

RFP 51ISA-2

REQUEST FOR PROPOSALS

The City of Indianapolis, Marion County Purchasing Division requests proposals from qualified Vendors for:

Information Technology Sourcing Services

The City of Indianapolis understands that respondents may have questions that cannot be answered by the information contained within this Request for Proposals ("RFP"). All questions shall be submitted in writing (email) by no later than November 27th, 2012 by 12:00 PM, (EST) to Joel Buege at Joel@PREMISconsulting.com (Contracted/Hired Consultant acting as agent on behalf of the City/County). A confirmation email will be returned to ensure receipt of submittal. Please see section 1.2 "Point of Contact for RFP" for further detail.

PROPOSAL SUBMITTAL DEADLINE:

Date: January 7th, 2013 at 12:00 Noon (EST)

(All proposals must be delivered to Suite 1522 by 12:00 Noon.)

The City of Indianapolis reserves the right to reject any or all proposals.

NO LATE PROPOSALS WILL BE ACCEPTED FOR ANY REASON WHATSOEVER

Submit proposals to:

Teresa Donsbach, Supervising Buyer
Purchasing Division
City/County Building
200 E. Washington Street, Suite1522
Indianapolis, IN 46204

ENVELOPE MUST STATE CLEARLY THAT THE ENCLOSED PROPOSAL IS FOR:

**Information Technology Sourcing Services
RFP 51ISA-2**

City of Indianapolis-Marion County, IN

REQUEST FOR PROPOSAL (RFP)

for

Information Technology Sourcing Services

RFP#: 51ISA-2

RFP Publish: November 7th, 2012

Pre-Proposal Conference: November 20th, 2012 at 2:30pm (ET)

Proposals Due: January 7th, 2013 at 12:00 Noon (ET)



**INFORMATION
SERVICES AGENCY**
City of Indianapolis & Marion County

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1. INSTRUCTIONS TO PROPOSERS

1.1 PROPOSAL DELIVERY

Proposals must be received by the City of Indianapolis-Marion County Indiana (hereafter referred to as "the City/County") agent prior to the due date and time. It is the sole responsibility of the proposer to ensure timely delivery of the proposal. **Late proposals will not be considered.**

1.2 POINT OF CONTACT FOR RFP: CITY-COUNTY AGENT

The City/County agent, identified below, is the sole point of contact regarding the RFP documents from the date of issuance until selection of the successful proposer:

Joel Buege (Contracted/Hired Consultant acting as agent on behalf of the City/County)

Phone: (773) 791-2597

E-mail: Joel@PREMISconsulting.com

1.3 RESTRICTION ON COMMUNICATION WITH THE CITY-COUNTY

The following provision is intended to ensure a fair and equitable review process so that there is no actual or potential situation where one RFP Proposer secures or attempts to secure an unfair advantage over another RFP Proposer or creates a situation where there is an appearance of impropriety in contacts between the RFP Proposer and the City/County officials.

After release of the RFP, no officer, employee, agent, lobbyist or representative of the Proposer shall have any contact or discussion, verbal or written, with any members of the City/County directly or indirectly through others who seek to influence any matters pertaining to **RFP#: 51ISA-2.**

All communications relating to this RFP must be directed to the City/County Agent named above and must be in writing. Violating this provision may result in a Proposer being disqualified from this procurement process.

1.4 LOCATION OF RFP DOCUMENTS

This RFP and associated documents may be viewed and downloaded at www.indy.gov/eGov/City/OFM/Purch/Bids/Pages/BiddingOpportunities.aspx

All addenda and notices related to this procurement will be posted by the City/County to this location. **It is the responsibility of the proposer to monitor this site for notices and addenda.**

1.5 SUBMISSION OF PROPOSAL

Proposers are required to submit the following complete printed and bound copies of their proposals including all required information and documents described in this RFP.

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TECHNICAL PROPOSAL

1. **ONE (1) original**
2. **ELEVEN (11) copies**
3. **ONE (1) electronic copy on CD (please include BOTH a PDF and MS Word copy)**

PRICE PROPOSAL – MUST BE SEALED SEPARATELY

1. **TWO (2) printed copies**
2. **ONE (1) electronic copy on CD (please use only the Excel workbook provided)**

NOTE: Please see section 2: "Proposal Formatting and Order" for details regarding packaging of Technical proposals, Pricing proposals, and other required submission documents found in the appendix section of this RFP.

1.6 SCHEDULE OF EVENTS – 3 TIER EVALUATION PROCESS

The following dates are set forth for informational and planning purposes; however, the City/County reserves the right to modify the dates.

RFP Schedule	2012 Dates (all ET)
RFP Release Date	November 7 th
Pre-Proposal Conference (see info below)	November 20th (2:30pm/Tuesday)
Last day for Submitting Questions	November 27 th (12:00pm/Tuesday)
Release of Addendum – Answers to Questions	December 7 th
	2013 Dates (all ET)
Technical and Pricing Proposals Due	January 7th (12:00pm/Monday)
Tier 1: Proposal Screening / Admin Review	January 7th
Tier 2: Written Evaluation	January 8th – February 5th
Down Select #1 Announcement: Top (max) 4 proposals advance from each service area	February 5th
Release of Addendum – Presentation Scripts	February 5 th
Reference Checks	February 6 th – February 15 th
Tier 3: Presentations and Vendor Demos	February 18th – March 1st
Down Select #2 Announcement: Top (max) 2 proposals advance from each service area	March 8th
Release of Addendum – Sample Contract, Contract Exceptions Form and BAFO Form	March 8 th
Tier 4: Best and Final Offer (BAFO)	March 11th – 29th
BAFO workshops (max 1 day per proposal/service area)	Week of March 18 th
BAFO submissions due	April 1 st (no fooling)
Down Select #3 Announcement: Top (max) 1 advance	April 5th
Contract Negotiations: Top 1 proposal for each service area	April 8 th – May 3 rd
City/County IT Board Approval	May

Contract Signing and Transition Planning Begin	Immediately following City/County Approval
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1.7 PRE-PROPOSAL CONFERENCE

All proposers are strongly encouraged to attend the non-mandatory pre-proposal conference.

The Pre-Proposal Conference will be at 2:30 p.m. (ET) on Tuesday, November 20th, 2012, at the City/County building, 200 E Washington Street, Indianapolis, IN 46204. Floor 2 / Room 260

For those unable to attend onsite, **a conference call bridge has been established** and will not negatively impact a vendor(s) standing in this fair and equitable procurement process. Bridge info is as follows: **317-327-8001 Conference ID is 322450.**

The City/County will provide a written response in the form of an Addendum for all questions received at the pre-proposal conference. Verbal discussions at the pre-proposal conference shall not be considered part of the RFP unless confirmed in writing by the City/County and incorporated into the aforementioned Addendum.

1.8 QUESTION AND ANSWER PERIOD

Proposers are invited to submit written questions and requests for clarifications regarding the RFP. **The questions and/or requests for clarifications must be in writing (email) and received on or before 12:00 p.m. (ET), Tuesday, November 27th, 2012.**

Email all submissions in industry standard/readable formats (MS Word, PDF, etc) to the Point of Contact listed in section 1.2. A confirmation email will be returned to ensure receipt of submittal.

If the questions or requests for clarifications pertain to a specific section of the RFP, the page and section number(s) must be referenced. The City/County will provide a written response in the form of an Addendum for ALL questions received by the deadline listed above.

1.9 PROPOSED SAMPLE CONTRACT

During the evaluation process, after down select #2, the advancing proposer(s) will be provided a copy of the City/County’s proposed contract for review and comment. Although specific terms may be subject to negotiation, the "general/base" City/County requirements have been included in the appendix section of this RFP document for your initial review and consideration. The remainder will be included in the aforementioned City/County proposed contract after down select #2.

The advancing proposer(s) will be asked to review, comment and return the proposed contract indicating any exceptions as part of the pre-formal contract negotiations process. Detailed instructions for this process will accompany the proposed contract. It is NOT necessary for proposer to submit a copy of your own proposed contract with your proposals.

2. PROPOSAL FORMAT AND ORDER

2.1 GENERAL INSTRUCTIONS

The following section outlines the FORMAT AND ORDER upon which the proposals must be organized. It is designed and ordered to facilitate a uniform review process. Failure to adhere to the Proposal Format and Order listed below may result in the disqualification of the proposal. Responses must be in sufficient detail to permit a comprehensive understanding and evaluation of the proposed solution, services, proposal and qualifications.

Hard copy proposals should be submitted on standard 8 1/2" x 11" bond paper, and should be presented in a professional manner such as spiral bound, perfect bound, or professional grade folder/three ring binder. Proposals should be labeled appropriately on the front cover to include the RFP name, RFP number, component part, company name and the due date. Foldouts that contain charts, spreadsheets, and oversize exhibits are permissible. Tabs or other separators should serve to divide major sections of the proposal (e.g. the various statements of work, etc.). Manuals and other reference documentation may be bound separately and included in the applicable package or envelope.

All responses, as well as any reference material presented, must be written in the English language. Main text must be a common typeface (Arial, Times New Roman, etc.) and must not be smaller than 10 pt font size.

The main technical proposal should address each item presented in the RFP in accordance with the directions found herein. **Please be certain to address all relevant and requested information. Answers should be clear, sufficiently detailed and specific to the City/County. In cases where service provider questions are answered, please restate the specific question or bullet with the answer directly below, referencing any numbering or lettering scheme used in applicable section of the RFP.**

Proposals should be based only on the material contained in the RFP. In addition to the main document, this includes written responses to questions as well as any other official amendments or addenda published by the City/County concerning the RFP. Please limit general company marketing type/style information to only that which is pertinent to this specific RFP.

The proposal MUST be divided into two separate parts: the technical proposal and the pricing proposal.

1. The technical proposal, including all required RFP documents should be submitted in a single packet. If multiple packets are needed, please label them in the following fashion: 1 of 4, 2 of 4, etc. The packets should be sealed and labeled with the following information and mailed to the location listed in Section 2.2.

TECHNICAL PROPOSAL

Information Services Agency (ISA)

City of Indianapolis/Marion County, IN

Sourcing Services RFP#: 51ISA-2

Due Date: Jan 7th / 12:00pm (ET)

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2. **The price proposal MUST be submitted and sealed separate from the technical proposal and be labeled as stated below.**

PRICE PROPOSAL

**Information Services Agency (ISA)
City of Indianapolis/Marion County, IN
Sourcing Services RFP#: 51ISA-2
Due Date: Jan 7th / 12:00pm (ET)**

NOTE: The pricing proposal must clearly separate ALL pricing (e.g. hardware items from software items, licensing, professional fees, transition costs, etc). Please follow the instructions provided in the Price Proposal.

2.2 MAILING/DELIVERY INSTRUCTIONS

Technical and Pricing proposals should be mailed/delivered to the following location and contact.

**City of Indianapolis/Marion County - Purchasing Division
Attn: Teresa Donsbach – Supervising Buyer
200 E Washington Street, Suite 1522
Indianapolis, IN 46204**

Contact: teresa.donsbach@indy.gov (317) 327-4321

2.3 TECHNICAL PROPOSAL (CONTENT AND ORDER)

2.3.1 TABLE OF CONTENTS

The proposer shall include a table of contents in its proposal.

2.3.2 LETTER OF TRANSMITTAL

The Letter of Transmittal MUST minimally contain and/or state:

1. Company name, identification of type of proposer’s legal entity (corporation, Limited Liability Company, etc.) and address of the proposer. Please also include any local (Indiana) business address(s). Include any regional offices and/or headquarters, foreign or domestic.
2. Year established (include former names and year established, if applicable.)
3. Type of ownership and parent company, if applicable
4. A/The contact person include the name, title, address, telephone number and email of the key contact person for any questions regarding your proposal.
5. **A statement that the proposer understands and complies with all requirements of this RFP and/or details any exceptions.**
6. Commits to provide all services, products and features contained in its proposal.
7. Must be signed by an officer authorized to obligate the proposer to the proposed products and services stated.

2.3.3 EXECUTIVE SUMMARY

Please include an Executive Summary of the product and services in your proposal, including but not limited to the following information:

1. Statements that demonstrate that the proposer (and subcontractor(s) if contemplated) understands the products and services as specified in this RFP.
2. An overview of the proposer (and subcontractor(s) if contemplated) plans and ability to provide and successfully transition/implement your proposed solution for the City/County including all related products and services.
3. Number of years' experience with providing the types of products and services specified in this RFP.
4. The level of technical experience in providing the types of products and services specified in this RFP.
5. All services and other relevant experience similar to those specified in this RFP that the proposer has provided to other public sector clients of similar size/scope to the City/County.

2.3.4 TECHNICAL APPROACH SECTION

In this section, please provide a detailed description of all products and services as stated (requested) by the City/County in **Section 5 – "Scope of Services" of this RFP**. Proposals should be fully responsive to EACH of the stated/requested requirements.

Proposals MUST clearly identify any deviations from the stated requirements or requirements that the proposer cannot satisfy. Any deviations from the stated requirements or any other requirements that the proposer cannot satisfy can and will affect the evaluation of the proposal and may disqualify the proposer.

2.3.5 VENDOR VIABILITY AND FINANCIAL CAPACITY

For all Service Providers, including any subcontractors (if contemplated) please include the following information in the "Vendor Viability and Financial Capacity" section of your response.

1. Please submit audited annual financial statements for the last three years. A proposer may also be asked to provide additional financial information upon request. The City/County may request the financial information be certified by an independent auditing firm.
2. Please also include any pending litigation, state regulatory, or federal regulatory actions that may have a material impact on the financial condition of the prime contractor or subcontractor (if any) that is not otherwise disclosed in the above financial information.
3. The Service Provider should be a "responsible" Service Provider that is both ethically and financially in good standing within the industry, as determined by the City/County. If the Service Provider has had a contract terminated for default or breach during the past three (3) years, or has been the subject of any governmental securities investigation during the

past three (3) years, this fact should be disclosed in the RFP response along with the Service Provider’s position on the matter(s). If the Service Provider and subcontractors (if contemplated) has experienced no such terminations for default in the past three years, then please indicate as such in your response to this section.

4. Please include any clients that have discontinued use, for any reason other than contract expiration/completion, of your proposed IT sourcing services in the past three (3) years, along with any explanation of your position on the matter(s). If the Service Provider has experienced no such client discontinuance of services in the past three years, then please indicate as such in your response to this section.

2.3.6 SUBCONTRACTOR INFORMATION

If a joint venture or subcontracts are contemplated, provide the same information as above for any subcontractors, and explain their role in the proposal. The prime contractor must assume all responsibility for the work, including the work of any subcontractors.

2.3.7 MBE/WBE/VBE PARTICIPATION

1. It is the policy of the City that Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), and Veteran Business Enterprises (VBEs) shall have the maximum feasible opportunity to participate in the performance of contracts. Consequently, the City, through Article IV, sections 201-401 of the revised municipal code and Executive Order 5, 2008, has established MBE participation goals of 15%, WBE participation goals of 8%, and VBE participation goals of 3% for its dollars spent on public works, goods, and services.
2. In order to help accomplish this goal, the City is requesting that you include with your response information regarding your status as an MBE, WBE or VBE. Additionally, please include contact information for any MBE, WBE or VBE owned contractors directly participating in your business operations. The City also requests contact information for any MBE, WBE or VBE sub-contractors that you might use in the course of doing business with the City. Some examples of this kind of service include, but are not limited to, office suppliers, courier services, shipping services, etc. These services can occur at the local, state, or national level. Please include an estimated percentage or dollar amount that you anticipate using.
3. Be advised that the information provided on MBE/WBE/VBE participation will be included as part of the scoring criteria for this RFP. Accordingly, it is imperative that you do everything possible to obtain the information above and supply it as part of the RFP response.
4. In order to be recognized by the City of Indianapolis as an MBE/WBE/VBE participant, your company must be certified with the Department of Minority & Women Business Development (DMWBD). The City will recognize only City of Indianapolis certified firms regardless of any other state or national affiliation. If you should need assistance in obtaining information or certification for possible participation in a contract, please contact the Division of Minority & Women Business Development (DMWBD) www.indy.gov/eGov/City/DMWBD/MBE-WBE-VBE/Pages/Certification.aspx or (317) 327-5262. Respondents can view a list of City DMWBD approved MBE/WBE/VBE contractors by going to this web page: www.indy.gov/eGov/City/DMWBD/MBE-WBE-VBE/Pages/VendorList.aspx and selecting the appropriate “Vendor List”.

2.3.8 REFERENCES AND EXPERIENCE

Please submit a minimum of three (3) and maximum of five (5) references from the last five (5) years that can attest to your ability to provide the skills and services proposed in this RFP.

At least two (2) references MUST be for a government client (City, County, City/County and/or State) of similar size and scope to this RFP. The responses should emphasize the services and experiences, which most closely match those requested by the City/County.

1. Client Name
2. Contract Title and/or Contract Reference Number
3. Primary Contact, Title, Telephone Number and Email Address
4. Contract Dates and Length
5. Contract Amount
6. Type of Contract (Public/Private Sector)
7. Services and/or products delivered/provided
8. A brief description of any lessons learned and innovative/creative solutions implemented to meet needs similar to the requirements in this RFP.

NOTE: Please ensure ALL reference contact information is current and accurate. (i.e. person, title, email phone etc)

2.3.9 REQUIRED APPENDIX FILE DOCUMENTS

Please fully complete and submit with your proposal all required appendix file documents listed below and contained in this RFP document.

- ❖ Appendix C: Non-Collusion Affidavit
- ❖ Appendix D: Insurance Affidavit
- ❖ Appendix E: RFP Process Waiver Form
- ❖ Appendix F: RFP Submission Checklist

2.4 PRICE PROPOSAL (CONTENT)

Instructions regarding the price proposal requirements are described and are to be responded to in the Microsoft Excel file named below.

Please see attached file: Sourcing Services_RFP#51ISA-2_PRICING Workbook.xls

Instructions for responding to each requirement are provided in the workbook and respective spreadsheets. **Your proposal MUST be made in the workbook provided (not a copy, duplicated or otherwise modified version) and submitted on ONE (1) CD and TWO (2) hard copies in a separate sealed envelope/packet.** Replies received in any other format will not be considered.

2.4.1 PRICING DETAIL

The proposer must provide its price proposal in accordance with the specifications provided in Section 3 and 4 of this RFP. Pricing proposals must be firm for a period of 180 days from proposal due date unless otherwise specified.

2.5 REMAINING PROPOSAL

In addition to the items listed in this section, the remainder of the technical proposal should be logically organized, and should follow the general organization of the RFP document itself, specifically the **Scope of Services in Section 5 of this RFP document**. Please avoid deviation from the requested format and order. Please also limit the use of marketing materials and otherwise general company information not germane to this RFP and the requested content. Such material will not be considered or subject to evaluation.

Likewise, the separate PRICE PROPOSAL should be logically organized following the instructions outlined in the Price Proposal document.

3. ISA BACKGROUND AND VISION FOR THE FUTURE

3.1 INFORMATION SERVICES AGENCY (ISA)

The purpose of this section to provide a comprehensive overview of the composition and roles of the Information Services Agency, and their role in achieving the goals of the City/County’s IT strategy to further an understanding of the sourcing strategy.

As one of the first large local governments in the nation to outsource its IT functions in 1995, the City/County outsourced almost all of its IT functions, leaving behind a staff from the Information Services Agency (ISA) to manage the sourcing contract and other administrative functions. In 2004, an RFP was issued with a new vision for sourcing which included bringing some of the outsourced roles back within ISA to manage. ISA was restructured to support the new sourcing environment and manage the customer relationships with the various departments, agencies, courts, and law enforcement organizations within the City and County. In the ensuing years, ISA has taken on the role of management of the internet website through a third party, and the contractual relationship with providers who support major key applications in the City and County such as the SharePoint site, GIS and others that are specified throughout the exhibits.

While many aspects of the sourcing engagement have improved under the current sourcing partners, the City/County believes that additional change is required. The current sourcing model has resulted in static or slightly decreased spending on operations every year and a focus on day-to-day “lights-on” activities rather than more strategic projects. The daily operations environment has changed considerably when the mainframe and its remaining few applications were moved to the State in 2011, and the data center focus changed to supporting networked devices, servers, printers, etc. The City/County believes that modifying its approach to sourcing will allow it to focus more on planning and managing strategic projects that are ongoing and essential to supporting the user community, and, over time, migrate some of its IT efforts from ongoing operations to strategic projects. The experience the City/County has gained since 1995 has enhanced its ability to adopt to different ways of engaging sourcing services partners.

The following section outlines the direction in which ISA is moving to deliver technology solutions that fundamentally change and improve services to its constituents.

The Sourcing Provider will act as a liaison with the following City/County key roles in the daily provisioning and management of the contract during its lifetime.

3.2 IT VISION AND STRATEGY

ISA is undergoing some transformation in order to provide more comprehensive ongoing support as well as strategic technology solutions (when funding is available) to its customers to concentrate on improving the delivery of City/County services. The Chief Information Officer (CIO) is modifying their current business model to allow ISA to continue to provide excellent customer service in a cost-effective manner while focusing on increasing the use of innovation in local government services limited only by the current constrained funding requirements.

This strategy provides a road map to:

- ❖ Improve the customer service and applications development processes

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- ❖ Develop a structure to provide strategic and architecture planning within financial guidelines.
- ❖ Provide stronger management of the day-to-day IT operations

3.2.1 REFOCUSING THE ISA ORGANIZATION

The initial steps that ISA will take to adjust the current organization include the following:

- 1. Create a flexible organization** – Develop a modified structure that is results-oriented, and that brings together the best and most appropriate skills and resources to complete the project (sharing resources, knowledge, and best practices among various groups).
- 2. Provide stable and well-informed leadership** – Guide the business units to identify and pursue additional technology-enabled business strategies, rather than deliver only what was requested. The CIO will use reasonable efforts to ensure that ISA is seen as an internal partner committed to delivering value and not just as a cost island of overhead separate from the rest of the enterprise.
- 3. Build business skills** – Enhance and retain skill sets such as business consulting, project management and subject matter experts vital to a successful business partnership, and access complementary and supplementary skills as required. Appropriate skill allocation will provide continuity while advancing technology.
- 4. Develop new implementation processes** – Develop new ways to scope and deliver applications, change processes for IT planning, implementation, and performance measurement, and create an effective service delivery model.
- 5. Build Customer Confidence** - Keeping ahead of the customer community in support, innovation, and solutions has sometimes proven difficult in tough budget times. Having a well-informed staff of Business Relationship Managers that are empowered to lead the customers through projects, problems and solutions will strengthen the Enterprise working in tandem with ISA internal Technical Consultants to accomplish the results for customers.
- 6. Providing oversight of projects** - through a Chief Technology Officer who will ensure standardization of solutions and evaluate best practice and results that will give the City and County the most effective Return on Investment. Tracking hardware trends and even looking at shared service models for applications that might work in that environment will help keep costs minimized while keeping up with the latest trends.
- 7. Managing the Contracts** – Specialty sourcing has become more common to ensure that enterprise applications are maintained properly and that licenses are tracked for compliance on an annual basis. This sourcing RFP covers contractual agreements with four existing providers which could evolve into one or many providers based on the RFP responses. The current providers who provide services to the City/County under consideration in this RFP are:

Firm	Services provided
Apparatus	IndyGov Portals (Internal and external SharePoint sites only)
DAI	Application Development and Support
Northrop Grumman	Infrastructure Services: Help Desk, Desktop, Network and

	Server Maintenance and Support, Asset Mgmt
Woolpert	GIS Development and Support

8. Two additional sourcing providers whose environment is not part of the consideration for this RFP are:

Firm	Services provided
LoGO Indiana	IndyGov Business Portal (eCommerce applications development and hosting)
Indiana Office of Technology	ZOS Server (IBM Mainframe) Platform

9. **Managing the Licenses** – When possible, the City/County secures enterprise licenses for application used by multiple agencies, or even one organization. However, not all software vendors provide this option and it is critical to track license usage – whether it is a Client Access License or a server processor license. ISA will secure the license and work with the sourcing provider to run periodic audits to ensure compliance with licenses. Part of the audit is to track department usage increases as well for chargeback purposes.

This will be accomplished through the following

- ❖ Align information technology strategy with the City/County customer strategies.
- ❖ Restructure and staff the organization to accomplish the IT strategy
- ❖ Provide the necessary skills to support the new organizational structure and
- ❖ Empower and hold staff accountable to enable technology, add value, and lead as well as serve the users to reach the vision.

Top 6 success factors for Alignment:

- ❖ Managing IT investments – measure financial performance through benchmarking, ROI, and lean processes
- ❖ Creating a unified vision of IT that is endorsed by all the customers
- ❖ Sharing knowledge between IT and the business units on a regular basis with regular information sessions
- ❖ Engaging the IT Board in the alignment process and sponsorship of activities

Hold the ISA organization accountable for the successes and ensure that the activities are communicated regularly to the customer community.

- ❖ Ensuring a seamless relationship with sourcing partners to work together to accomplish the customers’ needs.

3.3 STRATEGIC ISA POSITIONS

3.3.1 CHIEF TECHNOLOGY OFFICER

Managing the compliance to established technology standards of the Service Providers activities as well as the long term planning for the use of technology at the City/County requires the services of a chief technology officer. This role most recently has been included as a sourcing role; however, going forward it will be the role of the internal staff of the City/County. Responsibilities of the CTO include:

- ❖ Align the City/County’s strategic technology plan with customer requirements
- ❖ Evaluate emerging technologies and determine integration feasibility.
- ❖ Review, construct and establish standards and architecture plans; develop policies and procedures.
- ❖ Ensure that operational, technical & architectural plans are supported and aligned with strategic & business plans.
- ❖ Oversee application architecture, design & development, QA, project management, and systems testing.
- ❖ Provide support for development & testing environments.
- ❖ Evaluate 3rd party suppliers of information technology
- ❖ Manage projects

3.3.2 CONTRACTS MANAGER

Managing the financial relationship with multiple vendors will necessarily require City/County resources to select, track and manage contracts. In addition, the nature of the application development request-for-services will require personnel familiar with technology procurement and contracting. This is a key role within the City/County environment.

The responsibilities of the Contracts Manager include:

- ❖ Maintain all necessary physical agreements and licenses and work with the sourcing provider to ensure regular self-auditing for license compliance.
- ❖ Develop and document asset acquisition and tracking requirements and policies
- ❖ Ensure the quality of the asset management tracking of Service Providers on behalf of the City/County
- ❖ Develop and maintain a list of pre-approved suppliers
- ❖ Determine best pricing available, whether from government sources, Service Providers, etc.
- ❖ Identify creative sources of financing for technology, including leasing options, grants, loans, etc.
- ❖ Manage and track purchase orders in PeopleSoft related to contracts and maintenance.
- ❖ Negotiate contracts prior to renewals or any contracts for new technology services or products.
- ❖ Contribute and manage this portion of the annual budget process for City/County
- ❖ Develop financial reports for City/County departments related to the contracts being managed, including financial projections for contracts and maintenance expenses year-to-year.

The following two roles will manage the day-to-day direct reports for the sourcing providers:

3.3.3 INFRASTRUCTURE SERVICES MANAGER

Oversight of the day-to-day management of the Infrastructure Sourcing Provider to ensure that SLR’s are met, and that servers and other infrastructure devices are properly managed. Forecasting and planning long-term refresh programs should be done in coordination with the CTO for budget and to meet department needs. The infrastructure services manager will work closely with the applications services manager to ensure planning for storage and expansion is also addressed. This role will also coordinate with the CTO in identifying any new resources for the future. Specific responsibilities of the Infrastructure Manager include:

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- ❖ Monitoring contractual activities with the Infrastructure Services Sourcing Provider
- ❖ Regular status meetings to address Change Management Issues and identify needs for the current fiscal year.
- ❖ Recommend standards and policies and procedures working with the Sourcing Provider and the CTO.
- ❖ Ensure that operational, and technical plans are supported and aligned with strategic and business plans for the enterprise and the departments.
- ❖ Update meetings with the CTO for guidance on planned roll-outs, refresh, and new devices for departments or in fulfillment of the ISA planning goals.
- ❖ Oversee QA, project management, and systems testing for infrastructure portions of projects.
- ❖ Review recommendations for 3rd party suppliers of information technology devices.
- ❖ Regular meetings with the Chief Technology Officer to ensure projects are scoped with the best solutions and include working with the Application Services Manager for DBA or other resource requirements.
- ❖ Regular meetings with the ISA Project Management Office, BRMs and departments to ensure technology projects or new implementation requests are properly prioritized and will meet all statutory needs and technology requirement standards
- ❖ Manage sourcing provider relationship.

3.3.4 APPLICATIONS SERVICES MANAGER

This role will manage the oversight of the day-to-day management of the Application Services Sourcing Provider(s) to ensure that SLR's are met, projects are on-time, tickets are being addressed in a timely fashion, and regular planning is occurring to keep applications current. Managing the requests for new projects that will involve applications support and customizations to existing supported applications will also be a key role for this manager who will need to project utilization needs beyond the current year for planning purposes. The applications services manager will work closely with the infrastructure manager and the CTO to ensure all projects and activities are scoped and managed properly. Responsibilities of the Applications Services Manager include:

- ❖ Monitoring contractual requirements with the Application Services Sourcing Provider(s)
- ❖ Regular status meetings with each sourcing provider to address issues and prioritize resources remaining within fiscal constraints.
- ❖ Ensure that the activities are aligned with strategic and business plans for the enterprise and the departments.
- ❖ Oversee QA, project management and systems testing for ongoing applications support activities and ensure that testing standards and PMI processes are followed.
- ❖ Manage application services sourcing provider(s) relationship.
- ❖ Regular meetings with the Chief Technology Officer to ensure projects are scoped with the best solutions and include working with the Infrastructure Services Manager for storage capacity and connectivity requirements.
- ❖ Regular meetings with the ISA Project Management Office, BRMs and departments to ensure technology projects or new application development requests are properly prioritized and will meet all statutory needs and technology requirement standards.
- ❖ Manage sourcing provider relationship

3.4 STRATEGIC ISA INITIATIVES

3.4.1 IMPROVE SERVICE DELIVERY

ISA delivers numerous services to the enterprise, ranging from "lights on" services such as dial tone and basic computing to virtual private networks (VPN) for contractors and wireless applications for building inspectors. ISA's job is to make sure these systems work effectively and are developed and supported in as efficient manner as possible.

ISA will be thoroughly reviewing what it does, how it does it and what changes can and should be made to improve the quality of its work, employees and environment. ISA wants to improve the delivery of all services to the enterprise. ISA will be looking at organizational structure, physical location, client contacts, service delivery mechanisms, and processes.

3.4.2 ENHANCE E-GOVERNMENT SERVICES

E-Government services provide business users with the convenience of conducting business with local government online. One of the IT initiatives is to expand and improve Government-to-Business (G2B) and Government-to-Citizens (G2C) services over the web. This can be accomplished by web-enabling legacy systems and using the enterprise SharePoint portal to deliver personalized services to citizens. The addition of any new web-enabled data will also require coordination with the existing business portal provider listed above.

3.4.3 DELIVER ENTERPRISE-WIDE DOCUMENT MANAGEMENT

There are several document management solutions in the enterprise depending on the needs. The judiciary is using one system, the Recorder is using one system, and the Permitting area uses still another one. However, with the recent integration of the key administrative sections of the City and County into one central system (PeopleSoft), the HCM, Payroll and Finance areas will also be using document management in an even broader fashion. These various systems need to be managed so that they are operating fairly uniformly and the storage needs are addressed for growth that may include cloud storage as well.

3.4.4 EXPLOIT WIRELESS TECHNOLOGY

Wireless technology has streamlined the public safety functions over the last few years resulting in new business processes to perform their jobs. There are wireless cameras at key places around the city, wireless laptops in vehicles, and smart phones to help law enforcement perform their jobs. It is likely that the public safety/public services area of wireless technology will expand their business processes to require more wireless solution in the future.

ISA endorses wireless technology as it relates to business needs and the City/County technology environment. ISA has developed relationships with mobile platform providers, device manufacturers and wireless carriers as the customer's needs are identified and ISA will continue to work with internal government customers and the community to secure the wireless environments.

Wireless technology in the current City/County Building supporting 26 floors of public offices and meeting rooms has grown over the past few years, but there are still areas that do not support this technology and as funding permits in the future, the entire building needs to be equipped with wireless to support the public and the government employees business needs.

3.4.5 PUBLIC SAFETY/LAW ENFORCEMENT SUPPORT

During the past two years the Mayor’s interest in consolidation of services has grown in support of the Unigov charter for the City and the practical answer to solutions during constrained funding years. The reorganization of key areas such as the Metropolitan Emergency Communications Agency (now Public Safety Communications) to operate under the Department of Public Safety has been a technology change, and evolved into the construction of a Regional Operations Center (the ROC) at a new external site which will bring together numerous law enforcement agencies operating under one roof. While the ISA supports the facility, the communications and the infrastructure, this is an example of a location where other organizations outside of the City/County jurisdiction will share space, communications and infrastructure that the City/County will manage in the future.

One of the projects planned for law enforcement is replacement of the existing CAD/RMS system. This is a significant project that will require close cooperation between the project team and the core technology team for the City/County.

3.4.6 ENHANCED TECHNOLOGY CHARGEBACK

In the 1990’s, the centralized Information Services Agency began charging back departments' technology costs, and have struggled ever since then to arrive at a model that would provide the agencies and departments with a menu of services that could be selective and budgeted for from year to year. Some infrastructure costs should obviously be shared by all users, but a new template could re-balance chargeback costs to those areas that truly use the services and/or encourage other areas to make use of services they had not realized were available to them. This is a major internal effort within ISA and will be implemented during 2013 as part of their reorganization and restructuring efforts in preparation for a new scope for Sourcing based on the descriptions provided in this Request for Proposal.

3.4.7 COURT CASE MANAGEMENT SYSTEM MODERNIZATION/REPLACEMENT

The Courts and Clerk use an integrated mainframe application entitled JUSTIS built on a CA Datacom platform hosted by IOT. This is a heavily customized application that law enforcement uses daily as well. There will be a need to migrate off this application in the next few years and there is a commitment to move the civil cases to the State’s Oddysey system by mid-2013.

3.4.8 ENTERPRISE RESOURCE PLANNING (ERP) PROJECT

By the end of 2013 the City and County will have implemented a PeopleSoft solution for all financial, human resource and payroll applications. The application is currently hosted, with a long-range plan to bring the application and servers to the data center for internal management. There is a separate internal helpdesk to manage the issues during implementation, with long-range plans for this to eventually merge into the regular ISA helpdesk once the system stabilizes. Daily application support of the modules will be provided as part of the Application Services portion of the sourcing agreement.

4. SOURCING GOALS, SCOPE AND CRITICAL SUCCESS FACTORS

The selected Service Provider(s), working in partnership with the City/County, will provide the resources and expertise necessary to bring about a transformation of the City/County's technology services in an effort to fulfill its mission to the residents and businesses of the City/County. Please consider ALL these Goals and Scope factors when preparing your "creative and comprehensive" proposals.

4.1 GOALS AND SCOPE

4.1.1 DESIRED RELATIONSHIP WITH SOURCING SERVICE PROVIDER(S)

The philosophy and spirit of the relationship that the City/County hopes to build with the selected Service Providers includes open communication that leads to a mutually successful partnership.

1. While the cost of services is a factor in the selection of a Service Provider, the primary goal is to secure a relationship with quality vendor(s) who will work with the City/County in a strategic partnership in the future.
2. The relationship with the Service Provider(s) must be flexible to allow both parties to absorb and/or release technical and managerial aspects of IT as improvements and enhancements to the IT environment are realized.

4.1.2 LENGTH OF CONTRACT COMMITMENT

The City/County intends to enter into a **five (5) year contract** for the services described in this RFP document, with an option for the City/County to extend the term for **three (3) additional one-year terms**.

4.1.3 HARDWARE AND SOFTWARE

All known hardware and software that is installed, on-order, or in use by the City/County as stated in this RFP are included in the scope of this RFP. Support for all additional equipment and software that is deployed as a result of environment changes including, but not limited to technology conversion, upgrades, expansions, technology changes, and legislative mandates shall be supported by Service Provider.

Unless otherwise agreed by the City/County and Service Provider, title to and beneficial ownership of all existing IT assets will remain with the City/County. However, maintenance support coordination and technical administration responsibilities for all hardware and software – whether owned or leased by the City/County or Service Provider – shall be the responsibility of the Service Provider. Additionally, as these assets are refreshed or replaced during the lifespan of this Sourcing Agreement, they should be similarly managed by the Service Provider.

All new hardware devices and software under the purview and scope of this RFP are required to meet the minimal configuration, performance, information system security, and standardization requirements as defined – and modified – by the City/County.

4.1.4 PERSONNEL

The Service Provider is expected to provide all technical, managerial and administrative staff necessary to perform its responsibilities and deliver the services described in this RFP and/or applicable service area proposed. The City/County agrees to designate, make available and provide reasonable access to City/County personnel to facilitate the Service Provider’s efficient and timely performance of its obligations under this service agreement.

4.1.5 FACILITIES

The City/County will provide office accommodations and other facilities to house sourcing staff located on-site at City/County business locations. However, the Service Provider is under no obligation to use any space currently provided by the City/County in the provision of these services.

4.1.6 OPERATIONAL SAVINGS AND REINVESTMENT

The City/County desires a mutually beneficial relationship with its Service Provider(s) and through efficient management, economies of scale, infrastructure improvements and other means, the Service Provider(s) is/are expected to reduce overall daily operating expenses for the City/County. Expenses reduced in one area would be reinvested in other service improvements for the City/County.

4.1.7 PERFORMANCE FEE REDUCTIONS

The Service Providers’ fee reductions for failure to meet SLR requirements will be negotiated using business outcome measures as the basis for performance metrics wherever possible.

4.1.8 VALUE ADDED BENEFIT CONSIDERATIONS

The City/County believes that this initiative and the City/County’s position as a customer in the IT marketplace offers it a unique opportunity to bring added value benefits to residents, businesses, and the entire community. The City/County encourages the Service Providers to propose creative offerings in addition to providing the IT services specified in this RFP.

These offerings are obviously at the discretion of the Service Provider, but your organization could consider enhancements to the City/County’s education and economic development initiatives. These added value offerings could include, but are not limited to the following examples:

- ❖ Enhancing computer technology literacy throughout the City/County.
- ❖ Developing research and development relationships with educational facilities.
- ❖ Providing Internet access to educational facilities in the area.
- ❖ Offering computer hardware, software, network infrastructure, administrative services, and training to schools and other educational facilities in the area.
- ❖ Providing pricing agreements and discounts to neighborhood groups, boards, independent agencies and other third parties.

Specific Service Provider Questions

1. Describe the added value your organization could offer, both immediately and in the long term, beyond providing the IT services as described by this RFP.

2. *Does your organization maintain facilities within Marion County that provide employment to area residents? If so, how would your organization expand these facilities if selected as the City/County IT Service Provider? Would your organization locate any new facilities within the area?*
3. *What steps could your organization take to foster job retention and creation within the County and/or within the region?*
4. *What additional value has your organization offered its customers in connection with providing services similar to those listed above?*
5. *What methodology do you use to keep your contracts current as technology needs change?*

4.2 CRITICAL SUCCESS FACTORS OF SOURCING AGREEMENT

4.2.1 DEFINING SUCCESS

The City/County's information technology budget has concentrated on taking cost out of the ongoing price of technology. However, over the past ten years, both the City and the County have been working to improve the infrastructure. Significant updates have been made to the network infrastructure and a PC leasing/refresh policy is in place. To succeed the City/County needs IT service provider(s) that can recommend and execute in the following areas:

4.2.1.1 STRATEGIC

- ❖ Successfully investigate, present, and implement strategies that improve the service delivery model of ISA
- ❖ Demonstrate alignment and partnership by sharing in performance penalties
- ❖ Demonstrate the ability to propose IT solutions versus waiting for direction from the City/County and following through on critical issues
- ❖ Execute on the expectations of the services agreement (contract) yet demonstrate the ability to discuss and refine areas that are perceived as out of scope
- ❖ Present options that strengthen, or in some cases, establish the following capabilities: audit, change management, project management, document management, inventory management, etc.
- ❖ Demonstrate and execute on such industry recognized methodologies such as Six Sigma, PMI and/or ITIL
- ❖ Present best in class strategies, IT policies, and practices (e.g. security management, document retention, space management, standard configuration, energy conservation, move/add/change process, etc.)

4.2.1.2 OPERATIONAL

- ❖ Deliver on and exceed operational expectations
- ❖ Successfully investigate, present, and implement strategies that improve the service delivery model for ISA and the City/County
- ❖ Deliver projects work on time, on budget, with the expected features, and with the expected quality
- ❖ Manage/Meet/Exceed network to uptime service level agreements (SLA)
- ❖ Manage/Meet/Exceed application availability to SLAs
- ❖ Manage/Meet/Exceed key operating systems availability to SLAs
- ❖ Maintain, execute, and audit all services operating procedures

4.2.1.3 CLIENT FOCUS

- ❖ Demonstrate/Document that testing and implementations are completed on the clients schedule and exceed expectation
- ❖ Scale staffing to meet and exceed the needs and expectations of the City/County
- ❖ Strengthen helpdesk operations by raising the knowledge expectations of the first responders and manage to a first call resolution rate

4.2.1.4 MANAGEMENT

- ❖ Permanently address on-going training needs of the organization and staff
- ❖ Maintain and support an effective, ACCURATE and comprehensive asset management process for IT infrastructure (hardware and software).
- ❖ Continually seek ways to strengthen and improve the overall IT governance process
- ❖ Define, implement and execute client-approved IT policies effectively and efficiently to the City/County

5. SCOPE OF SERVICES

5.1 INTRODUCTION TO SCOPE OF SERVICES

This section defines the Scope of Services desired for this exciting sourcing initiative, including the service environment, service descriptions with roles and responsibilities, service level requirements (SLRs) and desired reporting needs of the City/County.

5.2 RESPONSE INSTRUCTIONS

The Scope of Services are defined and detailed in two (2) major service areas and are defined/described in the following fashion (including RFP section reference):

- 1. 5.3 - INFRASTRUCTURE SERVICES (which includes)**
 - ❖ **5.4 - Service Management, Governance and Reporting**
 - ❖ **5.5 - Help Desk Services**
 - ❖ **5.6 - Desktop and Distributed Computing Services**
 - ❖ **5.7 - Network, Network Security and Server Services**
 - ❖ **5.8 - Asset Management**
- 2. 5.9 - APPLICATION SERVICES (which includes)**
 - ❖ **5.9 - Service Management, Governance and Reporting**
 - ❖ **5.9 - Application Development and Enhancements**
 - ❖ **5.9 - Application Support and Maintenance**

Service Providers may submit proposals for one (1) or both of the above service areas but not selected or individual sub sections within either service area. The City/County is open to a team approach.

NOTE: The City/County welcomes creative and innovative solutions in all aspects of this RFP. Including on-site, off-site and/or mixed environment solutions provided the stated services, service levels and performance desired can meet/exceed expectation. The City/County is open to new models of sourcing. While we require a response as requested in the format directed, new ways of doing business will be considered in addition to the standard response. We encourage creative responses.

Service Providers should demonstrate their understanding and experience with ALL stated goals, critical success factors, services, service levels and performance measurements of this RFP and/or applicable service area you are responding to. Additionally, we encourage your responses to address each of the following components:

- ❖ Understanding, acceptance and role you play in the goals and critical success factors stated in this RFP.
- ❖ Proposed organizational structure.
- ❖ Identification of key personnel proposed for the assignment. Please include resumes of all key personnel.
- ❖ Estimated City/County resources required of your specific proposal/solution.

- ❖ The repeatable methodology, approach and/or process used to implement the services requested, including scheduled reporting requirements and tools employed.
- ❖ Answers to specific questions posed in each service category integrated into the overall response for each service area.
- ❖ Any exceptions to the stated requirements and content of this RFP. A brief explanation of the exception and why.

In addition to responding directly to the requests in this RFP, Service Providers are encouraged to propose alternatives that they feel are in the best interest of both parties, which may improve the City/County technology environment - e.g., providing services from remote locations (i.e., Service Provider-owned or co-located facilities).

5.2.1 ROLES & RESPONSIBILITIES TABLES

For all "Roles & Responsibilities" tables contained within the Scope of Services section of this RFP, a "P" indicates primary responsibility and an "S" indicates secondary (or backup) responsibility; "SP" denotes the Service Provider and "C/C" denotes the City/County.

***** The Infrastructure Services section begins on the next page followed by Application Services *****

5.3 SCOPE OF SERVICES: INFRASTRUCTURE SERVICES

5.4 SERVICE MANAGEMENT, GOVERNANCE AND REPORTING

The Service Provider is to implement a management structure to facilitate communications between the Service Provider, its subcontractors and the City/County and to address and resolve concerns escalated by either the Service Provider or the City/County. Routine meetings and reporting processes must be defined to ensure a smooth interface and timely resolution of issues.

The City/County IT Department will administer the relationship with the Service Provider. The City/County will define interfaces as appropriate, such that City/County’s single points of contact are defined for each service obtained from the Service Provider. The City/County requires a single interface to coordinate the delivery of all services from the Service Provider. The City/County will not resolve issues or disputes between the Service Provider’s personnel and any subcontractors retained by the Service Provider.

For operational services such as problem resolution, help desk inquiries, desktop software procurement, and the like, there must be routine and continuous interaction between the Service Provider’s employees and the City/County’s customer base. This operational interface will determine the satisfaction of the City/County’s employees with the services delivered by the Service Provider. The Service Provider is expected to continuously measure and improve its service delivery and customer satisfaction with those services.

The Service Provider will perform services and activities associated with reporting on the ongoing status of the service environment. The Service Provider is to assemble and create regular reports on the performance of outsourced functions in order to assist in the effective management of the Service Agreement and enable continuous improvement of the in-scope services that the City/County receives. Reports must be compiled and distributed to The City/County management in agreed upon electronic and paper formats. Reports must be compiled and published on all functions, including performance, SLRs, cost management and subcontractor relationships on an enterprise-wide and department-level basis. These reports must include the measurement of the Service Provider’s actual performance against the required service levels. The City/County seeks a Service Provider that will operate under the principles of full financial and operational disclosure to the City/County with respect to the service agreement and the parties’ relationship. The City/County expects the Service Provider to accommodate City/County’s decisions on reporting formats, content and frequency.

The following table identifies (but is not limited to) the underlying roles and responsibilities associated with service management reporting services.

Service Management Reporting Roles and Responsibilities	SP	C/C
1. Develop and document service management/reporting requirements and policies.	X (S)	X (P)
2. Develop and document service management reporting procedures.	X	
3. Approve service management reporting procedures.		X

Service Management Reporting Roles and Responsibilities	SP	C/C
4. Develop and document criteria and formats for administrative, service activity and service level reporting.	X (P)	X (S)
5. Develop and implement customer satisfaction program for tracking the quality of service delivery to City/County. Coordinate program with other Service Providers.	X (P)	X (S)
6. Measure, analyze, and report system and service performance relative to requirements.	X	
7. Prepare performance and other service level reports and provide as scheduled.	X	
8. Prepare and provide activities reports and others as defined.	X	
9. Prepare reports on statistics, root cause analysis and trends as requested.	X	
10. Perform or support operations and other audits periodically.	X (S)	X (P)
11. Develop plans and procedures to ensure financial transparency in operations.	X	
12. Approve the plans and procedures		X

Specific Service Provider Questions: Service Management and Governance

1. Describe your governance process and the management structure your organization intends to implement for managing its relationship with the City/County.
2. Describe how your organization monitors its performance of services. Provide examples of performance metrics, benchmarking techniques, and report content. Explain how performance monitoring is leveraged to promote continuous process improvement.
3. Describe your approach for ongoing communication with the customer base. Provide examples of newsletters, intranet communications, etc. you have used with clients to help manage change and set service expectations.
4. How do you identify efficiencies or changes as personnel, technology, environment, etc. changes? We don't do this well today, particularly in the Infrastructure arena, and it costs us in many ways.
5. How will you address End of Life planning on both software and hardware and how will you keep us informed of future needs for budgeting?
6. What is your process to suggest or respond to changes in technology solutions?
7. Please address how you would help the City/County move forward when a technology change, process, or environment change conflicts with existing SLR's or the contract.
8. Describe any and all PMI, ITIL, Six-Sigma methodologies and processes that your organization employs and has implemented.
 - a. Are your Program/Project Managers certified in these methodologies?
9. What methodology do you use to keep your contractual activities current as technology needs change?

5.4.1 CITY-COUNTY TECHNOLOGY STANDARDS ADMINISTRATION

At the direction of the City/County, the Service Provider will perform services and activities associated with the continuous planning, policy setting and enforcement of City/County Technology Standards Administration (for both hardware and software). The following table identifies (but is not limited to) the underlying roles and responsibilities associated with technology standards administration services.

Technology Standards Development Roles and Responsibilities	SP	C/C
1. Develop and document technology standards and architectural direction.	X (S)	X (P)
2. Conduct annual or as-needed technical and business planning sessions to update standards and architectural direction.	X (S)	X (P)
3. Investigate and document new hardware and system software products and services for potential use within the City/County.	X	
4. Perform feasibility studies (including risk analysis) for the implementation of new technologies that will improve City/County business operations.	X	
5. Coordinate and deliver technology workshops on industry trends and best practices within an agreed-upon schedule (e.g., semi-annual; annual, etc.).	X	
6. Perform liaison function to business units to ensure that technology standards are communicated and enforced within the City/County.		X

Specific Service Provider Questions: Technology Standards Administration

- 1. Explain your organization’s experience in providing strategic and operational planning and technology standards and policy enforcement assistance to customers. Cite any references to organizations similar to the City/County to which you have provided strategic planning assistance.*
- 2. Describe how your organization will assist in developing its overall technology standards, policies and strategies.*
- 3. Describe how your organization would support exceptions to standards and policies.*
- 4. Provide examples where you have led real technology changes, particularly related to the goals stated above.*

5.4.2 TECHNOLOGY REFRESH

The Service Provider will perform services and activities associated with keeping the City/County’s computing environment current with advances in technology.

Desktops/Laptops/Portable Devices: The current plan for the majority of desktop computers is to lease equipment with a three (3) year warranty and replace every four (4) years. This policy may be changed by the City/County. If a device fails in the fourth year, it may be replaced.

For laptop/portable devices, the goal would be to lease with a three (3) year warranty. For leased devices, the warranty should match the lease cycle. To accommodate departments and agencies that are unable to fund the optimal refresh cycle, the Service Provider should plan to support a cascade procedure to redeploy experienced equipment.

It is expected that the service cost of technology refresh will be considered in Service Providers fixed cost for this contract and is not considered a separate initiative. If the technology refresh cycle is less than described above, the City/County may request a reduction in the annual fixed cost.

Servers: The current plan for servers is to lease equipment with a three (3) year warranty and replace every four (4) years. This policy may be changed by the City/County. If a device fails in the fourth year, it is generally replaced.

The Service Provider may alternatively propose a seat management arrangement that would reduce total cost of ownership and improve the operating environment. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with technology refresh services

Technology Refresh Roles and Responsibilities	SP	C/C
1. Develop and document technology refresh program policies.	X (S)	X (P)
2. Develop and document refresh program procedures and plans.	X	
3. Review and approve refresh program procedures and plans.		X
4. Implement and manage technology refresh plan.	X	
5. Review and update the technology refresh program on an annual basis to ensure it continues to meet City/County requirements.	X(P)	X(S)

Specific Service Provider Questions: Technology Refresh

- 1. Describe your methodology for ensuring the most cost-effective approach to refreshing the City/County's equipment and systems.*
- 2. Describe how your organization will ensure that the City/County will receive the full benefits of upgrades and advances in technology, and their associated increases in productivity. The City/County wishes to stay within one version of current release. Explain your creative approach.*
- 3. Describe the methodology that your organization will implement to ASSURE the City/County that its IT infrastructure, systems, and applications will be kept current with industry advances. Please put specific details in your response*
- 4. Please provide examples of refresh programs that you have conducted/managed in the past. Please be sure to include organizational size and project scope in your examples.*

5.4.3 TRANSITION MANAGEMENT

The Service Provider is to implement an expeditious and seamless transition of services, without interruption, from the current services to those within the scope of this RFP. The transition plan should include, among other things, the manner in which the Service Provider will assume responsibility both during and after the transition period is completed of the service agreement for the following:

- ❖ The provision of services
- ❖ Assumption of major projects
- ❖ Management of technology assets and resources
- ❖ Communication with the City/County's departments, other public entities, and private entities
- ❖ Identification of contracts and licenses requiring cancellation, renewal, or assignment to the City/County to the extent practicable
- ❖ Subcontractor relationships and arrangements.

The details and timing of the transition plan shall be included in the (to be negotiated) services agreement, based upon discussions with the Service Provider.

Specific Service Provider Questions: Transition Management

1. Provide your organization’s transition plan. The transition plan must include sections that identify the tasks, timeframes for the tasks, milestones, roles and responsibilities for City/County and Service Provider personnel, and any major task contingencies.
2. Describe how your organization proposes to manage the transition of in-scope services to your organization.
3. Provide a plan for communicating to the customer base during the transition.
4. Describe your experience with managing the change from an existing Service Provider to your company (if applicable).
5. Describe how your organization proposes to meet or exceed service levels within 3 months of contract implementation.
6. Describe in detail your organization’s experience in managing complicated transitions involving dispersed IT environments.
7. Describe the anticipated impact that the transition will have on normal City/County business operations. Identify the anticipated disruption that transition tasks will have on the City/County’s normal work environment and how your organization will minimize and manage any disruption.
8. Describe your plan to make use of existing intellectual capital.

5.5 HELP DESK SERVICES

This section defines the service environment, service descriptions with roles and responsibilities, service level requirements (SLRs) and reporting required for the provision of help desk services to the City/County.

The Service Provider will be responsible for operating a single point of contact help desk in support of requests for technology services from City/County personnel, third-parties involved in providing technology services to the City/County and for all services and activities included in the scope of the agreement pertaining to the help desk services.

5.5.1 HELP DESK GOALS AND CRITICAL SUCCESS FACTORS

1. The help desk should be the single point of contact to solve City/County technology requests from problem resolution through requesting a development project and all technology related items and tasks in between.
2. The help desk should be intimately linked to both asset management for deployment of new technology and all other technology services to track repetitive problems, identify trends and anticipate technology needs.
3. The help desk management tools should be able to track trends, determine issues (using parent/child tickets, for example), provide standard help desk utilization reporting, and provide reporting for root cause analysis. It should also allow for warm transfers if/where needed.
4. The help desk should prepare and maintain help desk procedural documentation which should be integrated into a knowledgebase available to the help desk and City/County personnel.
5. Over time, the goal should be that help desk calls are reduced, as a result of new technologies and a robust refresh program.

5.5.2 CURRENT HELP DESK SERVICES ENVIRONMENT

5.5.2.1 HELP DESK BASELINE STATS

Description	Totals	Additional Info
Centrally located help desk	Yes	
Full function help desk	Yes	
Help desk software used/owned	Altiris 6.5 /own 7.X	The C/C owns a site license for Altiris and uses it for its technology Asset Mgmt tracking as well.
Total # of C/C locations	245	Some are just Centrex or voice sites
Total # of C/C locations supported by IT	208	
Total # of customers served by IT	10,421	Active user accounts of which 8,498 have an exchange mailbox
Total # of devices deployed/serviced by IT	11,621	275 Servers, 5,020 Workstations, 2,837 Laptops, 109 Tablets, 850 Network Printers, 663 Local Printers, 66 Multifunction Printers, 145 Scanners, 550 Blackberry's, 249 Circuits, 170 Routers, 511 Switches, 24 CSU/DSU, 152 Wireless Access Points
Total # of servers deployed/supported	275	103 physical /172 Virtual
Total # of contacts made to the help desk per month	4,536	Average over the last 3 months
Total # of new tickets opened per month	4,282	Average over the last 3 months
Total help desk contacts made 2010	55,259	
Total help desk contacts made 2011	53,100	
Total help desk contacts made 2012	42,012	January - September

5.5.2.2 HELP DESK BASELINE VOLUMES: BY SEVERITY LEVEL

Severity Level	2010	2011	2012 thru Sept
Severity Level 1	0	0	0
Severity Level 2	338	226	138
Severity Level 3	902	817	582
Severity Level 4	5,073	4,460	3,208
All Other Categories	43,436	42,868	35,364
TOTALS:	49,749	48,371	39,292

5.5.2.3 HELP DESK BASELINE VOLUMES: BY CALL TYPE

Call Type	2010	2011	2012 thru Sept
Assignment	138	41	10
Email	6,272	6,846	6,841
ERP Email	0	24	1,933
Fax	472	362	376
Helpdesk Bypass	5,135	4,054	2,955

Call Type	2010	2011	2012 thru Sept
Internal	282	207	80
Phone	32,523	31,636	22,399
Security	3,980	4,129	3,493
Self Service	182	368	175
Walk-in	765	704	1,030
TOTALS:	49,749	48,371	39,292

NOTE: To explain some of the call types above, "Assignment" is really a Parent/Child ticket with more than one call on a related problem. Also if a project is opened in one ticket, all additional work under that project is tracked with "assignment" tickets. "Helpdesk Bypass" differentiates that service was requested on behalf of a customer rather than directly by the customer following the standard methods of requesting assistance. The "Internal" category is used to count tickets created for internal use such as change management, tracking, projects, etc. done by the sourcing provider.

5.5.2.4 HELP DESK BASELINE VOLUMES: BY DEPARTMENT

Department	2010	2011	2012 thru Sept
Indianapolis Metropolitan Police Department	10847	9369	7063
Marion County Sheriff Department	6089	6408	4647
Marion County Superior Court	5417	5570	4091
Information Services Agency (ISA)	2686	3091	2190
Marion County Prosecutor Office	2441	2657	2040
Marion County Clerk's Office	1627	1679	1657
Department of Code Enforcement	1847	2033	1623
Department of Public Works	2595	2511	1534
Indianapolis Fire Department	1687	1569	1506
Department of Parks and Recreation	1537	1395	1409
Marion County Public Defender	1423	1439	1085
Department of Metropolitan Development	1175	1026	850
Marion County Assessor	1197	899	713
Department of Administration	391	330	647
Department of Public Safety	824	745	625
City Controller	506	548	600
Community Corrections	511	619	529
Corporation Counsel	482	446	383
Indianapolis - Marion County Forensic Services	362	363	339
Mayor's Office	469	381	311
Public Safety Communications	231	320	299
Marion County Auditor Office	278	277	238

Department	2010	2011	2012 thru Sept
Marion County Treasurer Office	264	310	211
City/County Council	103	103	151
Marion County Coroner	114	99	146
Citizens Energy Group	0	165	118
Marion County Recorder	118	130	107
Marion County Voter Registration	54	78	64
Indiana Department of Corrections	0	58	56
Indianapolis Bond Bank	63	35	55
Washington Township Trustee	55	64	51
Internal Audit	153	68	46
Warren Township Trustee	81	34	42
Marion County Surveyor	45	37	40
Health and Hospital Corporation	22	156	36
State Capitol Police	30	69	33
Greenwood City Court and Police Department	10	16	22
City of Carmel Police and Communications	10	31	21
City of Lawrence and Police Department	13	30	20
Cable Communications	40	29	17
Department of Child Services	4	14	13
IUPUI	5	23	13
Indianapolis Airport Authority	14	21	11
Speedway Police Department	12	21	11
Other Entities	3,917	3,105	3,629
TOTAL:	49,749	48,371	39,292

The Help Desk statistics should emphasize the use of Parent/Child tickets to help identify problems or trends in the environment and discourage individual tickets when the same issue is being reported on multiple occasions.

5.5.2.5 INSTALLS, MOVES, ADDS, CHANGES (IMAC) VOLUMES AND PROJECTIONS

The City/County’s projected usage is detailed below. These metrics represent the City/County’s most realistic projection of the IMAC volumes based on a combination of past trends, known application requirements, and current anticipated overall business direction over the term of the contract.

NOTE: Although the City/County is willing to discuss and modify/clarify the IMAC definitions and volumes as part of this RFP process, the starting point baseline has been listed below.

IMAC Definitions Table

Hardware	Counts
Install PC (including monitor)	1
Install Monitor (replacement or additional)	1
Install Laptop, Tablet, etc (including docking station)	1
Install Desktop Printer (local)	1
Install Network Device (Printer, Scanner, etc.)	1
Install Handheld Devices (Blackberry, iPhone, etc)	1
Move PC	1
Move Monitor	1
Move Laptop, Tablet, etc	1
Move Desktop Printer (local)	1
Move Network Device (Printer, Scanner, Etc.)	1
Software	Counts
Image Install or Re-image	1
Install Application (per app. locally installed only)	1
End-user Data Transfer (local transfer only)	1
Other	Counts
Disposal (including paperwork, per piece)	1
Hard Drive Wipe - Non disposal only	1

FOOTNOTE: Only one IMAC will be counted per delivery. In addition, automated application deployment will not be counted as an IMAC, and will be utilized whenever possible.

IMAC Projections

	2013	Year 1	Year 2	Year 3	Year 4	Year 5
IMACs	15,000*	12,000	13,000	14,000	15,000	16,000

*This number is higher because of the additional refresh devices that will be deployed in 2013.

5.5.3 HELP DESK SERVICE REQUIREMENTS

Help desk services are those services required to coordinate and respond to requests, inquiries and notifications made directly by the City/County. This includes taking ownership of all requests for service, including those that may subsequently be escalated or transferred to more specialized entities for resolution (whether that entity is the City/County, the Service Provider or a designated third party).

The help desk must be available **24 x 7, 52 weeks per year**, including holidays with support staff on-call.

NOTE: The City/County is open to new, creative and different Help Desk management approaches (including onsite, offsite and/or mixed environment) to meet its technology needs as long as the City/County is supported at or above the level described in this RFP. Proposers are encouraged to bring your collective experience(s) to bear in suggesting creative options and cost saving measures that will meet and/or exceed current support levels described in this RFP.

The remainder of the section details specific service requirements related to: Help Desk Services

5.5.3.1 HELP DESK ADMINISTRATION

The Service Provider will minimally perform services and activities associated with the setup and administration of the help desk. The table below includes (but is not limited to) the following primary roles and responsibilities associated with help desk administration activities.

Help Desk Administration Roles and Responsibilities	SP	C/C
1. Document help desk administration requirements and policies.	X (S)	X (P)
2. Document help desk process and procedure manual that meets requirements and adhere to defined policies.	X	
3. Approve help desk administration process and procedure manual.		X
4. Develop and publish a comprehensive help desk transition plan including integration within the City/County.	X	
5. Provide a single point of contact for all City/County technology requests (service requests, problem notifications, inquires, etc.).	X	
6. Utilize a single system to document, manage and track all requests for service, problem reports and inquiries regardless of the means by which the request is submitted (e.g., telephone, email, online, etc.).	X	
7. Categorize, prioritize and log all IT inquiries/problems/requests entry into service request management system.	X	
8. Monitor and track all requests for service to closure. Escalate within the Service Provider organization and City/County as required.	X	
9. Provide online capability for City/County to check/monitor status of service requests throughout ticket lifecycle.	X	
10. Prepare and publish weekly, monthly, quarterly and annual help desk reports sufficient to manage and maintain service levels and/or as requested by the City/County.	X	
11. Develop and execute end-user satisfaction surveys according to service level requirements.	X (P)	X (S)
12. Maintain a continuous improvement program that improves help desk services.	X	

Specific Service Provider Questions: Help Desk Administration

1. *Please describe your help desk methodology and approach - including any tools, technology and people you intend to use to meet and/or exceed City/County requirements and expectation.*
2. *Please describe your transition plan/approach to seamlessly transition your services without disruption to City/County business and services.*
3. *Please describe your help desk knowledge base, how it works, who has access to it, who can contribute to it and how it is maintained and continually updated to stay current.*
4. *Please describe your process for providing after hours support.*
5. *Please describe any continuous improvement programs you intend to implement.*
6. *Please describe any lessons learned from other past or current clients and how they have been applied to improve your future services in this area.*
7. *Describe your methodology for performing an SLA audit to monitor trends that allows your organization to make projections and adjustments in the City/County's best interests.*

5.5.3.2 HELP DESK SERVICE REQUEST COORDINATION

The Service Provider will perform services and activities associated with the coordination and completion of service requests. The table below includes (but is not limited to) the following primary roles and responsibilities associated with service request coordination activities.

Service Request Coordination Roles and Responsibilities	SP	C/C
1. Develop and document service request coordination requirements and policies.	X (S)	X (P)
2. Develop procedures that meet requirements and adhere to defined policies.	X	
3. Approve service request coordination procedures.		X
4. Document and track requests for service in all areas supported	X	
5. Identify the approach to supporting the request and any associated cost.	X	
6. Approve the approach for performing actions, schedule and any cost to complete the service request.		X
7. Ensure that activities to satisfy the service request conform to defined change management procedures.	X (P)	X (S)
8. Verify acceptance of services by contacting the end-user to confirm results and level of satisfaction.	X	
9. Ensure that inventory and configuration management records are kept current to reflect accurate service request history.	X	

Specific Service Provider Questions: Service Request Coordination

- Please describe your process for conducting "warm transfers" of help desk tickets to third-party Service Providers and/or City/County personnel. – i.e. outside of your staff.*
- Describe your process for updating and managing this "transferred" help desk ticket described in question 1 to from creation to completion/close.*
- How would you propose implementing a loaner program for desktops or laptops when problem resolution cannot be performed in a reasonable timeframe, especially in critical areas?*

5.5.3.3 HELP DESK INQUIRY RESPONSE AND PROBLEM RESOLUTION

The Service Provider will perform services and activities associated with response to inquiries and resolution of problems reported by the City/County. The table below includes (but is not limited to) the following primary roles and responsibilities associated with inquiry response and problem resolution activities.

Inquiry Response and Problem Resolution Roles and Responsibilities	SP	C/C
1. Develop and document inquiry response and problem resolution requirements and policies.	X (S)	X (P)
2. Develop procedures manual that meet requirements and adhere to defined policies.	X	
3. Approve inquiry response and problem resolution procedures.		X
4. Implement self-help features and functions that enable end-users to perform preliminary problem diagnosis, troubleshooting and resolution including access to knowledge base.	X	
5. Utilize remote technology tools to diagnose and troubleshoot reported problems from the help desk.	X	

Inquiry Response and Problem Resolution Roles and Responsibilities	SP	C/C
6. Ensure that severe or recurring problems that meet defined criteria are escalated for root-cause-analysis processes.	X	
7. Identify need for ongoing end-user training based on calls received and continual trending analysis.	X	

Specific Service Provider Questions: Service Request Coordination

- Please describe your methodologies for self-help outside that of a knowledge base, newsletter, mass email, etc.*

5.5.3.4 HELP DESK ROOT CAUSE ANALYSIS

The Service Provider will perform services and activities required to diagnose, analyze, recommend, and take corrective measures to prevent recurring problems and/or trends. The table below includes (but is not limited to) the following primary roles and responsibilities associated with root cause analysis (RCA) services.

Root Cause Analysis Roles and Responsibilities	SP	C/C
1. Develop and document requirements and policies for root cause analysis, such as events that trigger a RCA.	X (P)	X (S)
2. Develop procedures for performing a RCA that meet requirements and adhere to defined policies.	X	
3. Approve RCA procedures.		X
4. Conduct proactive trend analysis to identify recurring problems.	X	
5. Identify the root cause of repetitive problems or failures.	X	
6. Conduct RCA for all severity level 1 and severity level 2 incidents.	X	
7. Track and report the consequences of repetitive failures.	X	
8. Ensure appropriate resources are assigned as may be necessary to identify and remedy repetitive failures.	X	
9. Provide the City/County with written reports detailing the cause of, and procedure for, correcting such failure; provide updates on a weekly basis until closure.	X	
10. Review and approve actions for resolution of problems as reported in RCA recommendations.		X
11. Develop and implement solutions to recurring problems identified by proactive trend analysis.	X	

Specific Service Provider Questions: Root Cause Analysis

- Please describe your approach to performing root cause analysis. Describe your process for training your personnel on the root cause process and ensuring that the approach is being followed.*
- Please provide an example(s) of a problem that has been root cause analyzed for a past or current client.*
- Please include a copy of your root cause template and/or report.*

5.5.4 HELP DESK SERVICES: SERVICE LEVEL REQUESTS (SLR)

A key objective of the City/County’s decision to source IT services is to maintain effective service levels. The following minimum service levels are being requested by the City/County. The Service Provider must consistently meet or exceed the following SLRs as tracked and reported monthly to the City/County.

NOTE: The City/County realizes that this sourcing project presents a unique opportunity to learn from the past and apply it to the future. With that goal in mind, **the City/County is interested in and encourages the inclusion of any/all "creative and customer focused" SLRs** that you (the Service Providers) have had and/or are having success with and encourage you to include them as additional and/or in replace of the SLRs listed below and a brief description of your rationale for doing so.

SLR Description	Performance Target	SLR
Help Desk - Incident Resolution		
1 st Call Resolution Rate	Resolution on first call (<i>Excluding calls to the Help Desk not related to technical issues</i>)	85%
Email Response rate (beyond automated response)	≤ 1 hour	98%
Severity 1—Urgent	Response within 30 minutes and resolution within 2 hours	98%
Severity 2—Critical	Response within 1 hour and resolution within 4 hours	95%
Severity 3—Normal	Resolution within 9 business hours	85%
Severity 4—Cosmetic	Resolution within 12 business hours	85%
Help Desk - Incident Closure		
Root Cause Analysis (RCA)	Provide monthly report for all Severity 1 and Severity 2 level tickets	KPI
Reoccurring Problem	<2% recall (ticket reopen)	2%
User Account Administration		
New User Account (up to 5 per request)	Completed within 2 business days of authorized request.	98%
New User Account (6-20 per request)	Completed within 3 business days of authorized request.	95%
Password Reset	Completed within 10 minutes of receipt of request.	98%
Privilege Changes	Within 8 business hours of authorized request.	98%
Emergency Disable Account	Within 30 minutes of authorized request.	100%
Disable User Account (non-emergency)	Within 8 business hours of authorized request.	KPI
Customer Satisfaction		
Periodic Sample Satisfaction Survey	Respond to a dissatisfied survey by contacting the customer within 8 business hours	KPI
Annual Customer Satisfaction Survey - (conducted by independent 3rd party Surveyor)	Users surveyed should be very satisfied or satisfied	95%
Help Desk - Response Time		

SLR Description	Performance Target	SLR
Speed-to-Answer	≤ 60 sec	90%
Call Abandonment rate	≤ 2% of calls that abandon greater than or equal to 60 seconds	2%

Specific Service Provider Questions: Customer Satisfaction Surveying

1. Please describe your methodology and approach for meeting and exceeding the stated SLRs in a cost effective way.
2. Please describe your customer satisfaction surveying process and procedure, including any tools and technologies used.
3. Please discuss your methods for encouraging AND maximizing customer satisfaction surveying participation without undue intrusiveness.
4. Please describe your methodology for user administration from approval to execution.

5.5.5 STANDARD HELP DESK REPORT REQUIREMENTS

Minimally, the following standard reports will be required. Others can/will be discussed/requested as needed/required.

Description	Timing
IMAC Reports	Measure daily, report monthly
Inventory Reports	Measure daily, report monthly
Service Request, Call Type and Call Volume Reports	Measure daily, report monthly
Service Request Auditing Reports	Measure daily, report monthly
Service Level Reports	Measure daily, report monthly
Root Cause Analysis Reports	Measure daily, report monthly
Trending Reports	Measure daily, report monthly
Aging Issues Report: Executive level report listing aging tickets, escalated issues, etc. over the last 24 hours and last 7 days.	Every morning / summary per week

Specific Service Provider Questions: Help Desk Reports

1. In addition to the reports listed above, please include a sample copy of any/all applicable standard help desk reports your organization utilizes for review and consideration.
2. Beyond what you are required to report contractually, please describe your organizations philosophy/approach to learning from and adapting your services based on reports management and analysis.
3. Please describe your reporting methodology, tools and process. Please also describe if/how the City/County would/will have access to this system to generate on demand, ad-hoc, real time and/or specialized reporting on an as needed basis.

5.6 DESKTOP SERVICES

This section defines the service environment, service descriptions with roles and responsibilities, service level requirements (SLRs) and reporting required for the provision of desktop services to the City/County.

5.6.1 DESKTOP GOALS AND CRITICAL SUCCESS FACTORS

1. Maximize and optimize equipment performance - Improve configuration management and performance testing as equipment is deployed and periodic evaluation of help desk calls to identify trends in equipment failure.
2. Improve license management procedures – Management and version control of software licenses should be tracked to ensure both compliance and application currency.
3. Prepare and maintain service related documentation in a knowledgebase that will be available to Service Provider and City/County personnel.
4. Manage distributed systems performance to ensure optimum throughput.
5. Provide problem management resolution support to help desk staff and City/County desktop environment.
6. Manage and optimize desktop environment (including enhanced security) ensuring that all desktop components are effectively and efficiently integrated.
7. Maintain current and optimal operating system software and utilities on all platforms.

5.6.2 CURRENT DESKTOP SERVICES ENVIRONMENT

5.6.2.1 DESKTOP BASELINE STATS

Description	Totals	Additional Info
Total # of C/C locations supported by IT	208	
Total # of customers served by IT	10,421	Active user accounts of which 8,498 have an exchange mailbox
Total # of devices deployed/served by IT	11,621	275 Servers, 5,234 Workstations, 3,062 Laptops, 109 Tablets, 1,989 Network Printers, 1,600 Local Printers, 30 Plotters, 150 Scanners, Blackberry's, 249 Circuits, 170 Routers, 511 Switches, 24 CSU/DSU, 152 Wireless Access Points
Total # of standard images	2	1 Windows XP and 1 Windows 7
Total # of applications included in base/standard image	6	Altiris Agent, Symantec Antivirus, Adobe Reader, MS Office 07 (XP) or MS Office 2010 (Win 7), Adobe Flash, Mainframe, WinZip (XP Only), PeopleSoft Icon Note: There are dept. specific additions that are also applied to base image.
% of desktop computers (PCs, laptops, tablets, etc.) owned or leased	33% owned 67% leased	2,500 owned, 5,000 leased
% of desktop computers (PCs, laptops, tablets, etc.) under warranty	67%	5,000+ under warranty
% of desktop computers (PCs, laptops,	None	No maintenance contracts once warranty

Description	Totals	Additional Info
tablets, etc.) under maintenance		expires, but maintenance performed by sourcing provider from a separate budget expense.
Total desktop tickets 2010	49,749	
Total desktop tickets 2011	48,371	
Total desktop tickets 2012	39,293	January - September

5.6.3 DESKTOP SERVICE REQUIREMENTS

Desktop services are those services required to support network-attached and end-user devices and peripherals (including peripheral devices such as printers and scanners), stand-alone devices, and software enabling individual and collective use of computing resources in the City/County environment.

5.6.3.1 DESKTOP OPERATIONS AND ADMINISTRATION SERVICES

The Service Provider will operate, support, monitor, and manage all City/County distributed devices, desktop hardware, and software. Operations and administration responsibilities of the Service Provider include:

- ❖ Operating and monitoring the desktop equipment (e.g., end-user devices);
- ❖ Deployment of software to desktops and peripherals;
- ❖ Managing desktop data and storage resources;
- ❖ User administration; and
- ❖ Hardware maintenance.

The Service Provider will perform services and activities associated with the operation and administration of desktop services to meet the processing requirements of the City/County. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop operations and administration services.

Operations and Administration Roles and Responsibilities	SP	C/C
1. Develop and document desktop operations requirements and policies, including schedules for the operation of distributed systems.	X (S)	X (P)
2. Develop desktop operations procedures that meet requirements and adhere to defined policies.	X	
3. Approve desktop operations procedures.		X
4. Manage (i.e., create, modify, delete) user accounts for accessing and using desktop systems and resources.	X	

5.6.3.2 DESKTOP MONITORING AND PROBLEM RESOLUTION SERVICES

The Service Provider will perform services and activities associated with the monitoring of the desktop environment and resolving identified problems. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop monitoring and problem resolution services.

Monitoring and Problem Resolution Roles and Responsibilities	SP	C/C
1. Develop and document requirements and policies for desktop monitoring and problem resolution.	X (S)	X (P)
2. Develop and document monitoring and problem management procedures, including escalation thresholds that meet requirements and adhere to defined policies.	X	
3. Approve monitoring and problem resolution procedures.		X
4. Provide and implement tools for monitoring the desktop environment.	X	
5. Monitor operation of distributed hardware and systems as scheduled.	X	
6. Implement measures for proactive monitoring and self-healing capabilities to limit outages that affect desktop operations.	X	
7. Identify desktop problems and resolve in accordance with SLRs. Escalate as required. Coordinate activities with the help desk.	X	
8. Monitor for and restrict receipt of email spam, virus, spyware, and adware.	X	
9. Provide technical assistance for the help desk, City/County and external entities using City/County distributed systems.	X	
10. Answer and respond to inquiries and trouble resolution items and escalate in accordance with established procedures.	X	
11. Ensure that desktop problem resolution activities conform to defined change control procedures.	X	

5.6.3.3 DESKTOP SOFTWARE DEPLOYMENT AND MANAGEMENT SERVICES

The Service Provider will perform services and activities associated with deploying and managing software that enable City/County productivity in the desktop and distributed environment. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop software deployment and management services.

Software Deployment and Management Roles and Responsibilities	SP	C/C
1. Develop and document software deployment and management requirements and policies.	X (S)	X (P)
2. Develop procedures for software deployment and management that meet requirements and adhere to defined policies.	X	
3. Approve software deployment and management procedures.		X
4. Utilize the necessary utilities/tools to maintain and ensure compliance with desktop hardware and software licensing and report compliance at least annually.	X	
5. Utilize the necessary utilities/tools to maintain and ensure compliance with agreed-upon software deployment and management policies and procedures.	X	
6. Manage software deployment using automated tools and formal (industry standard) project management methodologies.	X	
7. Issue broadcasts to announce the availability of upgrades to desktop software.	X	
8. Develop and implement desktop images/builds to meet City/County business needs.	X	
9. Develop a plan to maintain/improve the number of different desktop images.	X	

Software Deployment and Management Roles and Responsibilities	SP	C/C
10. Approve all new created or updated images prior to deployment.		X
11. Participate in training City/County personnel as appropriate on new/upgraded software. (e.g., features of new operating systems, etc.)	X(P)	X(S)

5.6.3.4 DESKTOP HARDWARE MAINTENANCE

The Service Provider will perform services and activities associated with maintaining desktop systems hardware. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop hardware maintenance services.

Hardware Maintenance Roles and Responsibilities	SP	C/C
1. Develop and document hardware maintenance and repair requirements and policies.	X (S)	X (P)
2. Develop and document hardware maintenance and repair procedures that meet requirements and adhere to defined policies.	X	
3. Approve hardware maintenance and repair procedures.		X
4. Install (or coordinate installation of) new or enhanced hardware components or peripherals (e.g., storage devices, etc.) to meet City/County desktop processing requirements.	X	
5. Perform diagnostics as needed to identify the cause of hardware problems, and report findings.	X	
6. Install manufacturer field change orders, firmware upgrades, and other manufacturer provider-supplied hardware improvements for supported desktop hardware.	X	
7. Diagnose, procure and replace defective parts on supported desktop hardware.	X	
8. Manage warranties for City/County owned/leased hardware to ensure that parts under warranty are replaced under the terms of the warranty.	X	
9. Ensure that all hardware maintenance activities conform to configuration management and change control processes.	X	

Specific Service Provider Question: Hardware Maintenance

1. Describe your process for managing your parts inventory either on-site or at an off-site location while meeting established service levels.
2. How will you determine if the parts on-hand level is adequate?
3. Please describe your experience with and process for supporting hand held devices, tablets, smart phones and etc.
4. Please detail any/all warranty support certifications your organization and support personnel maintain. Also, please describe your training and/or recertification process to ensure your support personnel stay current with new technologies, certifications and support programs.
5. In this environment we need the ability to provide loaner/hot swap devices to our public safety customers. What experiences have you had with this process and on what scale?

5.6.3.5 DESKTOP PERFORMANCE MANAGEMENT

The Service Provider will perform services and activities associated with managing the performance of the desktop environment. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop performance management services.

Performance Management Roles and Responsibilities	SP	C/C
1. Develop and document desktop performance mgmt requirements and policies.	X (P)	X (S)
2. Develop and document procedures that meet requirements and adhere to defined policies.	X	
3. Approve performance management procedures.		X
4. Perform capacity planning to develop resource requirements projections.	X (P)	X (S)
5. Perform tuning to maintain optimum performance across the desktop environment.	X	
6. Provide technical advice and support to the help desk, application maintenance and development staffs as required.	X	
7. Evaluate, identify and recommend configurations or changes to configurations which will enhance desktop performance.	X	
8. Authorize improvement plans.		X

5.6.3.6 DESKTOP CONFIGURATION MANAGEMENT

The Service Provider will perform services and activities associated with tracking and managing the configuration of individual system components and identification of the relationships and dependencies among them. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop configuration management services.

Configuration Management Roles and Responsibilities	SP	C/C
1. Develop and document configuration management requirements and policies.	X (P)	X (S)
2. Develop configuration management procedures that meet requirements and adhere with defined policies.	X	
3. Approve configuration management procedures.		X
4. Provide a configuration management tool subject to approval by the City/County. This tool will enable the Service Provider to deliver services at a lower cost and should therefore be considered within the fees of the fixed cost price.	X	
5. Approve configuration management tool.		X
6. Document and maintain desktop hardware and software specifications and configurations.	X	
7. Provide information about the configuration, functionality, and other aspects of the desktop environment upon request.	X	
8. Track all software versions in use in the desktop environment. Document issues and considerations associated with each version and environment.	X	

Specific Service Provider Question: Configuration Management

1. Please describe your methodology surrounding patch management for both desktop and server areas.

5.6.3.7 DESKTOP SYSTEMS INTEGRATION AND TESTING

The Service Provider will perform services and activities associated with building and maintaining the technical infrastructure, and the testing, integration and migration activities to ensure that all components of the desktop environment work together effectively. The City/County is particularly interested in improving performance in this area. The Service Provider should create a systems integration and testing plan that will outline how the following tasks will be accomplished. The table below includes (but is not limited to) the following primary roles and responsibilities associated with desktop systems integration and testing services.

Systems Integration & Testing Roles and Responsibilities	SP	C/C
1. Develop and document system testing and integration requirements and policies.	X (P)	X (S)
2. Develop systems testing and integration procedures that meet requirements and adhere to defined policies.	X	
3. Approve testing and integration procedures.		X
4. Prepare system plans and schedules to support new and enhanced applications, architectures, and standards.	X	
5. Review and approve system plans and schedules.		X
6. Define and document unit and systems acceptance criteria.	X	
7. Conduct testing for all new and upgraded equipment, software or services to include unit, system, integration, and regression testing.	X	
8. Define and document user acceptance criteria.		X
9. Perform and approve user acceptance testing for new and upgraded equipment and software.		X
10. Assess and communicate the overall impact and potential risk to existing operations prior to implementing changes.	X	
11. Coordinate the scheduling of all changes to the desktop environment through defined change control processes.	X	
12. Test and stage new and upgraded equipment and software to smoothly transition into production environment prior to going live on the network.	X	
13. Perform project management (including the creation of project plans and management documentation), as appropriate.	X	
14. Perform data migration from existing systems to new systems.	X	
15. Provide technical assistance to City/County during transitions as needed.	X	
16. Update configuration management documentation and asset inventory to reflect hardware and software changes.	X	

5.6.4 DESKTOP SERVICES: SERVICE LEVEL REQUESTS (SLR)

A key objective of the City/County’s decision to source IT services is to maintain effective service levels. The following minimum service levels are being requested by the City/County. The Service

Provider must consistently meet or exceed the following SLRs as tracked and reported monthly to the City/County.

NOTE: The City/County realizes that this sourcing project presents a unique opportunity to learn from the past and apply it to the future. With that goal in mind, **the City/County is interested in and encourages the inclusion of any/all "creative and customer focused" SLRs** that you (the Service Providers) have had and/or are having success with and encourage you to include them as additional and/or in replace of the SLRs listed below and a brief description of your rationale for doing so.

SLR Description	Performance Target	SLR
Deployment - Distributed Computing		
Urgent Request, New PC setup or reimaging single installation (High Priority)	1 Business Day	98%
PC setup or reimaging (single request): 1-5, 6-10, 11+	PC setup or reimaging (single request): 1 business day, 5 business days, 10 business days	95%
Physical Equipment Moves		
Urgent Request, single move (High Priority)	8 hours	98.0%
PC move (single request): 1-5, 6-10, 11+	PC move (single request): 1 business day, 5 business days, 10 business days	95%

5.6.5 STANDARD DESKTOP REPORT REQUIREMENTS

Minimally, the following standard reports will be required. Others can/will be discussed/requested as needed/required

Description	Timing
SLR Compliance	Measure daily, report monthly
Service Failure Exception Reports	Measure daily, report monthly
Trending of Desktop Support Issues	Measure daily, report quarterly
Inventory Reports	Measure daily, report monthly
Service Request Auditing Reports	Measure daily, report monthly
Root Cause Analysis Reports	Measure daily, report monthly

Specific Service Provider Questions: Desktop Reports

- In addition to the reports listed above, please include a sample copy of any/all applicable standard desktop reports your organization utilizes for review and consideration.*
- Beyond what you are required to report contractually, please describe your organizations philosophy/approach to learning from and adapting your services based on reports management and analysis.*

5.7 NETWORK SERVICES

This section defines the service environment, service descriptions with roles and responsibilities, service level requirements (SLRs) and reporting required for the provision of network and server services including network security for supporting the wide area network (WAN) and local area networks (LANs) for the City/County.

5.7.1 NETWORK SERVICES GOALS AND CRITICAL SUCCESS FACTORS

1. Maximize and optimize equipment performance - Improve configuration management and performance testing as network equipment is deployed and periodic evaluation of help desk calls to identify trends in equipment failure.
2. Improve license management procedures – Management and version control of network software licenses should be tracked to ensure both compliance and application currency. Self-audits should be performed at least quarterly to determine compliance and anticipate licensing needs for the near future.
3. Prepare and maintain service related documentation in a knowledgebase that will be available to service provider and City/County personnel.
4. Manage network systems performance to ensure optimum throughput.
5. Provide problem management resolution support to help desk staff and City/County network environment.
6. Manage and optimize a secure network environment ensuring that all networked components are effectively and efficiently integrated.
7. Maintain current and optimal operating system software and utilities on all networked platforms.

5.7.2 CURRENT NETWORK SERVICES ENVIRONMENT

5.7.2.1 NETWORK BASELINE STATS

Description	Totals	Additional Info
Total # of C/C locations supported by IT	208	
Total # of customers served by IT	10,421	Active user accounts of which 8,498 have an exchange mailbox
Total # of devices deployed / supported by IT	11,621	275 Servers, 5,020 Workstations, 2,837 Laptops, 109 Tablets, 850 Network Printers, 663 Local Printers, 66 Multifunction Printers, 145 Scanners, 550 Blackberry's, 249 Circuits, 170 Routers, 511 Switches, 24 CSU/DSU, 152 Wireless Access Points
Total # of servers deployed/supported	275	103 physical / 72 Virtual
Total # of O/Ss in the City/County	4	Windows 2003, Windows 2008, Linux/Redhat, OS400
Total # of O/Ss supported by IT	3	Windows 2003, Windows 2008, Linux/Redhat

5.7.3 NETWORK SERVICES REQUIREMENTS

Network services are those services and activities supporting use of the City/County LAN/WAN infrastructures. This includes provision, management, administration, support and troubleshooting of all City/County servers and network devices such as routers, switches and hubs, maintaining a secure network environment, managing the enterprise applications, such as email, messaging, and virus and intrusion detection, and enabling internet access.

5.7.3.1 NETWORK OPERATIONS AND ADMINISTRATION

The Service Provider will operate, monitor, and manage the City/County servers and LAN/WAN environment. Operations and administration responsibilities of the Service Provider will include (but not be limited to):

1. Provisioning to ensure that the network and servers will adequately support the needs of the City/County.
2. Monitoring/Managing City/County network security policy to meet/exceed industry requirements and standards.
3. Optimizing utilization of enterprise applications resources.
4. Monitoring of the network and servers and troubleshooting errors as they arise
5. Monitoring of the bandwidth usage and develop standards or requirements for bandwidth specifically.
6. Maintaining network hardware and software to meet/exceed City/County as well as industry standards limits.
7. Monitoring and supporting the wireless networks in use throughout the organization.

5.7.3.2 NETWORK PROVISIONING

The Service Provider will perform services and activities associated with the provisioning of the network infrastructure. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network provisioning.

Provisioning Roles and Responsibilities	SP	C/C
1. Development of strategy and direction of networks and servers	X(S)	X(P)
2. Develop and document network and server provisioning requirements and policies.	X (P)	X (S)
3. Develop and document procedures for provisioning and administration that meet requirements and adhere to defined policies.	X(S)	X(P)
4. Perform capacity planning to develop network and server resource requirements projections and associated databases.	X (P)	X (S)
5. Manage network systems performance to ensure optimum throughput.	X(P)	X(S)
6. Coordinate ordering and procuring of network circuits from public carriers.	X(S)	X(P)
7. Manage the efforts of public carriers (and other third parties) to meet defined schedules, project plans, etc.	X	
8. Ensure that all new circuits, devices and network software provisioned are included in configuration management documentation.	X	
9. Provide estimates for assets and services not included in the scope of this SOW.	X	

5.7.3.3 NETWORK ADMINISTRATION SERVICES

The Service Provider will perform services and activities associated with the administration of the network environment. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network administration services.

Administration Roles and Responsibilities	SP	C/C
1. Develop and document network and server administration requirements and policies.	X (S)	X (P)
2. Develop and document procedures for administration that meet requirements and adhere to defined policies.	X	
3. Approve administration procedures.		X
4. Maintain IP addressing schemes, router and switch configurations, routing tables, VPN configurations, etc.	X	
5. Manage user accounts (City/County and affiliated entities) as needed for accessing and using network and enterprise application resources.	X	
6. Ensure that network and server administration activities are coordinated through defined change control processes.	X	

5.7.3.4 NETWORK SECURITY

The City/County maintains data that must remain secure at all times. The Service Provider must maintain a physically secure environment including limited access to servers and storage environment. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network security.

Network Security Roles and Responsibilities	SP	C/C
1. Develop information security requirements and policies.	X (S)	X (P)
2. Develop and document security procedures that meet requirements and adhere to defined policies.	X	
3. Approve security procedures and policies.		X
4. Ensure that appropriate security measures exist at all points of entry into the City/County computing environment.	X	
5. Monitor, track, and report security policy violations and security violation attempts.	X	
6. Execute countermeasures in response to security violation attempts.	X	
7. Make regularly scheduled use of audit trail utilities to monitor potential security violations. Continually elevate and improve audit trail utilities.	X	
8. Implement and maintain spyware, adware, spam, and virus protection processes.	X	
9. Implement automated process to ensure that network attached City/County devices are kept at current levels of security protection (e.g., automated security patch updates).	X	
10. Perform, coordinate or assist as required in policy and process audits to ensure that policies and procedures fully address security issues.	X	

Specific Service Provider Questions: Network Security

1. Describe the frequency with which the City/County can expect your organization to conduct system security audits and how your organization will involve the City/County in system security audits.
2. Describe your organization’s approach to assessing the City/County’s application vulnerabilities and security risks.
3. Describe your process and any tools your organization will utilize/implement to enable centralized security monitoring of network traffic, and provide automated alerts upon detecting violations

5.7.3.5 NETWORK MONITORING AND PROBLEM RESOLUTION SERVICES

The Service Provider will perform services and activities associated with monitoring the network and resolving identified problems. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network monitoring and problem resolution services.

Monitoring and Problem Resolution Roles and Responsibilities	SP	C/C
1. Develop and document requirements and policies for network and server monitoring and problem management.	X (S)	X (P)
2. Develop and document monitoring and problem management procedures, including escalation thresholds that meet requirements and adhere to defined policies.	X	
3. Approve network and server monitoring and problem management procedures.		X
4. Provide and implement tools for monitoring network devices, servers, and traffic.	X	
5. Implement measures for proactive monitoring and self-healing capabilities to limit outages to the network.	X	
6. Monitor network 24 hours per day, 7 days per week.	X	
7. Identify network problems involving circuits, hardware, software and resolve in accordance with SLRs. Coordinate activities with the help desk. Escalate as required.	X	
8. Coordinate resolution of circuit problems with third parties, including public carriers, ISP, and City/County affiliates using the network.	X	
9. Provide technical assistance (e.g., respond to inquiries) as needed to the help desk, City/County and external entities using the City/County network.	X	
10. Track and report status of network and server activities and problems.	X	
11. Ensure that all network and server monitoring and problem resolution activities conform to defined change control procedures.	X	

5.7.3.6 NETWORK HARDWARE MAINTENANCE

The Service Provider will perform all services and activities associated with maintaining network hardware. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network hardware maintenance services.

Hardware Maintenance Roles and Responsibilities	SP	C/C
1. Develop and document hardware maintenance and repair requirements and policies.	X (S)	X (P)
2. Develop and document hardware maintenance and repair procedures that meet requirements and adhere to defined policies.	X	
3. Approve hardware maintenance and repair procedures.		X
4. Identify physical facilities changes needed to support installation of new or upgraded hardware (e.g., wiring, and cables; raised floor; electrical components, cooling upgrade, etc.).	X	
5. Coordinate/perform facilities changes needed to support installation of new/upgraded hardware.	X (P)	X (S)
6. Install (or coordinate installation of) new or enhanced network hardware components to meet City/County communications requirements.	X	
7. Perform diagnostics as needed to identify the cause of hardware problems, and report findings.	X	
8. Install manufacturer change orders, firmware upgrades, and other service provider-supplied hardware improvements for network supported hardware.	X	
9. Replace defective parts on network supported hardware.	X	
10. Coordinate maintenance activities and repair of third-party service provider-supported hardware.	X	
11. Monitor hardware warranties to ensure that parts under warranty are replaced under the terms of the warranty.	X	
12. Ensure that all hardware maintenance activities conform to configuration management and change control processes.	X	

5.7.3.7 NETWORK PERFORMANCE MANAGEMENT

The Service Provider will perform services and activities associated with managing the performance of the network environment. The City/County is interested in understanding what opportunities there are for optimizing network capacity. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network performance management services.

Performance Management Roles and Responsibilities	SP	C/C
1. Develop and document network performance requirements and projections.	X (S)	X (P)
2. Develop and document performance management procedures that meet requirements and adhere to defined policies.	X	
3. Approve performance management procedures.		X
4. Perform tuning to maintain optimum performance across the network.	X	
5. Manage network resources, devices and traffic to meet defined availability and performance SLRs.	X	
6. Provide technical advice and support to the help desk, desktop and application maintenance and development staffs as required.	X	
7. Evaluate, identify and recommend configurations or changes to configurations that will enhance network performance.	X	
8. Develop improvement plans as appropriate.	X	

Performance Management Roles and Responsibilities	SP	C/C
9. Authorize improvement plans.		X
10. Implement improvement plans. Coordinate with third-party carriers as required.	X	

Service Provider Questions: Network Performance Management

1. Discuss as part of your response what approach you would take to balance performance needs with capacity issues both now and for the future when the need for storage capacity is ever increasing.

5.7.3.8 NETWORK CONFIGURATION MANAGEMENT

The Service Provider will perform services and activities associated with tracking and managing the configuration of individual system components and identification of the relationships and dependencies among them. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network configuration management services.

Configuration Management Roles and Responsibilities	SP	C/C
1. Develop and document network configuration and server management requirements and policies.	X (P)	X (S)
2. Develop configuration management procedures that meet requirements and adhere to defined policies.	X	
3. Approve configuration management procedures.		X
4. Provide a configuration management tool(s) subject to approval by the City/County.	X	
5. Document and maintain network, server, and enterprise application specifications, configurations, topology and diagrams.	X	
6. Document and maintain inventory of all software used in managing the network environment.	X	
7. Document and maintain configuration inventory of all hardware used in the network environment.	X	
8. Document and maintain inventory of all network circuits and point-to-point connections in the network environment.	X	
9. Provide information about the configuration, functionality, and other aspects of the network upon request.	X	
10. Ensure that disaster recovery documentation correctly reflects the network environment.	X	

5.7.3.9 ENTERPRISE SYSTEMS ADMINISTRATION

The Service Provider will perform services and activities associated with the support of existing and future enterprise computing systems, such as email, calendaring, and mail messaging delivery components and etc. The table below includes (but is not limited to) the following primary roles and responsibilities associated with enterprise systems administration services.

Enterprise Application Computing Services Roles and Responsibilities	SP	C/C
1. Develop and document enterprise application computing systems requirements and policies.	X (P)	X (S)
2. Develop procedures for performing enterprise application systems administration that meet requirements and adhere to defined policies.	X	
3. Approve enterprise application systems administration procedures.		X
4. Set up and manage user accounts, perform access control, manage files and disk space.	X	
5. Provide technical assistance and subject matter expertise as required by the City/County staff and third-party Service Providers for enterprise application computing products and solutions.	X	
6. Perform system or component configuration changes necessary to support enterprise computing services.	X	
7. Install/apply preventative maintenance releases and fixes, service packs, and other program services provided by third-party software Service Providers to ensure proper operation of installed software.	X	
8. Upgrade software to new versions/releases as needed to provide improved/enhanced functionality.	X	
9. Perform diagnostics as needed to identify the cause of software problems and report findings.	X	
10. Ensure that all software maintenance activities conform to configuration management and change control processes.	X	

5.7.3.10 NETWORK ENGINEERING, TESTING, AND INTEGRATION

The Service Provider will perform services and activities associated with building and maintaining the technical infrastructure, and the testing, integration, and migration activities, which ensure that all network components work together effectively. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network engineering, testing, and integration services.

Engineering, Testing, and Integration Roles and Responsibilities	SP	C/C
1. Develop and document engineering, testing, and integration requirements and policies.	X (S)	X (P)
2. Develop engineering, testing, and integration procedures that meet requirements and adhere to defined policies.	X	
3. Approve engineering, testing, and integration procedures.		X
4. Prepare network engineering plans and schedules to support new and enhanced applications, architectures, and standards.	X	X
5. Review and approve engineering plans and schedules.		X
6. Define and document unit and systems acceptance criteria.	X	
7. Conduct testing for all new and upgraded equipment, software or services to include unit, system, integration, and regression testing.	X	
8. Define and document user acceptance criteria.		X
9. Perform and approve user acceptance testing for new and upgraded equipment and software.		X

Engineering, Testing, and Integration Roles and Responsibilities	SP	C/C
10. Assess and communicate the overall impact and potential risk to existing operations prior to implementing changes.	X	
11. Coordinate implementation and migration support activities with the help desk, City/County, and affiliated entities.	X	
12. Coordinate the scheduling of all changes to the network environment through defined change control processes.	X	
13. Stage new and upgraded equipment and software to smoothly transition into production environment.	X	
14. Perform project management, including the creation of project plans and management documentation.	X	
15. Install new hardware and software components into production (e.g., routers, firewalls, servers, etc.).	X	
16. Test new hardware and software to ensure proper installation and conformance with service level requirements.	X	
17. Perform data migration from existing systems to new systems.	X	
18. Assist as needed during migration activities.		X
19. Provide technical assistance to City/County during transitions as needed.	X	
20. Update configuration management documentation and asset inventory to reflect hardware, software and network changes.	X	
21. Provide training to City/County personnel as appropriate (e.g., new network access methods, etc.).	X	

5.7.3.11 NETWORK SOFTWARE AND UTILITIES MAINTENANCE

The Service Provider will perform services and activities associated with the maintenance and repair of network operating system software and network management utilities. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network system software and utilities maintenance services.

Network Software Maintenance Roles and Responsibilities	SP	C/C
1. Develop and document network system software and utilities maintenance requirements and policies.	X (P)	X (S)
2. Develop and document software maintenance procedures that meet requirements and adhere to defined policies.	X	
3. Approve network system software and utilities maintenance procedures.		X
4. Install/apply preventative maintenance releases and fixes, service packs, and other program services provided by third-party software service providers to ensure proper operation of installed software.	X	
5. Upgrade software to new versions/releases as needed to provide improved/enhanced functionality.	X	
6. Perform diagnostics as needed to identify the cause of software problems and report findings.	X	
7. Ensure that all software maintenance activities conform to configuration management and change control processes.	X	

Network Software Maintenance Roles and Responsibilities	SP	C/C
8. Maintain web server operating system, including system updates and security patches.	X	

5.7.3.12 NETWORK STORAGE AND DATA MANAGEMENT

The Service Provider will perform services and activities associated with managing data and maintaining storage resources for the network environment. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network storage and data management services.

Storage and Data Management Roles and Responsibilities	SP	C/C
1. Develop and document network storage and data management requirements and policies.	X (S)	X (P)
2. Develop procedures for performing network storage management that meet requirements and adhere to defined policies.	X	
3. Approve network data and storage management procedures.		X
4. Perform capacity planning to develop storage and data management requirements projections for network and distributed environment.	X (P)	X (S)
5. Monitor and control storage access and performance according to defined management policies.	X	
6. Perform data backups and restores per established procedures and service level requirements for all devices.	X	

5.7.3.13 NETWORK BACKUP/RESTORE

The Service Provider will perform services and activities associated with developing and maintaining a comprehensive plan to backup and restore the data and programs of the City/County. The Service Provider will maintain and execute backup procedures that will ensure full restoration of City/County computing services throughout the enterprise in a timely fashion in the event of hardware or software failures. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network backup/restore services.

Backup Schedule			
Tier I	Daily	With Logs	Incremental and then taken off-site
Tier II	Weekly	With/out Logs	Incremental and then taken off-site
Tier III	Monthly	With Logs	Incremental and then taken off-site

Backup/Recovery Roles and Responsibilities	SP	C/C
1. Define backup/restore requirements and policies for City/County computing systems and Service Provider services.	X(S)	X(P)
2. Develop and document a backup/restore plan and procedures that meet requirements and defined policies for continuing operation of systems and services.	X	

Backup/Recovery Roles and Responsibilities	SP	C/C
3. Develop RTO (Recovery Time Objectives) and RPO (Recovery Point Objectives as part of the test procedures	X(S)	X(P)
4. Review and approve backup/restore plans and procedures.		X
5. Test backup and restore capabilities on an agreed-upon regular basis	X	

Specific Service Provider Questions: Network Backup/Restore

1. Please describe your proven/tested methodology and approach for a comprehensive, efficient yet cost effective backup and restore process.

5.7.4 NETWORK SERVICES: SERVICE LEVEL REQUESTS (SLR)

A key objective of the City/County’s decision to source IT services is to maintain effective service levels. The following minimum service levels are being requested by the City/County. The Service Provider must consistently meet or exceed the following SLRs as tracked and reported monthly to the City/County.

NOTE: The City/County realizes that this sourcing project presents a unique opportunity to learn from the past and apply it to the future. With that goal in mind, **the City/County is interested in and encourages the inclusion of any/all "creative and customer focused" SLRs** that you (the Service Providers) have had and/or are having success with and encourage you to include them as additional and/or in replace of the SLRs listed below and a brief description of your rationale for doing so.

SLR Description	Performance Target	SLR
Server		
Production Intel Applications, Middleware and Databases	Sun-Sat, 000-2400	99.9%
Production messaging Servers (e-mail)	Sun-Sat, 000-2400	98.0%
Shared Storage systems	Sun-Sat, 000-2400	98.0%
QA/Test Systems and Servers	Sun-Sat, 000-2400	95.0%
Application Platform Online Response		
Intel Production Systems	Transactions complete < 2.0 sec	98.0%
Batch Processing		
Demand Production Batch—Job Requests	1 hour	98.0%
System/Server/Network Administration (All Platforms)		
Capacity/Performance: Continuously monitor server and network capacity and performance and storage capacity for defined threshold alerts and anomalies. Notify City/County when alerts are triggered or anomalies are identified on	1 hour notification of City/County of verification of event trigger or anomaly identification.	100.0%

SLR Description	Performance Target	SLR
system resources.		
Capacity/Performance Planning: Trend Analysis and reporting across all platforms. Capacity change requests - Server & Storage	Monthly analysis reports and interim reports on rapidly developing events and trend identification.	100.0%
Deploy service/security patches and antivirus updates necessary to protect or repair environment vulnerabilities.	Same business day as signoff subject to agreed upon change control procedures.	100.0%
Server Deployment		
New Server	Virtual server - 1 business day Physical server, 3 business days (upon receipt of equipment)	100.0%
Restoration Services		
Critical Restore Requests:	1 Hour to begin the restore process	99.0%
Non-Critical Restore Requests	# of business days to begin from time of notification by Service Recipient.	2 days 100% of the time
Backup Services		
Server Backup	Tier I (Daily with logs – incremental) Tier II (Weekly without logs – incremental) Tier III (Monthly – with logs – Full)	99.0% 100% 100%

5.7.5 STANDARD NETWORK AND SERVER SERVICES REPORT REQUIREMENTS

Minimally, the following standard reports will be required. Others can/will be discussed/requested as needed/required

Description	Timing
SLR Compliance	Measure daily, report monthly
Response Time by Application	Measure daily, report monthly
Trending of Network Support Issues	Measure daily, report quarterly
Detailed Outage Reports	Measure daily, report monthly
Capacity Planning Reports	Measure daily, report monthly
Root Cause Analysis Reports	Measure daily, report monthly

Specific Service Provider Questions: Network and Server Services Reports

- In addition to the reports listed above, please include a sample copy of any/all applicable standard network reports your organization utilizes for review and consideration.*
- Beyond what you are required to report contractually, please describe your organizations philosophy/approach to learning from and adapting your services based on reports management and analysis.*

5.8 ASSET MANAGEMENT

5.8.1 ASSET ACQUISITION

The Service Provider will perform services and activities associated with the evaluation, selection and acquisition of new and upgraded hardware and software as requested by the City/County. While the City/County will have responsibility of asset acquisition, it is interested in reserving the ability to take advantage of the purchasing power of the Service Provider if it is financially advantageous. The City/County anticipates that it will work closely with the Service Provider in the acquisition of hardware and software. The following description of roles and responsibilities reflect that close working relationship.

Asset Acquisition Roles and Responsibilities	SP	C/C
1. Develop and document asset acquisition requirements and policies.	X(S)	X(P)
2. Develop and document asset acquisition procedures that meet requirements and adhere to defined policies.		X
3. Review and approve asset acquisition procedures.		X
4. Develop and maintain list of pre-approved suppliers.		X
5. Develop and issue asset acquisition bid requests as needed.		X
6. Demonstrate that best efforts are being pursued to obtain best pricing (e.g., use of pooled government procurement mechanisms).		X
7. Assist in periodic audits of procurement procedures.	X(S)	X(P)
8. Manage the asset ordering, procurement and delivery processes in compliance with City/County procurement and acceptance processes.		X
9. Manage and track lease and service orders.		X
10. Negotiate contracts for Service Provider leased hardware and software.	X	
11. Negotiate contracts for City/County purchased/leased hardware and software.		X
12. Ensure that new assets comply with established City/County IT standards and architectures.	X(S)	X(P)
13. Review and approve selection of hardware to be installed in City/County facilities and software to be installed on City/County hardware.		X (P)
14. Provide estimates for assets and services not included in the scope of the SOWs.	X (S)	X (P)

5.8.2 ASSET MANAGEMENT AND TRACKING

The Service Provider will perform services and activities associated with managing and tracking new and upgraded hardware and software. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with asset management and tracking services. The City/County is interested in significant improvements in this area, specifically in the tracking of software licenses.

Asset Management and Tracking Roles and Responsibilities	SP	C/C
1. Develop and document asset management requirements and policies that cover both owned and leased assets.	X (S)	X (P)
2. Develop and document asset management procedures that meet requirements and adhere to defined policies.	X	

Asset Management and Tracking Roles and Responsibilities	SP	C/C
3. Review and approve asset management procedures.		X
4. Establish, update, and maintain and otherwise act as custodian of an asset inventory database and system configuration documentation, including software license documentation.	X (P)	X (S)
5. Maintain the records necessary to track, manage and support warranty services of all assets (e.g., asset/serial number, program number, physical license, install date and location - including location history).	X	
6. Track status and timing of in-force service contracts and licenses. Notify City/County of expiration and renewal requirements.	X (P)	X (S)
7. Provide asset inventory reports upon request.	X	
8. Provide ability for direct end-user inquiry into asset database.	X	
9. Terminate, dispose of, or relocate assets as needed/specified by the City/County. Provide disposition reports as needed.	X	

Specific Service Provider Questions: Asset Management & Tracking

- Please describe your approach to measuring and maintaining a high level of quality and accuracy of your asset management database for both hardware and software assets.*

5.8.3 ASSET MANAGEMENT: SERVICE LEVEL REQUESTS (SLR)

A key objective of the City/County’s decision to source IT services is to maintain effective service levels. The following minimum service levels are being requested by the City/County. The Service Provider must consistently meet or exceed the following SLRs as tracked and reported monthly to the City/County. The percentage below refer to the percentage of devices that are accurately tracked.

SLR Description	Performance Target	SLR
Asset Management		
Target A: 98% Network attached - Altiris Automatic Discovered Data Fields	KPI	KPI
Target B: 95% Network Attached - Manually Updated Data Fields	KPI	KPI
Target C: 90%- Non - Network Attached - manually Updated Data Fields	KPI	KPI
Target A: 98% Network attached - Altiris Automatic Discovered Data Fields	SLR added to measure response to inaccurate data. Within 10 business days data will be restored to within the percentage goals	98%
Target B: 95% Network Attached - Manually Updated Data Fields		95%
Target C: 90%- Non - Network Attached - manually Updated Data Fields		90%

5.9 SCOPE OF SERVICES: APPLICATION SERVICES

This section defines the service environment, service descriptions with roles and responsibilities, service level requirements (SLRs) and reporting requirements for the provision of application enhancement, development, maintenance and support services supporting the current portfolio of applications at the City/County.

5.9.1 APPLICATION SERVICES GOALS AND CRITICAL SUCCESS FACTORS

1. Maintain and enhance a service level standard for application support issues tied to criticality of need
2. Provide accurate estimates for application enhancement and development activities
3. Provide best practice project management techniques for all application services activities
4. Manage application performance to ensure optimum throughput
5. Continually measure customer satisfaction for all application services activities
6. Provide a long-range plan and a methodology for retirement decisions for legacy applications where appropriate.

5.9.2 CURRENT APPLICATION SERVICES ENVIRONMENT

The overall goal for the application services environment is to provide high quality customer service in a cost-effective manner. The City/County is looking for a service provider to be innovative in recommending how these services will continue to be provided. A key goal for the City/County is to ensure that existing applications continue to function effectively and meet the needs of its employees and constituents until such time as the application can be significantly modified or replaced.

Application Services include the activities associated with the maintenance, enhancement, development and support of applications, including: modifications for limited improvements in functionality or troubleshooting; new application development; development of minor enhancements required to meet all functional, regulatory and legal requirements; general support such as providing end-users with answers to basic questions regarding those legacy applications, and any related database administration maintenance activities.

The City/County prefers, whenever possible, to implement packaged solutions. Therefore, while there can be some development tasks that fall under this scope, most are related to GIS, web support, or integration of packages into the environment, including writing interfaces to legacy applications, developing reporting programs, converting data, etc. However, there is occasionally a need for small application development services that fall under this scope of work.

Currently the City/County maintains support of existing applications, as well as development of new applications through the current sourcing provider. These support and development functions are provided by a team comprised of Technical Specialists, Database Administrators, .NET Developers, and management staff.

The existing applications list is extensive and ranges from small single-user databases to large enterprise implementations serving several hundred users. The applications are generally classified by the following platforms; Mainframe, Client-server, or Web. While many of these applications are purchased 3rd-party applications and systems, a large number of them have been developed in-house by the sourcing provider and previous vendors. The existing applications

currently being supported are based upon several different technologies such as C#.net, Visual Basic 6, JAVA, VB.NET, VBA, and Perl. Current mainframe-based applications utilize COBOL and IDEAL.

NOTE: Please see "Appendix G: Exhibits Tables" of this RFP document for further detail and asset inventory listings.

5.9.2.1 GEOSPATIAL INFORMATION SERVICES (GIS)

The Geospatial Information Services (GIS) provided by ISA are widely utilized throughout the enterprise. These GIS services are separated into two distinct groups, each provided by a different sourcing partner.

The first group is managed by our current sourcing provider and includes daily support of GIS users throughout the enterprise. This GIS team provides client-based GIS software and associated technical support, cartographic services, Pictometry oblique imagery support, data and support. The team also provides GIS software training to internal City/County staff and spatial data analysis.

The GIS team also manages the City/County spatial data warehouse and establishes GIS data editing workflows which ensure data timeliness, accuracy and quality. Those data resources are used extensively by City/County employees, web-based mapping tools, and external agencies as well as through integrations with other IT systems.

The second group of GIS-related services is the development and support of GIS applications, services and tools. These services are currently provided by an additional sourcing partner.

The Service Provider should be able to discuss its expertise and qualifications to do the following:

1. GIS Planning and Analysis

- a. Conduct analyses of departmental needs for GIS development
 - ✓ Conduct departmental interviews with key personnel and/or clients
 - ✓ Examine and documenting current and planned business processes
 - ✓ Document technical and business requirements
 - ✓ Design data architecture and design consulting and planning
- b. Develop a GIS strategic plan which may include the phasing and prioritization of projects
- c. Document recommended policy, guidelines and procedures including administration, GIS maintenance, operations, and security

2. GIS data analysis and data layer creation

- a. Integrate existing data sources and data layers. Integration may also be with other key technologies including but not limited to web based applications, document management, and multimedia technologies
- b. Convert data from legacy or stand-alone applications

- c. Train customers in GIS applications, including but not limited to data maintenance procedures, maintenance, use and support
- d. Project Manage GIS application development and integration including: monitor schedules and deliverables, quality assurance, communications

3. GIS Application Development

Application development services cover GIS desktop and Web applications and include the development of new applications as well as enhancements and upgrades of existing applications. The qualified vendor(s) must possess skills in the following development platforms:

- a. Development of ESRI’s ArcGIS Server technology
- b. ArcObjects programming using VB/COM
- c. JavaScripts/REST/Virtual Earth API
- d. XML and Web Services
- e. GIS system integration with non-spatial technologies

4. GIS Application Architecture Support

- a. Manage the day-to-day support of the enterprise geospatial applications and services.
- b. Serve as subject matter expert to other development partners as well as enterprise project teams with regard to utilization of geospatial web-services and integrations.

GeoSpatial Information Services & Responsibilities	SP	C/C
1. Establish and maintain a GIS strategic plan and an annual work plan.	X (S)	X(P)
2. Establish and maintain policies, guidelines, and procedures governing the delivery of GeoSpatial services. To include licensing, administration, and security.	X (S)	X(P)
3. Maintain user and library inventories as required by the Pictometry license agreement.	X (P)	X(S)
4. Install/apply preventative maintenance releases and fixes, service packs, and other program services provided by GIS software vendors to ensure proper operation of installed software.	X	
5. Respond to user requested installations of desktop GIS software throughout the enterprise.	X	
6. Maintain the Enterprise GIS data editing workflows.	X	
7. Provide GIS software training through both classroom and individual sessions.	X	
8. Maintain user and library inventories as required by the Pictometry license agreement.	X	
9. Manage the City/County Enterprise GIS applications, web-services, and mapping services.	X	
10. Through established prioritization processes, design, developer, test, and implement GIS applications.	X	
11. Ensure that all software, data, and application maintenance activities conform to configuration management and change control processes.	X	

Specific Service Provider Questions: Geospatial Information

1. Explain your organizations experience with GIS strategic planning as well as any follow-up studies that evaluated the success of those strategic efforts.
2. Describe how your organization will ensure that the City/County will receive the full benefits of GIS software upgrades and advancements in technology. Please explain your creative approach not only to management of the upgrade process but also the determination of the value proposition which would support such an upgrade.
3. Describe your organizations suggested approach to training of end-users in the use of GIS desktop software.
4. Describe the three most relevant, preferably in public-sector, geospatial development or integration engagements that your organization has completed.
 - a. For each engagement cited above, describe specific aspects of the project that you now wish had been different or that you consider "lessons learned".
 - b. Again, for each engagement cited above, describe the aspects of the project that you are especially proud of or would like to see incorporated in future initiatives.
5. Describe your methodology for managing the day-to-day support of the enterprise geospatial infrastructure and applications.
6. With regard to emerging geospatial technology trends, please describe those that you feel to be the most promising for enterprise municipal environments such as the City/County. Please be specific not only to the technology trends themselves but also in how you would propose that we utilize them

5.9.2.2 SHAREPOINT, PUBLIC WEBSITE, INTRANET, EXTRANET AND E-GOVERNMENT effort.

The City/County uses Microsoft SharePoint 2010 as the basis for the City/County website (www.Indy.gov) and the website of the Indianapolis Metropolitan Planning Organization (www.IndyMPO.org). Additionally, SharePoint is used as the platform for the City/County's intranet collaboration site (gateway.indy.gov) and for a partner collaboration extranet site (portal.indy.gov). The SharePoint environment is comprised of three web farms – a production public farm on which the public web site and extranet portal reside, a production intranet farm and a test/staging farm. The City/County makes use of some third-party add-on software to enhance the capabilities of SharePoint

The Service Provider will perform services and activities associated with the support, administration and expansion of the SharePoint environment. The following table identifies (but does not limit) the underlying roles and responsibilities associated with the administration of the SharePoint environment

SharePoint Administration Roles & Responsibilities	SP	C/C
1. Develop and document requirements and policies for the use of SharePoint.	X (S)	X (P)
2. Develop and document procedures for the use of SharePoint that meet requirements and adhere to defined policies.	X	
3. Review and approve SharePoint procedures.		X

SharePoint Administration Roles & Responsibilities	SP	C/C
4. Install/apply preventative maintenance releases and fixes, service packs, and other program services provided by Microsoft and third-party software vendors to ensure proper operation of installed software.	X	
5. Activate and deactivate web farm and site collection features.	X	
6. Evaluate new versions/releases of SharePoint and associated software to determine the costs, benefits and overall value of upgrading.	X(P)	X(S)
7. Evaluate add-ons to SharePoint that provide extended functionality or ease of use to determine the costs, benefits and overall value of the add-on.	X(P)	X(S)
8. Review and approve/reject results of evaluations of new versions and add-ons.		X
9. Upgrade software to new versions/releases as needed to provide improved/enhanced functionality as approved.	X	
10. Install approved add-ons.	X	
11. Perform diagnostics as needed to identify the cause of software problems and report findings.	X	
12. Ensure that all software maintenance activities conform to configuration management and change control processes.	X	
13. Maintain web server operating system, including system updates and security patches.	X	

Specific Service Provider Questions: SharePoint Administration

- Describe your experience administering SharePoint environments. Please include descriptions of how you administer public websites, internal collaboration portals and extranet collaboration portals.*
- Specify any partnerships, specialties and certifications your company, sub-contractors and employees hold with regard to SharePoint. Please include versions where appropriate.*

5.9.2.3 SHAREPOINT TRAINING

ISA offers training on the use of SharePoint via instructor-led classes as well as through a SharePoint-based learning Management System. Users with particular questions which do not lend themselves to those formats are provided one-on-one instruction/assistance with their questions. The goal of the training and governance of the SharePoint environment is towards maximizing self-sufficiency for the end-user while minimizing the impact on the enterprise of user-induced problems. The following table identifies (but does not limit) the underlying roles and responsibilities associated with the administration of the SharePoint training.

SharePoint Training Roles & Responsibilities	SP	C/C
1. Determine training needs in terms of content to be covered, materials to be developed or acquired and classes to be led.	X(S)	X(P)
2. Provide instructor-led classes as needed.	X	
3. Develop or acquire training materials identified.	X	
4. Define requirements for improvement/replacement of existing SharePoint-based Learning Management System.	X(S)	X(P)
5. Improve or replace SharePoint-based Learning Management System.	X	

SharePoint Training Roles & Responsibilities	SP	C/C
6. Update/expand training material provided via on-line training systems.	X(P)	X(S)
7. Provide one-on-one training as needed for specialized training needs	X	

Specific Service Provider Questions: SharePoint Training

1. Describe your approaches to determining training requirements and developing or acquiring training materials.

5.9.2.4 INDY.GOV PUBLIC WEBSITE

Content on the public website is the responsibility of the various City Departments and County Agencies and is authored and maintained by approximately 200 web editors and authors throughout those entities. ISA manages the overall structure and look and feel of the website and has established a governance process for the public website. The following table identifies (but does not limit) the underlying roles and responsibilities associated with the public website

Public Website Roles & Responsibilities	SP	C/C
1. Develop and document requirements and policies for the use of the public website.	X (S)	X (P)
2. Develop and document procedures for the use of the public website that meet requirements and adhere to defined policies.	X	
3. Review and approve public website procedures.		X
4. Maintain and troubleshoot standard templates, master pages, style sheets and web forms.	X	
5. Manage the structure of the public website.	X	
6. Create and maintain redirects	X	
7. Maintain the integrity, accuracy, security and timeliness of published content.	X(P)	X(S)
8. Provide support for multi-lingual versions of published content.	X	
9. Assist content editors in publishing new content.	X	
10. Provide graphic design support for implementing new elements conforming to the current look and feel of the website.	X	
11. Determine graphic look and feel of the public website	X(S)	X(P)
12. Provide graphic design support to implement any changes to the look and feel of the website.	X	
13. Convene a user group for users of the public website	X (S)	X (P)
14. Serve as a technical resource to the website user group	X	
15. Perform periodic migration of content and structure from production farm to test/staging farm.	X	

Specific Service Provider Questions: Public website

1. Please describe in detail your experience supporting a public website and the content creators.

5.9.2.5 INTRANET AND EXTRANET

Content on the intranet and extranet sites are likewise the responsibility of the Departments, Agencies or project teams for whom the various sub-sites have been established. ISA manages the overall structure and look and feel of the portals and has established a governance process for the intranet site and extranet portal. For the intranet and extranet portals, the governance includes delegation of site administration authority to designated individuals or groups for Agency/Department/Project sites. The following table identifies (but does not limit) the underlying roles and responsibilities associated with the intranet and extranet collaboration portals.

Intranet and Extranet Roles & Responsibilities	SP	C/C
1. Develop and document requirements and policies for the use of the intranet and extranet portals.	X (S)	X (P)
2. Develop and document procedures for the use of the intranet and extranet portals that meet requirements and adhere to defined policies.	X	
3. Review and approve intranet and extranet portal procedures.		X
4. Deploy, maintain and troubleshoot standard master pages, templates and style sheets.	X	
5. Create new site collections.	X	
6. Assist end user site administrators in the creation of new sites and sub-sites as needed.	X	
7. Assist end user site administrators with site feature activation and deactivation as needed.	X	
8. Assist end user site administrators with user and group permissions administration as needed.	X	
9. Administer SharePoint search scopes and index crawls.	X	
10. Provide graphic design support to end users as needed.	X	
11. Perform periodic migration of content and structure from production farm to test/staging farm.	X	

5.9.2.6 E-GOVERNMENT/E-COMMERCE

The City/County also provides an e-commerce portal (www.biz.indygov.org) in partnership with Local Government Online, Indiana (LoGO Indiana) through which certain e-government transactions may take place. While LoGO Indiana provide most of the online financial transactions, some City/County entities partner with other firms whose offerings better meet their particular business needs. Most public-facing applications which do not require a financial transaction are provided through the incumbent applications services provider. The e-commerce/e-government applications may or may not be embedded in the City/County website. The Service Provider will perform services and activities associated with providing support to the third-party vendors the City/County has engaged for e-commerce/e-government applications. The following table identifies (but does not limit) the underlying roles and responsibilities associated with e-government.

E-Government Roles & Responsibilities	SP	C/C
1. Authorize access to back-end databases and applications for third-party e-government service providers.		X

E-Government Roles & Responsibilities	SP	C/C
2. Provide access to back-end databases and applications for third-party e-government service providers.	X	
3. Assist third-party e-government service providers to perform diagnostics as needed to identify the cause of software problems and report findings.	X	
4. Assist third-party e-government service providers to resolve identified causes of software problems as needed.	X	
5. Determine which e-government applications should be embedded in the public web-site structure and where within the structure those applications should reside.		X
6. Assist end-users and third-party e-government service providers to embed applications in the public website.	X	

5.9.3 APPLICATION DEVELOPMENT, MAINTENANCE AND SUPPORT REQUIREMENTS

The following activities are within the scope of applications services.

5.9.3.1 ACCOUNT MANAGEMENT, GOVERNANCE AND REPORTING

The Service Provider is to implement a management structure to facilitate communications between the Service Provider, its subcontractors and the City/County and to address and resolve concerns escalated by either the Service Provider or the City/County. Routine meetings and reporting processes must be defined to ensure a smooth interface and timely resolution of issues.

The City/County IT Department will administer the relationship with the Service Provider. The City/County will define interfaces as appropriate, such that City/County’s single points of contact are defined for each service obtained from the Service Provider. The City/County requires a single interface to coordinate the delivery of all services from the Service Provider. The City/County will not resolve issues or disputes between the Service Provider’s personnel and any subcontractors retained by the Service Provider.

For operational services such as problem resolution, help desk inquiries, desktop software procurement, and the like, there must be routine and continuous interaction between the Service Provider’s employees and the City/County’s customer base. This operational interface will determine the satisfaction of the City/County’s employees with the services delivered by the Service Provider. The Service Provider is expected to continuously measure and improve its service delivery and customer satisfaction with those services.

The Service Provider will perform services and activities associated with reporting on the ongoing status of the service environment. The Service Provider is to assemble and create regular reports on the performance of outsourced functions in order to assist in the effective management of the Service Agreement and enable continuous improvement of the in-scope services that the City/County receives. Reports must be compiled and distributed to The City/County management in agreed upon electronic and paper formats. Reports must be compiled and published on all functions, including performance, SLRs, cost management and subcontractor relationships on an enterprise-wide and department-level basis. These reports must include the measurement of the Service Provider’s actual performance against the required service levels. The City/County seeks a

Service Provider that will operate under the principles of full financial and operational disclosure to the City/County with respect to the service agreement and the parties' relationship. The City/County expects the Service Provider to accommodate management's decisions on reporting formats, content and frequency.

The following table identifies (but is not limited to) the underlying roles and responsibilities associated with account management reporting services.

Account Management Reporting Roles and Responsibilities	SP	C/C
1. Develop and document account management/reporting requirements and policies.	X (S)	X (P)
14. Develop and document account management reporting procedures.	X	
15. Approve account management reporting procedures.		X
16. Develop and document criteria and formats for administrative, service activity and service level reporting.	X (P)	X (S)
17. Develop and implement customer satisfaction program for tracking the quality of service delivery to City/County. Coordinate program with other Service Providers.	X (P)	X (S)
18. Measure, analyze, and report system and service performance relative to requirements.	X	
19. Prepare performance and other service level reports and provide as scheduled.	X	
20. Prepare and provide activities reports and others as defined.	X	
21. Prepare reports on statistics, root cause analysis and trends as requested.	X	
22. Perform or support operations and other audits periodically.	X (S)	X (P)
23. Develop plans and procedures to ensure financial transparency in operations.	X	

Specific Service Provider Questions: Account Management and Governance

- 1. Describe your governance process and the management structure your organization intends to implement for managing its relationship with the City/County.*
- 2. Describe how your organization monitors its performance of services. Provide examples of performance metrics, benchmarking techniques, and report content. Explain how performance monitoring is leveraged to promote continuous process improvement.*
- 3. Describe your approach for ongoing communication with the customer base. Provide examples of newsletters, intranet communications, etc. you have used with clients to help manage change and set service expectations.*

5.9.3.2 TRANSITION MANAGEMENT

The Service Provider is to implement an expeditious and seamless transition of services, without interruption, from the current services to those within the scope of this RFP. The transition plan should include, among other things, the manner in which the Service Provider will assume responsibility both during and after the transition period is completed of the service agreement for the following:

- ❖ The provision of services
- ❖ Assumption of major projects

- ❖ Management of assets and resources
- ❖ Communication with the City/County’s departments, other public entities, and private entities
- ❖ Management of City/County’s current third-party contractors for whom the Service Provider will act as agent
- ❖ Identification of contracts and licenses requiring cancellation or assignment to the City/County to the extent practicable
- ❖ Subcontractor relationships and arrangements.

The details and timing of the transition plan shall be included in the (to be negotiated) services agreement, based upon discussions with the Service Provider.

Specific Service Provider Questions: Transition Management

1. *Provide your organization’s transition plan. The transition plan must include sections that identify the tasks, timeframes for the tasks, milestones, roles and responsibilities for City/County and Service Provider personnel, and any major task contingencies.*
2. *Describe how your organization proposes to manage the transition of in-scope services to your organization.*
3. *Provide a plan for communicating to the customer base during the transition.*
4. *Describe your experience with managing the change from an existing Service Provider to your company (if applicable).*
5. *Describe how your organization proposes to meet or exceed service levels within 3 months of contract implementation.*
6. *Describe in detail your organization’s experience in managing complicated transitions involving dispersed IT environments.*
7. *Describe the anticipated impact that the transition will have on normal City/County business operations. Identify the anticipated disruption that transition tasks will have on the City/County’s normal work environment and how your organization will minimize and manage any disruption.*
8. *Describe your plan to make use of intellectual property.*

5.9.3.3 PLANNING AND ANALYSIS

Planning and analysis for application maintenance and support services involves those activities associated with the maintenance (or creation) of user, business and technical requirements and specifications to update or enhance City/County legacy application systems.

Planning and Analysis services to be performed by the Service Provider will include at a minimum:

- ❖ Requirements definition: Those activities associated with the assessment of user needs used to determine technical design;
- ❖ Design specifications: The development of the overall approach to satisfying the application requirements, such as creating documentation that specifies all components, program modules, data stores, interfaces, interface components and associated operations procedures for the City/County technical environment; and
- ❖ Accurate and comprehensive project estimation

5.9.3.4 APPLICATION REQUIREMENTS DEFINITION

The Provider will perform the services and activities associated with the assessment of user needs and requirements for legacy systems. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with application requirements definition activities.

Requirements Definition Roles and Responsibilities	SP	C/C
1. Document business, functional and technical requirements in agreed upon formats.	X(S)	X(P)
2. Approve requirements definition documents.		X
3. Develop and maintain requirements traceability matrices.	X (P)	X (S)
4. Review and approve documented requirements traceability matrices.		X
5. Maintain and enhance a standard for prioritization and justification for all application services requests and activities	X(S)	X(P)

5.9.3.5 DESIGN SPECIFICATIONS

The following table identifies (but is not limited to) the underlying roles and responsibilities associated with application design specification activities.

Design Specifications Roles and Responsibilities	SP	C/C
1. Create application design documents from business, functional and technical requirements.	X	
2. Approve design specifications procedures.		X
3. Develop logical and physical data models.	X	
4. Document and recommend implementation/development/technical options to the City/County.	X	
5. Select implementation/development approach to be followed.		X

5.9.3.6 PROJECT ESTIMATIONS

The Provider will perform services and activities associated with estimating the level of effort and cost of application maintenance and support assignments. The estimates should be completed within five (5) business days of a written request unless the time is extended by mutual agreement with the City/County, and there should be no cost to the City/County to prepare estimates for additional work. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with project estimating activities.

Project Estimating Roles and Responsibilities	SP	C/C
1. Provide cost and schedule estimates, and impact analyses, for potential application enhancement and maintenance activities.	X	
2. Review and approve estimates and analyses.		X
3. Ensure that all approved projects are incorporated into the work plan update processes.	X (S)	X (P)
4. Incorporate all new projects into the prioritization processes.		X

5.9.3.7 APPLICATION DEVELOPMENT

Application development services are those activities involved in the in the creation of new applications, tools, web-services, and integrations. Additional services will also include modifications and enhancement to existing applications.

Application Development Roles and Responsibilities	SP	C/C
1. Establish and adhere to applications development guidelines. These guidelines will establish technology framework and tool standards, integration standards, and code-reuse specifications	X(S)	X(P)
2. Maintain development and configuration management environment	X	
3. Manage the test environments and associated test data	X	
4. Perform prototype activities	X	
5. Perform actual application development coding	X	
6. Monitor application availability and thru-put usage	X	

5.9.3.8 OPERATIONS AND ADMINISTRATION

Operations and administration services are those activities associated with managing the application services environment. Operations and administration services to be performed by the Provider include:

- ❖ Test and integration services to ensure that all individual program components configured with or added to the applications environment work together properly as a single system performing all of the intended functions.
- ❖ Migration and implementation of new and upgraded application components to the production environment.
- ❖ Development of system and user documentation.

5.9.3.9 DATABASE ADMINISTRATION

The Service Provider will perform services and activities associated with the administration, maintenance, creation and support of existing and future databases. This includes, but is not limited to, such activities required for the responsibility of managing data, database performance, indexes, organization, space allocation, and data recovery and integrity at a physical level. The table below includes (but is not limited to) the following primary roles and responsibilities associated with network database administration services.

Database Administration Roles and Responsibilities	SP	C/C
1. Define and document authorization requirements for users, roles, schemas, etc. and approve change requests.	X(S)	X(P)
2. Define and document database data definition requirements for applications (tables, triggers, attributes, etc.).	X	
3. Define and document database creation, update and refresh requirements.	X	
4. Approve all documented requirements.		X
5. Create and update databases, incorporating defined authorization requirements.	X	
6. Define and execute database performance to keep databases running at optimal performance.	X	

Database Administration Roles and Responsibilities	SP	C/C
7. Open, track, and manage to resolution all database problems with the appropriate database support organization.	X	
8. Provide technical assistance and subject matter (e.g., data dictionary and data mapping) expertise to the City/County applications developers and third-party support personnel.	X	
9. Define and document database backup schedules, retention periods, and levels (i.e. full, incremental, or differential).	X	
10. Maintain all appropriate database configuration files and provide information as required to the help desk. Provide second-level help desk support for database access problems.	X	
11. Maintain documentation for all database instance parameters and system settings.	X	

Specific Service Provider Questions: Database Administration

1. *Discuss your experience maintaining network and application coordination to ensure availability and maximum performance thru-put.*

5.9.3.10 TESTING AND INTEGRATION

The Provider will perform services and activities associated with the testing and integration of maintenance and enhancements, and development projects. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with testing and integration activities.

Testing and Integration Roles and Responsibilities	SP	C/C
1. Create test cases and test data.	X(S)	X(P)
2. Manage the test environments and associated test data.	X	
3. Ensure that all testing activities conform to the requirements of defined Change Control procedures.	X	X
4. Perform unit, end-to-end, integration, stress, and regression testing and document results.	X	
5. Perform data migration and data conversion tests.	X	
6. Review and approve results of all testing activities.		X
7. Develop and conduct user acceptance, quality assurance (QA) testing and document results.	X	
8. Assist in conducting and documenting user acceptance and QA testing		X
9. Review testing results to identify variances between documented requirements and provided functionality and usability.	X	
10. Review testing results for compliance with policies, procedures, plans, and metrics (e.g. defect rates, progress against schedule, etc.).		X
11. Correct defects identified during the testing efforts.	X	
12. Prepare application(s)/module(s) for migration into City/County production environment.	X	

5.9.3.11 MIGRATION AND IMPLEMENTATION

The Provider will perform services and activities associated with the implementation of application maintenance and support projects from the test environment into production. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with migration and implementation activities.

Migration and Implementation Roles and Responsibilities	SP	C/C
1. Create detailed implementation plans, including project schedules and staffing requirements, to meet City/County delivery requirements.	X	
2. Review and approve implementation plans, schedules and deployment staffing levels.		X
3. Create checklist and prepare other materials for discussion at "go/no-go" decision meetings.	X	
4. Approve decisions made in "go/no-go" meeting.		X
5. Ensure that migration and implementation activities conform to the requirements of defined Change Control procedures.	X	
6. Develop and deliver system and user documentation.	X	
7. Develop training materials and provide training to the City/County.	X	
8. Define test-to-production turnover requirements and instructions for each project or release.	X	
9. Approve test-to-production turnover requirements and instructions.		X
10. Perform data migration from existing systems to new systems.	X	
11. Perform data conversion from existing systems to new systems.	X	
12. Migrate application maintenance/enhancement into production.	X	
13. Provide test to production turnover implementation support, including having staff available at user locations as needed.	X	
14. Conduct post-implementation user acceptance.	X (S)	X (P)

5.9.3.12 LEGACY APPLICATION DOCUMENTATION

The Provider will perform services and activities associated with ensuring that City/County legacy application documentation is updated to reflect maintenance and enhancements which have been implemented. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with legacy application maintenance documentation activities.

Documentation Roles and Responsibilities	SP	C/C
1. Provide system specifications documentation (e.g., data models, operational processing flowcharts, etc.) per agreed-upon standards (e.g., SEI).	X	
2. Provide application hardware and system software requirements documentation.	X	
3. Develop, provide and maintain system installation, support, configuration and tuning manual(s).	X	
4. Develop, provide and maintain end-user documentation, including updates and release notes.	X	
5. Develop provide and maintain application operating and security procedures.	X	
6. Review and approve all provided documentation.		X

Documentation Roles and Responsibilities	SP	C/C
7. Maintain an application documentation library.	X	
8. Maintain version control for all documentation for which Provider is responsible.	X	

5.9.3.13 TECHNICAL SUPPORT

Technical support services are those activities associated with the provision of application services. Technical support services to be performed by the Provider include:

1. Application maintenance support: To ensure that in-use applications continue to function as required by the City/County. Support includes:
 - ❖ Corrective maintenance to resolve problems
 - ❖ Preventative maintenance to proactively mitigate impact of known conditions which could affect an application
 - ❖ Adaptive maintenance required as a result of changes to interfacing external applications or hardware, and
 - ❖ Perfective maintenance to maintain optimum performance.
2. Software configuration management and version control to maintain documentation of system components and tracking of modifications to an application's components over time with the ability to restore an application (or component) to prior versions, and
3. Providing general technical assistance to the help desk and City/County end-users.

5.9.3.14 LEGACY MAINTENANCE PROGRAMMING SUPPORT

The Provider will perform services and activities associated with making program changes to City/County legacy applications. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with legacy maintenance support activities.

Legacy Maintenance Programming Roles and Responsibilities	SP	C/C
1. Perform corrective maintenance per plan or otherwise as required.	X	
2. Perform preventive maintenance per plan or otherwise as required.	X	
3. Perform adaptive maintenance per plan or otherwise as required.	X	
4. Perform perfective maintenance per plan or otherwise as required.	X	
5. Develop application prototypes as needed to demonstrate support of requirements.	X	
6. Review and approve application prototype.		X
7. Identify and document potential changes to requirements or scope.	X(P)	X(S)
8. Review and approve changes to requirements or scope.		X
9. Manage programming efforts using industry-standard project management methodologies and tools.	X	
10. Debug application code as needed.	X	
11. Identify and recommend programming modifications and enhancement adjustments that will improve application performance.	X	
12. Identify and recommend DBMS tuning changes to help maintain application performance.	X	

Legacy Maintenance Programming Roles and Responsibilities	SP	C/C
13. Provide technical and functional assistance and support regarding applications to the Help Desk and to end-users as required.	X	
14. Respond to trouble resolution items in accordance with defined SLRs.	X	
15. Ensure that all maintenance programming activities conform to the requirements of defined change control, configuration management and software version control procedures.	X	

5.9.3.15 SOFTWARE CONFIGURATION MANAGEMENT AND VERSION CONTROL

The Provider will perform services and activities associated with managing legacy application program configurations and versions. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with software configuration management activities.

Software Configuration Management Roles and Responsibilities	SP	C/C
1. Track application versions in each environment (e.g., test, development, production).	X	
2. Track status of code migration from development to test to production.	X	
3. Ensure that all program code libraries are available to be backed up and included in restore and recovery procedures.	X	

5.9.3.16 TRAINING

The Provider will perform services and activities associated with training City/County users of supported applications on requested enhancements and functions. The following table identifies (but is not limited to) the underlying roles and responsibilities associated with training activities.

Training Roles and Responsibilities	SP	C/C
1. Develop training materials related to the technical and functional aspects of the applications.	X	
2. Review and approve training content.		X
3. Provide/coordinate end-user training on supported City/County applications.	X	
4. Provide technical training assistance and knowledge transfer (e.g., train-the-trainer methodology) to City/County personnel as requested during and following implementation.	X	

5.9.4 APPLICATION SERVICES: SERVICE LEVEL REQUESTS (SLR)

A key objective of the City/County's decision to source application services is to maintain effective service levels. The following minimum service levels are being requested by the City/County. The Service Provider must consistently meet or exceed the following SLRs as tracked and reported monthly to the City/County.

NOTE: The City/County realizes that this sourcing project presents a unique opportunity to learn from the past and apply it to the future. With that goal in mind, **the City/County is interested in and encourages the inclusion of any/all "creative and customer focused" SLRs** that you (the Service Providers) have had and/or are having success with and encourage you to include them as additional and/or in replace of the SLRs listed below and a brief description of your rationale for doing so.

5.9.4.1 DEFINITIONS

Availability - The percentage of time the service is fully operational. Availability represents a measure of the fraction of time during a defined period when the service provided is deemed to be better than the defined SLR.

$$\text{Availability (\%)} = 99.9\% - \text{Unavailability (\%)} \text{ where Unavailability is defined as:}$$

$$\text{Schedule Time} - \text{Planned Outages}$$

Availability of support staff - refers to the schedule of time that the Provider will have staff available to respond to service requests or Tier 2 help desk calls.

Availability of application - refers to the time applications will be running and operable according to specifications. Note that platform availability is defined in the Data Center SOW.

Measurement Interval - The period of time performance will be calculated. This takes into consideration the impact of continuous outage. For example, a monthly measurement interval for a 99% Minimum Performance for a 7x24 system with 8 hours of weekly planned downtime would allow 6.4 hours of a continuous outage with no other outages during the month. A weekly interval would only allow 1.6 hours of a continuous outage.

Milestone - A point in a project plan when completion of a significant component or module is to be completed. Typically, milestones are expressed as deliverables to a City/County client in a statement of work. The client reviews the deliverable to determine that it has been completed to the satisfaction of the terms of the statement of work. If the deliverable is satisfactory after ISA review, the City/County signs off that the milestone has been completed.

Response Time of the Application - Refers to the elapsed time from when the "return" key is pressed to the response back to the screen, fully refreshed by the application. Sometimes, this is called End-to-End response time. Unless otherwise agreed, the Provider is expected to be responsible for this metric only if it has responsibility for all components of the systems and network.

Service Request - A request by the City/County submitted to the Provider for application enhancements or new development.

Specifications - The functional and technical requirements of a solution, which are codified in a document.

5.9.4.2 APPLICATION SERVICES SLR DETAILS

Application Enhancement Services SLRs

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Application Enhancement Services SLRs			
Description	Service Measure	Performance Target	SLR
Project Estimation (actual vs. estimated cost)	Target Cost	Actual Estimate	< 3 days 95%
Critical milestone completion	Completion date	Completion of critical milestones by scheduled completion date	< 3 days 95%
Customer Satisfaction	Target time	Rated satisfied or very satisfied at quarterly intervals/ after delivery of upgrade	95%
Formula	Performance = Transactions completed within required time/total transactions		
Measurement Interval	Monitor continuously, measure weekly, report monthly		
Measurement Tool	Provider to furnish monitoring, auditing and reporting tools.		

Application Maintenance and Support SLRs			
Description	Service Measure	Performance Target	SLR
Severity 1 (Urgent)	Time to Resolve	4 hours	98.0%
Severity 2 (Critical)	Time to Resolve	8 hours	98.0%
Severity 3	Time to Resolve	Next business day or otherwise as prioritized	98.0%
Severity 4 (Low)	As prioritized	Next business day or otherwise as prioritized	98.0%
Severity 5 (Cosmetic)			No SLA
Formula	Number of requests completed on time/total of all requests occurring during measurement period		
Measure Interval	Measure weekly, report monthly		
Measurement Tool	Provider to furnish monitoring, auditing and reporting tools.		

5.9.5 STANDARD APPLICATION SERVICES REPORT REQUIREMENTS

Minimally, the following standard reports will be required. Others can/will be discussed/requested as needed/required.

Description	Timing
SLR Compliance	Measure daily, report monthly
Response Time by Application	Measure daily, report monthly
Trending of Application Support Issues	Measure daily, report quarterly
Detailed Outage Reports	Measure daily, report monthly
Root Cause Analysis Reports	Measure daily, report monthly

Specific Service Provider Questions: Application Services Reports

- 1. In addition to the reports listed above, please include a sample copy of all applicable standard application reports for review and consideration.*
- 2. Beyond what you are required to report contractually, please describe your organizations philosophy/approach to learning from and adapting your services based on reports management and analysis.*

6. EVALUATION AND SELECTION PROCESS

6.1 INTRODUCTION

This section describes the evaluation and selection process that will be used to determine which proposal provides the greatest benefit(s) to the City/County. The evaluation process will consist of four (4) major evaluation tiers (down-select periods). They are listed below and described in this section.

1. Tier 1: Proposal Screening / Administrative Review
2. Tier 2: Written Evaluation
3. Tier 3: Oral Presentation / Vendor Demonstration
4. Tier 4: Best and Final Offer (BAFO)

ALL proposals and proposers will be treated and evaluated fairly and equally with respect to this RFP evaluation process.

6.1.1 CITY/COUNTY EVALUATION TEAM

The City/County has established an evaluation committee comprised of individuals selected from City/County IT and Business Unit Management teams that will be responsible for the review and evaluation of proposals. The City/County may engage additional subject matter experts during the evaluation process to assist the evaluation team in gaining a better understanding of technical, financial, legal, contractual, project, or program issues. These additional subject matter experts will not have voting privileges or responsibility for the evaluation process.

The Evaluation Committee will recommend to the City/County IT Board for award of the contract to the compliant proposer(s) whose proposal(s) receives the most points in accordance with the evaluation criteria described in this section of this RFP.

6.2 EVALUATION CRITERIA

The evaluation and selection committee will review and evaluate all viable proposals based on the following criteria and associated point system.

Scoring Requirements:	Evaluation Criteria:	Available Points:
PROPOSER VIABILITY AND EXPERIENCE ASSESSMENT		
Viability	Provider financial strength	25
	Provider resource pool	
Experience	Demonstration of service capability	100
	Depth of government experience	
	Ability to implement desired services	
	Reference Checks / Site Visits <i>(if/where applicable)</i>	
PROJECT TEAM ORGANIZATION AND STAFFING ASSESSMENT		
Project Team Organization and Staffing	Project Team organizational structure	120
	Project Manager depth and similarity of experience	

Scoring Requirements:	Evaluation Criteria:	Available Points:
	Project Manager certifications	
	Project Team depth and similarity of experience	
	Local Participation <i>(see definition table below)</i>	10
MBE/WBE/VBE	Compliance with MBE/WBE/VBE goals and policy	20
SCOPE OF SERVICES - (Same for both Infrastructure and Applications)		
INFRASTRUCTURE SERVICES: Account Mgmt functions, Help Desk, Desktop services, Network and Server Services APPLICATIONS SERVICES: Application Development, Enhancement, Maintenance and Support	Thoroughness of approach	375
	Proposed methodology (including but not limited to service delivery approach and system features)	
	Maturity, flexibility, and scalability of technologies being proposed	
	Ease of use for system operations	
	Impact to existing operations (i.e., congruence with technology directions)	
	Fit with City/County culture	
	Scope of the solution	
TRANSITION AND IMPLEMENTATION APPROACH		
Transition/Deployment Approach	Thoroughness of approach	150
	Proposed methodology (including but not limited to deliverables based implementation phasing)	
	Demonstrated knowledge including use of best practices	
	Impact to existing operations	

6.2.1 SPECIFIC SCORING TERMS AND DEFINITIONS

Term	Definition
Maturity	A market based perspective on the specific technologies being proposed that indicates present and future viability of the given technology
Thoroughness of Approach or Plan	The level of detail and completeness the Proposer provides in response to specific requirements
Demonstrated Knowledge	The extent to which the Provider demonstrates present capabilities to perform the services required by the solicitation, including use of best practices
Scope of the Solution	The extent or scale of the Proposer's response to specific requirements
Impact to Existing Operations	This includes any identified impact or affect to City/County, including business operations and level of City/County staff participation required to implement the solution

Scoring Table for Local Participation		
Points	Prime Vendor	Sub Vendors
10	Is headquartered in Marion County	All Subs Headquartered in Marion County
9	Is headquartered in Marion County	Some Subs Headquartered in Marion

Scoring Table for Local Participation		
Points	Prime Vendor	Sub Vendors
		County
8	Is headquartered in Marion County	No Subs Headquartered in Marion County
7	Has Marion County Office (existing 11/1/12)	All Subs Headquartered in Marion County
6	Has Marion County Office (existing 11/1/12)	Some subs Headquartered in Marion County
5	Has Marion County Office (existing 11/1/12)	No Subs Headquartered in Marion County
4	Headquartered or existing regional office (donut)	All/some headquartered in Marion County
3	Headquartered or existing regional office (donut)	All/some headquartered region (donut*)
2	No local Presence	All/some headquartered in Marion County
1	No local Presence	All/some headquartered region (donut)
0	No local Presence	No Local Presence

*Donut counties are Hamilton, Boone, Hendricks, Morgan, Johnson, Shelby, Hancock and Madison.

6.3 WEIGHTING OF PRICE

Price will be a weighed, formula driven scoring element. The total number of points awarded for price is 200.

FORMULA: (Lowest price proposal / price of proposal being evaluated) x 200 = total price points.

6.4 TIER 1: PROPOSAL SCREENING - ADMINISTRATIVE REVIEW (PASS/FAIL)

The City/County will first examine proposals to determine their conformance with the stated RFP requirements. Any proposals that are deemed to be non-conforming to the stated requirements may be rejected. Proposals that are timely submitted and are not subject to disqualification will be reviewed in accordance with the remainder of this section.

6.5 TIER 2: WRITTEN EVALUATION

The Evaluation and Selection Committee will use the evaluation criteria and point system provided above to evaluate and score each viable WRITTEN proposal. There is a maximum of **800 (non-price) points** per proposal.

The Evaluation and Selection Committee will score proposals without regard to price. Price will be scored using a weighted formula calculated by the City/County Agent designated for this RFP process task and audited by a non-voting member of the City/County. A maximum of **200 price points** are available per proposal / service area. See pricing formula above.

These scores will be combined for a maximum of **1000 total points** as per the point system provided above.

The top four (4) (max) proposals per service area will advance. ALL proposers will be notified at the conclusion of the Written Evaluation.

6.6 TIER 3: ORAL PRESENTATIONS AND VENDOR DEMONSTRATIONS

During this phase, the advancing proposers will be invited to present their qualifications, proposal content and demonstrate the capabilities of their service offerings to the Evaluation and Selection Committee. Each proposer at this stage will begin again at 0 points. The oral presentations, vendor demonstrations along with reference checks will be scored with a maximum possible score of **800 points** for this step.

Detailed and specific presentation scripts will be provided (in advance) to those advancing proposers to aid in the development of their presentations. After each invitee has presented, the Evaluation and Selection Committee will again score each proposal without regard to price using the maximum **800 (non-price) points system**.

Proposers are expected to bring as many from their proposed team and KEY personnel as possible to the oral presentations. Please see the "Schedule of Events" table in section 1 for the tentative timeframe for these activities.

Price will again be scored using a weighted formula. A maximum of **200 price points** are available per proposal. See pricing formula above. These scores will be combined for a maximum of **1000 total points** as per the point system provided above.

The (max) top two (2) proposers per service area will advance to the next Tier. All advanced proposers will be notified at the conclusion of the Tier 3 Evaluation.

6.7 TIER 4: BEST-AND-FINAL OFFER (BAFO)

At this stage, a brief Best and Final Offer (BAFO) period will be conducted with the (max) top two (2) proposals based on the finalist’s increased understanding of the Scope of Services required, the City/County's increased understanding of each proposals pricing structure for the requested service(s) and their more accurate estimation of the proposer’s cost to provide the requested service(s). Specific BAFO instructions will be provided to the advancing proposers during this step. BAFO submissions will be submitted to the City/County Agent listed in section 1 of this RFP.

The Evaluation and Selection Committee will again use the same **800 (non-price) points** and **200 (weighted formula) points** system (1000 points total) to conduct a final scoring round and select the top scoring proposal.

The highest overall scoring proposal will then advance to the last final stage – the Contract Negotiations phase. Advanced proposers will again be notified at the conclusion of this Evaluation Tier.

6.8 CONTRACT NEGOTIATIONS

The City/County will then begin negotiations with the highest scoring proposer. If negotiations do not result in a contract acceptable to the City/County within an acceptable timeframe, the City/County may then elect to begin negotiations with the proposer having the second highest overall score. This process will continue until either a contract is awarded or the RFP is cancelled.

7. APPENDIX A: STANDARD RFP PROVISIONS

Please read, understand and adhere to the following additional provisions related to the submission, evaluation, award and administration of this RFP process. Failure to do so, may - at the sole discretion of the City/County - be grounds for dismissal of a/the service provider(s) proposal from further evaluation, including subcontractors (if contemplated).

7.1 COLLUSION PROHIBITED – AFFIDAVIT REQUIRED

Any agreement or collusion among proposers or prospective proposers, in restraint of freedom of competition by agreement to propose a fixed price or otherwise shall render the proposals of such proposers void. Proposers will be required to execute and submit with their proposals a Non-Collusion Affidavit in the form appended hereto as APPENDIX C. Any disclosure by one proposer to another proposer of the content of a proposal in advance of the submission of proposals shall render the proposals of both such proposers void, and may at the discretion of the City/County render the RFP proceedings void.

7.2 GRATUITIES PROHIBITED

The laws of Indiana provide that it is illegal to offer, promise, or give anything of value or benefit to government employees with the intent to influence that employee’s acts, opinion, judgment or exercise of discretion with respect to that employee’s duties. Evidence of violations of this clause will be grounds for dismissal of a/the service provider proposal and such evidence turned over to the appropriate law enforcement agency.

7.3 PROVIDE EVIDENCE OF ABILITY TO OBTAIN INSURANCE

Each proposer shall be required to provide evidence satisfactory to the City/County that it can obtain the required insurance coverages. For this purpose, each proposer shall submit with its proposal the signed certification form included in Appendix D of this RFP, in which the proposer's insurance agent will be required to certify that the proposer can obtain the required insurance coverages. Failure to submit the required certification form may be grounds for rejection of the proposal.

7.3.1 INSURANCE AND INDEMNITY REQUIREMENTS

The successful proposer will, in its contract with the City/County, be required to agree to defend, pay on behalf of, indemnify, and hold harmless the City/County its elected and appointed officials, employees and others working on behalf of the City/County. The successful proposer will also be required to obtain and maintain in continuous effect during the term of its contract with the City/County, and while any of its obligations under said contract remain unsatisfied, the insurance coverages set forth hereto, with amounts, coverages, limits, exclusions, and endorsements as detailed in this RFP.

7.4 FORMATION OF CONTRACT

Contract to be negotiated and executed upon Selection by Evaluation and Selection Committee of Best Proposal / Designation of Successful Proposer.

7.4.1 SUBMISSION OF EVIDENCE OF INSURANCE BY SUCCESSFUL PROPOSER.

Upon City/County approval of the recommendation of the evaluation and selection committee, and authorization to execute the contract, the successful proposer shall submit (a) a certificate or certificates of insurance evidencing insurance coverages of the type and amount, and with the endorsements, required by this RFP and located in APPENDIX D.

7.4.2 EXECUTION OF CONTRACT BY SUCCESSFUL PROPOSER.

Upon the successful conclusion of contract negotiations by the City/County and successful proposer, and/or upon the City/County's completion of a form of contract incorporating the terms of proposal submitted by the successful proposer in its RFP, the successful proposer shall be required to execute the contract and return it to the City/County within the time specified by the City/County. The contract must be executed by the successful proposer if an individual, or by the authorized representative or representatives of any partnership or corporation making or joining in the proposal, and all signatures must be notarized.

7.4.3 SUCCESSFUL PROPOSER'S FAILURE TO EXECUTE CONTRACT OR TO SUBMIT REQUIRED INSURANCE.

The successful proposer's refusal to negotiate contract terms as provided in the RFP, or its refusal to limit negotiations to the terms identified in the RFP, shall be considered a default by the proposer and shall be grounds for rejection of proposer's proposal. The successful proposer's failure to submit an insurance certificate or certificates evidencing required insurance coverages shall be considered a default by the proposer and shall be grounds for rejection of proposer's proposal.

7.5 PREPARATION OF PROPOSALS

Each proposer must furnish ALL information and in the order and format required by this RFP and on clearly referenced attachments as needed. Proposals not submitted in this manner may be considered non-responsive. Any attempt to alter the wording in the RFP may result in rejection of the proposal.

Proposer must furnish all information necessary to evaluate their proposal. Proposals that fail to meet the mandatory requirements of the RFP will be grounds for disqualification.

7.5.1 PROPOSAL PREPARATION COSTS

All costs associated with preparing a proposal and participating in this RFP process shall be borne by the Proposer.

7.6 ERRORS IN PROPOSALS

The City/County reserves the right to correct obvious errors such as arithmetic, typographical, or transposition errors during the evaluation. Such corrections must be approved by the Purchasing Department and countersigned by the Service Provider. Service Providers are advised to make sure that their proposals are true and correct at the time of submission.

7.7 AMENDMENTS TO THE RFP AND WITHDRAWAL OF PROPOSAL

The City/County reserves the right to amend the RFP at any time. It is the proposer's responsibility to ensure any and all addenda are obtained.

Proposers who submit proposals in advance of the deadline and/or an addendum may withdraw, modify, and resubmit proposals at any time prior to the deadline for submitting proposals. Proposers must notify the City/County in writing if they wish to withdraw their proposals.

7.8 EVALUATION FACTORS

7.8.1 ACCEPTANCE OF PROPOSALS

The contents of the RFP, winning vendor proposal and all associated RFP documents shall become a part of the resulting contract awarded by the City/County.

7.8.2 DISPOSITION OF PROPOSALS

All proposals submitted in response to the RFP become the property of the City/County and will not be returned to unsuccessful proposers.

7.8.3 REJECTION OF PROPOSALS

The City/County reserves the right to reject any or all proposals, in whole or in part, received in response to this RFP at any time prior to the execution by the City/County and proposer of a final written contract. Issuance of this RFP does not constitute a commitment by the City/County to award a contract and to withdraw the RFP at any time. This RFP is designed to provide proposers with the information necessary to prepare a competitive proposal.

7.8.4 DISQUALIFICATION

Reasons for which the City/County may reject and not evaluate proposals include but are not limited to:

1. The proposer fails to include information necessary to substantiate that it will be able to meet a stated RFP requirement(s).
2. The proposer fails to respond to all of these RFP requirements for information, documents, and/or references.
3. The proposer fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested in this RFP.
4. The proposer presents the information requested by this RFP in a format inconsistent with the instructions of the RFP.
5. The proposer initiates ANY unauthorized contact/discussions regarding this RFP with City/County personnel - employees, officials and/or members of the Evaluation and Selection Committee.
6. The proposer limits the City/County's rights.

7.8.5 CLARIFICATION PROCESS

The City/County reserves the right to contact a proposer after the submission of proposals for the purpose of clarifying proposal content. An individual authorized to legally bind the proposer shall sign responses to any request for clarification. Clarification responses shall be submitted to the City/County within the time specified in the City/County's request. Failure to comply with requests for additional information may result in rejection of the proposal as non-compliant.

7.8.6 NONMATERIAL VARIANCES

The City/County reserves the right to waive or permit cure of nonmaterial variances in the proposal if, in the judgment of the City/County, it is in the City/County's best interest to do so. Nonmaterial variances may include, but are not limited to, minor informalities that do not affect responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other proposers, that do not change the meaning or scope of the RFP, or that do not reflect a material change in the services.

7.9 RELEASE OF CLAIMS

By submitting a proposal, the proposer agrees that it will not bring any claim or cause of action against the City/County based on any misunderstanding concerning the information provided herein or concerning the City/County's failure, negligent or otherwise, to provide the proposer with pertinent information as intended by this RFP.

7.10 ASSIGNMENT OF CONTRACT

No contract awarded pursuant to RFP shall be assignable by the successful proposer without the written consent of the City/County.

7.11 PUBLIC DISCLOSURE

The information supplied by a Service Provider as part of an RFP response will become the property of the City/County. Proposals will be available to interested parties in accordance with the Indiana Access to Public Records Act IC 5-14-3, and IC 5-22-9-5. None of the proposal responses will be made available to the public until after award of a contract by the City/County, or cancellation of the procurement, all in accordance with said Act in order to avoid giving advantage to competing proposers.

To the extent requested by a Service Provider and allowed by law, the City/County will treat trade secrets and confidential financial information as confidential (if designated as confidential and submitted separately in a sealed envelope). The Service Provider must request confidential status before the proposals are opened. If the City/County believes that information designated as confidential should not be treated as such, the Service Provider will be notified and afforded reasonable time to present objections prior to any release of the information. The City/County will take into consideration the possibility of harm resulting from any disclosure, but reserves the right to make the final determination in accordance with the law.

7.12 PROPOSAL LIFE

Service Providers must hold their proposals open and pricing firm for at least one hundred eighty (180) calendar days from the proposal submission deadline. Any proposal accepted by the City/County for the purpose of contract negotiations shall remain valid until superseded by an executed contract or until rejected by the City/County.

7.13 POSSESSION AND REVIEW

During the evaluation period and prior to award, possession of the proposals and accompanying information is limited to the RFP Evaluation Team, the City/County Purchasing Division, attorneys, consultants and the Information Technology Department staff. Service Providers who attempt to gain this privileged information or to influence the evaluation process (i.e., assist in evaluation) will be in violation of purchasing rules and their offer will not be evaluated or considered.

7.14 POST PROPOSAL DISCUSSIONS

After the proposal due date, the City/County may conduct discussions with representatives of one or more firms submitting proposals for the purpose of clarification of a company’s proposal and/or to ensure full understanding of, and responsiveness to, the solicitation requirements.

The commencement of discussions or the scheduling of presentations does not signify a commitment by the City/County to execute an agreement or to continue discussions with the Service Provider.

7.15 CONTRACT NEGOTIATIONS

The City/County will use the requirements set forth herein as the basis for proposal evaluations. Upon identifying one or more responsible Service Providers (appearing to be most advantageous), the City/County may enter into contract negotiations with one or more Service Providers. If at any time contract negotiations with a Service Provider are believed to be ineffective, the City/County may cease all activities with the Service Provider and, if necessary, begin or continue, contract negotiation and preparation activities with another Service Provider, and the process may continue until a contract is executed. As part of evaluation process, the City/County

may entertain "best and final offers" from one or more firms. The City/County reserves the right to cease contract negotiation activities at any time and reject all proposals if such action is determined by the City/County to be in its best interest.

7.16 CONTRACT RENEWAL

A resulting contract may be renewed beyond the expiration date by mutual agreement of the parties. The term or terms of the renewal may not be longer than the term of the original contract. A renewal shall consist of written notice sent by either party, and written acceptance by the other. All other terms and conditions of the contract shall remain the same as set forth herein, and may be amended only by written instrument signed by both the City/County and Contractor and attached as an amendment.

7.17 MULTIPLE AWARDS

The City/County may award a contract to a single Service Provider; or, at its option, may award contracts to multiple Service Providers if deemed to be in the best interest of the City/County.

7.18 NO OBLIGATION TO PROCEED

The City/County is under no obligation to proceed with this project or any subsequent project, and may cancel this RFP at any time without the substitution of another, if such cancellation is deemed in the best interest of the City/County. Furthermore, the City/County may reject any and all proposals, to waive any irregularities or informalities in a proposal, and to issue a new or modified RFP, if it is found to be in the best interest of the City/County.

7.19 SUBCONTRACTORS

The City/County intends to contract with one or more prime contractors who will be solely responsible for contractual performance. In the event the prime contractor utilizes one or more subcontractors, the prime contractor will assume all responsibility for performance of services by the subcontractor(s). Additionally, the City/County must be named as a third party beneficiary in all subcontracts. A list of all subcontractors proposed to take part in the performance of the contract (at its outset) shall be provided to the City/County for approval prior to contract execution. This request may require that sufficient financial or background information be provided. To the degree available, this information should be included in an appendix with the proposal response.

7.20 TAXES

The City/County is exempt from federal, state, and local taxes and will not be responsible for any such taxes in connection with the award or performance of this contract.

7.21 SAMPLE CONTRACT

A copy of selected portions of the proposed contract document (Services Agreement) is attached for review. Certain contract terms have been omitted pending receipt of RFP responses, while other such terms have been drafted upon the assumption that a single Service Provider will provide onsite solutions for all services. For these and other reasons, there are likely to be substantial changes to any final contract document, and Service Provider's proposal shall not be based in whole or in part upon reliance of such terms. The City/County encourages that ANY/ALL proposed changes, exceptions or supplements to the proposed contract document be submitted concurrently with the proposal for consideration by the City/County.

7.22 LICENSE AND PERMITS

The successful Service Provider shall furnish the City/County upon request any and all documentation regarding necessary licenses, permits, certifications and/or registrations required by the laws and regulations of the City/County, other units of local government, the state of Indiana and the United States. The Service Provider certifies that it is now and will remain in good standing with such governmental agencies and that it will keep its licenses, permits, certifications and/or registrations in force during the term of the agreement.

7.23 USE OF CITY-COUNTY'S NAME

Upon entering an agreement, the successful contractor agrees not to use the name of the City/County in relation to the agreement in commercial advertising, trade literature or press releases without the prior written approval of the City/County.

7.24 INCORPORATED BY REFERENCE

This Request for Services (RFP) distributed by the City/County, including any other required terms, will be incorporated by reference and made a part of any resulting contract, except that any material approved by the City/County as confidential will not be publicly disclosed.

7.25 LAW AND VENUE

Any and all actions or proceedings arising out of, or related to, this RFP shall be brought only in an appropriate federal or state court in Indianapolis, Indiana and submission of a proposal by the Service Provider constitutes consent to the jurisdiction of such courts over Service Provider and the subject matter of such actions or proceedings.

8. APPENDIX B: STANDARD CITY-COUNTY TERMS & CONDITIONS

DRAFT - PROFESSIONAL SERVICES AGREEMENT

This Professional Services Agreement (hereinafter referred to as "Agreement"), entered into by and between the Consolidated City of Indianapolis and Marion County Information Services Agency (hereinafter referred to as "ISA") and XXXXX (hereinafter referred to as "Contractor"), is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

SECTION I. INTERPRETATION AND INTENT

- 1.01 The "Agreement", as referred to herein, shall mean this Agreement executed by ISA and Contractor, and shall include these Terms and Conditions, the Attachments described in Sections II and IV and attached hereto, all addenda issued prior to receipt of RFPs, quotes, or bids, whether or not receipt thereof has been acknowledged by Contractor, all conditions, plans, specifications and standards, instructions and notice to vendors, and any written supplemental agreement or modification entered into between ISA and Contractor, in writing, after the date of this Agreement.
- 1.02 This Agreement constitutes the entire agreement between the parties and supersedes all prior agreements, written or verbal, between ISA and Contractor. No statements, promises or agreements whatsoever, in writing or verbal, in conflict with the terms of the Agreement have been made by ISA or Contractor which in any way modify, vary, alter, enlarge or invalidate any of the provisions and obligations herein stated. This Agreement may be amended and modified only in writing signed by both ISA and Contractor.
- 1.03 In resolving conflicts, errors, discrepancies and disputes concerning the scope of the work or services to be performed by Contractor or other rights or obligations of ISA or Contractor the document or provision thereof expressing the greater quantity, quality or scope of service or imposing the greater obligation upon Contractor and affording the greater right or remedy to ISA, shall govern.
- 1.04 Any interpretation applied to this Agreement, by the parties hereto, by an arbitrator, court of law, or by any other third party, shall not be made against ISA solely by virtue of ISA or ISA's representatives having drafted all or any portion of this Agreement.
- 1.05 This Agreement consists of this Services Agreement and the following attachments, which are incorporated into this Agreement and made a part hereof in the following order of precedence:
 1. Exhibit A: Contractor's Terms and Conditions
 2. Exhibit B: Contractor's Statement of Work
 3. Exhibit C: Contractor's Response to RFP XXXXX and any additional Requests for Clarification or Best and Final Offer Documents.

In the event of conflict in substance or impact between the terms and conditions contained in Sections 1 through 5 of this Agreement and any terms or conditions

contained in any Attachment hereto, the terms and conditions contained in Sections 1 through 5 of the Agreement shall control.

- 1.06 This Agreement shall include, and incorporate by reference, any provision, covenant or condition required or provided by law or by regulation of any state or federal regulatory or funding agency.

SECTION II. DUTIES OF CONTRACTOR

- 2.01 Contractor shall provide services as specified in Attachment A, the Statement of Work, attached hereto and incorporated into this Agreement.
- 2.02 Contractor shall be responsible for the paper, supplies, phone expenses and individual devices used by their staff in the City/County environment.

SECTION III. TERM

- 3.01 The term of this Agreement shall begin upon execution date of this Agreement by all parties and shall terminate on [month dd], 20XX unless terminated earlier in accordance with this Agreement.
- 3.02 This Agreement may be renewed by agreement of parties. The term of the renewal may be less but shall not be longer than the term of the original Agreement. A renewal shall be only by written instrument signed by both ISA and Contractor and attached hereto as an amendment. All other terms and conditions of the Agreement shall remain the same as set forth herein.

SECTION IV. COMPENSATION

- 4.01 Contractor proposes to furnish all labor, materials and supplies in accordance with the conditions of this Agreement necessary to complete the work as defined in Attachment A at the rates set forth in Attachment B, attached here to and incorporated herein. However, in no event shall compensation for services under this Agreement exceed _____ (\$XXXX.XX).
- 4.02 Contractor shall submit a properly itemized invoice for services performed and expenses incurred under this Agreement and shall cooperate with and provide any other necessary information to ISA. ISA will pay Contractor within thirty days after receipt of such properly itemized claim forms.
- 4.03 To the extent that the parties add a Change Order Attachment to this Agreement, they will memorialize their agreement as to any additional compensation for the same in the fully-executed written amendment to this Agreement.

SECTION V. GENERAL PROVISIONS

- 5.01 Independent Contractor. The parties agree that Contractor is an independent contractor as that term is commonly used and is not an employee of the Consolidated City of Indianapolis and/or Marion County. As such, Contractor is solely responsible for all taxes and none shall be withheld from the sums paid to Contractor. Contractor acknowledges that it is not insured in any manner by ISA for any loss of any kind whatsoever. Contractor has no authority, express or implied, to bind or obligate ISA in any way.
- 5.02 Background Check. Contractor agrees that any personnel or sub-contractors working in the City or County will agree to a Criminal Background check by law enforcement prior to performing any duties related to this agreement.

5.03 Subcontracting.

5.03.1 Approval required. The parties agree that Contractor shall not subcontract, assign or delegate any portion of this Agreement or the services to be performed hereunder without prior written approval of ISA. In the event that ISA approves of any such subcontracting, assignment or delegation, Contractor shall remain solely responsible for managing, directing and paying the person or persons to whom such responsibilities or obligations are sublet, assigned or delegated. ISA shall have no obligation whatsoever toward such persons. Contractor shall take sole responsibility for the quality and quantity of any services rendered by such persons. Any consent given in accordance with this provision shall not be construed to relieve Contractor of any responsibility for performing under this Agreement.

5.03.2 Minority, Women and Veterans Participation. To the extent Contractor uses subcontractors or other agents in the performance of services under this Agreement, Contractor shall either:

Use, at a minimum, fifteen percent (15%) Minority Business Enterprises, eight percent (8%) Women’s Business Enterprises, and three percent (3%) Veteran’s Business Enterprises in the performance of services under this Agreement; or

Demonstrate a good faith effort to achieve such percentages, in compliance with the policies and to the satisfaction of the City of Indianapolis Department of Minority & Women Business Development.

Violation of this Subsection shall constitute a breach of this Agreement.

5.04 Necessary Documentation. Contractor certifies that it will furnish ISA, if requested, any and all documentation, certification, authorization, license, permit, or registration required by the laws or rules and regulations of the City of Indianapolis, the County of Marion, other units of local government, the State of Indiana, and the United States. Contractor further certifies that it is now and will remain in good standing with such governmental agencies and that it is now and will maintain its license, permit, registration, authorization, or certification, as applicable, in force during the term of this Agreement. Failure of Contractor to comply with this paragraph shall constitute a material breach of this Agreement.

5.05 Confidentiality.

5.05.1 The obligations of this section shall survive the termination of this Agreement and shall be applicable to the full extent permissible under statutes governing access to public records. Contractor understands that the information provided to it or obtained from ISA during the performance of its services is confidential and may not, without prior written consent of ISA, be disclosed to a person not in ISA’s employ except to employees or agents of Contractor who have a need to know in order to provide the services. Further, Contractor’s work product generated during the performance of this Agreement is confidential to ISA. The failure to comply in all material respects with this section shall be considered a material breach of this Agreement. Confidential information shall not include information, that: (a) was known by Contractor at the time it was received; (b)

is, as of the time of its disclosure or thereafter becomes, part of the public domain through a source other than Contractor; (c) is made known to Contractor by a third person who does not impose any obligation of confidence on Contractor with respect to such information; (d) is required to be disclosed pursuant to governmental authority, law, regulation, duly authorized subpoena or court order whereupon Contractor shall provide notice to ISA prior to such disclosure; or (e) information that is independently developed by Contractor without references to the confidential information.

5.05.2 Contractor shall not, under any circumstances, release information provided to it by, or on behalf of, ISA that is required to be kept confidential by ISA pursuant to Indiana law except as contemplated by Section 5.04.1(d), above.

5.05.3 Contractor acknowledges that ISA will not treat this Agreement as confidential information and will post the Agreement on the City of Indianapolis website as required by Section 141-105 of the Revised Code of the Consolidated City of Indianapolis and Marion County. Use by the public of any document or the information contained therein shall not be considered an act of ISA.

5.06 Records; Audit. Contractor shall maintain books, records, documents and other evidence directly pertinent to performance of services under this Agreement. Contractor shall make such materials available at its offices at all reasonable times during the Agreement period and for three (3) years from the date of final payment under this Agreement for inspection by ISA or any other authorized representative of the City of Indianapolis, Marion County, Indiana. Copies thereof, if requested, shall be furnished at no cost to ISA.

5.07 Ownership.

5.07.1 "Works" means works of authorship fixed in any tangible medium of expression by Contractor or its officers, employees, agents or subcontractors in the course of performing the services under this Agreement, including, but not limited to, computer programs, electronic art, computer generated art, notes, specifications, drawings, flow charts, memoranda, correspondence, records, notebooks, documentation, reports and charts, regardless of the medium in which they are fixed, and all copies thereof.

5.07.2 All Works made or created by Contractor, either solely or jointly with ISA, in the course of Contractor's performance of services under this Agreement shall be deemed to be works for hire, to the extent permissible under federal copyright laws and are, in an case, hereby assigned to the ISA as of the date when they are first fixed in any tangible medium of expression, and shall be the exclusive property of ISA. At ISA's request, Contractor will execute all documents reasonably required to confirm or perfect ownership of such Works and any corresponding copyright rights in and to such Works in ISA. Without the prior written consent of ISA, Contractor shall not use, copy or prepare derivative works of the Works, or any parts of them, other than as related to the performance of this Agreement. During the performance of this Agreement, Contractor shall be responsible for loss or damage to the Works while they are in Contractor's possession or control. Any loss or damage shall be restored at Contractor's expense. ISA shall have free and unlimited access to the Works at all times and, upon demand, shall have the right to claim and take possession of the Works and all copies. Notwithstanding the foregoing, Contractor shall be

entitled to retain a set of its work papers for archival purposes only, in accordance with applicable professional standards.

5.07.3 Contractor shall retain all rights in and to its know-how, methods, techniques, discoveries, concepts, and ideas, whether patentable or not, and whether possessed by Contractor prior to or acquired by Contractor during the performance of this Agreement. Contractor also shall retain all rights in and to all works of authorship fixed in a tangible medium of expression which were made, created or acquired by Contractor prior to the effective date of this Agreement ("Pre-Existing Works"), provided that a listing of such Pre-Existing Works is attached to this Agreement.

5.08 Insurance.

Contractor shall, as a condition precedent to this Agreement, purchase and thereafter maintain such insurance as will protect it and ISA from the claims set forth below which may arise out of or result from Contractor's operations under this Agreement, whether such operations be by Contractor or by its subcontractors or by anyone directly or indirectly employed by any of them, or by anyone directly for whose acts any of them may be liable:

- 1) Claims under Worker's Compensation and Occupational Disease Acts, and any other employee benefits acts applicable to the performance of the work;
- 2) Claims for damages because of bodily injury and personal injury, including death, and;
- 3) Claims for damages to property.

Contractor's insurance shall be not less than the amounts shown below:

A. Commercial General Liability (Occurrence Basis)	
Bodily Injury, personal injury, property damage, Contractual liability, product/completed operations	
Each Occurrence Limit	\$1,000,000.00
Damage to Rented Premises	\$100,000.00 (each occurrence)
Medical Expense Limit	\$5,000.00
Personal and Advertising Injury Limit	\$500,000.00
General Aggregate Limit	\$2,000,000.00 (Other than Products Completed Operations)

NOTE: GENERAL AGGREGATE TO APPLY PER PROJECT

	Products/Completed Operations	\$1,000,000.00
B.	Auto Liability (each incident) (combined single limit)	\$1,000,000.00
C.	Excess/Umbrella Liability (each occurrence and aggregate)	\$1,000,000
D.	Worker's Compensation & Disability	Statutory
E.	Employer's Liability	
	Bodily Injury Accident	\$100,000 each accident
	Bodily Injury by Disease	\$100,000 each employee
	Bodily Injury by Disease	\$500,000 policy limit
F.	Professional Liability Insurance	\$10,000,000.

5.08.1 Certificates of Insurance, naming the ISA and the City and County as an "additional insured," (A. B. and C. only) showing such coverage then in force (but not less than the amount shown above) shall be filed with ISA prior to commencement of any work. These certificates shall contain a provision that the policies and the coverage afforded will not be canceled until at least thirty (30) days after written notice has been given to ISA. All policies must be issued by an A rated or better provider according to A.M. Best and Company

5.08.2 With the prior approval of ISA, Contractor may substitute different types of coverage for those specified as long as the total amount of required protection is not reduced. Contractor shall be responsible for all deductibles.

5.08.3 Nothing in the above provisions shall operate as or be construed as limiting the amount of liability of Contractor to the above enumerated amounts.

5.08.4 All policies must be issued by an A rated or better provider according to A.M. Best and Company

5.09 Termination for Cause or Convenience.

5.09.1 If Contractor becomes insolvent, or if it refuses or fails to perform the work and services provided by this Agreement, or if it refuses to perform disputed work or services as directed pending resolution of such dispute, or if it fails to make payments to subcontractors employed by it, or if it otherwise violates or fails to perform any term, covenant or provision of this Agreement, then ISA may, without prejudice to any other right or remedy, terminate this Agreement in whole or in part, in writing, provided that Contractor shall be given (1) not less than thirty (30) calendar days written notice of ISA's intent to terminate, and (2) an opportunity for consultation with ISA prior to termination. In determining the amount of final payment to be made to Contractor upon such

termination for default, if any, no amount shall be allowed for anticipated profit on unperformed services or other work; furthermore, an adjustment shall be made to the extent of any additional costs incurred or reasonably foreseen by ISA to be incurred by reason of Contractor’s default.

- 5.09.2 This Agreement may be terminated in whole or in part in writing by ISA for ISA’s convenience; provided that Contractor is given (1) not less than thirty (30) calendar days written notice of intent to terminate and (2) an opportunity for consultation with ISA prior to termination. If ISA terminates for convenience, Contractor’s compensation shall be equitably adjusted.
- 5.09.3 Upon receipt of notice of termination for default or for ISA’s convenience, Contractor shall (1) promptly discontinue all services affected, unless the termination notice directs otherwise, and (2) deliver or otherwise make available to ISA all Works and such other information, materials or documents as may have been accumulated by Contractor in performing this Agreement, whether completed or in process.
- 5.09.4 If, after termination for Contractor’s default, it is determined that Contractor was not in default, the termination shall be deemed to have been made for the convenience of ISA. In such event, adjustment of the price provided for in this Agreement shall be made as provided in Section 5.08.2 and the recovery of such price adjustment shall be Contractor’s sole remedy and recovery.
- 5.10 Termination for Failure of Funding. Notwithstanding any other provision of this Agreement, if funds for the continued fulfillment of this Agreement by ISA are at any time insufficient or not forthcoming through failure of any entity to appropriate funds or otherwise, then ISA shall have the right to terminate this Agreement without penalty by giving written notice documenting the lack of funding, in which instance this Agreement shall terminate and become null and void on the last day of the fiscal period for which appropriations were received. ISA agrees that it will make its best efforts to obtain sufficient funds, including but not limited to, requesting in its budget for each fiscal period during the term hereof sufficient funds to meet its obligations hereunder in full.
- 5.11 Indemnification. Contractor agrees to indemnify, defend, and hold harmless the City of Indianapolis, Marion County and their respective officers, agents, officials and employees for any and all third party claims, actions, causes of action, judgments and liens to the extent they arise out of any negligent or wrongful act or omission or breach of any provision of this Agreement by Contractor or any of its officers, agents, employees or subcontractors regardless of whether or not it is caused in part by the negligence of a party indemnified hereunder. Such indemnity shall include attorney’s fees and all costs and other expenses arising there from or incurred in connection therewith and shall not be limited by reason of the enumeration of any insurance coverage required herein. ISA shall not provide such indemnification to Contractor, provided, however, that Contractor shall be relieved of its indemnification obligation to the extent any injury, damage, death or loss is attributable to the acts or omissions of ISA.
- 5.12 Notice. Any notice required to be sent under this Agreement shall be sent by internationally recognized overnight courier, certified mail, facsimile or other delivery method which provides confirmation of receipt and shall be directed to the persons and

addresses specified below (or such other persons and/or addresses as any party may indicate by giving notice to the other party) :

To Contractor:

To ISA:

The Consolidated City of
 Indianapolis/Marion County
 Information Services Agency
 200 East Washington Street, Suite 1942
 Indianapolis, IN 46204

5.13 Disputes. Contractor shall carry on all work required under this Agreement and maintain the schedule for services during all disputes or disagreements with ISA. No work shall be delayed or postponed pending resolution of any disputes or disagreements except as Contractor and ISA may otherwise agree in writing. Should Contractor fail to continue to perform its responsibilities as regards all non-disputed work without delay, any additional costs incurred by ISA or Contractor as a result of such failure to proceed shall be borne by Contractor, and Contractor shall make no claim against the ISA for such costs. ISA may withhold payments on disputed items pending resolution of the dispute.

In the event of any dispute or disagreement between the parties which does not require immediate legal relief, whether with respect to the interpretation of any provision of the Agreement or an SOW, or with respect to the performance of either party hereto each of the parties will have their respective Project Managers meet for the purpose of endeavoring to resolve such dispute or negotiate for an adjustment to such provision. If a resolution to such dispute does not occur during such meeting or within three (3) business days thereafter, the parties agree to elevate the dispute to a meeting of the Project Executive Committee and Contractor’s Senior Vice President. If a resolution to such dispute does not occur during such meeting or within three (3) business days thereafter, the parties agree to elevate the dispute to the President level of Contractor and the Chief Information Officer for ISA. If Contractor and ISA are unable to reach a mutually agreeable resolution after such meeting, City/County’s Chief Financial Officer shall make a final determination. If Contractor does not agree with such determination, Contractor may institute legal action in accordance with the law and this Agreement. Notwithstanding anything to the contrary contained herein, and even if any problem or other dispute arises between the parties and regardless of whether or not it requires at any time the use of the dispute resolution procedures described above, in no event nor for any reason shall Vendor interrupt or suspend or terminate the provision of Services to ISA or perform any action that prevents, impedes, or reduces in any way the provision of Services or ISA’s ability to conduct its activities, unless: (i) authority to do so is granted, explicitly and in writing, by ISA or conferred by a court of competent jurisdiction; or (ii) this Agreement has been terminated. Should the Contractor interrupt, suspend, or terminate the provision of Services to ISA to perform responsibilities as regards all non-disputed work without delay, any additional costs incurred by the ISA or Contractor as a result of such failure to proceed shall be borne by Contractor, and Contractor shall make no claim against the Client for such costs. ISA may withhold payments on disputed items pending resolution of the dispute

5.14 Non-discrimination. Contractor and its officers, agents, employees, and subcontractors shall not discriminate against any employee or applicant for employment to be

employed in the performance of this Agreement, with respect to her or his hire, tenure, terms, conditions, or privileges of employment, or any matter directly or indirectly related to employment, because of her or his race, sex, sexual orientation, gender identity, religion, color, national origin, ancestry, age, disability, or United States military service veteran status. Breach of this section shall be regarded as a material breach of this Agreement.

- 5.15 Conflict of Interest. Contractor certifies and warrants to ISA that neither it nor any of its officers, agents, employees, or subcontractors who will participate in the performance of any services required by this Agreement has or will have any conflict of interest, direct or indirect, with ISA.
- 5.16 Non-contingent Fees. Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty ISA shall have the right to annul this Agreement without liability or in its discretion to deduct from the Agreement price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.
- 5.17 Force Majeure. In the event that either party is unable to perform any of its obligations under this Agreement – or to enjoy any of its benefits – because of fire, explosion, power blackout, natural disaster, strike, embargo, labor disputes, war, terrorism, acts of God, acts or decrees of governmental bodies or other causes beyond such party’s reasonable control (hereinafter referred to as Force Majeure Event), the party who has been so affected shall immediately give notice to the other and shall take commercially reasonable actions to resume performance. Upon receipt of such notice, all obligations under this Agreement shall immediately be suspended except for payment obligations with respect to service already provided. If the period of nonperformance exceeds sixty (60) days from the receipt of the Force Majeure Event, the party whose ability to perform has not been so affected may, by giving written notice, terminate this Agreement.
- 5.18 Applicable Laws; Forum.
 - 5.18.1 Contractor agrees to comply with all applicable federal, state and local laws, rules, regulations or ordinances, and all provisions required thereby to be included in this Agreement are hereby incorporated by reference. This includes, but is not limited to, the Federal Civil Rights Act of 1964 and, if applicable, the Drug-Free Workplace Act of 1988. The enactment of any state or federal statute or the promulgation of regulations thereunder after execution of this Agreement shall be reviewed by ISA and Contractor to determine whether the provisions of the Agreement require formal modification.
 - 5.18.2 This Agreement shall be construed in accordance with the laws of the State of Indiana, and by all applicable Municipal Ordinance or Codes of the Consolidated City of Indianapolis, County of Marion. Suit, if any, shall be brought in the State of Indiana, County of Marion.
- 5.19 Waiver. ISA’s delay or inaction in pursuing its remedies set forth in this Agreement, or available by law, shall not operate as a waiver of any of ISA’s rights or remedies.

- 5.20 Severability. If any provision of this Agreement is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the provision shall be stricken, and all other provisions of this Agreement which can operate independently of such stricken provisions shall continue in full force and effect.
- 5.21 Attorneys' Fees. Contractor shall be liable to ISA for reasonable attorneys' fees incurred by ISA in connection with the collection or attempt to collect, any damages arising from the negligent or wrongful act or omission of Contractor, or from Contractor's failure to fulfill any provisions or responsibility provided herein.
- 5.22 Successors and Assigns. ISA and Contractor each binds itself and its partners, successors, executors, administrators and assigns to the other party of this Agreement and to the partners, successors, executors, administrators and assigns of such other party, in respect to all covenants of this Agreement; except as otherwise provided herein, Contractor shall not assign, sublet or transfer its interest in this Agreement without the written consent of ISA. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of ISA.
- 5.23 Authority to Bind Contractor. Notwithstanding anything in this Agreement to the contrary, the signatory for Contractor represents that he/she has been duly authorized to execute agreements on behalf of Contractor and has obtained all necessary or applicable approval from the home office of Contractor to make this Agreement fully binding upon Contractor when his/her signature is affixed and accepted by ISA.
- 5.24 Debarment and Suspension
- 5.24.1 Contractor certifies, by entering into this Agreement, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from or ineligible for participation in any Federal assistance program by any Federal department or agency, or by any department, agency or political subdivision of the State of Indiana. The term "principal" for purposes of this Agreement means an officer, director, owner, partner, key employee, or other person with primary management or supervisory responsibilities, or a person who has a critical influence on or substantive control over the operations of Contractor.
- 5.24.2 Contractor shall provide immediate written notice to ISA if, at any time after entering into this Agreement, Contractor learns that its certification was erroneous when submitted, or Contractor is debarred, suspended, proposed for debarment, declared ineligible, voluntarily excluded from or becomes ineligible for participation in any Federal assistance program. Any such event shall be cause for termination of this Agreement as provided herein.
- 5.24.3 Contractor shall not subcontract with any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in any Federal assistance programs by any Federal department or agency, or by any department, agency or political subdivision of the State of Indiana.
- 5.25 Compliance With E-Verify Program. Pursuant to IC 22-5-1.7, Contractor shall enroll in and verify the work eligibility status of all newly hired employees of Contractor through the E-Verify Program ("Program"). Contractor is not required to verify the work eligibility status of all newly hired employees through the Program if the Program no longer exists.

- 5.25.1 Contractor and its subcontractors shall not knowingly employ or contract with an unauthorized alien or retain an employee or contract with a person that Contractor or its subcontractor subsequently learns is an unauthorized alien. If Contractor violates this Section 5.24, ISA shall require Contractor to remedy the violation not later than thirty (30) days after ISA notifies Contractor. If Contractor fails to remedy the violation within the thirty (30) day period, ISA shall terminate the contract for breach of contract. If ISA terminates the contract, Contractor shall, in addition to any other contractual remedies, be liable to ISA for actual damages. There is a rebuttable presumption that Contractor did not knowingly employ an unauthorized alien if Contractor verified the work eligibility status of the employee through the Program.
- 5.25.2 If Contractor employs or contracts with an unauthorized alien but ISA determines that terminating the contract would be detrimental to the public interest or public property, ISA may allow the contract to remain in effect until ISA procures a new contractor.
- 5.25.3 Contractor shall, prior to performing any work, require each subcontractor to certify to Contractor that the subcontractor does not knowingly employ or contract with an unauthorized alien and has enrolled in the Program. Contractor shall maintain on file a certification from each subcontractor throughout the duration of the Project. If Contractor determines that a subcontractor is in violation of this Section 5.24, Contractor may terminate its contract with the subcontractor for such violation.
- 5.25.4 Pursuant to IC 22-5-1.7 a fully executed affidavit affirming that the business entity does not knowingly employ an unauthorized alien and confirming Contractors enrollment in the Program, unless the Program no longer exists, shall be filed with ISA prior to the execution of this Agreement. This Agreement shall not be deemed fully executed until such affidavit is filed with the ISA.

5.26 Key Personnel

Program Manager. CONTRACTOR acknowledges that it's Program Manager(s) and the functional leads for the various service areas shall be considered Key Personnel for the purposes of this Agreement and any associated SOW. CONTRACTOR represents that its initial Key personnel, and any replacement Key personnel, shall be experienced managers who shall be knowledgeable as to ISA's activities and shall direct the efforts in fulfilling CONTRACTOR's obligations under this Agreement. CONTRACTOR will make best efforts to keep the same key personnel for the duration of ISA's Program. CONTRACTOR will make best efforts not to reassign its initial key personnel without ISA's prior written consent, which consent shall not be unreasonably withheld and shall be promptly provided, during the Term of this Agreement or any permitted replacement key personnel during the period beginning on the date such individual commence performing the Services pursuant to the terms and conditions of this Agreement, to other functions if doing so would adversely affect the Services.

Qualified Personnel. CONTRACTOR agrees that each CONTRACTOR employee performing Services in connection with this Agreement (each an "Employee", collectively "Employees") shall have the qualifications and shall fulfill the requirements set forth in this Agreement and as reasonably specified by ISA and agreed by CONTRACTOR from time to time. For each Employee, to the extent permitted by, and

in accordance with, applicable law, CONTRACTOR shall conduct routine reference checks (e.g., work experience). CONTRACTOR agrees that each Employee will be properly trained to perform the Services and is oriented with respect to the written policies and procedures of ISA provided to CONTRACTOR prior to commencement of the Services. ISA shall not be required to pay any fees relating to any Employee prior to such time as the training and orientation referenced in the preceding sentence with respect to such Employee is completed and such Employee commences performing the Services pursuant to the terms and conditions of this Agreement.

Minimum Proficiency Levels. Employees, including the Key Personnel, shall have experience, training, and expertise at least equal to prevalent industry standards applicable to such personnel for their responsibilities in the business in which CONTRACTOR is engaged and shall have sufficient knowledge of the relevant aspects of the Services and the Deliverables to enable them to properly perform the duties and responsibilities assigned to them in connection with this Agreement. Subject to the terms and conditions herein, in the event of a breach by CONTRACTOR of its obligations in respect of the minimum proficiency levels of Employees, CONTRACTOR shall promptly take one or the other (as mutually agreed by the parties) of the following actions: (i) remove and replace any Employee after receipt of notice from ISA that such Employee does not meet the required minimum proficiency levels; or (ii) take appropriate action in respect of any such Employee, including, but not limited to, training to bring such Employee’s proficiency levels in line with such required minimums.

Reassignment. CONTRACTOR shall make best efforts not to reassign any individual designated as Key Personnel during the period beginning on the date such individual commences performing the Services pursuant to the terms and conditions of this Agreement to other functions if doing so would adversely affect the Services. In the event any one of the Key Personnel is reassigned, becomes incapacitated, or ceases to be employed by CONTRACTOR and therefore becomes unable to perform the functions or responsibilities assigned to him or her, CONTRACTOR shall (i) make best efforts within forty-eight (48) hours, to temporarily replace such person with another person properly qualified to perform the functions of such replaced person, and (ii) within one (1) month, permanently replace such replaced person with another person approved by ISA in its reasonable discretion and properly qualified to perform the functions of such replaced person.

Replacement. ISA, on a reasonable basis, shall have the right to require the removal and replacement of any Employee, including the Program Manager and the Key Personnel, at any time during the Term. ISA shall notify CONTRACTOR in writing in the event ISA requires such action. CONTRACTOR shall accomplish any such removal within fourteen (14) calendar days after receipt of notice from ISA and shall promptly replace such person with another person, reasonably acceptable to ISA, with sufficient knowledge and expertise to perform the Services assigned to such individual in accordance with this Agreement. If CONTRACTOR replaces Key Personnel, the new Key Personnel shall, at no cost to ISA, devote sufficient time to becoming familiar with the Project prior to performing Services. In the event ISA makes a reasonable determination that such new Key Personnel is not sufficiently familiar with the Project, CONTRACTOR shall devote such additional time as is necessary to familiarize the new Key Personnel with the Project.

5.27 Method of Payment. Contractor must be willing to accept invoice payments via City/County check, City/County Purchasing Card (Master Card) or Automated Clearing House (ACH) at the City's sole option and discretion. The City/ISA will not be responsible for any card fees or other bank charges incurred by the Contractor.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates subscribed below.

CONTRACTOR NAME ("Contractor")

By: _____ Date: _____

Printed: _____

Title: _____

CONSOLIDATED CITY OF INDIANAPOLIS/MARION COUNTY, INFORMATION SERVICES AGENCY ("ISA")

By: _____ Date: _____
Kevin Ortell, Chief Information Officer

APPROVED AS TO FORM AND LEGALITY:

By: _____ Date: _____
Toae Kim, Assistant Corporation Counsel

{ } APPROVED FOR EXECUTION:

{ } APPROVED AS TO AVAILABILITY OF FUNDING:

By: _____ Date: _____
Jeffrey L. Spalding, Controller

ATTACHMENT A: SCOPE OF SERVICES

In accordance with the terms and conditions of the attached Professional Services Agreement (hereinafter "Agreement") by and between the **Consolidated City of Indianapolis and Marion County, XXXXX** (hereinafter "ISA") and **XXXXXXX** (hereinafter "Contractor"), Contractor shall do, perform, and carry out in a good and professional manner the following services:

E-Verify Affidavit

Pursuant to Indiana Code 22-5-1.7-11, the Contractor entering into a contract with the City is required to enroll in and verify the work eligibility status of all its newly hired employees through the E-Verify program. The Contractor is not required to verify the work eligibility status of all its newly hired employees through the E-Verify program if the E-Verify program no longer exists.

The undersigned, on behalf of the Contractor, being first duly sworn, deposes and states that the Contractor does not knowingly employ an unauthorized alien. The undersigned further affirms that, prior to entering into its contract with the City, the undersigned Contractor will enroll in and agrees to verify the work eligibility status of all its newly hired employees through the E-Verify program.

(Contractor): _____

By (Written Signature): _____

(Printed Name): _____

(Title): _____

Important - Notary Signature and Seal Required in the Space Below

STATE OF _____

SS:

COUNTY OF _____

Subscribed and sworn to before me this _____ day of _____,
20 ____.

My commission expires: _____ (Signed) _____

Residing in _____ County, State of _____

***** END OF SAMPLE CITY-COUNTY PROFESSIONAL SERVICES AGREEMENT**

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9. APPENDIX C: NON-COLLUSION AFFIDAVIT

(PLEASE INCLUDE A FULLY EXECUTED COPY WITH YOUR PROPOSAL)

The Proposer hereby certifies:

1. That this proposal is not affected by, contingent on, or dependent on any other proposal submitted for consideration by the City/County, IN; and
2. That no individual employed by the Proposer was paid or will be paid by any person, corporation, firm, association, or other organization for soliciting the proposal, other than the payment of their normal compensation to persons regularly employed by the Proposer whose services in connection with the making of this proposal were in the regular course of their duties for the Proposer; and
3. That no part of the compensation to be received by the Proposer was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the proposal, other than the payment of their normal compensation to persons regularly employed by the Proposer whose services in connection with the making of this proposal were in the regular course of their duties for the Proposer; and
4. That this proposal is genuine and not collusive or sham; that the Proposer has not colluded, conspired, connived or agreed, directly or indirectly, with any other proposer or person, to put in a sham proposal or to refrain from making a proposal, and has not in any manner, directly or indirectly, sought, by agreement or collusion, or communication or conference, with any person, to fix the proposal price of Proposer or of any other Proposer, or to otherwise restrain freedom of competition, and that all statements in this proposal are true; and
5. That the individual(s) executing this proposal have the authority to execute this proposal on behalf of the Proposer.

Proposer:	
Signature:	
Name (Print/Type):	
Title:	
Street Address:	
City, State, Zip:	

THE UNDERSIGNED, HAVING BID FOR _____

in accordance with notice given by the Purchasing Division and the City of Indianapolis and/or Marion County for such supplies, merchandise, service or contract for and in behalf of himself, or themselves, being first duly sworn says:

That said bidder has not directly or indirectly entered into any combination, collusion, undertaking or agreement relative to the price to be bid by any person, or to prevent any bidder, or bidders, from bidding, or to induce any bidder, or bidders, to refrain from bidding for such supplies, merchandise, service or contract, and that said bid so made is without reference or regard to any other bid, or bids, and without agreement, understanding or combination, either directly or indirectly, with any person or persons, with reference to such bidding in any way or manner whatsoever.

STATE OF _____ } Signed) _____
COUNTY OF _____ } SS:

Subscribed and sworn to before me this _____ day of _____

My commission expires _____
Notary Public (Seal)

Dated at _____
City State Date

FAILURE TO PROPERLY NOTARIZE AND RETURN THIS FORM WILL INVALIDATE YOUR BID

REV - form 4-1028

10. APPENDIX D: INSURANCE AFFIDAVIT

(PLEASE INCLUDE A FULLY EXECUTED COPY WITH YOUR PROPOSAL)

CERTIFICATION OF PROPOSER'S INSURANCE AGENT REGARDING PROPOSER'S ABILITY TO OBTAIN REQUIRED INSURANCE COVERAGE

I hereby certify that my client, as identified below, will be able to meet all of the insurance requirements stated in RFP#51ISA-2, has been advised of any additional costs associated with doing so, and has agreed to obtain such coverages if selected as the successful proposer of the RFP to which my client has responded:

Legal Name of Proposer:

Name/Address/Phone/FAX # of Insurance Agency:

Phone: _____

Name of Agent/Broker (Print):

Signature of Agent/Broker:

11. APPENDIX E: RFP PROCESS WAIVER FORM

(PLEASE INCLUDE A FULLY EXECUTED COPY WITH YOUR PROPOSAL)

In consideration for the opportunity to submit a proposal and to participate in the City/County's Request for Services (RFP) process for IT Sourcing Services (RFP #51ISA-2) ("the RFP") the undersigned Proposer, on behalf of himself and the entity he/she is representing, including the undersigned's officers, employees, contractors, representatives and agents, and others working or acting on behalf of the undersigned, waives any and all rights to challenge, dispute or contest the selection process employed by the City/County, its officials, employees, contractors and agents, and others working or acting on behalf of the undersigned (collectively "the City/County") in connection with the "Best and Final Offer" ("BAFO) evaluation tier of the RFP and the price scoring criteria, evaluation and scoring of the price criteria of the RFP evaluation criteria in the evaluation and selection by the City/County of any proposals pursuant to the RFP (collectively "the RFP Pricing Process") by any legal or equitable action, administrative hearing for proceeding, arbitration proceeding, alternative dispute resolution process or in any other manner. This waiver specifically includes a covenant not to sue the City/County and a waiver of any and all claims, cause of action for damages, whatsoever, demands, liabilities, damages, losses, costs and expenses of any nature whatsoever, known or unknown, fixed or contingent, arising out of or related to RFP Process.

Proposer acknowledges and agrees that the City/County will review the Proposer's proposal and any other proposals, administer the RFP Pricing Process, make decisions or refrain from making decisions in connection therewith in its sole and absolute discretion without liability of any nature whatsoever to Proposer. The decision of the City/County and actions taken by the City/County shall be final and binding upon the Proposer, its successors and assigns.

The Proposer will indemnify, defend and hold the City/County harmless from and against any and all claims, suits, damages, liabilities, losses, costs, and expenses, including but not limited to, actual attorney's fees and expert fees and expenses incurred by the City/County in connection with any challenge by the Proposer to the RFP or the RFP Pricing Process or breach of the provisions of this waiver.

This waiver is intended to waive conclusively and without recourse important legal rights that might otherwise be available to the proposers to this RFP. Any proposer acknowledges this by execution of this waiver and further acknowledges that the proposer had, or waived voluntarily, the right to have this waiver reviewed by legal counsel of their choosing prior to responding to this RFP.

Date: _____

PROPOSER SIGNATURE

By: _____

Title: _____

(if a corporate entity, attach resolution authorizing the execution of this Waiver)

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12. APPENDIX F: RFP SUBMISSION CHECKLIST

(PLEASE INCLUDE A FULLY EXECUTED COPY WITH YOUR PROPOSAL)

RFP Submission Checklist

<input type="checkbox"/>	Everyone involved in putting together the response has read and understood the requirements
<input type="checkbox"/>	Vendor(s) has included addendums for the RFP found on the City's web site in the proper response section
<input type="checkbox"/>	The response format follows the order provided in Section 2 "Proposal Format and Order"
<input type="checkbox"/>	The response addresses everything asked for, particularly those things in the "Scope of Services" in Section 2.3 of the "Proposal Format and Order"
<input type="checkbox"/>	The "Letter of Transmittal" has been completed, <u>signed</u> and attached in the appropriate order
<input type="checkbox"/>	Vendor has reviewed the Sample Service Agreement in Appendix B and listed any exceptions to the agreement in their written response.
<input type="checkbox"/>	All required appendixes, forms and attachments have been included as stipulated in the document, namely:
<input type="checkbox"/>	Appendix C: Non-Collusion Affidavit
<input type="checkbox"/>	Appendix D: Insurance Affidavit
<input type="checkbox"/>	Appendix E: RFP Process Waiver Form
<input type="checkbox"/>	Appendix F: This RFP Submission Checklist
<input type="checkbox"/>	The appropriate number and type of copies have been produced and readied for submission, namely 1 original and 11 copies of the proposal and 1 original and one copy of the cost workbook along with one CD for each of the two areas as well. (See Section 1.5 for details)
<input type="checkbox"/>	Appropriate packaging and labeling per 2.2 of the "Instructions for Proposal Submittal"
<input type="checkbox"/>	The response allows for more than sufficient time for submission prior to the deadline
<input type="checkbox"/>	The response is being delivered by hand, courier or mail, <u>not by fax or e-mail</u>

13. APPENDIX G: EXHIBIT TABLES

13.1 LOCATIONS WHERE IT SERVICES ARE PROVIDED (2012 DATA)

Locations Where IT Services are Provided (2012 Data)	
Site Location	Address
IMPORTANT: Site Location is based on list of Voice Circuits. NOT the NUMBER of users or desktops. Approximately 208 physical locations are included in the support requirements of IT and this RFP scope. PRIMARY and MAJORITY of IT support work resides at the CCB.	
RING2 Henry St - IGC	100 N Senate
RING2 Henry St - Wishard	1001 W 10th St
IFD 19	1004 S White River
IFD 28	10190 E. 86th 46256
IMPD EAST ROLL CALL WASHINGTON SQ	10202 E Washington
IFD 55	10515 E Thompson Rd 46239
IFD 45	10601 E 30th St 46229
IFD 41	10750 E. 10th St.
IFD Quartermaster (old IFD 26)	1080 E Hanna Ave
IFD 52	11224 House Street 46259
DPR Pride Park	1129 Vandeman St
RING1 IMPD SE - IFD 3	1136 E Prospect
RING1 IMPD SE - 1147 MADISON	1147 MADISON
IMPD South East 1150 S Shelby	1150 S Shelby
901 N Post - Disaster Recovery Site	1180 Kentucky Ave
CCB - 120 E Market	120 E Market
PUB DPW 1200 Madison Public Internet	1200 S Madison
CCB - 129 E. Market	129 E Market
IFD 42	1302 S Franklin Rd 46239
DPR 1313 S. Post Rd Community Park	1313 S. Post Rd 46239
Community Corrections	140 E Washington St
DPR LASHONNA BATES	1450 S. Reisner
IFD 20	1452 N Emerson
40 S ALABAMA - 147 E. Maryland	147 E Maryland
DPR KUNTZ STADIUM	1502 W 16th
CCB - Gold Building 151 N. Delaware	151 N Delaware
DPR Broad Ripple Admin / POOL	1550 Broad Ripple Ave
IFD 06	1599 E 86th St
IMPD 1605 E 86TH NORTH ROLLCALL	1605 E 86th
DPR BROAD RIPPLE FAMILY CENTER	1610 Broad Ripple Ave
DPR Douglass Park - Cisco 1841	1616 E 25th
IFS Fleet Services W 30th	1651 W 30th
IFD 25	17 S Sheridan
IFD 04 temp location	1707 W 86th St
RING1 MECA - IFD11	1715 E Washington

Locations Where IT Services are Provided (2012 Data)	
Site Location	Address
IMPORTANT: Site Location is based on list of Voice Circuits. NOT the NUMBER of users or desktops. Approximately 208 physical locations are included in the support requirements of IT and this RFP scope. PRIMARY and MAJORITY of IT support work resides at the CCB.	
DPR RHODIUS PARK	1720 W Wilkens
DPW 1725 S West St	1725 S West St
DPR JTV Hill	1806 Columbia
DPR MUNICIPAL GARDENS	1831 Lafayette Rd
COMMUNITY CORR DUVAL LUDLOW	1848 Ludlow
IFD 01	1905 W 10th
IFD 64	1925 W. Edgewood Ave 46217
CCB 200 E Washington new Headend	200 E Washington
DPW 2001MLK	2001 MLK
DHS @ ROC	201 N Shadeland Ave
IMPD Julian Center data only - 1841	2011 N. Meridian
IFD 12	2151 W Kessler
DPR GARFIELD FAMILY POOL	2345 Pagoda Dr
DPR WATKINS	2360 MLK
DPR RIVERSIDE PARK	2420 N. Riverside
IMPD Juvenile 2421 N Keystone	2421 N Keystone
CS Flanner - Cisco 881	2424 Martin Luther King
DPR GARFIELD ARTS BUILDING	2432 Conservatory Dr
IFD 30	2440 N Tibbs
DPR GARFIELD CONSERVATORY	2450 S Shelby
PUB Juvenile Kiosk+Public+RFID ASA5505	2451 N Keystone
IFD 21	2508 E 71st
PROS 251 E OHIO VOICE BACKUP	251 E Ohio
PROB Probation East	2525 N. Shadeland
DPW 2700 S Belmont	2700 S Belmont
DPR WASHINGTON PARK	2801/3030 E 30th
IFD 27	2918 E 10th
DPR BETHEL PARK	2945 E Minnesota
IFD 14	2960 Kenwood
IFD 10	2970 N Sherman 46218
PODSS 310	29th & MLK
IFD FIRE PREVENT	300 E Fall Creek
IFD 22	3019 Andrew J Brown
IMPD Blackburn Terrace	3091 Baltimore Ave
IMPD North	3120 E 30th
MCSO Warrants	3125 Concord Ct
IFD 33 - 1841	3430 Moeller
DPR BROOKSIDE PARK 3500 Brookside	3500 Brookside
PUB PROB NORTH KIOSK	3500 N Lafayette
IFD 15	3502 Prospect

Locations Where IT Services are Provided (2012 Data)	
Site Location	Address
IMPORTANT: Site Location is based on list of Voice Circuits. NOT the NUMBER of users or desktops. Approximately 208 physical locations are included in the support requirements of IT and this RFP scope. PRIMARY and MAJORITY of IT support work resides at the CCB.	
ASSR West - 1841	351 N. Transfer
ELECTION BOARD	3737 E Washington St
Decatur 74	3750 Foltz 46221
IMPD Northwest	3821 Industrial Blvd
HEALTH AND HOSPITAL	3838 N. RURAL
IMPD Downtown Union Station	39 Jackson Pl
IMPD Investigations	3910 Culligan Ave
DPW 3915 E 21st St	3915 E 21st
PROB Probation South S Madison	3920 Madison
CCB - 40 S ALABAMA	40 S Alabama
Pike FD113	4009 W. 86th 46268
ROC GigAMan	401 N Shadeland
IFD 08	4045 E 56th St
IFD 02	4120 N Mitthoeffer
PROS Phoenix Apartments	4148 Edgemere Ct.
FAC 4150 N KEYSTONE	4150 N Keystone Ave
IFD 63	4155 E. Stop 11 Rd 46237
IFD 31	4155 N College
IFD 18	42 N Warman
DPR CHRSTIAN PARK	4200 English Ave
IMPD Youth 4201 N College	4201 N College
IFD 13	429 W Ohio
IMPD	440 N Meridian
CS Prosecutor Lawrence Township	4455 McCoy St
DPR PERRY PARK	451 E Stop 11
EXT U S Marshal AT&T DSL 877-722-3755	46 E Ohio
DPR THATCHER POOL	4649 W Vermont
SCADA to 47S. State	47 S. State
Pike FD114	4750 W 52nd St
LFD 39	4751 N. Richardt 46226
Pike 111 (HQ)	4881 W. 71st 46268
LFD 37	4902 N. German Church 46235
IFD 61/Battalion/Perry Gov. Ctr	4925 S Shelby
CCB - 500 S. Capitol Lucas Stadium	500 S. Capitol
CCB - 521 W. McCarty CORONER	521 W McCarty
Assessor South circuit #1	5226 Elmwood
Butler PD installed 7/2/2010	525 W. Hampton
DPR ELLENBERGER	5301 E St Clair
TRUSTEE Wash. Twp. Trustee - 1841	5302 N Keystone Ave
Pike FD114 moved to 4750 W 52nd St	5355 Lafayette Rd 46254

Locations Where IT Services are Provided (2012 Data)	
Site Location	Address
IMPORTANT: Site Location is based on list of Voice Circuits. NOT the NUMBER of users or desktops. Approximately 208 physical locations are included in the support requirements of IT and this RFP scope. PRIMARY and MAJORITY of IT support work resides at the CCB.	
PROS CS - WAYNE TWP	5401 W Washington
Decatur 71 (HQ)	5410 S High School Rd 46221
IMPD MOUNTED PATROL	55 N Tibbs
IMPD SouthWest 551 N King	551 N King
IFD 24	5520 E 38th
IFD HQ	555 N New Jersey
IFD 16	5555 N Illinois
DPR SOUTHEAST WAY FAMILY CENTER	5624 Carroll Rd
Speedway 202 added 2/18/11	5639 W. 25th 46224
DPR EC SOUTHGATE	5700 Eagle Creek Pkwy
IMPD AIRPORT DRUG INTERDICTION	5726 Professional Cir
Ext FBI added 4/19/11	575 N. Penn
IMPD PISTOL	5820 N High School
IFD61 TO PERRY GOV CENTER	5900 S SHELBY
DPR EC Earth Discovery Center	5901 Delong
PUB DPR 601 E. 17th CALL CENTER	601 E 17th
DPR CUSTOMER CALL CENTER	601 E 17th St
IFD 29	602 E Pleasant Run
DPR KRANNERT POOL	605 S High School
DPR EC Enviro Education (ex roll call)	6057 N Delong
IFD 53	6231 S Arlington 46237
IFD 9	6260 E. 86th 46250
IFD 32	6330 Guliford
DPR HOLLIDAY PARK	6349 Springmill
DPR BROAD RIPPLE PARK MAINT	6380 N Evanston
Bighthouse DNS	65.24.0.168 / 65.24.0.169
DPR Windsor Village	6510 E 25th St
DPR EC NATURE/Ornithology/Lilly Lodge	6515 Delong
APC - LIBERTY HALL	675 E Washington
Clerk Records 68 N Gale	68 N Gale St
DPW Maint 6820 E 32nd	6820 E 32nd St
DPR EC NORTHGATE	6901 Eagle Creek Pkwy
IMPD 700 N HIGH SCHOOL	700 N High School
Pike FD 112	7002 Lafayette Rd 46278
IFD 17	7139 E. 75th 46256
Pike FD115	7221 W 46th 46254
RING1 1147 MADISON - HENRY	733 Henry St
IFD 44	7345 E 30th St 46219
Assessor East circuit #1	7363 E 21st St
IFS Fire Maint Open until 3:30 PM	7403 E 30th St 46219

Locations Where IT Services are Provided (2012 Data)	
Site Location	Address
IMPORTANT: Site Location is based on list of Voice Circuits. NOT the NUMBER of users or desktops. Approximately 208 physical locations are included in the support requirements of IT and this RFP scope. PRIMARY and MAJORITY of IT support work resides at the CCB.	
IFD 62	7447 S. Meridian St.
IFD SURVIVE ALIVE	748 E Mass
APC - Jail2	750 E Washington
DPR EC MAINT	7500 W 62
IMPD APC BACKUP	752 E Market
IFD 43	7604 E 10th St 46219
IFD/LFD 36	7620 N. Oaklandon Rd 46236
IMPD MDTF - 1841	777 Bates St.
DPR EC ADMIN	7840 W 56th
DPR Glens Valley	8015 Bluff Rd 46217
IFD 54	8025 Combs Rd 46237
Airport Operations Center (AOC)	8101 S. Service Rd
Marion County Traffic Court	8115 E Washington St
IFD URBAN SEARCH & RESCUE	8309 Perimeter Rd
Decatur 72	8315 W. Mooresville Rd
DPR INDY ISLAND POOL	8575 E Raymond
CS Center Twp - Cisco 881	863 Massachusetts Ave
IMPD TA new GigAMan	901 N Post Rd
COMMUNITY COURT FACILITY	902 Virigina Ave
Assessor North	951 E 86th St, Executive Park
LFD 40	9530 E. 59th Street 46216
IFD 23	975 Burdsall Pkwy
IFD Task Force 1	980 Western Dr
Jail - Heliport	E Washington
TOTAL PHYSICAL LOCATIONS:	208

13.2 SUPPORTED WORKSTATIONS: DESKTOP SERVICES

Supported "In Service" Workstations: Desktop Services			
Type	Manufacturer	Model	Quantity
Computer	Dell Inc.	OptiPlex 210L	230
Computer	Dell Inc.	OptiPlex 210L	2
Computer	Dell Inc.	OptiPlex 320	44
Computer	Dell Inc.	OptiPlex 330	2
Computer	Dell Inc.	Optiplex 360	1516
Computer	Dell Inc.	Optiplex 360	2
Computer	Dell Inc.	OptiPlex 380	958
Computer	Dell Inc.	Optiplex 380	451

Supported "In Service" Workstations: Desktop Services			
Type	Manufacturer	Model	Quantity
Computer	Dell Inc.	OptiPlex 390	15
Computer	Dell Inc.	Optiplex 735MT	1
Computer	Dell Inc.	OptiPlex 740	2
Computer	Dell Inc.	OptiPlex 740 Enhanced	2
Computer	Dell Inc.	OptiPlex 745	39
Computer	Dell Inc.	OptiPlex 745	1
Computer	Dell Inc.	Optiplex 745MT	1
Computer	Dell Inc.	OptiPlex 755	1540
Computer	Dell Inc.	OptiPlex 755	4
Computer	Dell Inc.	Optiplex 755MT	8
Computer	Dell Inc.	Optiplex 755MT	1
Computer	Dell Inc.	OptiPlex 760	3
Computer	Dell Inc.	OptiPlex 780	18
Computer	Dell Inc.	Optiplex 780	1
Computer	Dell Inc.	Optiplex 780	2
Computer	Dell Inc.	OptiPlex 790	14
Computer	Dell Inc.	OptiPlex 960	1
Computer	Dell Inc.	OptiPlex 990	1
Computer	Dell Inc.	OptiPlex GX110	1
Computer	Dell Inc.	OptiPlex GX240	2
Computer	Dell Inc.	OptiPlex GX260	12
Computer	Dell Inc.	OptiPlex Gx260	9
Computer	Dell Inc.	OPTIPLEX GX260	2
Computer	Dell Inc.	Optiplex GX260MT	1
Computer	Dell Inc.	OptiPlex Gx270	11
Computer	Dell Inc.	OptiPlex GX270	1
Computer	Dell Inc.	OptiPlex GX280	11
Computer	Dell Inc.	OptiPlex GX520	70
Computer	Dell Inc.	OptiPlex GX520	3
Computer	Dell Inc.	Optiplex GX520	1
Computer	Dell Inc.	OptiPlex GX620	37
Computer	Dell Inc.	Optiplex Gx745	7
Computer	Dell Inc.	Optiplex GX745	3
Computer	Dell Inc.	OPTIPLEX SX270	5
Computer	Dell Inc.	Precision 470	1
Computer	Dell Inc.	Precision WorkStation 370	1
Computer	Dell Inc.	Precision WorkStation 530 MT	1
Computer	Dell Inc.	Precision WorkStation 650	1
Computer	Dell Inc.	Precision WorkStation 670	1
Computer	Dell Inc.	Precision WorkStation R5500	6

Supported "In Service" Workstations: Desktop Services			
Type	Manufacturer	Model	Quantity
Computer	Dell Inc.	Precision WorkStation R5500	1
Computer	Dell Inc.	Precision WorkStation T3500	14
Computer	Dell Inc.	Precision WorkStation T5400	3
Computer	Dell Inc.	Precision WorkStation T5500	11
Computer	Dell Inc.	Precision WorkStation T7400	4
Computer	Dell Inc.	Precision WorkStation T7500	5
Computer	Dell Inc.		1
Computer	Hewlett-Packard	VECTRA VL420	1
Computer	Dell Inc.	Vostro 360	6
Computer	Dell Inc.	Vostro 360 All-in-One	1
Computer	Dell Inc.	Vostro 420	2
Thin Client	WYSE	vx0	1
Thin Client	WYSE	Winterm	2
Thin Client	WYSE	Winterminal	6
Thin Client	WYSE	Wyse Winterm	1
Thin Client	WYSE	x150se	10
Thin Client	WYSE	x150SE	1
Thin Client	WYSE	x150SE	1
Computer	Dell Inc.	XFR2	1
Thin Client	WYSE	9150	1
Computer	IBM	8191B2U	1
Thin Client	WYSE	902138-31L	9
Computer	LENOVO	9702A5U	1
Computer	Matsushita Electric Industrial Co.	CF-29EWPGRKM	2
Computer	Panasonic Corporation	CF-31JAGAX1M	2
Computer	HP	Compaq tc4400	1
Computer	Dell Inc.	Dell DV051	1
Computer	DLI	DLI 8400	1
Computer	DLI	DLI8400	18
Computer	INTEL	DP45SG	1
Computer	DVLINE	DV WORKSTATION	1
Computer	Dell Inc.	E6400	4
Computer	Dell Inc.	E6420	1
Computer	Hewlett-Packard	HP Compaq 6200 Pro SFF PC	1
Computer	Hewlett-Packard	HP xw4600 Workstation	1
Computer	Intel	Intel	1
Computer	Apple	iPad	1
Computer	Motion Computing	LE1700	6
Computer	Dell Inc.	M4600	49
Computer	Dell Inc.	M6400	1

Supported "In Service" Workstations: Desktop Services			
Type	Manufacturer	Model	Quantity
Thin Client	WYSE	Model VX0	2
Thin Client	WYSE	Model VX0	1
Computer	MOTO	MW800-P2	1
Computer	OCEAN SYSTEMS	ND	1
Computer	Dell Inc.	Precision T1500	2
Computer	Dell Inc.	Precision T5500	1
Computer	Dell Inc.	Precision T7500	1
Computer	Intel	SE7210TP1-E	3
		TOTALS:	5,234

13.3 SUPPORTED LAPTOPS: DESKTOP SERVICES

Supported "In Service" Laptops: Desktop Services			
Type	Manufacturer	Model	Quantity
Computer	Hewlett-Packard	HP EliteBook 8460p	1
Computer	Hewlett-Packard	HP EliteBook 8470p	2
Computer	Hewlett-Packard	HP EliteBook 8730w	1
Computer	Hewlett-Packard	HP Folio 13 - 2000 Notebook PC	1
Computer	Dell Inc.	Latitude 13	1
Computer	Dell Inc.	Latitude 2110	7
Computer	Dell Inc.	Latitude D420	1
Computer	Dell Inc.	Latitude D430	1
Computer	Dell Inc.	Latitude D520	1
Computer	Dell Inc.	Latitude D600	10
Computer	Dell Inc.	Latitude D600	2
Computer	Dell Inc.	Latitude D610	4
Computer	Dell Inc.	Latitude D620	31
Computer	Dell Inc.	Latitude D620	8
Computer	Dell Inc.	Latitude D630	429
Computer	Dell Inc.	Latitude D630	2
Computer	Dell Inc.	Latitude D810	1
Computer	Dell Inc.	Latitude D820	2
Computer	Dell Inc.	Latitude D830	3
Computer	Dell Inc.	Latitude E4300	109
Computer	Dell Inc.	Latitude E4300	7
Computer	Dell Inc.	Latitude E4310	1
Computer	Dell Inc.	Latitude E5500	7
Computer	Dell Inc.	Latitude E6400	262
Computer	Dell Inc.	Latitude E6400	4

Supported "In Service" Laptops: Desktop Services			
Type	Manufacturer	Model	Quantity
Computer	Dell Inc.	Latitude E6400XFR	18
Computer	Dell Inc.	Latitude E6410	1702
Computer	Dell Inc.	Latitude E6410	180
Computer	Dell Inc.	Latitude E6420	116
Computer	Dell Inc.	Latitude E6420	3
Computer	Dell Inc.	Latitude E6420	13
Computer	Dell Inc.	Latitude E6500	12
Computer	Dell Inc.	Latitude E6500	1
Computer	Dell Inc.	Latitude X300	1
Computer	Dell Inc.	Latitude XT	22
Computer	Dell Inc.	Latitude XT	1
Computer	Dell Inc.	Latitude XT2	47
Computer	Dell Inc.	Latitude XT2	2
Computer	Dell Inc.	Latitude XT2 XFR	6
Computer	Dell Inc.	Latitude Z600	1
Computer	Dell Inc.	Precision M4400	1
Computer	Dell Inc.	Precision M4500	5
Computer	Dell Inc.	Precision M4600	9
Computer	Dell Inc.	Precision M6400	5
Computer	Dell Inc.	Precision M6500	4
Computer	Dell Inc.	Precision M6600	6
Computer	Dell Inc.	Precision M90	1
Computer	Dell Inc.	Precision M90	1
Computer	Dell Inc.	Precision Mobile M4400	3
Computer	Dell Inc.	Precision Mobile M4400	1
Computer	TOSHIBA	Satellite M45	1
Computer	TOSHIBA	Satellite Pro 4600	1
		TOTALS:	3,061

13.4 SUPPORTED MONITORS, DOCKING STATIONS, ETC

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Docking Station	DELL	D/Port	11
Docking Station	Dell	130W	11
Docking Station	DELL	PDX	9
Docking Station	Dell Inc.	130W	8
Docking Station	DELL	NA	7
Docking Station	Motion Computing	LE Series FlexDock	5

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Docking Station	Dell	CP103	5
Docking Station	Dell	PR12S	4
Docking Station	Dell	E/Doc	3
Docking Station	EXTENDED SYSTEMS	ESIPRT708A	3
Docking Station	Dell	D/Dock	3
Docking Station	Dell	PR01X	3
Docking Station	DELL	PR04S	3
Docking Station	DELL	PR125	3
Docking Station	DELL	PK01X	3
Docking Station	Dell	PR03X	2
Docking Station	DELL	PD01X	2
Docking Station	FUJITSU	CP13579501	1
Docking Station	Dell	PRO3X	1
Docking Station	Dell Inc.	PR12S	1
Docking Station	COMPAQ	PP1006	1
Docking Station	Dell	D/Doc	1
Docking Station	Dell Inc.	130W Advanced	1
Docking Station	DELL	310-2854	1
Docking Station	DELL	Convertible dock	1
Docking Station	Dell	N/A	1
Docking Station	DELL	PR115	1
Docking Station	Dell	UD338	1
Docking Station	HEWLETT PACKARD	PA286A	1
Docking Station	Dell	310-2873	1
Docking Station	Dell	POR3X	1
Docking Station	Dell	W130	1
Docking Station	Dell Inc.	E/Port Plus	1
Docking Station	DELL Inc.	PR01X	1
Monitor	Dell	1708FP	1629
Monitor	Dell	1908FPB	904
Monitor	Dell Inc.	1909W	500
Monitor	Dell Inc.	E1911	428
Monitor	Dell Inc.	P1911	424
Monitor	Dell Inc.	1708FP	213
Monitor	Dell	1707FP	122
Monitor	Dell	1909W	113
Monitor	Dell Inc.	U2410	95
Monitor	Dell Inc.	1707FP	86
Monitor	DELL	1702FP	63
Monitor	Dell Inc.	1707FPT	62

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell	1908WFP	57
Monitor	Dell Inc.	1707FPC	52
Monitor	DELL	1704FPTT	44
Monitor	Dell	1908FP	43
Monitor	Dell Inc.	1504FP	41
Monitor	Dell Inc.	1800FP	39
Monitor	NEC	LCD3090WQXI-BK	37
Monitor	Dell Inc.	1901FP	35
Monitor	Dell Inc.	1704FPTT	34
Monitor	Dell Inc.	P2212H	31
Monitor	Dell	P190S	29
Monitor	DELL	1504FP	28
Monitor	Dell Inc.	1704FPVT	27
Monitor	Dell Inc.	U3011	25
Monitor	Dell	2007FP	25
Monitor	DELL	2007FPB	25
Monitor	Dell Inc.	2001FP	24
Monitor	Dell	2408WFP	24
Monitor	Dell Inc.	1908FPB	22
Monitor	Dell	1907FP	20
Monitor	NEC	32" FP	19
Monitor	DELL	1800FP	16
Monitor	Dell Inc.	P190S	16
Monitor	Dell Inc.	2000FP	15
Monitor	DELL	1901FP	15
Monitor	Dell Inc.	1905FP	15
Monitor	Dell	Dell 1909w	15
Monitor	Dell Inc.	1702FP	14
Monitor	DELL	2001FP	14
Monitor	Dell Inc.	2005FPW	14
Monitor	DELL	1905FP	13
Monitor	DELL	1907FPT	13
Monitor	Dell	30WHCY3	13
Monitor	Dell	2208W3Y	12
Monitor	COMPAQ	PE1121	12
Monitor	Dell Inc.	2007FP	12
Monitor	Dell Inc.	1704FPVS	12
Monitor	Dell Inc.	1703FPT	11
Monitor	Dell Inc.	1505FP	10
Monitor	DELL	1703FPS	10

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell Inc.	1703FPS	9
Monitor	DELL	M782	9
Monitor	COMPAQ	PE1124T	9
Monitor	DELL	1704FPVT	9
Monitor	Dell Inc.	M782	9
Monitor	Dell Inc.	1503FP	8
Monitor	Dell Inc.	P170S	8
Monitor	DELL	P793	8
Monitor	Dell	S2408W3	8
Monitor	HP	D8904A	8
Monitor	Dell	S2409W	7
Monitor	Dell	1708FPB	7
Monitor	Dell	1704FPT	7
Monitor	DELL	M770	6
Monitor	Dell Inc.	P793	6
Monitor	COMPAQ	PE1123	6
Monitor	Dell Inc.	2024LCD	6
Monitor	Dell	S2409W3	6
Monitor	DELL	2000FP	6
Monitor	Dell	2707 WFP	5
Monitor	Dell Inc.	1900FP	5
Monitor	Dell	2709W	5
Monitor	Dell	1708 FPt	5
Monitor	HP	17" Rack mount LCD Monitor	5
Monitor	Dell	U2410	5
Monitor	Dell	20073YR	5
Monitor	Dell	20007FPb	5
Monitor	DELL	1900FP	5
Monitor	DELL	E173FPF	5
Monitor	NEC	JC1739VMW	5
Monitor	Dell	G2410 24"	4
Monitor	Dell Inc.	1907FP	4
Monitor	Dell	1503FP	4
Monitor	Dell Inc.	P2411H	4
Monitor	Dell Inc.	P2412Hb	4
Monitor	DELL	1505FP	4
Monitor	Dell	1907FPv	4
Monitor	Dell	G2410H	4
Monitor	Dell	Ultrasharp	4
Monitor	SAMSUNG	ML15NSASS	4

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell	1709WFP	4
Monitor	Dell	19083YR	4
Monitor	Dell Inc.	2407WFP	4
Monitor	Dell Inc.	D825HT	4
Monitor	Samsung	LN40A550	4
Monitor	SONY	CPD300SFT	3
Monitor	Dell Inc.	1907FPT	3
Monitor	Dell Inc.	U2412M	3
Monitor	Dell Inc.	P2211H	3
Monitor	COMPAQ	EO1007	3
Monitor	Dell	2208WFP	3
Monitor	Dell	52" LCD	3
Monitor	HEWLETT PACKARD	D8904A	3
Monitor	Dell	W3207C - 32"	3
Monitor	COMPAQ	620	3
Monitor	COMPAQ	PE1132	3
Monitor	Dell Inc.	U2711	3
Monitor	Phillips	47PFL5704D	3
Monitor	DELL	P992	3
Monitor	DELL	D1226H	3
Monitor	Dell Inc.	1708FPt	3
Monitor	Dell	P170S	3
Monitor	Dell	W3207C	3
Monitor	NEC	AS70	3
Monitor	NEC	L182R4	2
Monitor	Viewsonic	N1630W	2
Monitor	Dell Inc.	2405FPW	2
Monitor	Dell	P109S	2
Monitor	DELL	3007WFP	2
Monitor	Dell	Dell Ultrasharp 2007FP	2
Monitor	Dell	1707FPt	2
Monitor	Dell Inc.	P1130	2
Monitor	DELL	P990	2
Monitor	Dell	320-4565	2
Monitor	Dell	1908FPt	2
Monitor	Dell	1909Wb	2
Monitor	Dell	24 FP	2
Monitor	DELL	2407WFPB	2
Monitor	Dell	2009W	2
Monitor	Sony	KDL52S5100	2

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell Inc.	19083YR	2
Monitor	Dell Inc.	D1626HT	2
Monitor	COMPAQ	PE1126	2
Monitor	COMPAQ	612	2
Monitor	AST	RM07F11	2
Monitor	Dell	1707 FP	2
Monitor	Dell	1703FP	2
Monitor	CTX	VL700	2
Monitor	DELL	D1028L	2
Monitor	Dell	E2009W	2
Monitor	DELL	E248WFPB	2
Monitor	DELL	2005FPW	2
Monitor	Dell	2407 WFPB	2
Monitor	LG Electronics	42LG50DC	2
Monitor	NEC	LCD3210-BK-IT	2
Monitor	Sony	FWDS42E1	2
Monitor	Dell	2407FP	2
Monitor	Dell	FP182	2
Monitor	COMPAQ	PE1125T	2
Monitor	COMPAQ	PE1150	2
Monitor	DELL	1708FPT	2
Monitor	Dell Inc.	D1028L	2
Monitor	Dell Inc.	M783S	2
Monitor	DIGITAL	PCXBVPC	2
Monitor	Dell Inc.	1704FP	2
Monitor	Dell Inc.	1708FPb	2
Monitor	NEC	FE2111SBK	2
Monitor	SUN	GH18PS	2
Monitor	Viewsonic	N4285P	1
Monitor	VIEWSONIC	VCDTS232848M	1
Monitor	NEC	LCD2010XBK	1
Monitor	Samsung	225UW	1
Monitor	SAMSUNG	GHS17LS	1
Monitor	Sony	KDL32xBR6	1
Monitor	Sharp	LC52D65U	1
Monitor	Dell	S2409WFP	1
Monitor	Dell Inc.	E770S	1
Monitor	Dell Inc.	D1025HT	1
Monitor	Dell Inc.	2007FPB	1
Monitor	Dell Inc.	2007WFP	1

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell Inc.	2407W3Y	1
Monitor	Gateway	700069CS	1
Monitor	Gateway	CPD17F23	1
Monitor	HEWLETT PACKARD	P9620A	1
Monitor	Dell Ultrasharp	1908FP	1
Monitor	HP	PL766A8	1
Monitor	KOREA DATA SYSTEMS	VS7	1
Monitor	Dell Inc.	M993C	1
Monitor	Dell Inc.	P2412H	1
Monitor	Dell Inc.	U2221HT	1
Monitor	Dell Inc.	U2411	1
Monitor	DELL	1709FP	1
Monitor	Dell	20224LCD	1
Monitor	Dell	1704 FPt	1
Monitor	Dell	1708FPBK	1
Monitor	DELL	M991	1
Monitor	DELL	M992	1
Monitor	DELL	P1110	1
Monitor	Dell	2707W	1
Monitor	Dell	P2210	1
Monitor	Dell	2407 WFP	1
Monitor	Dell	CN0C182J74445935CHNS	1
Monitor	DELL	D828L	1
Monitor	Dell	E1709WFP	1
Monitor	VIZIO	VA370M	1
Monitor	NOBILIS	A1554NEL	1
Monitor	HEWLETT PACKARD	D8910	1
Monitor	HP	D8901A	1
Monitor	Dell	2407W3Y	1
Monitor	Dell	24WFP	1
Monitor	DELL	828FI	1
Monitor	Dell	2024LCD	1
Monitor	Dell	1908FB	1
Monitor	Dell	Dell Ultrasharp 2007	1
Monitor	Dell	P2211H	1
Monitor	Dell	ST2410	1
Monitor	Dell Inc.	1703FP	1
Monitor	Dell Inc.	1704FPT	1
Monitor	Dell	Ultrasharp 2007FP	1
Monitor	Dell	V70	1

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell Inc.	3001	1
Monitor	Dell Inc.	D1728DLS	1
Monitor	DIGITAL	PCXBVPE	1
Monitor	DIGITAL	VRC16	1
Monitor	DII Inc.	Pseries 2411H	1
Monitor	Dell	1504 FP	1
Monitor	COMPAQ	PE1141	1
Monitor	DELL	1704FP	1
Monitor	ACER	AL1714B	1
Monitor	COMPAQ	620T	1
Monitor	COMPAQ	C01015U	1
Monitor	COMPAQ	PE1140	1
Monitor	Compaq	V70	1
Monitor	DELL	17008FP	1
Monitor	ALT TECHNOLOGIES	VM17E	1
Monitor	COMPAQ	610	1
Monitor	Dell Inc.	E773C	1
Monitor	Dell Inc.	M770	1
Monitor	Dell Inc.	M991	1
Monitor	Dell Inc.	M992	1
Monitor	Dell Inc.	1908FP	1
Monitor	Dell Inc.	200FP	1
Monitor	Dell Inc.	Ultrasharp 2407WFP	1
Monitor	DIGITAL	VRT17HA	1
Monitor	HEWLETT PACKARD	D8903A	1
Monitor	HP	D2842A	1
Monitor	Dell Inc.	Pseries 2411H	1
Monitor	Dell Inc.	SL340	1
Monitor	ViewSonic	VA2431wm	1
Monitor	VIEWSONIC	VCDTS215522M	1
Monitor	ViewSonic	VG2436wm-LED	1
Monitor	NEC	a700	1
Monitor	NEC	CRT	1
Monitor	NEC	JC2141UMA3	1
Monitor	NOKIA	447W058	1
Monitor	Samsung	SyncMaster P2570	1
Monitor	DELL	20WFP	1
Monitor	Dell	2704FPW	1
Monitor	Dell	2707 WF	1
Monitor	Dell	2707WFP	1

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell	190S	1
Monitor	Dell	2007 WFPB	1
Monitor	Dell	1908FBb	1
Monitor	DELL	D1528LS	1
Monitor	DELL	D1626HT	1
Monitor	Dell	E2009Wt	1
Monitor	Dell	G2410	1
Monitor	DELL	P1130	1
Monitor	Dell Inc,	1708FPt	1
Monitor	Dell Inc.	1907FPc	1
Monitor	Dell Inc.	1707fpd	1
Monitor	Dell Inc.	1708FPBK	1
Monitor	Dell	1709 FP	1
Monitor	Dell	2005FP	1
Monitor	Dell	2408	1
Monitor	Dell	Dell 190S	1
Monitor	Dell	ST2320L	1
Monitor	Dell Inc	U2410	1
Monitor	Dell Inc.	1908ST	1
Monitor	Dell Inc.	1708 FPb	1
Monitor	Dell Inc.	2407 WFPB	1
Monitor	Dell Inc.	2707WFP	1
Monitor	Dell Inc.	828FI	1
Monitor	Dell Inc.	D1025TM	1
Monitor	Dell Inc.	D1226H	1
Monitor	Dell Inc.	M993S	1
Monitor	Dell Inc.	E2011HT	1
Monitor	Dell Ultrasharp	2007FP	1
Monitor	DIGITAL	PCXCVGE	1
Monitor	ETRONIX	A150X2T05	1
Monitor	HEWLETT PACKARD	P8715B	1
Monitor	Mace	Mace 17LCD	1
Monitor	Memorex Telex	14C	1
Monitor	NEC	PX18NA1L1MCSB	1
Monitor	Toshiba	REGZA 42HL196	1
Monitor	NEC	JC1576VMA	1
Monitor	COMPAQ	PE1155	1
Monitor	CTX	1765CD	1
Monitor	CTX	PL7A	1
Monitor	Dell	1704FPV	1

Supported "In Service" Monitors, Docking Stations, etc			
Type	Manufacturer	Model	Quantity
Monitor	Dell	1707 FPt	1
Monitor	Dell	17073YR	1
Monitor	DELL	1703FPT	1
Monitor	DELL	1707FPC	1
Port Replicator	Dell Inc.	E-Port	55
Port Replicator	Dell	D/Port	41
Port Replicator	DELL	PR01X	31
Port Replicator	Dell	E-Port	20
Port Replicator	Dell	310-7704	16
Port Replicator	Dell	E/Port	11
Port Replicator	Dell	E-Port Plus	10
Port Replicator	COMPAQ	PR1001	8
Port Replicator	Dell	310-7278	7
Port Replicator	DELL	PRX	7
Port Replicator	Dell	130W	7
Port Replicator	Dell Inc.	130W	6
Port Replicator	DELL	PDS	5
Port Replicator	HEWLETT PACKARD	DC367B	4
Port Replicator	COMPAQ	2875A	3
Port Replicator	Dell	PR12S	2
Port Replicator	Dell Inc.	430-3114	2
Port Replicator	Dell	E/Port Plus	2
Port Replicator	Dell Inc	E-Port	1
Port Replicator	Dell Inc.	D/Port	1
Port Replicator	IBM	2505	1
Port Replicator	Dell Inc.	210W	1
Port Replicator	IBM	74P6733	1
Port Replicator	TOSHIBA	PA2717U	1
Port Replicator	TOSHIBA	PA2731U	1
Port Replicator	Dell	430-3114	1
Port Replicator	Dell Inc.	Pro1X	1
Port Replicator	DellInc.	E-Port	1
Port Replicator	IBM	74P6734	1
		TOTALS:	6,460

13.5 SUPPORTED PRINTERS: DESKTOP SERVICES

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Local Printer	Hewlett-Packard	C6490A	39
Local Printer	Hewlett-Packard	Q1334A	34
Local Printer	Hewlett-Packard	CB027A	28
Local Printer	Hewlett-Packard	C8970A	26
Local Printer	Hewlett-Packard	C4224A	24
Local Printer	Hewlett-Packard	C4170A	24
Local Printer	Hewlett-Packard	C7044A	19
Local Printer	Hewlett-Packard	C8954B	18
Local Printer	Hewlett-Packard	C6410A	16
Local Printer	Hewlett-Packard	C2001A	13
Local Printer	Hewlett-Packard	C2037A	13
Local Printer	Hewlett-Packard	C3980A	11
Local Printer	Hewlett-Packard	C8932A	10
Local Printer	Star	TSP613U-24GRY	10
Local Printer	Hewlett-Packard	C3952A	10
Local Printer	Hewlett-Packard	C3990A	9
Local Printer	Hewlett-Packard	C4172A	9
Local Printer	Hewlett-Packard	C4120A	8
Local Printer	EPSON	M119D	8
Local Printer	Hewlett-Packard	Q5912A#ABA	8
Local Printer	Hewlett-Packard	Q5927A	8
Local Printer	Hewlett-Packard	C6429A	8
Local Printer	Hewlett-Packard	C4562A	7
Local Printer	Hewlett-Packard	C6428A	7
Local Printer	Hewlett-Packard	C6455A	7
Local Printer	Seiko	SLP420	7
Local Printer	Hewlett-Packard	Q1342A	7
Local Printer	Hewlett-Packard	C2693A	6
Local Printer	Hewlett-Packard	C7058A	6
Local Printer	Hewlett-Packard	C4121A	6
Local Printer	Hewlett-Packard	C3916A	6
Local Printer	Hewlett-Packard	C4254A	6
Local Printer	Hewlett-Packard	C6487C	6
Local Printer	Hewlett-Packard	C8050A	5
Local Printer	Hewlett-Packard	CB413A	5
Local Printer	Hewlett-Packard	Q2426A	5
Local Printer	Hewlett-Packard	Q2461A	5
Local Printer	Star	TSP613U	4
Local Printer	Hewlett-Packard	C4555A	4

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Local Printer	Canon	PIXMA iP100	4
Local Printer	Hewlett-Packard	Q1636A	4
Local Printer	DELL Inc.	222-0394	4
Local Printer	Hewlett-Packard	C5374A	4
Local Printer	Epson	M129H	4
Local Printer	Hewlett-Packard	CB051A#B1H	4
Local Printer	Hewlett-Packard	Q5407A	4
Local Printer	WASP	WASPBARCODETTTT	3
Local Printer	DELL Inc.	720	3
Local Printer	COSTAR	98290090344	3
Local Printer	Hewlett-Packard	Q2473A	3
Local Printer	Hewlett-Packard	C8963A	3
Local Printer	Epson	TM-U220B	3
Local Printer	Epson	C31C515A8761	3
Local Printer	Hewlett-Packard	C4253A	3
Local Printer	Hewlett-Packard	C7063A	3
Local Printer	Hewlett-Packard	C4118A	3
Local Printer	Star Micronics	37999290	3
Local Printer	Hewlett-Packard	C5876A	3
Local Printer	STAR MICRONICS	SP3002	3
Local Printer	Hewlett-Packard	C8151A#A2L	3
Local Printer	Hewlett-Packard	PSC 2410	3
Local Printer	Hewlett-Packard	C7052A	3
Local Printer	Hewlett-Packard	C8934A	3
Local Printer	Hewlett-Packard	C2699A	3
Local Printer	DELL Inc.	11002YR	3
Local Printer	DELL Inc.	1320C	3
Local Printer	Hewlett-Packard	C2690A	2
Local Printer	Hewlett-Packard	C6411A	2
Local Printer	Hewlett-Packard	C6427A	2
Local Printer	Hewlett-Packard	Q5584A	2
Local Printer	Hewlett-Packard	Q5607A	2
Local Printer	Hewlett-Packard	CB410A#ABA	2
Local Printer	Hewlett-Packard	Q1660A	2
Local Printer	Hewlett-Packard	Q3083A	2
Local Printer	Hewlett-Packard	Q5408A	2
Local Printer	Star Micronics	37999520	2
Local Printer	Hewlett-Packard	C4213A	2
Local Printer	DELL Inc.	221-5802	2
Local Printer	DELL Inc.	222-1681	2

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Local Printer	BROTHER	MFC8500	2
Local Printer	Hewlett-Packard	C2685A	2
Local Printer	Hewlett-Packard	C6723A	2
Local Printer	Hewlett-Packard	C6734A	2
Local Printer	Hewlett-Packard	C6409A	2
Local Printer	Hewlett-Packard	C6410B	2
Local Printer	Hewlett-Packard	Q3434A	2
Local Printer	DELL Inc.	221-5833	2
Local Printer	Star	TSP613U-24	2
Local Printer	DELL Inc.	OJ9884	2
Local Printer	DYMO	97390090167G	2
Local Printer	Epson	TM-U220PD	2
Local Printer	HEWLETT PACKARD	C6431A	2
Local Printer	Hewlett-Packard	C3941A	2
Local Printer	Hewlett-Packard	P1102w	2
Local Printer	Hewlett-Packard	C6413A	2
Local Printer	Hewlett-Packard	C8959B	2
Local Printer	Hewlett-Packard	C7297A	2
Local Printer	Hewlett-Packard	C8121A	2
Local Printer	Hewlett-Packard	C8136A	2
Local Printer	Hewlett-Packard	C8639A	1
Local Printer	Hewlett-Packard	C8969A	1
Local Printer	Hewlett-Packard	C9052A	1
Local Printer	Hewlett-Packard	Q5911A	1
Local Printer	Hewlett-Packard	Q5959A	1
Local Printer	Hewlett-Packard	Q5987A	1
Local Printer	IMAGISTICS	IX2700	1
Local Printer	KONICA MINOLTA	DI550	1
Local Printer	Hewlett-Packard	CE749A#BGJ	1
Local Printer	Hewlett-Packard	Officejet H470	1
Local Printer	Hewlett-Packard	Q2472A	1
Local Printer	Hewlett-Packard	Q3066A	1
Local Printer	Hewlett-Packard	C4530B	1
Local Printer	Hewlett-Packard	C4547A	1
Local Printer	Hewlett-Packard	C5871A	1
Local Printer	Hewlett-Packard	C6411B	1
Local Printer	Hewlett-Packard	C4562C	1
Local Printer	Hewlett-Packard	C4567A	1
Local Printer	Hewlett-Packard	C7061A	1
Local Printer	Hewlett-Packard	C6506E	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Local Printer	HEWLETT PACKARD	C7298A	1
Local Printer	HEWLETT PACKARD	C8121A	1
Local Printer	HEWLETT PACKARD	Q1636A	1
Local Printer	HEWLETT PACKARD	Q3066A	1
Local Printer	EPSON	P158A	1
Local Printer	Hewlett-Packard	C2678A	1
Local Printer	HEWLETT PACKARD	C2037A	1
Local Printer	HEWLETT PACKARD	C4120A	1
Local Printer	HEWLETT PACKARD	C5876A	1
Local Printer	Epson	C593001UCM	1
Local Printer	DYMO	4290193038	1
Local Printer	DELL Inc.	222-0943	1
Local Printer	APPLE	93089	1
Local Printer	BROTHER	MFC8870	1
Local Printer	CANON	NA	1
Local Printer	Xerox	DC3535EFI	1
Local Printer	Zebra	TLP 3844-Z	1
Local Printer	Hewlett-Packard	Q3461A	1
Local Printer	Hewlett-Packard	Q5913A	1
Local Printer	Hewlett-Packard	C8947A	1
Local Printer	Hewlett-Packard	Q5982A	1
Local Printer	IBM	4029020	1
Local Printer	Panasonic	KX-P1150	1
Local Printer	Pentax	Not specified	1
Local Printer	Hewlett-Packard	C9025A	1
Local Printer	Hewlett-Packard	C9126A	1
Local Printer	Hewlett-Packard	CB981A	1
Local Printer	Hewlett-Packard	CP2025dn	1
Local Printer	Hewlett-Packard	DeskJet 5940	1
Local Printer	Hewlett-Packard	Q2476A	1
Local Printer	Hewlett-Packard	Q3015A	1
Local Printer	Hewlett-Packard	C6431A	1
Local Printer	Hewlett-Packard	C6452A	1
Local Printer	Hewlett-Packard	C8126A	1
Local Printer	Hewlett-Packard	C3150A	1
Local Printer	Hewlett-Packard	C4252A	1
Local Printer	Hewlett-Packard	C5180	1
Local Printer	Hewlett-Packard	2280TN	1
Local Printer	Hewlett-Packard	C2003A	1
Local Printer	EPSON	B141A	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Local Printer	EPSON	C171A	1
Local Printer	EPSON	P892A	1
Local Printer	Brother	HL-21	1
Local Printer	BROTHER	MFC3100C	1
Local Printer	Datamax	DMX-E-4203	1
Local Printer	DATAMAX	DMXI4308	1
Local Printer	CANON	K10136A	1
Local Printer	DELL Inc.	1815DN	1
Local Printer	DELL Inc.	222-7676	1
Local Printer	DELL Inc.	44790D1	1
Local Printer	EPSON	B131A	1
Local Printer	EPSON	P160A	1
Local Printer	HEWLETT PACKARD	C2001A	1
Local Printer	HEWLETT PACKARD	C6490A	1
Local Printer	Hewlett-Packard	1505	1
Local Printer	Hewlett-Packard	C2691A	1
Local Printer	DELL Inc.	221-6669	1
Local Printer	Hewlett-Packard	C6414A	1
Local Printer	Hewlett-Packard	C4531A	1
Local Printer	Hewlett-Packard	C4582A	1
Local Printer	STAR MICRONICS	SP312FC40	1
Local Printer	TOSHIBA	DP2570	1
Local Printer	Hewlett-Packard	Q5933A	1
Local Printer	Hewlett-Packard	Q6455A	1
Local Printer	HP	DeskJet 460cb	1
Local Printer	NEC	CLP0100	1
Local Printer	Hewlett-Packard	Q3010A	1
Local Printer	Hewlett-Packard	Q3020A	1
Local Printer	Hewlett-Packard	Q1336A	1
Local Printer	Hewlett-Packard	CB373A	1
Local Printer	Hewlett-Packard	CB419A	1
Local Printer	Hewlett-Packard	CE459A#ABA	1
Local Printer	Hewlett-Packard	DeskJet 6940	1
Local Printer	Hewlett-Packard	OfficeJet 6000	1
Local Printer	Hewlett-Packard	Q3702A	1
Local Printer	Hewlett-Packard	Q2433A	1
Local Printer	Hewlett-Packard	C8970A#201	1
Local Printer	Hewlett-Packard	CB368A#ABA	1
Local Printer	Hewlett-Packard	C8124A	1
Local Printer	Hewlett-Packard	C8150A	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Local Printer	Hewlett-Packard	Deskjet 5440	1
Local Printer	Hewlett-Packard	P2035	1
Local Printer	Hewlett-Packard	Q1605A	1
Local Printer	Hewlett-Packard	ScanJet 3970	1
Local Printer	HP	LaserJet 4	1
Local Printer	LEXMARK	4060010	1
Local Printer	LEXMARK	4408K01	1
Local Printer	LEXMARK	4505200	1
Local Printer	Zebra	2824-11100-0001	1
Local Printer	Zebra	2824-11200-0001	1
Local Printer	ZEBRA	P520C	1
Local Printer	ZEBRA	TLP2742PSA	1
Local Printer	Hewlett-Packard	C6747A	1
Local Printer	Hewlett-Packard	C4549A	1
Local Printer	Hewlett-Packard	C5894A	1
Local Printer	Hewlett-Packard	C5894B	1
Local Printer	EPSON	M188D	1
Local Printer	EPSON	P954A	1
Local Printer	HEWLETT PACKARD	C3990A	1
Local Printer	HEWLETT PACKARD	C6409A	1
Local Printer	HEWLETT PACKARD	C6410A	1
Local Printer	HEWLETT PACKARD	C7063A	1
Local Printer	HEWLETT PACKARD	Q2473A	1
Local Printer	HEWLETT PACKARD	Q5820A	1
Local Printer	Hewlett-Packard	2035N	1
Local Printer	BROTHER	HL50	1
Local Printer	BROTHER	PT1500PC	1
Local Printer	CANON	K10144A	1
Local Printer	CANON	K10233	1
Local Printer	CANON	M11023	1
Local Printer	COMPAQ	4100CP1	1
Network Printer	HEWLETT PACKARD	C4253A	37
Network Printer	HEWLETT PACKARD	C4254A	37
Network Printer	HEWLETT PACKARD	C4120A	36
Network Printer	HEWLETT PACKARD	Q2426A	28
Network Printer	HEWLETT PACKARD	C6490A	25
Network Printer	HEWLETT PACKARD	C3952A	24
Network Printer	HEWLETT PACKARD	C8050A	22
Network Printer	HEWLETT PACKARD	C2037A	21
Network Printer	HEWLETT PACKARD	C3916A	16

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HEWLETT PACKARD	C4121A	14
Network Printer	HEWLETT PACKARD	C4172A	13
Network Printer	Dell	5210n	11
Network Printer	HEWLETT PACKARD	C4170A	10
Network Printer	HEWLETT PACKARD	C2001A	9
Network Printer	HP	P2035N	9
Network Printer	HEWLETT PACKARD	C7044A	9
Network Printer	Hewlett Packard	CB412A#ABA	9
Network Printer	Hewlett Packard	CB413A	9
Network Printer	HP	LaserJet Pro P1606DN	8
Network Printer	DELL	KBA1	8
Network Printer	DELL	40600DN	7
Network Printer	HEWLETT PACKARD	Q2432A	7
Network Printer	Dell	1710n	7
Network Printer	HP	P4014N	6
Network Printer	HEWLETT PACKARD	C2699A	6
Network Printer	HEWLETT PACKARD	C8051A	6
Network Printer	HP	P2015dn	6
Network Printer	HEWLETT PACKARD	C4266A	6
Network Printer	HEWLETT PACKARD	C9661A	6
Network Printer	HEWLETT PACKARD	Q5959A	5
Network Printer	HP	P4015n	5
Network Printer	DELL	NA	5
Network Printer	DELL	222-0943	5
Network Printer	HEWLETT PACKARD	C7063A	5
Network Printer	HEWLETT PACKARD	C4118A	5
Network Printer	Dell	5310n	5
Network Printer	Dell	222-2144	5
Network Printer	HP	5200TN	5
Network Printer	HEWLETT PACKARD	C8052A	5
Network Printer	HP	LaserJet 4100N	5
Network Printer	HP	LaserJet Pro M1210 M1217NFW	5
Network Printer	DELL	KDA1	4
Network Printer	DELL	OJ9884	4
Network Printer	HEWLETT PACKARD	C7058A	4
Network Printer	HEWLETT PACKARD	C4267A	4
Network Printer	HEWLETT PACKARD	C3980A	4
Network Printer	HP	P1606dn	4
Network Printer	LEXMARK	4520210	4
Network Printer	HEWLETT PACKARD	Q5402A	4

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	Hewlett Packard	Q7814A#ABA	4
Network Printer	HEWLETT PACKARD	C8932A	4
Network Printer	Dell	1720dn	4
Network Printer	HP	Q5401A#ABA	4
Network Printer	Hewlett Packard	CB027A	4
Network Printer	HEWLETT PACKARD	C8954B	4
Network Printer	HEWLETT PACKARD	C4251A	4
Network Printer	EPSON	P30SU	4
Network Printer	DELL	5110cn	3
Network Printer	HEWLETT PACKARD	C4215A	3
Network Printer	HEWLETT PACKARD	C4216A	3
Network Printer	HEWLETT PACKARD	C2693A	3
Network Printer	Dell	2335DN	3
Network Printer	HP	LaserJet 4050	3
Network Printer	HEWLETT PACKARD	C9662A	3
Network Printer	Hewlett Packard	HP DeskJet 460cb	3
Network Printer	HEWLETT PACKARD	Q3703A	3
Network Printer	HEWLETT PACKARD	Q5928A	3
Network Printer	HEWLETT PACKARD	Q5990A	3
Network Printer	HEWLETT PACKARD	C4087A	3
Network Printer	HEWLETT PACKARD	C6428A	3
Network Printer	HEWLETT PACKARD	C3166A	3
Network Printer	HP	LaserJet 4 Plus	3
Network Printer	HP	4350TN	3
Network Printer	HP	LASERJET 2300N	3
Network Printer	HEWLETT PACKARD	C2003A	3
Network Printer	HEWLETT PACKARD	C4089A	3
Network Printer	EPSON	M129C	3
Network Printer	HP	CE462A#ABA	3
Network Printer	HEWLETT PACKARD	Q2476A	3
Network Printer	HEWLETT PACKARD	Q2461A	3
Network Printer	HEWLETT PACKARD	Q2427A	3
Network Printer	HEWLETT PACKARD	Q1342A	3
Network Printer	Hewlett Packard	C8970A	3
Network Printer	HP	LaserJet 5	3
Network Printer	HEWLETT PACKARD	C2690A	3
Network Printer	HEWLETT PACKARD	C6410A	3
Network Printer	HEWLETT PACKARD	Q3704A	3
Network Printer	HEWLETT PACKARD	Q1336A	2
Network Printer	HP	2300N	2

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HP	4250n	2
Network Printer	HP	LaserJet P1505	2
Network Printer	HP	Laserjet P1606DN	2
Network Printer	HP	LaserJet P3005x	2
Network Printer	HP	LaserJet 4000N	2
Network Printer	HEWLETT PACKARD	Q2433A	2
Network Printer	HEWLETT PACKARD	Q2434A	2
Network Printer	HP	C4253A	2
Network Printer	HP	CM1415	2
Network Printer	HP	P1102W	2
Network Printer	IBM	4232302	2
Network Printer	Hewlett Packard	CB411A#ABA	2
Network Printer	LEXMARK	406901N	2
Network Printer	Lexmark	MICR ST9650	2
Network Printer	Hewlett Packard	CE459A#ABA	2
Network Printer	HEWLETT PACKARD	C3950A	2
Network Printer	HEWLETT PACKARD	C4562C	2
Network Printer	DELL	OJD171	2
Network Printer	HEWLETT PACKARD	C2039A	2
Network Printer	Canon	2096B001	2
Network Printer	CANON	K10110A	2
Network Printer	HP	Q7816A#ABA	2
Network Printer	HEWLETT PACKARD	Q1334A	2
Network Printer	HEWLETT PACKARD	Q2473A	2
Network Printer	RICOH (Ikon)	RICOH (Ikon)	294
Network Printer	HP	CM1415fnw	2
Network Printer	HP	C4266A	2
Network Printer	HP	C8050A	2
Network Printer	FARGO	550	2
Network Printer	Dell	3115cn	2
Network Printer	EPSON	M119D	2
Network Printer	HEWLETT PACKARD	C6487C	2
Network Printer	HEWLETT PACKARD	C8547A	2
Network Printer	Dell	221-3132	2
Network Printer	CANON	L10510A	2
Network Printer	HP	LaserJet 4	2
Network Printer	HP	CB051A#B1H	2
Network Printer	HP	P4014dn	2
Network Printer	HP	Q7814A#ABA	2
Network Printer	Star Micronics	37999520	2

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HEWLETT PACKARD	C7098A	2
Network Printer	HEWLETT PACKARD	C4224A	2
Network Printer	HEWLETT PACKARD	C4567A	2
Network Printer	HEWLETT PACKARD	C3961A	2
Network Printer	Hewlett Packard	Q7493A#ABA	2
Network Printer	HEWLETT PACKARD	C9707A	2
Network Printer	HP	LASERJET 2100	2
Network Printer	Dell	224-3471	2
Network Printer	Dell	1815dn	2
Network Printer	HP	222-7674	2
Network Printer	HP	Q8061A	2
Network Printer	OKIDATA	N31063A	2
Network Printer	HEWLETT PACKARD	C5876A	2
Network Printer	HEWLETT PACKARD	C8121A	2
Network Printer	HEWLETT PACKARD	C7061A	2
Network Printer	HEWLETT PACKARD	Q1322A	2
Network Printer	CANON	K10156	2
Network Printer	DATAMAX	DMXI4208	1
Network Printer	Dell	1125 MFP	1
Network Printer	Dell	1720	1
Network Printer	Dell	1815dn MFP	1
Network Printer	Dell	222-0394	1
Network Printer	Dell	223-4698	1
Network Printer	APPLE	M2134	1
Network Printer	Dell	Q3714A	1
Network Printer	Dell Inc.	1320c	1
Network Printer	Dell Inc.	1720N	1
Network Printer	Dell Inc.	222-0943	1
Network Printer	Dell Inc.	3330dn	1
Network Printer	Dell Inc.	5100cn	1
Network Printer	Dell Inc.	5130cdn	1
Network Printer	EPSON	M119B	1
Network Printer	EPSON	P922A	1
Network Printer	Hewelet Packard	M2727	1
Network Printer	HEWLETT PACKARD	4050TN	1
Network Printer	HEWLETT PACKARD	C2114A	1
Network Printer	HEWLETT PACKARD	C2678A	1
Network Printer	HEWLETT PACKARD	C2685A	1
Network Printer	HEWLETT PACKARD	C2691A	1
Network Printer	Hewlett Packard	Q3849A	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HEWLETT PACKARD	Q5400A	1
Network Printer	Hewlett Packard	Q7816A#ABA	1
Network Printer	HEWLETT PACKARD	C7087A	1
Network Printer	HEWLETT PACKARD	C8109A	1
Network Printer	Hewlett Packard	CB026A	1
Network Printer	Hewlett Packard	CB494A	1
Network Printer	Hewlett Packard	CC567A#ABA	1
Network Printer	Hewlett Packard	CE462A#ABA	1
Network Printer	Hewlett Packard	CP3505X	1
Network Printer	Hewlett Packard	LaserJet P1005	1
Network Printer	Hewlett Packard	P2015dn	1
Network Printer	HEWLETT PACKARD	C6413A	1
Network Printer	HEWLETT PACKARD	C4555A	1
Network Printer	HEWLETT PACKARD	C4252A	1
Network Printer	Dell	3000cn	1
Network Printer	Dell	3000n Color Laser Printer	1
Network Printer	HEWLETT PACKARD	C4214A	1
Network Printer	HEWLETT PACKARD	C4086A	1
Network Printer	HEWLETT PACKARD	C4119A	1
Network Printer	STAR MICRONICS	SP3002	1
Network Printer	LEXMARK	502401N	1
Network Printer	MEMOREX TELEX	1324	1
Network Printer	NEC	ND	1
Network Printer	OKIDATA	EN2750A	1
Network Printer	HP	PhotoSmart C4180 All in One	1
Network Printer	HP	2280TN	1
Network Printer	HP	4000N	1
Network Printer	HP	4050	1
Network Printer	HP	4550DN	1
Network Printer	HP	9050DN	1
Network Printer	HP	C4120A	1
Network Printer	HP	cb509a	1
Network Printer	HP	CM2320nf MFP	1
Network Printer	HP	L7500	1
Network Printer	HP	LaserJet 6L	1
Network Printer	HP	LaserJet Pro M1217nfw	1
Network Printer	HP	LJ 4050N	1
Network Printer	HP	M3035	1
Network Printer	HP	Office Jet 63310	1
Network Printer	HP	Office Jet 6500	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HP	Officejet 7000	1
Network Printer	HP	Officejet All in one	1
Network Printer	HP	OfficeJet Pro 8500	1
Network Printer	Dell	2130cn	1
Network Printer	Dell	3010CN	1
Network Printer	DELL	3110cn	1
Network Printer	Dell	3330dn	1
Network Printer	DIGITAL	NA	1
Network Printer	EPSON	FX-980	1
Network Printer	EPSON	P112A	1
Network Printer	FujiFilm	ASK-2000	1
Network Printer	HEWLETT PACKARD	4250tn	1
Network Printer	HEWLETT PACKARD	C2198A	1
Network Printer	HEWLETT PACKARD	C2655A	1
Network Printer	Brother	MFC-7840W	1
Network Printer	CANON	K10233	1
Network Printer	CANON	K10242	1
Network Printer	HEWLETT PACKARD	C8111A	1
Network Printer	HEWLETT PACKARD	C9659A	1
Network Printer	Hewlett Packard	CB367A	1
Network Printer	Hewlett Packard	CC975A	1
Network Printer	Hewlett Packard	DeskJet 460cb	1
Network Printer	HP	4350n	1
Network Printer	HEWLETT PACKARD	Q5964A	1
Network Printer	HEWLETT PACKARD	Q1324A	1
Network Printer	HEWLETT PACKARD	Q2425A	1
Network Printer	HEWLETT PACKARD	Q2474A	1
Network Printer	HEWLETT PACKARD	C4094A	1
Network Printer	DELL	40604DN	1
Network Printer	DELL	40614DN	1
Network Printer	Dell	7130cdn	1
Network Printer	HEWLETT PACKARD	C6455A	1
Network Printer	HEWLETT PACKARD	C7086A	1
Network Printer	LEXMARK	4069212	1
Network Printer	OKIDATA	GE8293A	1
Network Printer	HP	Q2426A	1
Network Printer	HP	Q5407A	1
Network Printer	HP	LASERJET 4000TN	1
Network Printer	HP	LaserJet 5550dn	1
Network Printer	HP	LaserJet 5si MX	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HP	LJ 4100	1
Network Printer	HP	LJ 4100n	1
Network Printer	HP	M1319f MFP	1
Network Printer	HP	CC436A	1
Network Printer	HP	HP OfficeJet Pro 8500	1
Network Printer	HP	Laser Jet 2300d	1
Network Printer	HP	Business InkJet 2280TN	1
Network Printer	HP	C9661A	1
Network Printer	DATAMAX	DMXI4308	1
Network Printer	Dell	1100	1
Network Printer	Dell	1235C1A	1
Network Printer	HEWLETT PACKARD	C8963A	1
Network Printer	HEWLETT PACKARD	C8126A	1
Network Printer	Hewlett Packard	C8341A	1
Network Printer	HEWLETT PACKARD	C2684A	1
Network Printer	HEWLETT PACKARD	C3167A	1
Network Printer	HEWLETT PACKARD	C4084A	1
Network Printer	Dell	3130CN	1
Network Printer	Dell	222-3118	1
Network Printer	Dell	222-6548	1
Network Printer	HEWLETT PACKARD	33481A	1
Network Printer	EPSON	P320A	1
Network Printer	FARGO	520	1
Network Printer	Dell	Dell V505w	1
Network Printer	DELL	OP0137	1
Network Printer	Dell Inc.	1710n	1
Network Printer	DELL Inc.	221-6669	1
Network Printer	EPSON	C171A	1
Network Printer	Epson	KBQE007694	1
Network Printer	HP	C9692A	1
Network Printer	HP	CB027A	1
Network Printer	HP	CM4540F	1
Network Printer	HP	CP2025n	1
Network Printer	HP	LaserJet 4200N	1
Network Printer	Hewlett Packard	Q8061A	1
Network Printer	Hewlett-Packard	HP 4050N	1
Network Printer	Hewlett-Packard	HP LaserJet 6P	1
Network Printer	HP	4050N	1
Network Printer	HP	4100TN	1
Network Printer	HP	4200N	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HP	4250TN	1
Network Printer	HEWLETT PACKARD	Q2447A	1
Network Printer	HEWLETT PACKARD	Q5401A	1
Network Printer	Hewlett Packard	Q5987A#ABA	1
Network Printer	HEWLETT PACKARD	C9016A	1
Network Printer	HEWLETT PACKARD	C9658A	1
Network Printer	Hewlett Packard	CB028A	1
Network Printer	HEWLETT PACKARD	Q1605A	1
Network Printer	LEXMARK	4113001	1
Network Printer	HP	LaserJet P2055dn	1
Network Printer	HP	A809N	1
Network Printer	HP	LJ P4015N	1
Network Printer	HP	OfficeJet 6500	1
Network Printer	HP	P1505n	1
Network Printer	LEXMARK	4520220	1
Network Printer	XEROX	DCM750	1
Network Printer	ZEBRA	P520C	1
Network Printer	HP	P3005x	1
Network Printer	HP	PSC 1210 All in One	1
Network Printer	HP	Q2428A	1
Network Printer	HP	Q5402A#ABA	1
Network Printer	HP	Q5991A#ABA	1
Network Printer	HP	Q6455A	1
Network Printer	Dell	1320c	1
Network Printer	Brother	FAX-2920	1
Network Printer	BROTHER	HL51	1
Network Printer	HEWLETT PACKARD	C2670A	1
Network Printer	DELL	M5200N	1
Network Printer	DELL	1710n Laser Printer	1
Network Printer	Dell	5100cn	1
Network Printer	Dell	5130CDN	1
Network Printer	Dell	CB495A#ABA	1
Network Printer	DELL Inc.	222-0394	1
Network Printer	ELTRON	440	1
Network Printer	EPSON	NA	1
Network Printer	Fargo	DTC550	1
Network Printer	Fargo	DTC550 Single-Side Card Printer	1
Network Printer	FUJIFILM	3000WIDE	1
Network Printer	Hewlett Packard	2600n	1
Network Printer	HEWLETT PACKARD	C5886A	1

Supported "In Service" Printers: Desktop Services			
Type	Manufacturer	Model	Quantity
Network Printer	HEWLETT PACKARD	C3990A	1
Network Printer	HEWLETT PACKARD	C4112A	1
Network Printer	Hewlett Packard	HP DesignJet Z6100ps	1
Network Printer	TOSHIBA	PRT5571CAP02	1
Network Printer	LEXMARK	4040240	1
Network Printer	HP	P2055DN	1
Network Printer	HP	P2055N	1
Network Printer	HP	Q5402A	1
Network Printer	HP	Q5912A#ABA	1
Network Printer	HP	CM2320fxi	1
Network Printer	HP	DeskJet 3050 All-In-One	1
Network Printer	HP	Laser Jet P2055DN	1
Network Printer	HP	LaserJet 2100TN	1
Network Printer	HP	Laserjet 4000	1
Network Printer	HP	C7097A	1
Network Printer	HP	CC988A	1
Network Printer	HP	LASERJET 4050TN	1
Network Printer	HP	LaserJet 5550dtn	1
Network Printer	HP	LaserJet CM2320NF	1
Network Printer	HP	M1522	1
Network Printer	HP	M2727nf	1
Network Printer	HP	5110cn	1
Network Printer	HP	5500dn	1
Network Printer	HEWLETT PACKARD	Q2428A	1
Network Printer	HEWLETT PACKARD	C8110A	1
Network Printer	HEWLETT PACKARD	Q5408A	1
Network Printer	HEWLETT PACKARD	Q5962A	1
Network Printer	Hewlett Packard	Q6455A	1
Network Printer	HEWLETT PACKARD	Q7493A	1
Network Printer	Hewlett-Packard	CE462A	1
Network Printer	Hewlett-Packard	HP LaserJet 5	1
Network Printer	HP	1815dn	1
Network Printer	HP	2200dn	1
Inkjet Printer	Pentax/Brother	Pocket Jet 3	1600
		TOTALS:	3,589

13.6 SUPPORTED PLOTTERS

Supported "In Service" Plotters			
Type	Manufacturer	Model	Quantity
Plotter	HEWLETT PACKARD	C7780C	11
Plotter	HEWLETT PACKARD	C3198B	2
Plotter	HEWLETT PACKARD	C7780B	2
Plotter	HEWLETT PACKARD	C7770B	2
Plotter	HEWLETT PACKARD	Q1252V	1
Plotter	HP	T770	1
Plotter	Digital Solution	8825DS	1
Plotter	HEWLETT PACKARD	C3196A	1
Plotter	HEWLETT PACKARD	C4709B	1
Plotter	HP	z6100, 42inch	1
Plotter	HEWLETT PACKARD	C4709A	1
Plotter	OCE	CS2044	1
Plotter	HEWLETT PACKARD	C3198A	1
Plotter	HEWLETT PACKARD	C6075A	1
Plotter	HEWLETT PACKARD	C6075B	1
Plotter	HP	C7780C	1
Plotter	HP	HP DesignJet 510 Plotter	1
		TOTALS:	30

13.7 SUPPORTED SCANNERS

Supported "In Service" Scanners			
Type	Manufacturer	Model	Quantity
Scanner	Ambir	DS487-AS	1
Scanner	Cannon	DR-4010C	1
Scanner	Canon	2454B002AA	2
Scanner	Canon	4070NW	1
Scanner	Canon	DR-7090C	1
Scanner	Canon	DR-9080c	1
Scanner	Canon	MS-300	1
Scanner	Datalogic	QD2130-BKK1	2
Scanner	DataLogic	QS6-A110-01	2
Scanner	Epson	4490	1
Scanner	Epson	B11B177011	1
Scanner	Epson	PRO GT-S50	2
Scanner	FUJITSU	FI 6130	1
Scanner	Fujitsu	fi 6670A	2
Scanner	Fujitsu	fi-4120C	1

Supported "In Service" Scanners			
Type	Manufacturer	Model	Quantity
Scanner	Fujitsu	FI-4220c	1
Scanner	Fujitsu	fi-5110c	1
Scanner	Fujitsu	fi-6670A	3
Scanner	Fujitsu	PA03338-B035	1
Scanner	Fujitsu	PA03360-B515	23
Scanner	Fujitsu	PA03540-B055	1
Scanner	Fujitsu	S1500M	6
Scanner	Fujitsu	ScanPartner fi-4120C	1
Scanner	Fujitsu	ScanPartner fi-5120c	1
Scanner	Hewlett Packard	L1910A	1
Scanner	Hewlett Packard	ScanJet 5590	1
Scanner	Hewlett Packard	ScanJet 7400c	1
Scanner	Hewlett Packard	ScanJet G4010	1
Scanner	Hewlett Packard	ScanJet G4050	1
Scanner	HP	C7675A	3
Scanner	HP	L1910A	3
Scanner	HP	L1910A#B1H	1
Scanner	HP	L1957A	1
Scanner	HP	Scanjet 5100CXI	1
Scanner	HP	ScanJet 5500c	1
Scanner	HP	ScanJet 5550C	1
Scanner	HP	ScanJet 5590	6
Scanner	HP	Scanjet 6300c	1
Scanner	HP	ScanJet 8290	1
Scanner	HP	ScanJet G3010	1
Scanner	HP	ScanJet G4050	1
Scanner	Ideal	202-Crystal HS-Plus	1
Scanner	Ideal	G600	1
Scanner	Iris	USOA393	1
Scanner	Kodak	8412447	1
Scanner	Metrologic	MK7120-31A38	9
Scanner	Microteck	1108-03-910151	1
Scanner	Pentax	206700-501	1
Scanner	Unitech	PA962	1
Scanner	Unitech	PT962SA	1
Scanner	Visioneer	One Touch 8920	1
Scanner	Visioneer	RW120-WU	48
		TOTALS:	150

13.8 SUPPORTED DIGITAL CAMERAS

Supported "In Service" Digital Cameras			
Type	Manufacturer	Model	Quantity
Camera	CANON	PC1183	12
Camera	OLYMPUS	STYLUS600	12
Camera	SONY	MVCFD73	8
Camera	SONY	MVCFD200	6
Camera	OLYMPUS	C740	6
Camera	SONY	MVCFD92	6
Camera	OLYMPUS	D435	5
Camera	SONY	MVCFD83	5
Camera	Integrian	900-0000	4
Camera	SONY	MVCFD5	4
Camera	KODAK	NA	3
Camera	SONY	DSCP31	3
Camera	OLYMPUS	D510ZOOM	3
Camera	SONY	DSCS90	2
Camera	KODAK	N137	1
Camera	SONY	DCSF717	1
Camera	CANON	PC1043	1
Camera	HEWLETT PACKARD	R607	1
Camera	OLYMPUS	C50ZOOM	1
Camera	SONY	DSCS40	1
Camera	SONY	DSCS50	1
Camera	CANON	PC1202	1
Camera	CONCORD	5340ZY	1
Camera	OLYMPUS	D550	1
Camera	OLYMPUS	D560ZOOM	1
Camera	SONY	DCRDVD101	1
Camera	SONY	DSCP30	1
Camera	SONY	DSCS85	1
Camera	NIKON	N150	1
Camera	NIKON	S4	1
Camera	SONY	DSCP32	1
Camera	SONY	DSCS75	1
Camera	SONY	MVCFD100	1
Camera	CANON	PC1059	1
Camera	CANON	PC1130	1
		TOTALS:	100

13.9 SUPPORTED PROJECTORS

Supported "In Service" Projectors			
Type	Manufacturer	Model	Quantity
Projection Device	DELL	2400MP	9
Projection Device	Dell	1409X3	6
Projection Device	Dell	222-1451	6
Projection Device	DELL	3300MP	5
Projection Device	Dell	4210x	4
Projection Device	Dell	3400MP	4
Projection Device	DELL	3100MP	3
Projection Device	Dell Inc.	4210x DLP	3
Projection Device	Elmo	9330	3
Projection Device	DELL	5100MP	2
Projection Device	Dell	1210S	2
Projection Device	Dell	12093YR	2
Projection Device	Dell Inc.	1410X	2
Projection Device	Dell	221-9411	2
Projection Device	INFOCUS	LP580	1
Projection Device	PANASONIC	PTLB50U	1
Projection Device	PROXIMA	A822C	1
Projection Device	3M	9000AJH	1
Projection Device	EPSON	EMP51	1
Projection Device	PROXIMA	A522C	1
Projection Device	SANYO	PLCSW20	1
Projection Device	SANYO	PLCXP18N	1
Projection Device	SANYO	PLCXU22N	1
Projection Device	Dell	4610X	1
Projection Device	Dell Inc.	3200MP	1
Projection Device	EPSON	ELP7100	1
Projection Device	EPSON	EMP7700	1
Projection Device	Epson	V11H252020	1
Projection Device	HEWLETT PACKARD	L1708A	1
Projection Device	PANASONIC	PTL556U	1
Projection Device	PROXIMA	A810C	1
Projection Device	SANYO	PLCXP10NA	1
Projection Device	Dell	1409XC3	1
Projection Device	Dell	223-5540	1
Projection Device	DELL	2300MP	1
Projection Device	DELL	1201MP	1
Projection Device	Dell	1410X	1
Projection Device	DELL	1800MP	1

Supported "In Service" Projectors			
Type	Manufacturer	Model	Quantity
Projection Device	Dell	2400CC2	1
Projection Device	COMPAQ	PE1303	1
Projection Device	Dell	M210	1
Projection Device	Dell	NP610	1
Projection Device	Dell Inc.	4610X	1
Projection Device	PANASONIC	PTL711XU	1
Projection Device	SANYO	PLCXP20N	1
TOTALS:			84

13.10 SUPPORTED APPLICATIONS: DESKTOP SERVICES

Supported "In Service" Applications: Desktop Services
Symantec Endpoint Protection
WinZip
Nexus Terminal Emulation 4.4971
Microsoft Visio Viewer
PowerDVD
Symantec Enterprise Vault HTTP-only Outlook Add-In
Microsoft Silverlight
Roxio Creator DE
Microsoft Office Professional Plus 2007
Adobe Reader X
Microsoft Office Professional Edition 2003
IMPD_Law Enforcement_Police Reports
IMPD_CaseManagement
IMPD Wise
Mobile Roll Call
VZAccess Manager
Easy Street Draw 3 ActiveX Control
NetMotion Mobility XE Client
Adobe Reader X (10.1.0)
Easy Street Draw 3
QuickTime
Microsoft Office Access 2007
Criss Cross Plus 100128
Google Earth
ARIES
ZClient32_V5_MECA
Google Chrome

Supported "In Service" Applications: Desktop Services
ZClient V5 Desktop
Tiburón Mobile ARS
Laserfiche Client 7.2.1
Microsoft Office Professional Plus 2010
ZClient V5 RF
Adobe AIR
Crystal Reports XI Release 2 .NET 2005 Server
ARIES 5
mcsd_vb_app_install
RealPlayer
OpenVPN Client
Electronic Field Study 2.7
Odyssey Assistant
CSInformer
CourtReferralSetup
Hansen 7.7 rel 5.1.1
Hansen v7.7 Release 810_201102
ESRI MapObjects 2.4 Runtime
Symantec Enterprise Vault Outlook Add-In
ArcGIS ArcReader 10
ZClient32_UDP Police
Informer_Probation
Adobe Reader X (10.1.4)
IMPD Latent Prints
TeleStaff
ArcGIS Desktop 10
IMPD Public Police Reports
Business Objects Crystal Reports 7 Runtime
IMPD Roster
ArcGIS ArcReader 10 Service Pack 2
Genetec Omnicast Client 4.6
Laserfiche 8.3 Client Suite
Adobe Acrobat 5.0
OffenderWatch 2.10 XP
Topaz e-Signatures SigPlus 3.64
Topaz e-Signatures SigPlus 3.61
Class 7.01 Settings
Criss Cross Plus 6
Nexus Mainframe Terminal
Photo Management System
Chronotron Pro

Supported "In Service" Applications: Desktop Services
Genetec Omnicast WebClient 4.6
PDFCreator
Adobe Reader 9.1
Polycom CMA Desktop
CutePDF Writer 2.8
ArcGIS Desktop 10 Service Pack 1
eSiren Files
ArcView GIS 3.3
Pictometry® for ArcGIS Desktop
ArcGIS Desktop 10 Service Pack 2
ZClient_RF_V442
Public Police Reports
Microsoft Visio Viewer 2002
FTR TheRecord Player
CutePDF Writer 2.7
IMPD Case Management
IBM Iseries Emulator Release 2 5.0
Microsoft Office InfoPath 2007
Letter Genie Lite 1.0
Microsoft Lync 2010
OLYMPUS CAMEDIA Master 2.5
FTR TheRecord Manager
Informer Probation
JusticeTrax LIMS-plus Client
Adobe Acrobat 9 Pro
IMPD Photo Management System
GPS Monitoring
Microsoft Streets & Trips 2010
CICMS
Accela Wireless Client 7.0.5
MCSD Case Management
NickName
IMPD WISE (C:\Program Files\IPD\Person\)
Latent Prints
FTR Reporter
Microsoft Office Project Professional 2007
Chameleon
MCPO Criminal Case Tracker
Microsoft Streets and Trips 2005
ArcGIS ArcReader
Microsoft Office Visio Professional 2007

Supported "In Service" Applications: Desktop Services
Autodesk DWF Viewer 7
ArcGIS Desktop
Kofax Capture 9.0
FTR TheRecord Manager - Warehouse Client
Genetec Omnicast WebClient 4.3
Microsoft Streets & Trips 2009
Accela Wireless Client 6.7.14
Adobe Acrobat 8 Professional
Seagate Crystal Reports 7 Distributed Reports
Fortres 101 Version 6.5
FileNet IDM Viewer 3.3
IMPD Paging
Adobe Reader X (10.0.1)
MissingPersons
Kofax VirtualReScan 4.10
Microsoft Office Visio Viewer 2003 (English)
IMPD PDS
Microsoft Visual Studio 2005 Professional Edition - ENU
CrimeNtel
iRecord Media Framework
Adobe Reader 8
Microsoft Office Visio Professional 2003
ARIES 2009
Microsoft Access 2010
Seagate Crystal Reports 7
Microsoft Visual Studio 2010 Ultimate - ENU
WaveReader Ver 4-2
Coroner Database
IndiDocs
Microsoft Streets & Trips 2011
Microsoft Streets & Trips 2008
Microsoft Office Project Professional 2003
SnagIt 8
KATS - K9 Activity Tracking System
IMPD Alerts
IBM i2 Analyst's Workstation Extras 8
Adobe PDF Library Files CS4
IMPD Latent Prints (C:\Program Files\IPD\Latent\)
Adobe Photoshop 7.0
Adobe Photoshop CS2
IMPD Subpoena

Supported "In Service" Applications: Desktop Services
Adobe Photoshop CS4
Adobe Photoshop CS4 Support
IMPD Autodesk Program
SigmaXL
IMPD Photo Management System (C:\Program Files\IPD\Photo Management System\)
Adobe Photoshop Elements 7.0
WavePad Sound Editor
Adobe Illustrator CS2
Avaya Integrated Management Client 3.0
IMPD Case Management (C:\Program Files\IPD\Caseman\)
Adobe Acrobat 4.0
IMPD WISE (C:\Program Files\IPD\Person\)#3
IMPD Roster (C:\Program Files\IMPD\Roster\)
IMPD Paging (C:\Program Files\IMPD\Paging\)
IMPD Systems Access
Adobe Photoshop 6.0
Adobe PDF Library Files
Adobe Photoshop CS3
Adobe Presenter 7
IMPD Autodesk
Adobe Photoshop CS
Adobe Photoshop Elements 10
Adobe Photoshop CS5.1
Adobe Photoshop CS6
Adobe PageMaker 7.0
Adobe Photoshop Elements 6.0
Adobe Photoshop Album 2.0 Starter Edition
Adobe Photoshop CS5
IMPD Latent Prints (C:\Program Files\IPD\Latent\)#3
Adobe Premiere Elements 10
Adobe Photoshop Elements 2.0
IMPD IDACS Client
IMPD Case Management (C:\Program Files\IPD\Caseman\)#3
Adobe Photoshop Elements 9
Adobe Premiere Elements 9
Adobe Photoshop 7.0.1
IMPD Photo Management System (C:\Program Files\IPD\Photo Management System\)#3
IMPD_WISE
Adobe Photoshop Lightroom 2.7

Supported "In Service" Applications: Desktop Services
Adobe After Effects CS3 Third Party Content
Adobe Photoshop Lightroom 3.3
Adobe Premiere Elements 8.0
IMPD Paging (C:\Program Files\IMPD\Paging\) #3
Adobe Premiere 6.0
Adobe After Effects CS3 Presets
Adobe Premiere Elements 10 HD Content 2
Adobe Photoshop Elements 3.0
Adobe Photoshop 5.0.2
IMPD Purchase Orders
Adobe Premiere Pro CS3
IMPD Tow Report Setup Program
IMPD Subpoena (C:\Program Files\IPD\Subpoena\)
Adobe Photoshop Elements 5.0
Adobe Premiere Elements 9 Content 3
Adobe After Effects CS4 Presets
Adobe Premiere Pro CS4 Functional Content
IMPD Photo Management System (C:\Program Files\IPD\Photo Management System A\)
IMPD IDACS Client (C:\Program Files\IPD\IPDIDACS\)
Adobe Photoshop Elements 8.0
Adobe Premiere Elements 9 Content 1
Adobe Photoshop 5.5
Adobe Premiere Elements 9 HD Content 2
IMPD Case Management (C:\Program Files\IPD\Caseman\) #4
Adobe Premiere Pro CS3 Third Party Content
Adobe Photoshop Lightroom 3
IMPD Paging (C:\Program Files\Paging\)
Adobe PageMaker 6.5
Adobe Premiere Elements 10 HD Content 3
Adobe Photoshop Lightroom 3.5
Adobe Premiere Elements 8.0 Templates
Adobe After Effects CS3
Adobe Premiere Elements 9 Content
Adobe Premiere 6.5
Adobe Premiere Elements 9 Content 2
Adobe Premiere Elements 1.0
Adobe Premiere Elements 9 HD Content 1
IMPD Paging (h:\My Docs\)
Adobe Premiere Elements 9 HD Content 3
IMPD WISE (C:\Program Files\IPD\Person\) #4

Supported "In Service" Applications: Desktop Services
Adobe Premiere Pro CS3 Functional Content
Adobe PDF IFilter 6.0
Adobe Premiere Pro CS4
Adobe Premiere Elements 10 Content 2
Adobe Premiere Pro CS4 Third Party Content
Adobe Premiere Elements 10 Content 3
Adobe After Effects CS4 Third Party Content
Adobe Premiere Elements 10 HD Content 1
IMPD WISE (h:\)
Adobe Premiere Elements 10 Content
Adobe After Effects CS4
Adobe Premiere Elements 10 Content 1
TOTAL SUPPORTED APPLICATIONS - DESKTOP SERVICES

13.11 SUPPORTED COMMUNICATION DEVICES: NETWORK SERVICES

Supported "In Service" Communication Devices: Network Services			
Type	Manufacturer	Model	Quantity
Firewall	Juniper	NS-ISG-1000	3
Firewall	Juniper	NS-SM-5	1
Firewall/VPN	Cisco	ASA5505	101
Firewall/VPN	Cisco	ASA5510	1
Firewall/VPN	Cisco	ASA5520	2
Firewall/VPN	Cisco	ASA5540	1
Firewall/VPN	Cisco	ASA5550	3
CSU/DSU	Cisco	CSU/DSU	95
Router	Cisco	2650	31
Router	Cisco	1841	47
Router	Cisco	881	68
Router	Cisco	2821	1
Router	Cisco	3825	2
Router	Cisco	1720	1
Router	Cisco	3845	1
Router	Cisco	7204-VXR	3
Router	Cisco	ASR 1002	2
Router	Cisco	Linksys	1
Router	Cisco	6509	10
Router	Cisco	6513	3
Router	Netgear		2
Router	Linksys	WRT54G	10

Supported "In Service" Communication Devices: Network Services			
Type	Manufacturer	Model	Quantity
Switch	Cisco	C2960S-48FPS	140
Switch	Cisco	C3550-24	18
Switch	Cisco	C3550-48	23
Switch	Cisco	3524	93
Switch	Cisco	3548	18
Switch	Cisco	2950-24	37
Switch	Cisco	2950-48	26
Switch	Cisco	2940-8	35
Switch	Cisco	2960-8	31
Switch	Cisco	3560-24 PS	45
Switch	Cisco	3560-48 PS	54
Switch	Cisco	3560-48	1
Switch	Cisco	4948	18
Switch	Cisco	37xx Stack	27
Switch	Cisco	3508	3
Switch	Cisco	4948	18
Switch	3Com	24-port	6
Wireless Bridge	Cisco	350	4
Wireless Bridge	Cisco	1300	2
Wireless Access Point	Cisco	1221/1231	30
Wireless Access Point	Cisco	1242	102
Wireless Access Point	Cisco	1252	13
Wireless Access Point	Cisco	1262	18
		TOTALS:	1,151

13.12 SUPPORTED SERVER HARDWARE: NETWORK SERVICES

Supported "In Service" Server Hardware: Network Services			
Type	Manufacturer	Model	Quantity
Server	Dell	Dell PowerEdge 1800	1
Server	Dell	Dell PowerEdge 6950	1
Server	Dell	Dell PowerEdge R900	5
Server	HP	HP ProLiant BL45p G1 Blade	2
Server	HP	HP ProLiant DL360 G5	1
Server	HP	HP ProLiant DL360 G7	14
Server	HP	HP ProLiant DL380 G2	1
Server	HP	HP ProLiant DL380 G3	7
Server	HP	HP ProLiant DL380 G4	8

Supported "In Service" Server Hardware: Network Services			
Type	Manufacturer	Model	Quantity
Server	HP	HP ProLiant DL380 G5	1
Server	HP	HP ProLiant DL380 G6	3
Server	HP	HP ProLiant DL385 G1	27
Server	HP	HP ProLiant DL385 G2	1
Server	HP	HP ProLiant DL560 G1	1
Server	HP	HP ProLiant DL580 G2	1
Server	HP	HP ProLiant DL580 G3	5
Server	HP	HP ProLiant DL580 G4	1
Server	HP	HP ProLiant DL580 G5	4
Server	HP	HP ProLiant DL585 G7	13
Server		SE7210TP1-E	3
Server		Virtual Server	175
		TOTALS:	275
SAN/DAS Storage	EMC	EMC CX700 (65TB RAW)	
SAN/DAS Storage	HP	HP Storage D2700 Enclosure	
SAN/DAS Storage	HP	HP Storage MSA30 Enclosure	
SAN/DAS Storage	NetApp	NetApp FAS6030 (160TB RAW)	
SAN/DAS Storage	Quantum	Quantum I2000 Tape Library (16-LTO3)	
		TOTALS:	13

13.13 SUPPORTED SERVER O/S: NETWORK SERVICES

Supported "In Service" Server Operating System's: Network Services			
Type	Manufacturer	Model	Quantity
Operating System	RedHat	Red Hat ES 4x	2
Operating System	RedHat	Red Hat ES 5x	2
Operating System	VMWare	vSphere 5	10
Operating System	Microsoft	Windows 2000 Advanced Server - EOL	3
Operating System	Microsoft	Windows 2003 Appliance Edition - EOL	2
Operating System	Microsoft	Windows 2003 ENT 32-BIT - EOL	1
Operating System	Microsoft	Windows 2003 R2 ENT 32-BIT	96
Operating System	Microsoft	Windows 2003 R2 ENT 32-BIT - EOL	2
Operating System	Microsoft	Windows 2003 R2 ENT 64-BIT	25
Operating System	Microsoft	Windows 2003 R2 STD 32-BIT	52
Operating System	Microsoft	Windows 2008 R2 ENT 64-BIT	7
Operating System	Microsoft	Windows 2008 R2 STD 64-BIT	71
Operating System	Microsoft	Windows 2008 STD 32-BIT	2

Supported "In Service" Server Operating System's: Network Services			
Type	Manufacturer	Model	Quantity
		TOTALS:	275

13.14 EXISTING CITY/COUNTY LICENSES AND AGREEMENTS

Contract Type	Vendor	Product Covered	From	To	Term
GSA	Clawson Communications	Wiring Only	6/1/2012	06/01/2013	12 Month
Hardware	Matrix Integration	HP Server used by Controller - 4 Hour On-site (3) year warranty/			36 Month
Hardware	LeaseNet	Juvenile Courts Lease			12 Months
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-001	11/01/2010	11/1/2013	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-002	11/01/2010	10/31/2014	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-003	12/01/2010	12/1/2013	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-004	01/01/2011	12/31/2014	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-006	02/28/2011	02/29/2015	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-007	02/28/2011	02/29/2015	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-008	04/01/2011	3/31/2016	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-009	04/01/2011	3/31/2014	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-010	08/01/2011	7/31/2015	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-011			
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-012	10/01/2011	9/30/2015	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-013	10/01/2011	9/30/2015	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-014	10/01/2011	9/30/2014	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-015	10/01/2011	9/30/2014	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-016	12/01/2011	1/31/2015	
Hardware Lease	Dell Financial Services	Lease Schedule 6497172-017	12/01/2011	1/31/2015	
Hardware Maintenance	Carahsoft	i2000 Manufacturer is Quantum formerly purchased from Network Storage/	01/01/2012	12/31/2013	24 Month
Hardware Maintenance	Computer Associates	MVS Foundation Software (ELA)	01/01/2012	12/31/2012	48 month
Hardware Maintenance	Double Take Software	Double Take Advanced Server Licenses			
Hardware Maintenance	Hewlett Packard	Designjet 800 Hardware Support Product C7780C			12 Month
Hardware Maintenance	Innovative Data	Upgrade Advantage for	09/02/2012	9/2/2013	12 Month

CITY OF INDIANAPOLIS-MARION COUNTY, IN: IT SOURCING SERVICES RFP

Contract Type	Vendor	Product Covered	From	To	Term
		PowerDMS/TEST/Survey-Annual Maintenance (2,388 users)			
Hardware Maintenance	Koorsen Fire & Security	Camera Maintenance			48 Month
Hardware Maintenance	NETech	Cisco SmartNet support for Camera PODSS			
Hardware Maintenance	NETech	Cisco SMARTnet			36 Months
Hardware Maintenance	Network Appliance	SupportEdge Std/ Hardware Maintenance (Purchased through Northrop Grumman Initiative	03/01/2012	2/28/2013	12 Month
Hardware Maintenance	Network Solutions	MRV Maintenance for Fiber Optics (Fiber Ring)	04/24/2010	04/23/2013	36 Month
Hardware Maintenance	Network Solutions	CISCO SmartNET Maintenance financed by Key Bank	07/15/2011	8/15/2015	60 Month
Hardware Maintenance	Pitney Bowes fka Group 1	Software-CODE 1	02/28/2011	02/27/2012	12 month
Hardware Maintenance	Proofpoint	Platinum Support for Spam Detection and Virus	02/01/2012	1/31/2013	12 Months
Hardware Maintenance	Waterfield	IVR Maintenance	01/01/2012	12/31/2012	24 Month
Hardware Maintenance	Word Systems, Inc/	iRecord HW Support	10/01/2012	9/30//2015	36 Month
Hardware Maintenance	Xerox	Printer Maintenance S/N: KTO-003535	01/01/2011	12/31/11	22 Month
Hardware Maintenance	Xerox	6204CP Copier w/out Server			
License	Northrop Gumman	I20120224-001 for SnapManager for VI SW SMVIVMWARE	03/01/2012	02/28/2013	12 Month
License	Oracle America	(4) additional license purchase for the redundant ERP site/	05/28/2012	5/27/2013	12 Month
License	Oracle America	Oracle Load Testing Accelerator for Web Services/ Fka/ HP LoadRunner	05/28/2012	5/27/2013	12 Month
License	Paperless Business Solutions	Informer Case Management	03/01/2012	2/28/2013	12 Month
License & Maintenance	Accela	Tidemark Application for land management services/	06/01/2012	06/01/2016	12 Month
License & Maintenance	Allen Systems Group	INFOPAC ViewDirect for MVS - Mainframe Upgrade to 60; INFOPAC (Mobius) ViewDirect for MVS/ Z Team - Mainframe Upgrade to Group 60; Z Team (Zeke Zebb and Zara); TMON for MVS and TMON for CICS/ESA; Job/Scan	12/31/2011	12/30/2014	24 Month

CITY OF INDIANAPOLIS-MARION COUNTY, IN: IT SOURCING SERVICES RFP

Contract Type	Vendor	Product Covered	From	To	Term
License & Maintenance	Axceler (Dell)	Axceler FileLoader 2007 Tier 3 Data Above 20TB License purchased from Dell QPA 9414/	05/31/2012	05/30/2013	12 Month
License & Maintenance	Bolt Limited Inc	Laser Fiche SW Assurance			12 Month
License & Maintenance	Dell	J-Care Core Support for Global Enterprise ASAP Part #2550508 Formerly purchased from Bell Tech in 2011/	12/14/2012	12/13/2013	12 Month
Licenses	Activant	Partexpert SA LC2K 1st CPU			12 Months
Licenses	Active Data Exchange	Web Based Calendaring System	08/01/2012	07/31/2013	12 Months
Licenses	Advantage International	Add 2 Exchange (Please refer to 20412)	06/15/2012	06/14/2013	12 Month
Licenses	Agilaire	E-DAS Ambient & Network SW, CLAIRE SW	01/02/2012	01/02/2013	12 Month
Licenses	Altiris	Inventory Solution w/AUP (Please refer to 20412)			
Licenses	AnchorPoint	Maintenance for Telops	01/31/2012	01/30/2013	12 Month
Licenses	Apex	Apex Sketching Software	07/01/2010	06/30/2013	36 Month
Licenses	ASAP Software nka Dell	Quest Storage Suite for Windows Maintenance			12 Month
Licenses	AvePoint	Anti-virus content shield for DocAve 5 and other AvePoint products/ Three year deal paid annually by DPO/	05/01/2011	05/01/2014	12 Month
Licenses	Bell Industries	Quest Migration Manager for SharePoint	01/01/2012	12/31/2012	
Licenses	Caliper Corporation	TRANSCAD Software Support with Remote Desktop Access/ Purchase of an additional license 2012/	02/29/2012	02/28/2013	12 Month
Licenses	CBM Archives	Telephone/On Site Support, Storage, SW Support, Server, and 2 Scanners	05/01/2012	04/30/2013	12 Month
Licenses	Citrix	Citrix Presentation Server Ent and Netscaler Application 200 Users	05/15/2012	05/15/2013	12 Month
Licenses	Citrix Preferred 25	200 Perpetual licenses of Citrix 24 hour technical support	05/15/2012	05/15/2013	12 Month

CITY OF INDIANAPOLIS-MARION COUNTY, IN: IT SOURCING SERVICES RFP

Contract Type	Vendor	Product Covered	From	To	Term
Licenses	CLEO	Stream Annual Maintenance - For streaming webcams and live events/ This allows broadcast of live events/	01/09/2012	01/08/2013	
Licenses	Columbia Ultimate or RevQ	SW Support uses by OFM for audits/	01/11/2012	12/31/2012	12 month
Licenses	Dell	Juniper-J-Care Support	04/03/2012	04/02/2013	12 Month
Licenses	Dell	TOAD for Oracle/ TOAD Std/ Ed/ Maintenance (5) licenses/	01/01/2012	12/31/2012	12 Month
Licenses	Dell (Bell Industries)	J-Boss & Red Hat (See ES in 22494)	07/01/2012	6/30/2013	12 Month
Licenses	Dell (Bell Industries)	Red Hat Enterprise Linux Es Std (See ES in 22494)	07/01/2012	6/30/2013	12 Month
Licenses	DLT fka Dell fka ASAP	TOAD for Oracle/ TOAD Std/ Ed/ Maintenance (5) licenses/	01/01/2012	12/31/2012	12 Month
Licenses	Elixir Tech Corp	DesignPro Tools Migration Packs			
Licenses	ESRI	Arcinfo Maintenance and Support Assist Program for ArcPad	07/01/2012	6/30/2013	12 Month
Licenses	ESRI	ArcPad Support Assistance Program	07/01/2012	6/30/2013	12 Month
Licenses	ESRI	Arcview Single Use Unkeyed License 93198 (5)	07/01/2012	6/30/2013	12 Month
Licenses	ESRI	ArcEditor Concurrent Use License	07/01/2012	6/30/2013	12 Month
Licenses	ESRI fka/Safe Software	FME ESRI Suite Floating License s/n: S0205A2823	01/01/2012	12/31/2012	12 Month
Licenses	Experian	QAS Software License	12/01/2012	11/30/2013	12 Month
Licenses	Fishnet Security	WebSense Premium Support	09/29/2012	9/28/2013	12 Month
Licenses	Gottlieb & Wertz, Inc/	AS-400 QUEST	01/01/2011	12/31/11	12 Months
Licenses	HLP	Data Connection Maintenance			12 Month
Licenses	i2	Analysts Notebook/iBase/iBridge SW Support	01/01/2012	12/31/2012	12 Month
Licenses	IAD Solutions	Audit Leverage			
Licenses	ImageWare	IMPD Cap 8-Arrestee Processing Center- Includes Investigative Component Thick Client SW; MCSD Cap 7 - Sex Offender Registrant; Mug Shot Maintenance	01/01/2012	01/31/2013	12 Month

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Contract Type	Vendor	Product Covered	From	To	Term
		Police			
Licenses	Imaging Office Systems	Cannon HW & SW	06/01/2011	05/31/2012	12 Month
Licenses	Income Works	PVD Cashiering System			12 Month
Licenses	Infor - Hansen	Hansen Maintenance	01/01/2013	12/31/2013	12 Months
Licenses	Infragistics	NetAdvantage for /Net 2010 reduced down to four licenses from nine/ Chuck has determined that we do not need to renew 2011/			36 Month
Licenses	Interwoven	iManage Support and Maintenance			12 Month
Licenses	Jury Systems	Jury +			12 Months
Licenses	Lockheed Martin	Intranet Quorum Support and Maintenance Upgrade Chris Hart of Lockheed at Chris/Hart@lmco/com	06/30/2011	06/60/2012	12 Month
Licenses	Matrix Integration (fka DLT Solutions (fka ASAP) DELL	Quest Reporter Per Enabled User Acct Maintenance/ 9000 License/			12 Month
Licenses	Matrix Integration (formerly purchased from Fluke Networks)	Matrix is now provided the Gold Coverage for Fluke Optiview Portable Sniffer Appliance	05/30/2012	5/29/2013	12 Month
Licenses	Michael J/ LeVine Motors	Motor Alldata Gov/Lib DVD Renewal	01/01/2011	12/31/11	12 Month
Licenses	Microsoft (Dell)	MS Premier SW Support	02/26/2012	02/25/2013	12 Month
Licenses	Microsoft Enterprise Agreement (Dell)	Office Professional Plus All Lng Lic, Windows, Enterprise CAL			48 Month
Licenses	Microsoft Enterprise Agreement (Dell)	Microsoft Ent/ Products: Office ProPlus, EntCAL, WinPro (200)			36 Month
Licenses	Multi-Health Systems	License Agreement for Test SDK and Test Users (\$18,840/00)			12 Month
Licenses	NEC Corp/	Maintenance Renewal for AFIS System - PIDS, APC, Palm	07/01/2012	06/30/2013	Monthly
Licenses	Network General	Sniffer Pro License Upgr/ w/ Wireless Add on Support and LAN, PDA			12 Month

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Contract Type	Vendor	Product Covered	From	To	Term
Licenses	Nexus	Nexus Terminal Emulation Software (NMT) Mainframe Software	06/01/2012	5/31/2013	
Licenses	Oracle America	Siebel Public Sector CRM Base Siebel Smart Script	05/31/2012	05/30/2013	12 Month
Licenses	Oracle America	Database Enterprise Edition	05/31/2012	05/30/2013	12 Month
Licenses	Oracle America	Siebel Support	05/31/2012	05/30/2013	12 Month
Licenses	Oracle America	Maintenance & Support for Oracle Peoplesoft Software	05/28/2012	05/27/2013	12 Month
Licenses	Paperless Business Solutions	Informer Case Management	01/01/2012	12/31/12	12 months
Licenses	PhotoScan	Jail Cameras and monitoring equipment - Wave Reader			12 Month
Licenses	Prescient	Kofax linked to Enterprise ticket 24884/	03/31/2012	4/1/2013	12 Month
Licenses	Prescient	Kofax, Content Manager, See ticket 31107 for Daeja Viewer	03/31/2012	4/1/2013	12Month
Licenses	Prescient	Daeja Viewer	04/01/2012	3/31/13	12 month
Licenses	Prescient	Backfile Scan Kofax Amend 7			12 Month
Licenses	Prism Software	DocForm, v3 1 Year Service & Support Mon-Fri, 8-5			
Licenses	Proofpoint	Messaging Security Gateway Virtual License	06/28/2009	06/27/2010	12 Month
Licenses	PVD NET LLC	Property System Maintenance	01/01/1931	12/31/11	
Licenses	Real VNC SW	Qty 10 Perpetual licenses of VNC Enterprise edition (Windows)			
Licenses	SAS	Graph & MXA OS Base SAS	01/01/2011	12/31/11	12 month
Licenses	Snap-On Business Solutions	EPAR Station System - Belmont	01/01/2011	12/31/11	36 Month
Licenses	Snap-On Business Solutions	EPAR Station System - Riverside	01/01/2011	12/31/11	36 Month
Licenses	Software Techniques	WinACE - Qty of 11	04/15/2012	4/14/13	12 Month
Licenses	Software Techniques	WinACE - Qty of 2	04/15/2012	4/14/13	12 Month
Licenses	Sparx Systems	Enterprise Architect Corp/Architect UMD & Corp to floating upgrade	03/31/2011	3/31/12	12 Month

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Contract Type	Vendor	Product Covered	From	To	Term
Licenses	SPSS, Inc/	SPSS Base (6) Statistics SW Licenses	06/01/2012	05/31/2013	12 Month
Licenses	SPSS, Inc/	SPSS Base (1) Statistics SW Licenses	03/01/2012	02/29/2013	12 Month
Licenses	SPSS, Inc/	SPSS Base			
Licenses	Stanley	Electronic (13) Key Box Main/			12 Month
Licenses	Stanley	Main and Monitoring Card Reader & Door control			12 Month
Licenses	SunGard Availability Services	Disaster Recovery Services	01/01/2012	12/31/2012	36 months
Licenses	SunGard Avantgard, LLC	Secure 32 s/n: 1/70100268 and SDDW s/n: 11400784/ Check processing for child support checks/	01/01/2012	12/31/2012	12 Months
Licenses	System Innovators	TPG A776 Printer, and APG Cash Drawer/	12/01/2011	11/30/2012	12 Month
Licenses	Telcom Center LLC	Licenses Agreement for Fiber Right of Way	04/01/2011	03/31/2016	12 Months
Licenses	Thawte	SSL Web Server Certificates and Licenses			36 Month
Licenses	The Active Network, Inc/	Class Software	01/01/2012	12/31/2012	12 Month
Licenses	VMWare (Dell)	VMWare Licensing VPSHERE ENT	06/28/2012	06/27/2013	12 Month
Licenses	VUGate	Video Two Service includes SW and HW support	01/01/2011	12/31/2011	12 Month
Licenses & Maintenance	HLP	Chameleon/CMS Software Annual Support & Maintenance	08/01/2012	07/31/2013	12 Months
Licenses & Maintenance	The Omega Group	CrimeView Desktop	01/01/2012	12/31/2012	12 months
Maintenance	SAP/Business Objects	SAP Business Objects Ent Prof/ for Enterprise Reporting (CPU)	12/16/2012	12/15/2013	12 Month
MLA	Dell Financial Services	MLA that allows for purchases of hardware, software, services/	09/03/2010		
Service Contract	AT&T	State of Indiana Circuit	06/09/2011	06/08/2015	48 Month
Service Contract	Bright House Network	Ethernet City County Building and BHN 3030 Roosevelt Ave/ Amend/ 1 NTE \$2,500 Mo/	01/11/2012	12/31/2012	48 Month
Service Contract	Bright House Network	Circuit			48 Month

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Contract Type	Vendor	Product Covered	From	To	Term
Service Contract	Clawson Communication	Connectivity requirements for voice and data networks/ Was an NTE of (\$878,720/00) 10-22	6/1/2012	06/01/2013	12 Month
Service Contract	Corvee Inc/ d/b/a Dixon Phone Place	Telops Equipment	12/02/2011	12/01/2013	24 Month
Service Contract	Dell	Citrix Preferred 25			
Service Contract	Direct Path	Project Manger, Business Analysit or Consultanat Services/	02/28/2011	11/18/2013	48 Month
Service Contract	e-Cycle	Phone Purchase Program	10/01/2011	9/30/2012	12 Month
Service Contract	Granicus	Monthly Managed Services	01/01/2012	8/1/2012	12 Month
Service Contract	Indiana Office of Technology	Mainframe Move State Contract	02/01/2011	02/01/2015	48 Month
Service Contract	Lifeline Data Center	Cage space	05/26/2011	06/30/2015	48 Month
Service Contract	LocatePlus	Provides nationwide public record info and services proprietary database			12 Month
Service Contract	LoGO Indiana		07/01/2014		
Service Contract	NETech	PO was made for the contract 8935 executed 5/16/2011 to expire in 1 year would be 5/15/2012	05/16/2011	5/15/2012	12 Month
Service Contract	Pictometry	Visual Intelligence	01/01/2012	12/31/2012	72 Month
Service Contract	PVD NET LLC	Helpdesk Support PVD	09/01/2010	12/31/2012	12 Months
Service Contract	Recall	Data Protection Services (Tape Storage)	01/01/2012	12/31/2012	48 Month
Service Contract	Recall	Data Protection Services (Tape Storage)	01/01/2012	12/31/2012	48 Month
Service Contract	Siteimprove	Identify broken links, misspellings and accessibility issues on websites/	12/01/2011	01/01/2014	24 Months
Service Contract	Time Warner Telecom	Circuits (Resolution 12-03)	01/01/2012	12/31/2012	36 Month
Service Contract	TruePoint	Provide basic consulting and recommendations for Accela fees and evaluate each of the 516 total fees in schedules/	05/01/2012	05/01/2013	12 Month
Service Contract	TruePoint	Modify rates for DCE software			5 Month
Service Contract	TruePoint	Consulting Services			

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Contract Type	Vendor	Product Covered	From	To	Term
Service Contract	TSG	Telops data and voice services/ This is one of the four year MSA documents that require an amendment with each new SOW/	08/06/2009	08/05/2013	48 Month
Service Contract	TSG	AES Server purchase for Avaya Upgrade	12/01/2011	11/30/2012	12 Month
Service Contract	Zanett	ERP, Hosting	06/09/2010	06/8/2013	36 Month
Service Contract	Zanett	Implementation	06/09/2010	06/8/2013	
Service Contract	Zanett	ERP, Implementation	06/09/2010	06/08/2014	
Software License	ipSwitch	MOVEit Software Purchase	06/01/2012	5/31/2013	12 Month
Software License & Maintenance	Prescient	IBM FileNet	01/01/2012	12/31/2012	12 Month
Software Licenses	Dell	Quest Message Stats and Recovery Manager	01/01/2013	12/31/2013	12 month
Software Licenses	Hitachi	Password Manager	01/01/2010	12/31/2013	48 month
Software Licenses	HP	BAC and Site Scope	01/01/2011	12/31/2013	36 month
Software Licenses	Syncsort	Backup and Recovery Software	12/26/2009	12/31/2013	48 month
Software Maintenance	Dell	Symantec Antivirus	07/01/2010	06/30/2013	36 Month
Software Maintenance	Dell	Annual Premium 50 Support - Altiris			
Software Maintenance	ESI Acquisition	Resource Manager GIS			
Software Maintenance	ESI Acquisition	WebEOC			
Software Maintenance	Fishnet Security	Blue Coat Web Filter and Reporter SW			
Software Maintenance	Ricoh Office Solutions	Annual Maint/ Fee - Xerox 8825DS s/n DT9035358			
Software Maintenance	iNovah	System Innovators is doing an upgrade to the current iNovah product/			
Software Maintenance	LogicStudio	LEX Support & \$1,000 travel exp/			
Software Maintenance	NetMotion	100 Additional License and SW	12/07/2011	12/22/2012	12 Months
Software Maintenance	NetMotion	1900 Licenses and SW Maintenance	12/23/2011	12/22/2012	12 Months
Software Maintenance	Network Storage	PowerPath EN Plus Maintenance			14 Month
Software Maintenance	Network Storage	Legato Midrange Server Backup Support			
Software Maintenance	OMNI-TEK, Inc/	Telecommunications Terminal Site			12 Month

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Contract Type	Vendor	Product Covered	From	To	Term
		Access Agreement			
Software Maintenance	Peak Technologies	3600 Detacher s/n: 9314			
Software Maintenance	Qcoherent Software LLC	Classify and Extractor Lic and the annual cost for 2012 will be \$1,216/83	01/01/2012	12/31/2012	12 Month
Software Maintenance	Rainmaker Systems dba HP	DesignJet 5500ps Printer Support			
Software Maintenance	Sun Microsystems	Gold & Silver Service Plans			
Software Maintenance	Xerox	DocuColor 3535 Printer s/n LVG 253517			
Software Maintenance	Xerox	Printer Maintenance S/N: KTO-003539			
	Dell	Dell lease schedule	01/31/2011	12/31/11	
	Dell	Dell lease schedule	01/31/2011	12/31/11	
	Dell	Dell lease schedule	01/31/2011	12/31/11	
	Dell	Red License	03/30/2011	12/31/11	
	Dell	Dell lease schedule	01/31/2011	12/31/11	
	Dell Marketing	Lease Schedule 3012274 and 3017334			
	Dell Marketing	Lease Schedule 3017337			
	Dell Marketing	Lease Schedule 3027012-D430 and 2275719 FEMA			
	Dell Marketing	Lease Schedule 2279083			
	Dell Marketing	Lease Schedule 3034609			
	Dell Marketing	Lease Schedule 2299748			
	Dell Marketing	Lease Schedule 2506510			
	Dell Marketing	Lease Schedule 3006807			
	Dell Marketing	Lease Schedule 3012276			
	Dell Marketing	Lease Schedule 3064838			
	Dell Marketing	Lease Schedule 3029619			
	Dell Marketing	Lease Schedule 3081395			
	Dell Marketing	Lease Schedule 3044956			
	Dell Marketing	Lease Schedule 3052558			
	Dell Marketing	Lease Schedule 3085850			

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Contract Type	Vendor	Product Covered	From	To	Term
	Dell Marketing	Lease Schedule 3054836			
	Dell Marketing	Lease Schedule 3066415			
	Dell Marketing	Lease Schedule 3068570			
	Dell Marketing	Lease Schedule 3090223-002			
	Dell Marketing	Lease Schedule 3044956			
	Dell Marketing	Lease Schedule 3081359			
	Dell Marketing	Lease Schedule 3083036			
	Dell Marketing	Lease Schedule 3092772			
	Dell Marketing	Lease Schedule 3083037			
	Dell Marketing	Lease Schedule 3084728			
	Dell Marketing	Lease Schedule 3084731			
	Dell Marketing	Lease Schedule 3084729			
	DLT Solutions	AutoDesk 3D Studio Max			
	Fusion Center State	Remote Access Services			
	Gottlieb & Wertz, Inc/	AS-400 QUEST			
	Mac Portal and 311	online	01/01/2011	12/31/11	

13.15 ACTIVE "SUPPORTED" APPLICATIONS: APPLICATION SERVICES

The table below also includes an average number of support, maintenance and development hours spent over the last 3 years. (2012 Jan-July) NOTE: Yellow highlighted items are or will become inactive when PeopleSoft implementation project completes.

Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
Accela	Web	Unknown	Accela & FileNet	2605	5888	6730
Accela BI	Web	SQL	BI Administration	535	231	0
Accela Siebel Interface	Web Service	C#	Web & Client Server	0	1	0
Accela/JUSTIS Interface	Console (Command Line)	C#	Database Administration	5	62	0
ACH Online-Property Taxes	Web	Java	Web & Client Server	0	4	0
Active Data Calendar	Web	C#	Third Party Applications	205	322	0
ADPICS (Purchasing)	Mainframe	COBOL	Third Party Applications	28	103	322
ADPICS Bid Package	Web	C#	Web & Client Server	68	144	0
Appeals and Exemptions	Web	C#	Web & Client Server	0	1	27
Appellate Case Mgmt System	MS Access	VBA	Web & Client Server	0	0	0
Application Security	Desktop	VB6	Web & Client Server	11	30	6
APPS	Web	C#	Web & Client Server	282	610	1836
APPS/Altiris Importer	Desktop	C#	Web & Client Server	0	3	0
AQI Particulate Matter	Web	C#	Web & Client Server	1	0	0
Aquatics Accident	Web	C#	Web & Client Server	766	0	2
ArcGIS Explorer		Unknown	GIS	13	115	37
ArcMap		Unknown	GIS	724	994	0
ArcReader		Unknown	GIS	55	287	0
ArcSDE		Unknown	GIS	526	626	0
Asbestos Database	MS Access	VBA	MCSD Applications	4	0	9
Audio Request	Desktop	VB6	MCSD Applications	360	281	0
Autoinfo System	MS Access	VBA	Web & Client Server	0	11	16
AutoInfo.NET	Desktop	C#	Web & Client Server	211	372	0

Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
BI - ERP Financial	Web	SQL	BI Administration	0	0	0
Bookkeeping	Web	VB.NET	Web & Client Server	28	23	0
Chameleon	Desktop	Unknown	Third Party Applications	88	242	38
Chargeback Database	MS Access	VBA	Web & Client Server	0	3	12
CIP Database	Web	Unknown	Database Administration	24	23	0
Civil Cash Register	Desktop	VB.NET	Web & Client Server	1	6	15
Civil Ledger	Desktop	VB.NET	Web & Client Server	0	0	0
Civil Mediation	Web	C#	Web & Client Server	20	435	98
Civil Proc/Judgement	Desktop	VB.NET	Web & Client Server	0	10	6
Civil Warrant	Desktop	VB.NET	Web & Client Server	0	0	0
Class	Desktop	Unknown	Database Administration	24	73	17
Clerk Records Request (.NET)	Web	C#	Web & Client Server	180	0	0
CMS		Unknown	GIS	63	46	3
Communication Counseling	Desktop	VB6	MCSD Applications	0	0	4
Communications Equipment	Desktop	VB6	MCSD Applications	0	26	4
Conflict Resolution Tracking	Desktop	C#	Web & Client Server	10	45	134
Controller Licensing	Desktop	C#	Web & Client Server	7	193	29
Coroner Information Management System	Desktop	C#	Web & Client Server	3	12	21
County Owned Database	MS Access	VBA	MCSD Applications	28	0	0
Court Services Request	Web	C#	Web & Client Server	0	0	0
Courttools BI	Unspecified	SQL	BI Administration	0	2	0
Crime Lab Reports	Web	C#	Web & Client Server	0	4	0
CRQRS	Web	Java	Web & Client Server	84	0	2
Datacom	Database	Unknown	Database Administration	424	853	348
DCE Asset Management System	Web	C#	Web & Client Server	10	12	1979
Deposition Database	MS Access	VBA	MCSD Applications	0	40	30

Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
DocGen - Domestic Relations Counseling Bureau	Desktop	C#	Web & Client Server	18	13	95
DocGen - Marion County Bond Document	Desktop	C#	Web & Client Server	0	0	0
DocGen - Mental Health Document	Desktop	C#	Web & Client Server	0	0	0
DocGen - Notice And Order	Desktop	C#	Web & Client Server	0	8	3
Domestic Violence Tracking	Desktop	C#	Web & Client Server	197	14	16
EBIRS	Web	C#	Web & Client Server	228	277	534
ECIS	Web	Unknown	Web & Client Server	0	13	17
EFiling User Agreement	Web	C#	Web & Client Server	0	0	0
Election Results	Web	Java	Web & Client Server	16	39	90
Eligible Parcels	MS Access	VBA	Web & Client Server	17	41	29
ePAR - Form13	Web	C#	Web & Client Server	0	1	45
ERP Interface - STARS	Console (Command Line)	C#	Web & Client Server	0	7	0
FAACS (Fixed Assets)	Mainframe	Unknown	Third Party Applications	7	3	54
FamilyIntake	Web	C#	Web & Client Server	466	0	0
FAMIS (General Ledger)	Mainframe	Unknown	Third Party Applications	139	835	1164
FileNet/P8	Web	Java	Accela & FileNet	102	279	318
Firearms Training Administration	Desktop	VB6	MCSD Applications	0	4	7
Fiscal Ledger	Desktop	VB6	MCSD Applications	0	0	9
Fleet System Administration	Desktop	VB6	MCSD Applications	2	5	0
Forfeiture	Desktop	VB.NET	MCSD Applications	0	1	0
GEAC HR E-Series Payroll-Personnel	Mainframe	COBOL	Third Party Applications	169	3564	2015
GIS	Web	Unknown	GIS	5657	10181	11096
Grant Library	MS Access	VBA	MCSD Applications	0	53	210
Gross Tax - Data Import	Desktop	VB6	Web & Client Server	83	3	0
Gross Tax Warrants	Desktop	VB.NET	Web & Client Server	115	217	593
Hansen BI	Desktop	SQL	BI Administration	60	23	0

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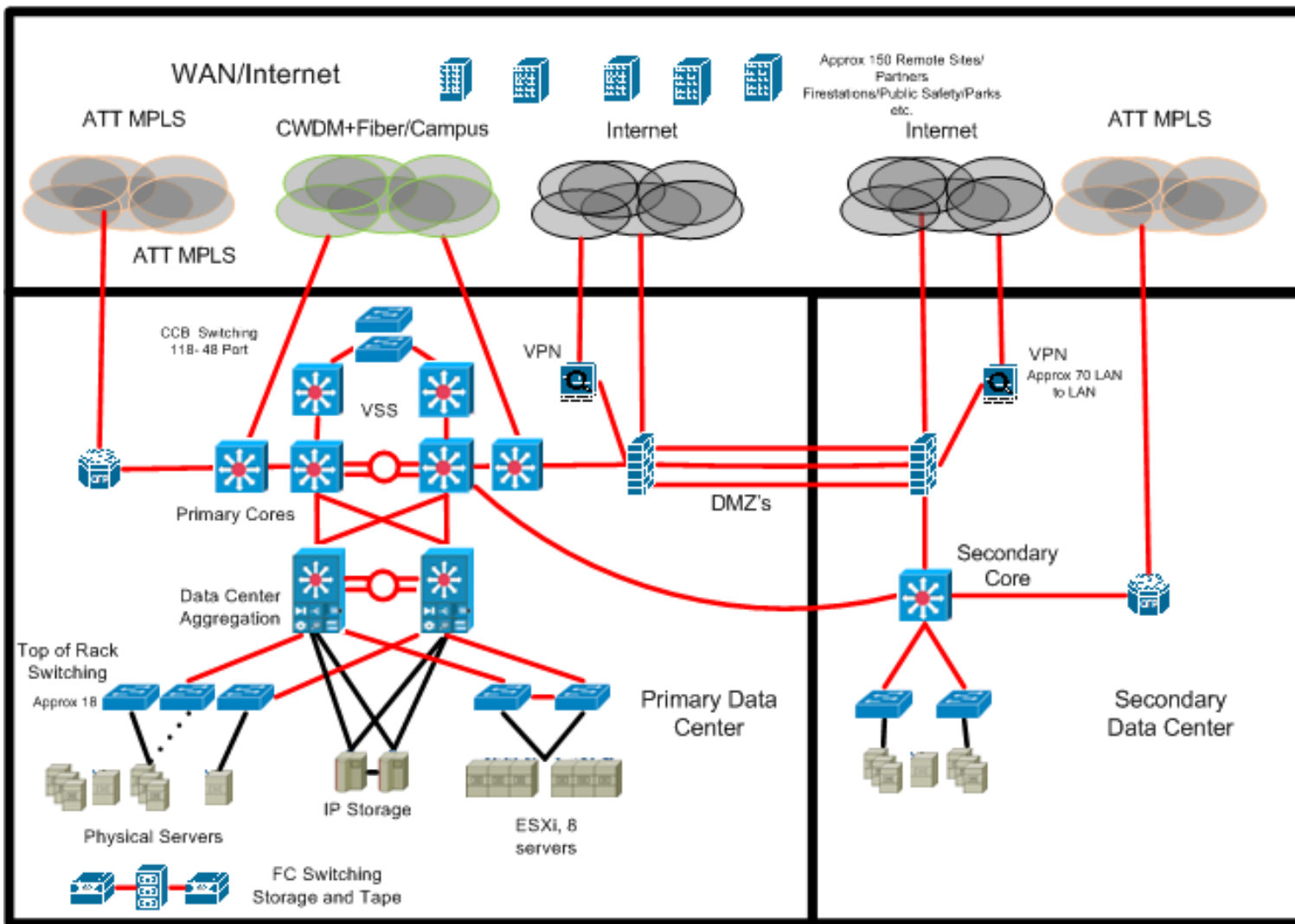
Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
Hansen IMS	Desktop	Unknown	Third Party Applications	635	989	1068
Hansen/Siebel Interface	Desktop	Unknown	Third Party Applications	0	6	3
Hyperion	Web	Unknown	Database Administration	258	0	0
IFD Resources WordPress	Web	Unknown	Web & Client Server	4	0	0
IFD Training	MS Access	VBA	MCSD Applications	30	26	506
IManage-Interwoven	Desktop	Unknown	Third Party Applications	0	9	11
IMPD Mainframe Applications	Mainframe	Unknown	JUSTIS	16	36	0
Informer	Desktop	.NET	Database Administration	24	117	1
Inheritance Tax System	MS Access	VBA	Web & Client Server	104	32	15
Internal Affairs Administration	Desktop	VB6	MCSD Applications	0	3	2
Intranet Quorum (IQ)	Desktop	Unknown	Third Party Applications	0	14	6
Inventory Tracking (MCSD)	Desktop	VB6	MCSD Applications	0	0	0
IP Address	Web	C#	Web & Client Server	142	0	0
JIMS	Desktop	VB6	MCSD Applications	1726	1794	1404
JIMS Portal	Web	C#	MCSD Applications	41	45	4
JIMS WebService	Desktop	C#	MCSD Applications	5	0	0
JIMS/JUSTIS Interface	Console (Command Line)	C#	MCSD Applications	182	329	49
JIMS/Pharmacy Vendor Interface		Unknown	MCSD Applications	5	8	0
Justice Trax	Desktop	Unknown	Third Party Applications	30	37	0
JUSTIS	Mainframe	Ideal	JUSTIS	4734	8241	8409
Juvenile Case Management	MS Access	VBA	MCSD Applications	74	3	3
LaunchPAD	Desktop	C#	MCSD Applications	1	12	108
Lexis Nexis		Unknown	JUSTIS	182	207	35

Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
LPDV	Web	C#	Third Party Applications	0	432	0
M5 Fleet Services	Desktop	Unknown	Database Administration	30	17	11
MAD Service	Web Service	.NET	GIS	0	0	0
Mayor's Office Reentry	Web Service	.NET	Web & Client Server	3	0	0
MBE/WBE Online Event Registration	Web	C#	Web & Client Server	19	4	0
MBE/WBE Online Survey	Web	C#	Web & Client Server	0	0	0
MCSD Application Launcher	Desktop	VB6	Web & Client Server	3	79	6
MCSD Real Estate Application	Desktop	VB.NET	Web & Client Server	0	1	0
MCSD Training	Desktop	VB6	Web & Client Server	46	8	9
Mobile Home Database	MS Access	VBA	Web & Client Server	4	0	0
Mortgage Deduction	Web	C#	Web & Client Server	3	3	10
MOSS/Sharepoint		Unknown	GIS	345	497	19
Mowing Database - DPW	MS Access	VBA	Web & Client Server	4	0	0
My Assessed Value	Web	C#	Web & Client Server	1	13	7
NG Paging	Web	ASP	Web & Client Server	1	46	0
Nuisance Property Tracking System	Web	C#	Web & Client Server	0	0	14
O F&M Interactive Vendor Registration	Web	C#	Web & Client Server	368	0	0
Officer Court Scheduling	MS Access	VBA	JUSTIS	151	279	548
Online Security Request	Web	Java	Web & Client Server	78	38	24
Oracle	Database	Unknown	Database Administration	852	1590	1659
OTIS - Administration	Web	C#	Web & Client Server	133	57	5
OTIS - Time Entry & Approval	Web	Java	Web & Client Server	17	19	46
OTS	Web	C#	Web & Client Server	0	43	0
P8 Connector	Web Service	C#	Web & Client Server	47	166	393
PAIR Mental Health	Web	C#	Web & Client Server	62	325	192
Parks Incident reporting	Web	C#	Web & Client Server	0	21	0
PD Case Administration	Desktop	C#	Web & Client Server	0	37	189

Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
PeopleSoft Software	Web	Unknown	Third Party Applications	3714	4534	1819
Pictometry		Unknown	GIS	95	131	116
Poll Worker Administration	Web	C#	Web & Client Server	15	398	0
Property System	Mainframe	COBOL	Third Party Applications	121	845	1822
ProsLink	Mainframe	Unknown	Database Administration	93	107	0
Provisional Bond Schedule	Web	C#	Web & Client Server	2	18	198
PVD - Property System	Web	Unknown	Database Administration	138	172	14
Quartermaster	Desktop	VB6	MCSD Applications	0	90	16
Quietus Application - Auditor	MS Access	VBA	Web & Client Server	0	2	33
Quietus Application - Controller	MS Access	VBA	Web & Client Server	31	7	10
Recorder Online Fees	Web	C#	Web & Client Server	45	0	0
Regional Center Design Guidelines	Web	C#	Web & Client Server	0	0	152
Religious Institution Application	Desktop	C#	Web & Client Server	4	133	6
Report Image Merge	Web	C#	Web & Client Server	138	0	0
RequestIndy	Web	C#	Web & Client Server	0	68	425
RequestIndy Photo Viewer	Web	C#	Web & Client Server	0	7	0
RequestIndy Web Service	Web Service	C#	Web & Client Server	13	114	35
Revenue Enhancement	MS Access	VBA	Web & Client Server	20	2	35
RFQ	Web	C#	Web & Client Server	127	513	1
Secure32	Desktop	Unknown	Third Party Applications	7	2	4
Siebel CRM	Web	Unknown	Third Party Applications	687	944	1067
Solid Waste Billing	MS Access	VBA	MCSD Applications	4	13	0
Special Deputy	Web	C#	Web & Client Server	60	258	15
Special Events Online Reports	Web	C#	Web & Client Server	0	38	0
Special Events Permits	Web	Java	Web & Client Server	2	5	0

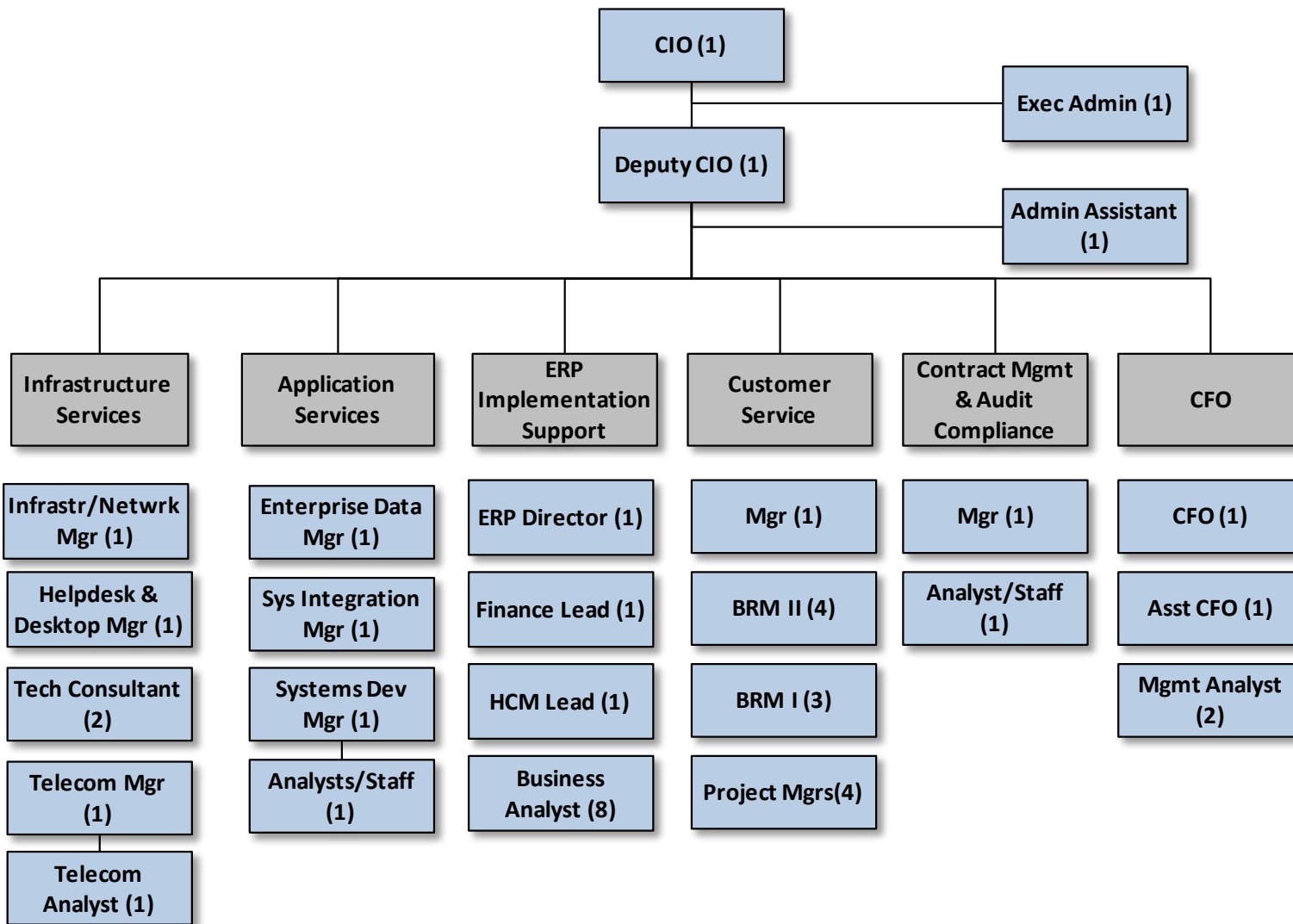
Active "Supported" Applications List						
Application Component	Platform	Language	Primary Support Team	2012 (Jan-July)	2011	2010
SQL Server	Database	Unknown	Database Administration	1021	1512	2475
STARS	Desktop	VB.NET	Web & Client Server	738	1660	655
State Voucher & Time Tracking	Web	C#	Web & Client Server	304	287	86
Tax Sale Bidder Registration	Web	C#	Web & Client Server	0	9	0
Tax Sale Database	MS Access	VBA	MCSD Applications	0	0	13
Tax Surplus	MS Access	VBA	Web & Client Server	4	3	0
Traffic Dash	Web	Unknown	Web & Client Server	4	0	0
Treasurer E-Bill	Web	C#	Web & Client Server	102	0	0
Trespass	Web	C#	Web & Client Server	0	155	134
Vendor Application (DMWBD)	Web	C#	Web & Client Server	14	424	219
VOCA - Child Interviewer	Web	C#	Web & Client Server	0	0	0
VOCA - Victim Advocate	Web	C#	Web & Client Server	84	13	0
Volunteer Database	MS Access	VBA	MCSD Applications	3	0	8
Warrant.Net	Web	C#	Web & Client Server	16	20	0
Wave Reader		Unknown	Third Party Applications	58	97	0
Workforce Warrants	Desktop	VB.NET	Web & Client Server	6	60	25
XAPO Interface	Web Service	.NET	GIS	0	0	0
				32,683	55,922	52,144

13.16 OVERVIEW: CITY/COUNTY NETWORK DIAGRAM

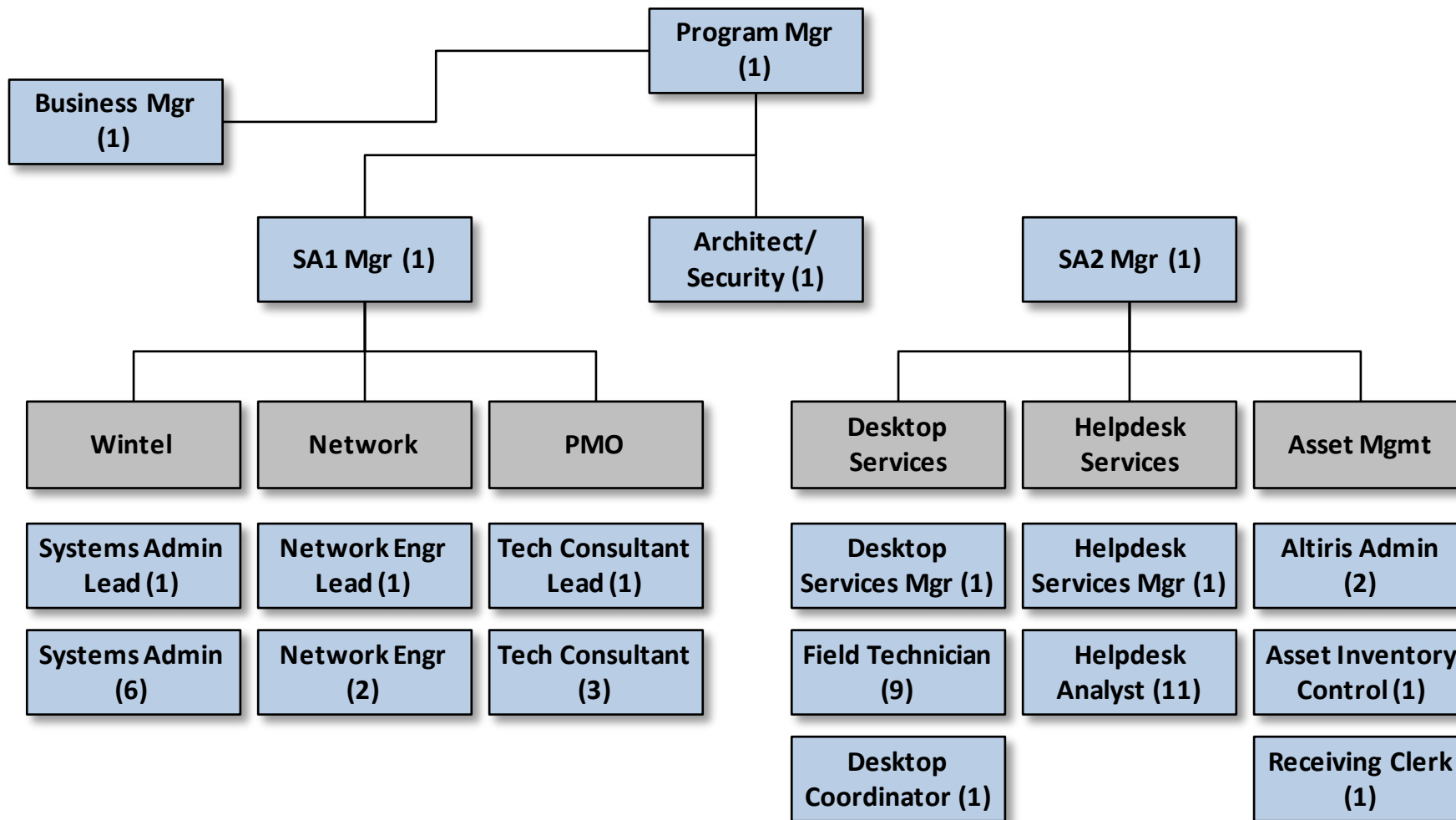


13.17 CURRENT FUNCTIONAL ORG CHART: ISA

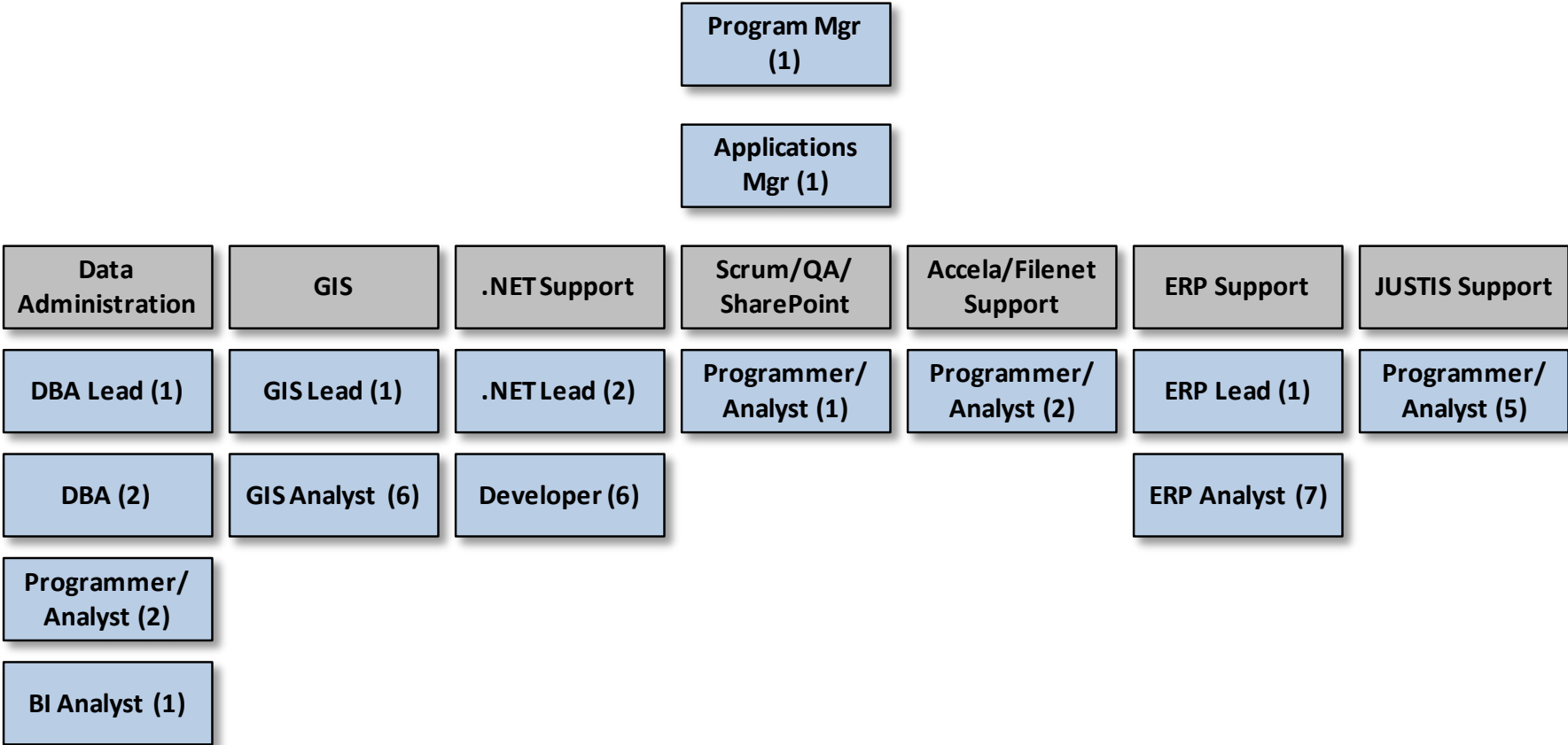
The following represents ISA's "current" functional organization however we realize and are open to adapting it, within reason, based on the finalist vendor proposal(s).



13.18 CURRENT FUNCTIONAL ORG CHART: NORTHROP GRUMMAN



13.19 CURRENT FUNCTIONAL ORG CHART: DAI



13.20 CITY/COUNTY: DEPARTMENT/AGENCY/COURT LISTING

City/County: Department/Agency/Court List	Est. # of Employees
Indianapolis Metropolitan Police Department (IMPD)	1,023
Indianapolis Fire Department (IFD)	1,240
Department of Public Safety (DPS)	1,720
Division of Homeland Security	10
Indianapolis Animal Care and Control (ACC)	51
Public Safety Communications (PSC)	16
Marion County Sheriff's Office (MCSO)	1,021
Marion County Superior Court	826
Marion County Circuit Court	17
Marion County Prosecutor's Office (MCPO)	296
Marion County Prosecutor-Child Support Division	81
Marion County Public Defender Agency	199
Marion County Community Corrections	65
Marion County Forensic Services (Crime Lab)	60
Marion County Coroner	29
Department of Parks and Recreation (DPR)	269
Department of Public Works (DPW)	642
Department of Metropolitan Development (DMD)	87
Department of Code Enforcement	132
Cooperative Extension Service	4
Office of Minority & Women Business Development	10
Office of the Mayor	29
Mayors Action Center	21
Office of Audit and Performance	8
City County Council	38
Office of Corporation Counsel (OCC)	41
Office of Finance and Management (OFM)	27
Purchasing	14
Human Resources	25
Telecom and Video Services Agency	6
Information Services Agency (ISA)	35
Marion County Auditor	35
Marion County Assessor	102
Marion County Treasurer	29
Marion County Clerk	121
Marion County Election Board	79
Marion County Board of Voters' Registration	65
Marion County Recorder	28
Marion County Surveyor	9
TOTALS:	8,510