may withhold payment from the contractor.
- The City of Atlanta may withhold 10 percent of all future payments on the contract until the contractor is in compliance
- The City of Atlanta may refuse all future bids on city projects or applications for financials assistance in any form from the City until the contractor demonstrated that the First Source requirements have been met, or cancellation of the eligible project.
- The City of Atlanta may cancel the eligible project.

All terms stated herein can be found in the City of Atlanta Code of Ordinances Sections 5-8002 through 5-8005.

The undersigned hereby agrees to the terms and conditions set forth in this agreement.

\_\_\_\_\_  
Contractor

FORM 5

## **APPENDIX B**

### **Insurance and Bonding Requirements**

APPENDIX B  
**INSURANCE & BONDING REQUIREMENTS**  
FC-8590 Service Management

A. Preamble

The following requirements apply to all work under the agreement. Compliance is required by all Contractors/Consultants. **To the extent permitted by applicable law, the City of Atlanta (“City”) reserves the right to adjust or waive any insurance or bonding requirements contained in this Appendix B and applicable to the agreement.**

1. Evidence of Insurance Required Before Work Begins

**No work under the agreement may be commenced until all insurance and bonding requirements contained in this Appendix B, or required by applicable law, have been complied with and evidence of such compliance satisfactory to City as to form and content has been filed with City.** Contractor/Consultant must provide City with a Certificate of Insurance that clearly and unconditionally indicates that Contractor/Consultant has complied with all insurance and bonding requirements set forth in this Appendix B and applicable to the agreement. If the Contractor/Consultant is a joint venture, the insurance certificate should name the joint venture, rather than the joint venture partners individually, as the primary insured. In accordance with the solicitation documents applicable to the agreement at the time Contractor/Consultant submits to City its executed agreement, Contractor/Consultant must satisfy all insurance and bonding requirements required by this Appendix B and applicable by law, and provide the required written documentation to City evidencing such compliance. In the event that Contractor/Consultant does not comply with such submittal requirements within the time period established by the solicitation documents applicable to the agreement, City may, in addition to any other rights City may have under the solicitation documents applicable to the agreement or under applicable law, make a claim against any bid security provided by Contractor/Consultant.

2. Minimum Financial Security Requirements

All companies providing insurance required by this Appendix B must meet certain minimum financial security requirements. These requirements must conform to the ratings published by A.M. Best & Co. in the current Best's Key Rating Guide - Property-Casualty. The ratings for each company must be indicated on the documentation provided by Contractor/Consultant to City certifying that all insurance and bonding requirements set forth in this Appendix B and applicable to the agreement have been unconditionally satisfied.

For all agreements, regardless of size, companies providing insurance or bonds under the agreement must meet the following requirements:

- i) Best's rating not less than A-,
- ii) Best's Financial Size Category not less than Class VII, and
- iii) Companies must be authorized to conduct and transact insurance contracts by the Insurance Commissioner, State of Georgia.
- iv) All bid, performance and payment bonds must be underwritten by a U.S. Treasury Circular 570 listed company.

If the issuing company does not meet these minimum requirements, or for any other reason is or becomes unsatisfactory to City, City will notify Contractor/Consultant in writing. Contractor/Consultant must promptly obtain a new policy or bond issued by an insurer acceptable to City and submits to City evidence of its compliance with these conditions.

Contractor/Consultant's failure to comply with all insurance and bonding requirements set forth in this Appendix B and applicable to the agreement will not relieve Contractor/Consultant from any liability under the agreement. Contractor/Consultant's obligations to comply with all insurance and bonding requirements set forth in Appendix B and applicable to the agreement will not be construed to conflict with or limit Contractor/Consultant's/Consultant's indemnification obligations under the agreement.

3. Insurance Required for Duration of Contract

All insurance and bonds required by this Appendix B must be maintained during the entire term of the agreement, including any renewal or extension terms, and until all work has been completed to the satisfaction of City.

4. Notices of Cancellation & Renewal

Contractor/Consultant must, notify the City of Atlanta in writing at the address listed below by mail, hand-delivery or facsimile transmission, within 2 days of any notices received from any insurance carriers providing insurance coverage under this Agreement and Appendix B that concern the proposed cancellation, or termination of coverage.

Enterprise Risk Management  
68 Mitchell St. Suite 9100  
Atlanta, GA 30303  
Facsimile No. (404) 658-7450

Confirmation of any mailed notices must be evidenced by return receipts of registered or certified mail.

Contractor/Consultant shall provide the City with evidence of required insurance prior to the commencement of this agreement, and, thereafter, with a certificate evidencing renewals or changes to required policies of insurance at least fifteen (15) days prior to the expiration of previously provided certificates.

5. Agent Acting as Authorized Representative

Each and every agent acting as Authorized Representative on behalf of a company affording coverage under this contract shall warrant when signing the Accord Certificate of Insurance that specific authorization has been granted by the Companies for the Agent to bind coverage as required and to execute the Accord Certificates of Insurance as evidence of such coverage. City of Atlanta coverage requirements may be broader than the original policies; these requirements have been conveyed to the Companies for these terms and conditions.

In addition, each and every agent shall warrant when signing the Acord Certificate of Insurance that the Agent is licensed to do business in the State of Georgia and that the Company or Companies are currently in good standing in the State of Georgia.

6. Certificate Holder

The **City of Atlanta** must be named as certificate holder. All notices must be mailed to the attention of **Enterprise Risk Management at 68 Mitchell Street, Suite, 9100, Atlanta, Georgia 30303.**

7. Project Number & Name

The project number and name must be referenced in the description section of the insurance certificate.

8. Additional Insured Endorsements Form CG 20 26 07 04 or equivalent

The City must be covered as Additional Insured under all insurance (except worker's compensation and professional liability) required by this Appendix B and such insurance must be primary with respect to the Additional Insured. **Contractor/Consultant must submit to City an Additional Insured Endorsement evidencing City's rights as an Additional Insured for each policy of insurance under which it is required to be an additional insured pursuant to this Appendix B. Endorsement must not exclude the Additional Insured from Products - Completed Operations coverage. The City shall not have liability for any premiums charged for such coverage.**

9. Mandatory Sub-Contractor/Consultant Compliance

Contractor/Consultant must require and ensure that all subContractor/Consultants/subconsultants at all tiers to be sufficiently insured/bonded based on the scope of work performed under this agreement.

10. Self Insured Retentions, Deductibles or Similar Obligations

Any self insured retention, deductible or similar obligation will be the sole responsibility of the contractor.

B. Workers' Compensation and Employer's Liability Insurance

Contractor/Consultant must procure and maintain Workers' Compensation and Employer's Liability Insurance in the following limits to cover each employee who is or may be engaged in work under the agreement. :

Workers' Compensation. . . . . **Statutory**

Employer's Liability:

Bodily Injury by Accident/Disease **\$1,000,000 each accident**  
Bodily Injury by Accident/Disease **\$1,000,000 each employee**  
Bodily Injury by Accident/Disease **\$1,000,000 policy limit**

C. Commercial General Liability Insurance

Contractor/Consultant must procure and maintain Commercial General Liability Insurance on form (CG 00 00 01 or equivalent) in an amount not less than **\$1,000,000 per occurrence subject to a \$2,000,000 aggregate**. The following indicated extensions of coverage must be provided:

- Contractual Liability
- Broad Form Property Damage
- Premises Operations
- Personal Injury
- Advertising Injury
- Fire Legal Liability
- Medical Expense
- Independent Contractor/Consultants/SubContractor/Consultants
- Products – Completed Operations
- Pesticide or Herbicide Applicator Coverage
- Explosion, Collapse and Underground (XCU) Liability
- Additional Insured Endorsement\* (primary & non-contributing in favor of the City of Atlanta)
- Waiver of Subrogation in favor of the City of Atlanta

D. Commercial Automobile Liability Insurance

Contractor/Consultant must procure and maintain Automobile Liability Insurance in an amount not less than **\$1,000,000** Bodily Injury and Property Damage combined single limit. The following indicated extensions of coverage must be provided:

- Owned, Non-owned & Hired Vehicles
- Waiver of Subrogation in favor of the City of Atlanta

If Contractor/Consultant does not own any automobiles in the corporate name, non-owned vehicle coverage will apply and must be endorsed on either Contractor/Consultant's personal automobile policy or the Commercial General Liability coverage required under this Appendix B.

E. Network Security and Privacy Policy or Equivalent

Contractor/Consultant shall procure and maintain a Network Privacy and Security Policy in an amount not less than **\$5,000,000**, covering at a minimum:

- Damages arising from a failure of computer security, or a wrongful release of

- Private information
- Cost to notify consumers of a release of private information and to provide Credit-monitoring or other remediation services in the event of a covered Incident

A copy of the endorsement naming the City of Atlanta as an Additional Insured must be submitted along with the certificate of insurance.