**REQUEST FOR PROPOSALS**

**RFP NO. 21-124**

**SERVICENOW IMPLEMENTATION SERVICES**

El Paso County (County) is soliciting proposals from qualified, experienced, professional firms with the ServiceNow expertise to provide consulting services for the **ServiceNow Implementation Services (Project)**. Proposals will be received by the El Paso County Contracts & Procurement Division, 15 E. Vermijo Avenue, Colorado Springs, CO 80903, **via Rocky Mountain E-Purchasing System** **by no later than 11:00 AM (MT), Thursday, October 21, 2021,** at which time they will be publicly opened and read aloud (via Teleconference).

Any questions regarding this solicitation should be directed to JoAnne Stone, CPPB, Contracts and Procurement Assistant Manager. **Questions should be submitted via Rocky Mountain E-Purchasing System.** Do not contact any other individual regarding this RFP. **Final questions are due no later than 11:00 AM (MT), Friday, October 8, 2021.**

**PLEASE USE THE ROCKY MOUNTAIN E-PURCHASING SYSTEM WEBSITE &** **LOG ONTO** [www.bidnetdirect.com](http://www.bidnetdirect.com) **TO DOWNLOAD DOCUMENTS.**

**EL PASO COUNTY CONTRACTS & PROCUREMENT DIVISION WILL NOT BE HELD RESPONSIBLE**

**FOR MISINFORMATION RECEIVED FROM PRIVATE PLAN HOLDERS.**

**It is the responsibility of all bidders to make sure they have obtained all solicitation documents and addendums, and to include signed copies of each addendum signature page with their bid.**

BOARD OF COUNTY COMMISSIONERS

EL PASO COUNTY

/s/ TRACI GORMAN

CONTRACTS MANAGER

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| **PUBLICATION DATES:** |
| **Fountain Valley News:** |
| **September 29, 2021**  **October 6, 2021** |

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**EL PASO COUNTY**

**CONTRACTS & PROCUREMENT DIVISION**

#### RESPONSE CHECKLIST

#### FOR

**SERVICENOW IMPLEMENTATION SERVICES**

The proposer’s attention is especially called to the items listed below, which must be submitted in full as part of the proposal. Failure to submit any of the documents listed below as a part of your proposal, or failure to acknowledge any addendum in writing with your proposal, or submitting a proposal on any condition, limitation or provision not officially invited in this RFP (Request for Proposals) may be cause for rejection of the proposal.

**THIS CHECKLIST MUST BE SUBMITTED AS PART OF YOUR PROPOSAL PACKAGE.**

|  |  |
| --- | --- |
| **Please submit the following items through Rocky Mountain E-Procurement Website.**  **See Proposal Submission section for details** | |
|  | Response Checklist |
|  | Addendum(s) Acknowledgement, if any |
|  | Completed Response Template |
|  | Qualification Statement |
|  | Insurance Certificates |
|  | Fee Proposal (separate file) |

PLEASE READ THE **“INSTRUCTIONS FOR SUBMITTING PROPOSALS”** INCLUDED IN THIS PACKAGE**.**

|  |  |
| --- | --- |
| **COMPANY NAME:** | **PHONE NUMBER:** |
|  |  |
| **STREET ADDRESS:** | **FAX:** |
|  |  |
| **CITY, STATE, ZIP:** | **EMAIL:** |
|  |  |
| **AUTHORIZED REPRESENTATIVE NAME (PRINT**): | **TITLE:** |
|  |  |
| **AUTHORIZED REPRESENTATIVE SIGNATURE:** | **DATE:** |

**GENERAL SPECIFICATIONS**

**FOR**

**SERVICENOW IMPLEMENTATION SERVICES**

1. **INTRODUCTION**

El Paso County, Colorado, Digital, Strategy and Technology (DST or County) Department is requesting proposals from qualified firms interested in providing ServiceNow consulting services. The objective is to award multiple contracts for ServiceNow consulting and support for a one-year period with four (4) additional one-year renewal options. The County needs implementation support for modules currently inflight and on the road map as well as support for modules implemented and future modules.

The County seeks to increase the maturity of IT infrastructure and operations and bring digital transformation to the County through the implementation of ServiceNow IT Service Management, IT Business Management, and IT Operations management. To meet these objectives, the County seeks to develop tight relationships with partners that can provide ServiceNow expertise.

1. **ENVIRONMENT**

The County has 2800 employees serving 730,395 citizens and is supported by 83 DST employees. The County has implemented incident, request, service catalog, service portal, change, problem, the agile and project management modules. The County continues to make improvements to these modules using the Agile Scrum methodology for the implementation of features and functions of ServiceNow. The project will follow the agile project lifecycle.

The County has a dedicated project team working on the implementation of ServiceNow modules. The implementation of ServiceNow modules is ongoing and the state of the environment at contract award will be different from the state at this writing. The County takes responsibility for the delivery of the modules. Successful Proposers (Contractor) resources will work at the direction of the County project manager. The County is on the Quebec release. ServiceNow platform provides the latest American with Disabilities Act (ADA) compliance. ServiceNow complies with all security requirements.

Multiple contracts will be awarded and multiple Contractors from different vendors may be working for the County at the same time.

1. **SCOPE OF WORK**
2. **Contractor Responsibilities**

The County is looking to partner with a Contractor that focuses on customer relationships and values teamwork. The Contractor shall provide the following resources and skillsets to ensure delivery of the scope of work.

* 1. The Contractor shall provide qualified personnel with relevant ServiceNow Platform experience and domain knowledge in line with this project.
  2. Contractor shall dedicate necessary resources for the entirety of this project:

* If there are resource constraints by Contractor, Contractor shall be able to provide a resource similar in skillset to ensure no resource lag.
* Contractor shall have one point of contact for contract management.
  1. Oversees the successful delivery of the project and has a balance of leadership skills, and subject matter consulting experience.
  2. Provides technical leadership and guidance on ServiceNow and ITIL best practices throughout the project.
  3. Assigned staff to this scope of work are certified in ServiceNow and have years of experience with the technologies that are in scope for the project.
  4. Dedicated to assisting our team in all technical aspects of the project.

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* 1. Facilitates technical design session(s), gathers technical requirements, completes the solution design, assists with ServiceNow development and configuration activities defined by user stories, and assists with the implementation of the final solution. The County is not asking Contractor to complete all user stories. The County is asking the Contractor to complete complex user stories and provide knowledge transfer when applicable. Out-of-the-box functionality is preferred to minimize customizations.
  2. Performs configuration and development activities specific to the ServiceNow solution, per agreed upon requirements with County Staff.
  3. Ability to train and transfer knowledge as needed. The objective is to “teach to fish” increasing County ServiceNow expertise as teaching moments arise.
  4. Work with County identify risks and mitigation plans that may impact project delivery and will provide lessons learned and best practices to support project delivery and adoption of ServiceNow Platform.
  5. Obtain County’s sign-off and confirmation before onsite work sessions are scheduled.
  6. Contractor Team’s normal project scheduling lead-time should be 2-3 weeks from the date of the task order.
  7. Contractor shall provide work assignments for each task order performance work statement.
  8. Contractor shall not perform any work outside the Services that will incur additional fees to County without County’s prior written approval through the agreed upon Task Order or Change Order Management process.
  9. Contractor shall only bill actual travel expenses. The reimbursement for airfare, lodging, meals, and incidental expenses shall be limited to reasonable and necessary expenses with adequate supporting documentation. Meals can be billed according the IRS per diem schedule for the area.

1. **County’s Responsibilities**
   1. County will discover and define the business process that the user stories will be based on.
   2. County will manage the project.
   3. County will conduct User Acceptance Testing.
   4. County will define the API calls when appropriate.
   5. County will identify stakeholders and project team.
   6. County is responsible for the project timeline and delivery of value to the customers.
   7. County will discuss issues regarding assigned resources to Contractor for possible reallocation in the event the skillset does not meet the expectations of the County.
   8. The County will provide the following resources to ensure successful delivery of the Scope of Work.
      1. **Executive & Project Sponsor(s):** Sponsors will champion the project, provide appropriate and timely resources to support the project, approve project scope/funding, and any project change requests in a timely manner, provides guidance to project team and product owner, will provide necessary decisions, and will participate in solution reviews and signoffs.
      2. **Product Owner:** The Product Owner determines priority of the items in the product backlog, ensure alignment of the implementation with the business vision and strategy, determine if acceptance criteria have been met, supports sustained adherence to schedule commitments, escalates issues, and provides on-going guidance and direction to the project team.
      3. **ServiceNow Administrators:** County ServiceNow Administrators have a clear understanding of the overall project goals and objectives, will attend planning workshops and design sessions, provide inputs to design and configurations, responsible for working side-by-side with the Contractor resource, input testing and support administration of ServiceNow.
      4. **Subject Matter Experts (SMEs):** County SMEs will have a clear understanding of the overall project goals and objectives, will attend planning workshops and design sessions, will provide inputs to design, and configure use cases, responsible for business processes within their work area, will be available to test and sign-off on their specific tasks/user stories.
      5. **Business Analysts (BAs):** County BAs will have a clear understanding of the overall project goals and objectives, will attend planning workshops and design sessions, will document with requirements and acceptance criteria, and will provide inputs into sprint planning and testing.
      6. **Project Manager/Scrum Master:** The project manager and scrum master are one in the same at the County. They will, serves as a point of contact for day-to-day project related requests, manages the coordination and efforts across business organizations, defines budget constraint, manages internal project team efforts, requests contract changes, manages sprint timelines, testing coordination, communication planning, and overall responsible for managing County tasks.
2. **ServiceNow Modules in Scope**
   1. As ServiceNow continues to add and rebrand modules, the County recognizes that anything ServiceNow offers is in scope of this contract. The County has immediate need for expertise on the following modules currently in flight.

* Integration Hub
* Integrate ServiceNow with Active Directory and JD Edwards to automate provisioning and deprovisioning of accounts
* Incident Management (partial implementation)
* Integrate with configuration management
* Problem Management (partial implementation)
* Integrate with configuration management
* Surveys
* Configuration Management
* Implementation of the Common Service Date Model (CSDM)
* Implementation of the Configuration Management Database (CMDB) including ServiceNow Discovery
* Service Portfolio
* Performance Analytics
* Investment Funding
* Asset Management
* Implementation of hardware asset management within IT Service Management (ITSM)
* Resource Management
* Rome Upgrade
* Continuous improvement
* Discretionary Development (10% of the contract)
  1. The County understands there may be need for “Custom Code”, to reach our goals. Contractor shall identify those instances where “Out of the Box” functionality must be improved. The County wants to avoid large sections of code, multiple relationships built on custom code, and major functional reliance on that code, due to the maintenance of that “Custom Code”. All “Custom Code” must be approved by the product owner.
  2. “Money for nothing, change is free”. “Money for nothing” means stop the development when the cost exceeds the value it will bring. County will notify Contractor prior to any sprint start if we deem current state of user story, feature, or epic has brought most value. “Change is free” means County should be able to swap Product Backlog Items (PBIs) if the sum of the removed PBIs is equal or less than the sum of the added PBIs. This will allow changes between CONTRACTOR and County, which is an Agile value.
  3. To ensure success, clear acceptance criteria will be developed per story prior to beginning Sprints. The acceptance criteria will determine whether the user story is complete. Items not meeting acceptance criteria are deemed "defects" and must be remediated. Desired items not clearly identified in the acceptance criteria are not defects but are classified as "enhancements."

1. **Review and Acceptance**

The County and the Contractor shall define acceptance of the deliverables as follows:

* 1. Deliverables will be primarily stories and workshops provided by the vendor. The stories executed by the Contractor must pass all new automated and manual acceptance testing that were defined before the most recent iteration.
  2. Deliverable passes all prior automated and manual acceptance tests, verifying that no regression has occurred.
  3. Deliverable conforms to the “Definition of Done” as follows:
* End-product has met or exceeded the acceptance criteria.
* Deployed to system test environment and passed system tests.
* Deployed to the production environment and passed system tests.
* Passed UAT testing of all user scripts.
* Any and all build, deployment, and configuration changes were implemented, documented, and communicated.
  1. The County will monitor, and measure Contractor performance based on the expertise provided and story completion within the agile scrum methodology.

1. **Adaptive Approach**

This Project will be run as an agile build/test methodology, a rolling wave planning based on adaptive life cycles. The requirements are documented in Epics and User Stories that are then prioritized into the Product Backlog. Functionality will then be broken into time-boxed periods of work called Sprints.

The following sprint activities will be performed.

| **Sprint Activity** | **Details** |
| --- | --- |
| Sprint Planning Meeting | Contractor and County project team will meet to determine which stories will be assigned to the current sprint. |
| Daily SCRUM Calls | The daily SCRUM call covers work completed the previous day, the current day’s work activities and any issues/risks/obstacles. The County project manager is the SCRUM master and leads the SCRUM calls. |
| Backlog Refinement Meeting | Contractor and County project team will meet once a sprint to review new stories, priority changes, and estimate user stories. |
| Release push to production | Each sprint will include pushing new features to production. This will be a coordinated effort with County ServiceNow Administrators. |
| Product Demo Meeting | When necessary, the project team will meet and review all work completed and demonstrate functionality. If stories have not been tested by the County prior to demo, then they will be reviewed and tested during this meeting. **Note**: Contractor not required to attend these meetings. |
| Sprint Retrospective Meetings | At the end of each sprint the Contractor and County project team to discuss the success of the sprint. Everyone will share what went well, what can be improved, and actions to address what can be improved upon. |

1. **Training**

Additional training in the form of Knowledge Transfer will occur with County system administrators to close any knowledge gaps that might exist. Knowledge will be shared as to how the system works with the As-Built configuration, not just the out of the box administration activities.

1. **Organizational Change & Communication**

Contractor may be called upon as needed to develop an organizational change management plan that incorporates impacts, risks, and mitigations for internal and external stakeholders. Contractor shall support the County with lessons learned and best practices to support adopting and transitioning to ServiceNow. Contractor shall provide standard marketing recommendations used for previous projects for these efforts.

1. **Future Performance Work Statements**

Since the ServiceNow projects are currently in flight, the scope of the work will be different at contract signing than at the writing. The County is not looking for an estimate for a specific scope of work. Rather contracts will be awarded based on rates, experience, and the ability of the Contractor to fulfill County requirements. After a contract is awarded a performance work statement task order will be issued with the current scope and the County will get estimates and funding at that time.

1. **Task Order Management** 
   1. The County recognizes additional features and modules within ServiceNow may be of benefit to the County. All ServiceNow modules are in scope of this contract. Once a future need is identified, the County will engage the contractor with a performance work statement task order that includes the modules, features, and scope of the future work. The Contractor will estimate the effort and hours, and the County will engage and fund the projects. Task orders will be initiated from the County project manager, product owner or general manager. Task orders will utilize the rates established in this contract. Different task order may have different funding sources and the Contractor may be required to bill against different purchase orders. Task orders may be approved via email from both parties.
   2. The Contractor understands and agrees that they are to provide an estimate for any task order requested by the County. The County has ultimate authority to determine the priority, value, and necessity of all changes and all Project Backlog Items (PBIs).
   3. The Contractor shall under no condition perform any additional work nor add additional PBIs without a notice (via PO or Amendment) from the County’s Contracts and Procurement Division.
   4. The County will closely monitor the hours expended against the amount funded for a task order and bring all performance issues to the Contractor’s attention. If the work requires an increase in the allotted hours for a feature or epic above the estimated budget, then the County will assess the product backlog and determine the priority or cancellation of the work. This process will be evaluated each sprint during the Backlog Refine Meetings.
2. **Change Order Management**

If the scope of the contract changes significantly then a formal change order will be processed through the County’s Contracts and Procurement Division. County or Contractor may initiate a change to the project at any time. The change will be evaluated, and any project impact will be identified. If the evaluation of a change request does not fall within the “Change is Free” concept (stated in Deliverable section of this document), any cost, scope, or schedule impact will be analyzed and documented.

1. **Billing**

This Work will be billed as time and materials in accordance with the rate sheet established with this contract. Contractor will promptly bill the County each month, including hourly work by resource and task order. Time will be billed to the nearest quarter hour or actual time worked. Rounding to the nearest hour or half hour will not be accepted. Contractor shall bill actual time.

1. **Response**

Contractor Response shall include the completed RFP Response Template provided with the RFP, the proposer response form, and the qualification statement (you do not have to repeat information if covered in other areas of the proposal, make a reference to that section.)

1. **FEE PROPOSAL**

Fee/rate/cost schedule for services proposed must include the following at minimum:

1. The Fee Proposal shall include the fee schedule by resource type and location. Include “all” anticipated labor categories/titles that may be used on the Project.
   1. Resource types may include: Solution architect, Senior consultant, Junior consultant, Technical consultant, Account manager, Project manager, and any other job categories as needed.
   2. Locations are: US based/ On shore, Near Shore (Not US based but more compatible time zone, and Far/Off Shore (Not US based and a less compatible time zone).
2. Hourly rates, unit rates, and markups shall be a fixed rate and not a range. Hourly rates, unit rates, and markups not included as part of the Consultant’s original fee schedule will not be considered.
3. Mileage will be paid at the approved Federal rate. This rate will be specified in the fee proposal and will be included in the contract.
4. List any additions in Miscellaneous Expenses – be specific.
5. **PROPOSAL PROCESS REQUIREMENTS**
6. **Inquiries**

Any questions regarding this solicitation should be directed to JoAnne Stone, CPPB, Contracts and Procurement Assistant Manager. **Questions should be submitted via Rocky Mountain E-Purchasing System.** Do not contact any other individual regarding this RFP. **Final questions are due no later than 11:00 AM (MT), Friday, October 8, 2021.**

1. **Proposal Response Requirements**

The following items shall be included in the proposal in the order listed herein:

* + The Response Checklist (form included in this RFP package).
  + An Addendum acknowledgement signed for each addendum issued. The Addendum content does not need to be attached, just the acknowledgement page.
  + Proposer Response Form
  + Qualification Statement – you do not have to repeat information. Instead, reference the section.
  + Copies of requested insurance certificates
  + Fee Proposal (separate file)

1. **Proposal Submission**

In effort to minimize unnecessary risk of exposure to the Coronavirus and comply with Centers for Disease Control (CDC) guidelines for group gatherings, bids must be received via **Rocky Mountain E-Purchasing System** **no later than 11:00 AM (MT), Thursday, October 21, 2021** [**www.rockymountainbidsystem.com**](http://www.rockymountainbidsystem.com). Proposers shall submit three .pdf files: The County prefers the .pdf files to be searchable. Proposers shall follow the naming convention as described below.

* 1. Technical Proposal: Company Name RFP # Tech. Example (ABC Cleaning 21-001 Tech)
  2. Fee Proposal: Company Name RFP # Fee. Example (ABC Cleaning 21-001 Fee)
  3. Public Copy: Company Name RFP # Public. Example (ABC Cleaning 212-001 Public)

The Proposal Opening for RFP-21-117 will take place VIA TELECONFERENCE utilizing the call-in information below:

Participant-guest login:

1.  Dial access number: 1-877-820-7831

2. Enter the participant-guest pass code: 514880#

Proposers are NOT required to participate. No in person entry to our building will be permitted.

Public Copy shall be available for public inspection and should not contain any information that the proposer deems confidential and proprietary.

Proposals shall be signed by an authorized representative of the proposer. Failure to submit the information requested may result in the El Paso County Contracts & Procurement Division requiring prompt submission of missing information and/or giving a lower evaluation of the proposal. The Contracts & Procurement Division may reject proposals that are substantially incomplete or lack key information.

By submitting a proposal, you represent that you have (1) thoroughly examined and become familiar with the scope of services outlined in this RFP, and (2) are capable of performing quality work to achieve the County’s objectives.

1. **Oral Presentations/Interviews**

Firms submitting a proposal in response to this RFP may be required to give an oral presentation of their proposal in an interview session with the Evaluation Committee. Additional technical and/or cost information may be requested from any firm by the Evaluation Committee prior, during or after the interview for clarification purposes, but in no way shall change the original proposal submitted. Interviews are at the option of the Evaluation Committee and may or may not be conducted. If required interviews shall be conducted via teleconferencing.

1. **RFP Timetable**

***NOTE: THE DATES SHOWN IN ITALICS ARE APPROXIMATE, ARE NOT BINDING, AND ARE SUBJECT TO CHANGE.***

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| --- | --- |
| RFP NOTICE ADVERTISED | September 29and October 16, 2021 |
| PRE-PROPOSAL CONFERENCE | N/A |
| FINAL RFP QUESTIONS DUE | 11:00 AM (MT), October 8, 2021 |
| PROPOSAL DUE DATE | 11:00 AM (MT), October 21, 2021 |
| EVALUATION OF PROPOSALS | *Week of October 25th* |
| INTERVIEWS (IF APPLICABLE) | *Week of October 25th or November 1st* |
| RECOMMENDATION OF AWARD TO BOCC | *TBD* |

1. **Term of Contract**

Issuance of this RFP and receipt of proposals does not commit the County to award a contract. The County reserves the right to postpone opening, to accept or reject any or all proposals received in response to this RFP. The County may negotiate with other than the highest ranked proposer should negotiations with the highest ranked proposer be terminated, or to cancel all or any part of this RFP.

**The initial contract period will be from date of approval to December 31, 2022. The fees proposed shall remain firm during the initial contract period.** The contract may be renewed at the discretion of the County for four (4) optional one-year terms upon satisfactory performance by the successful contractor and at a negotiated rate agreed to in writing at least ninety (90) days prior to the contract expiration date. Failure to negotiate an agreed-upon rate for the forthcoming year will result in non-renewal of the contract. Award of a contract or renewal of a contract is contingent upon available and approved funding.

Any contract awarded between El Paso County and the successful firm shall consist of the County’s standard Services Contract (a copy of which is included in this RFP package) signed by both parties, this RFP and any addenda, the submitted proposal, all negotiation documents and the resulting Purchase Order and original certificates of insurance.

If proposer does not agree with any terms or conditions of the County’s standard Contract or any items in this document, the proposer shall present its exceptions with its proposal. If no concerns are expressed by proposer, the County shall consider that all terms and conditions of the standard contract shall control. The County reserves the right to reject proposals based upon exceptions to its standard contract terms and conditions.

A proposal shall be disqualified and rejected by the County if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other proposer, County employee, or any competitor.

The Proposer is prohibited from submitting multiple proposals in a different form (i.e., as a prime Contractor and as a sub-Contractor to another prime Contractor). Submittal of multiple proposals in different form may result in the disqualification of all Proposers associated with a multiple proposal.

Should any such prohibited action Stated above in this section be detected any time during the term of the Contract, such action shall be considered a material breach and grounds for Contract termination.

By submitting their proposal, the Proposer certifies that they are not currently debarred from submitting bids or proposals for contracts by any agency of El Paso County, Colorado and/or the State of Colorado, nor are they an agent of any person or entity that is currently debarred from submitting bids or proposals on contracts by El Paso County, Colorado or the State of Colorado.

1. **Insurance Requirements**

For proposal purposes, proposers shall submit copies of certificates of insurance for professional and general liability and workers' compensation, as referenced on the Response Checklist. The Contractor shall be required to provide original certificates of Insurance showing coverage for the items identified in the “Insurance Che – Appendix C”, at its own expense, **naming El Paso County as an additional insured**, along with an original Workers’ Compensation certificate, both with a 30-day cancellation notice, and maintain such coverage for the duration of the proposal award/contract.

1. **EVALUATION AND AWARD PROCESS**

The Evaluation Committee shall evaluate all proposals received for completeness and the proposer’s ability to meet all specifications as outlined in this RFP. The committee may then short-list for interviews the specific firms whose proposals best meet all the criteria required.

1. **SELECTION CRITERIA**

The following factors (not listed in order of priority) shall be considered when evaluating each proposal. The County reserves the right to consider other factors not named here in making its decision.

1. Completeness of the response to this RFP.
2. Proposer Response Form.
3. Qualification Form.
4. Reservations, conditions, exceptions, or constraints related to this RFP.
5. All other information submitted.
6. Fee Proposal.
7. **ATTACHMENTS:**
8. Insurance Checklist – Appendix C
9. Instructions for Submitting Proposals
10. General Services Contract
11. Proposer Response Form

Any questions regarding this RFP should be directed to JoAnne Stone, CPPB, Contracts & Procurement Assistant Manager by e-mail to [joannestone@elpasoco.com](mailto:joannestone@elpasoco.com)

JoAnne Stone

JoAnne Stone, CPPB

Contracts and Procurement Assistant Manager

**EL PASO COUNTY**

**CONTRACTS & PROCUREMENT DIVISION**

**CONTRACTOR’S QUALIFICATION STATEMENT**

**for**

**SERVICENOW IMPLEMENTATION SERVICES**

This statement will provide information which will enable the County to evaluate the qualifications of your firm and staff with regard to the requirements of this Request for Proposals (RFP**).**

**Please complete this form in its entirety and submit it along with the other required proposal documents.** If there is not enough room on the form to answer the questions, attach additional pages if necessary.

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| **IF ADDITIONAL INFORMATION IS PROVIDED ON A SEPARATE SHEET FOR ANY OF THESE ITEMS, CLEARLY SPECIFY WHERE IT CAN BE LOCATED IN YOUR BID PACKAGE.** | | | | | | | | | | | | | | | | | | | | | |
| **(PRINT or TYPE)** | | | | | | | | |  | | | | | | | | | | | | | |
| FIRM NAME: | | | | | | | | |  | | | | | | | | | | | | | |
| ADDRESS: | | | | | | | | |  | | | | | | | | | | | | | |
| CITY STATE ZIP: | | | | | | | | |  | | | | | | | | | | | | | |
| PHONE: | | | | | |  | | | | FAX: | | | | |  | | | | | Email: |  | |
| AUTHORIZED REPRESENTATIVE NAME: | | | | | | | | | | | | | | | | | |  | | | | |
| AUTHORIZED REPRESENTATIVE TITLE: | | | | | | | | | | | | | | | | | |  | | | | |
| **AUTHORIZED REPRESENTATIVE**  **SIGNATURE (sign here):** | | | | | | | | | | | | | | | |  | | | | | | |
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| **1. TYPE OF BUSINESS** | | | | | | | | | | | | | | | | | | | | **2. TYPE OF LICENSE & LOCATION** | | | |
| Corporation | | | | | | | |  | Individual | | |  |  | | | | | | |  | | | |
| Partnership | | | | | | | |  | Joint Venture | | |  |  | | | | | | |  | | | |
| Other: | | | | |  | | | | | | | |  | | | | | | |  | | | |
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| **3. CONTRACTOR CLASSIFICATION** | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | General Contractor | | | | | | | | |  | | | Electrical Contractor | | | | | | |
|  | | | Plumbing Contractor | | | | | | | | |  | | | HVAC Contractor | | | | | | |
|  | | | Roofing Contractor | | | | | | | | |  | | | Asbestos Removal | | | | | | |
|  | | | Other (Please Specify): | | | | | | | | |  | | | | | | | | | |
| **4. NUMBER OF YEARS IN BUSINESS:** | | | | | | | | | | | | | |  | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. **On a separate sheet provide** a brief history of your firm, staff size and experience, include a resume for the   project manager and each key personnel assigned to this project. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **6.** | | | | **What other name(s) has your company operated under:** | | | | | | | | | | | | | | | | | | | | | | | | |
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| **7.** | | | | **Have you or your firm ever failed to complete any work awarded to you?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | **NO** | | | | | |  | | |  | | | **YES** | | | |  | | | |  | | **IF “YES”, EXPLAIN:** | | | | | | | | | | |
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| **8. Has any officer or partner of your organization ever been an officer or partner of another organization that failed to complete a contract within the last five (5) years?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **NO** | | | | | | | |  | | |  | | **YES** | | | |  | | | |  | | **IF “YES”, EXPLAIN:** | | | | | | | |
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| **9.** | | | | | **Has your firm or any partners or officers ever been involved in any bankruptcy action?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **NO** | | | | | | |  | | | **YES** | | |  | | | | **IF “YES”, EXPLAIN:** | | | | | | | | | | | | | | | | | |
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| **10.** | | | | | | | | | **Are you presently involved in any litigation with an owner or other government agency?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **NO** | | | | | | |  | | | **YES** | | |  | | **IF “YES”, EXPLAIN type, kind, plaintiff, defendant, etc. and state the current** | | | | | | | | | | | | | | |
|  | | | | | |  | | | | | | | | | | | | | | | **status** (attach pages if necessary**):** | | | | | | | | | | | | | | | | | |
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| **11.** | | | | | | **List three (3) similar projects** (local or state-wide) **from last five (5) years**: (include location of project; contact name, address, phone number; size of project (contract $ amount): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | **(NOTE: Detailed information on these projects may also be requested in the solicitation package.)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **a)** | | | | |  | | | | | | | | | | | | | | | | | | | | |
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| **12.** | | | | | | | **List current similar projects (**local or state-wide**) under contract:** (include location of project, contact | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | name, address, telephone number, size of project (contract $ amount).  **(NOTE: detailed information on these projects may also be requested in the solicitation package.)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | **a)** | | | |  | | | | | | | | | | | | | | | | | | | | |
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| **13.** | | **BANK REFERENCE:** | |  | | | | |
|  | Address: | |  | | | | |
|  | Contact Name: | |  | | | Phone: |  |
|  | | | | | | | | |
| **14.** | | **BONDING COMPANY AND AGENT:** | | | | | | |
|  | Company Name: |  | | | | | |
|  | Agent Name: |  | | | | Phone: |  |
|  | (A) Current Bonding Rate: | | |  | | | |
|  | (B) Largest Individual Project Bond to Date: | | | | **$** | | |
|  | | | | | | | | |
| **15.** | | **SURETY** (insurance**) REFERENCE FOR LAST FIVE (5) YEARS:** | | | | | | |
|  | Company Name: |  | | | | | |
|  | Agent Name: |  | | | | Phone: |  |