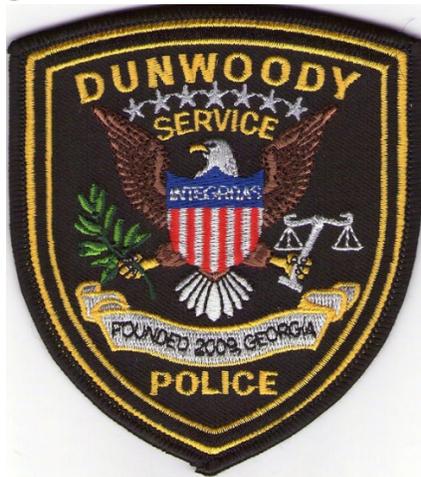




# Public Safety IT Support Resource

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## City of Dunwoody



August 4, 2014



Microsoft Partner  
Gold OEM  
Silver Server Platform



**Atlanta**  
2650 Holcomb Bridge Road  
Suite 310, Alpharetta, GA 30022

**Chicago**  
2700 Patriot Blvd  
Suite 250, Glenview, IL 60026

**Jacksonville**  
7901 Baymeadows Way  
Suite 3, Jacksonville, FL 32256

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## Executive Summary

The City of Dunwoody is seeking to augment current IT support staff with a resource whose primary focus is support of the Police Department. Cities of comparable population typically have a larger IT staff and a resource primarily dedicated to Public Safety. IT can deliver a higher level of service and take on more projects for the all departments with the addition of this resource.

InterDev's engagements with local governments and their Public Safety departments —from the cities of **Sandy Springs, Dunwoody, Brookhaven and Lawrenceville, GA** to the municipalities of **Glenview, Buffalo Grove, Lake Bluff, Dunwoody and Kenilworth, IL** —have given us excellent insights and experience with the current hardware, software and security solutions favored by local governments and their Public Safety departments.

We have found that leveraging the right technology to monitor, filter, secure, and backup and archive a client's network, infrastructure, and data drastically reduces the risks and vulnerabilities seen in media headlines every day. Our approach to securing the City's Public Safety environment will reduce long-term expense, increase compliance with State and Federal Regulations, and minimize downtime so the City's staff can better support the citizens of Dunwoody.

For governments whose budgets are increasingly restricted, municipal knowledge sharing and resource pooling is no longer a theoretical concept—it is a proven model for dynamic leadership and success. Our ongoing work with other cities positions us to help the City of Dunwoody leverage powerful synergies that will result in more efficient, enhanced service delivery to the public. The proposed Public Safety resource will be a key team player on the Dunwoody IT team with a focus on the specialized requirements of the Police Department. This technical professional will provide an important bridge between these skills and support requirements and their integration into the City's regular Information Technology support processes.

## Company Overview

### About InterDev

InterDev has been providing information technology (IT) support and security services to corporations, non-profit and educational organizations and public-sector entities for more than three decades. InterDev installs and supports a broad spectrum of technology solutions including applications, servers and networks, security and backup/disaster recovery solutions, and voice and data products and architectures.

### InterDev History and Vision

InterDev's founder, Gary Nichols, is a recognized innovator in the IT industry, in part because of his consistent focus on the importance of strategic planning and visioning. While other companies were struggling to react and adapt to the rapid acceleration of technology that began in the 1980s, Nichols and his team were encouraging clients to adopt a disciplined, future-focused approach to every IT effort.

In the 1990s, long before most IT firms had heard the term "public-private partnership" (PPP), Nichols and his team were contracting with the State of Georgia's Office of Insurance and Safety Fire Commissioner to assist with strategic IT development, a contract that InterDev retains to this day.

In 2010, InterDev again took a leading role in the PPP movement when it was chosen by the City of Sandy Springs for end-to-end management of its technology functions. Today, InterDev provides fully managed IT services to a number of cities in Metro Atlanta, plus four municipalities in the suburbs of Chicago, Illinois. InterDev is also an IT partner with the administrative and public safety divisions of more than a dozen other cities and government agencies. Overall, InterDev has completed successful projects with more than 30 public-sector entities.

InterDev has continued to promote the importance of strategic planning and visioning, assisting its municipal partners in developing and executing one, three and five-year planning efforts with a goal of achieving innovative, transformative IT methodologies that lead to continuous improvement.

InterDev maintains a clear focus on achieving in the present while planning for the future. InterDev's breadth of knowledge enables the company to work with technology systems from all periods and at all levels of complexity, including the legacy systems common in public-sector environments. InterDev has a proven ability to bridge the gap between older hardware and software and new technologies as we help our municipal partner's transition to contemporary solutions. Furthermore, in situations where public-sector systems require updating, InterDev's recommendations routinely result in significant operating and maintenance cost reductions.

## InterDev Recognitions and Awards

InterDev was named a **2013 Pacesetter** by the *Atlanta Business Chronicle*, an award that honors the 100 fastest growing, privately held companies in Atlanta. In September 2013, *Inc.* magazine ranked InterDev No. 2206 on its 32nd annual **Inc. 500|5000** list – an exclusive ranking of the nation's fastest-growing private companies. InterDev was ranked No. 4 on the list among IT service providers nationwide.

InterDev is a proud Barracuda Networks Certified Diamond Partner and recently was awarded a Gold Level partnership in the Microsoft Partner Program. InterDev's technology personnel are current in all major IT certifications, and many of our non-IT staff obtains these certifications as well, affording us exceptional flexibility of service delivery.

## Prior Experience

InterDev's client list includes more than 1,250 businesses, governments, non-profits, school systems and other organizations. These varied accounts include more than 25 fully managed IT accounts – where InterDev provides their complete IT department staff and support, from CIO to Helpdesk and all strategic planning, security, networking and troubleshooting.

InterDev has regular accounts that use specific subsets of our Managed Services Plan such as server monitoring or security audits, and accounts that prefer a simple break-fix support agreement and call for IT service as needed. InterDev also provides complete Geographic Information Systems (GIS) services for several cities in Georgia.

## Public – Private Partnerships

Today, it is no longer practical or affordable for municipalities to stay abreast of the latest developments in IT, whether implementing cutting-edge technology systems or defending against imminent data threats. InterDev has entered into public-private partnerships with select municipalities to bring its award-winning expertise to bear on behalf of these entities and their citizens.

As threat landscapes become more hostile, and budget restrictions make it more difficult for governments to stay current with emerging technologies, InterDev's Managed IT Services offering (with a heightened focus on security) has become the model for nearly two dozen successful public-private partnerships. InterDev is uniquely positioned to offer Information Technology services to the City of Dunwoody as it looks to secure a highly-skilled professional IT consulting firm that is available to provide technical support and system administration on-call 24/7.

InterDev's municipal customers include, but are not limited to, the following cities, counties or agencies:

- City of Sandy Springs, GA
- City of Dunwoody, GA
- City of Brookhaven, GA
- City of Lawrenceville, GA
- City of Johns Creek, GA
- City of Gainesville, GA
- City of Albany, GA
- City of Duluth, GA
- City of Holly Springs, GA
- City of Dunwoody, IL
- Hall County Commissioners
- Henry County
- Lowndes County Board of Commissioners
- State of Georgia, Office of Insurance and Safety Fire Commissioner
- Village of Glenview, IL
- Village of Buffalo Grove, IL
- Village of Lincolnshire, IL
- Village of Lake Bluff, IL
- Village of Kenilworth, IL

## Proposed Managed IT Support Solution

InterDev's proposal for the City of Dunwoody is designed to meet the technical and service level objectives for the City's Public Safety department. One fulltime resource is recommended to cover this need. The same resource will also provide backup support to assist in other departments within the city to provide an overall greater service level than currently possible with limited staff resources.

### Staffing Rationale

#### Public Safety Specialist

##### GENERAL SUMMARY:

The Public Safety Specialist is responsible for the design and implementation of Public Safety systems, and providing technical assistance to IT team members with the proper integration and support of Public Safety systems.

##### Essential Duties and Responsibilities:

- Design and implementation at the application and network level: WAN and LAN connectivity, routers, firewalls and security
- Design and implement backup and disaster recovery solutions focused on Public Safety environment
- IT support relating to issues with Public Safety's internal systems and network infrastructure
- Support or integrations services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware and Microsoft
- Remote access and support for continuous connectivity solutions in a mobile environment: NetMotion, VPN, Terminal Services
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard and periodic system review
- Document maintenance for all computer systems and network infrastructure

##### Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Professional IT Certifications, such as: Microsoft MCP, MCSA or MCSE, Citrix CCEA or CCIA, SonicWALL CSSA, Cisco CCNA or VMware VCP
- Technical experience with Public Safety applications including but not limited to OSSI, RMS, CAD, L-3, Arbitrator, LiveScan, Vigilant and NetMotion
- Diagnosis skills of technical issues
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided

- Understanding of support tools, techniques, and how technology is used to provide IT services

### **Additional Duties and Responsibilities:**

- Ability to work as part of a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness of critical Public Safety applications and how IT relates to their support needs
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in the Help Desk system as it occurs
- Work through project tickets and phases in the Help Desk system as assigned by a Project Manager
- Enter all work as service or project tickets into the Help Desk System
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Maintain CJIS requirements
- Pass a stringent background check and maintain a clean record

## Cost Proposal

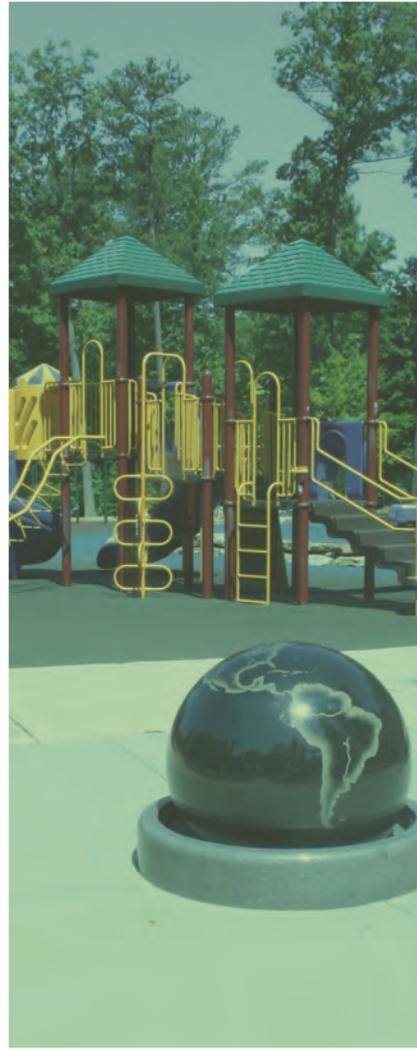
Based on the City’s requirements, InterDev recommends an onsite Public Safety Specialist resource.

### Onsite Staffing

- Public Safety Specialist            1 FTE (one fulltime equivalent)

The next two years expenses for this level of Shared Public Safety Specialist support are as follows, based on a September 1, 2014 start date:

<b>Contract Labor Category</b>	<b>CY3 2014</b>	<b>CY4 2015</b>
Network Administrator II (Public Safety Specialist)		
FTE Hours	693	2080
Fully Burdened Hourly Rate	\$60.37	\$63.54
Total	\$41,836	\$132,163



## Municipal Government Services Procurement '7 cbfUM





**CONSULTANT CONTRACT**  
**RFP 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT**  
**SUB-SECTIONS 2.1, 2.5 INFORMATION TECHNOLOGY**

This **CONTRACT** made and entered into this 25<sup>th</sup> day of July, 2011 by and between the City of Dunwoody, Georgia (Party of the First Part, hereinafter called the City), and InterDev, LLC. (Party of the Second Part, hereinafter called the Consultant).

**NOW THEREFORE**, for and in consideration of the mutual promises and obligations contained herein and under the conditions hereinafter set forth, the parties do hereby agree as follows:

**1. TERM:**

This contract shall commence January 1, 2012 (transitional requirements excluded.) This contract shall be for a multi-year contract period ending no later than December 31, 2015. The initial term of this Agreement shall be through December 31, 2012. This Agreement shall terminate absolutely and without further obligation on the part of the City on December 31 of each succeeding and renewed year, as required by O.C.G.A. §36-60-13, as amended, unless terminated earlier in accordance with the termination provisions of this Agreement. This Agreement may be automatically renewed on an annual basis for two (2) additional twelve-month terms. This Agreement may be renewed for a 3<sup>rd</sup> additional twelve-month term based upon the terms of this Agreement without the necessity of a new Request for Proposal upon prior approval by the Dunwoody City Council.

**2. ATTACHMENTS:**

Copies of the Consultant's proposal, including all drawings, specifications, price lists, Instructions to Proposers, General Conditions, Special Provisions, and Detailed Specifications submitted to the City during the Proposal process (hereinafter collectively referred to as the "Bid Proposal") are attached hereto (Exhibit A) and are specifically incorporated herein by reference. In the event of a conflict between the City's contract documents and the Bid Proposal, the City's contract documents shall control.

**3. PERFORMANCE:**

Consultant agrees to furnish all skill and labor of every description necessary to carry out and complete in good, firm and substantial, workmanlike manner, the work specified, in strict conformity with the Bid Proposal. This contract is for the performance of Sub-Section 2.1 and 2.5 (Information Technology) of the RFP and all relevant and related items in Exhibit A.

**4. PRICE:**

As full compensation for the performance of this Contract, the City shall pay the Consultant for the actual quantity of work performed. The fees for the work to be performed under this Contract are detailed in Exhibit A. The City agrees to pay the Consultant following receipt by the City of a detailed invoice, reflecting the actual work performed by the Consultant.

**5. INDEMNIFICATION AND HOLD HARMLESS:**

CONSULTANT agrees to protect, defend, indemnify, and hold harmless the CITY, its mayor, council members, officers, agents and employees from and against any and all liability, damages, claims, suits, liens, and judgments, for whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons to the extent arising out of and attributed to the negligent errors, acts, or omissions of the CONSULTANT. CONSULTANT's obligation to protect, defend, indemnify, and hold harmless, as set forth hereinabove shall include any matter arising out of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations.

CONSULTANT further agrees to protect, defend, indemnify, and hold harmless the CITY, its mayor, council members, officers, agents, and employees from and against any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the CONSULTANT.

**6. TERMINATION FOR CAUSE:**

The CITY may terminate this Contract for cause upon thirty (30) days prior written notice to the Consultant of the Consultant's default in the performance of any term of this Contract. Such termination shall be without prejudice to any of the CITY's rights or remedies provided by law.

**7. TERMINATION FOR CONVENIENCE:**

The CITY may terminate this Contract for its convenience at any time upon 30 days written notice to the Consultant. In the event of the CITY's termination of this Contract for convenience, the Consultant will be paid for those services actually performed. Partially completed performance of the Contract will be compensated based upon a signed statement of completion to be submitted by the Consultant, which shall itemize each element of performance.

**8. CONTRACT NOT TO DISCRIMINATE:**

During the performance of this Contract, the Consultant will not discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, age, or disability, which does not preclude the applicant or employee from performing the essential functions of the position. The Consultant will also, in all solicitations or advertisements for employees placed by qualified applicants, consider the same without regard to race, creed, color, sex, national origin, age, or disability, which does not preclude the applicant from performing the essential functions of the job. The Consultant will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Contract so that such provision will be binding upon each subconsultant, providing that the foregoing provisions shall not apply to contracts or subconsultants for standard commercial supplies of raw materials.

**9. ASSIGNMENT:**

The Consultant shall not sublet, assign, transfer, pledge, convey, sell or otherwise dispose of the whole or any part of this Contract or his right, title, or interest therein to any person, firm, or corporation without the previous consent of the City in writing.

**10. WAIVER:**

A waiver by either party of any breach of any provision, term, covenant, or condition of this Contract shall not be deemed a waiver of any subsequent breach of the same or any other provision, term, covenant, or condition.

**11. SEVERABILITY:**

The parties agree that each of the provisions included in this Contract is separate, distinct and severable from the other and remaining provisions of this Contract, and that the invalidity of any Contract provision shall not affect the validity of any other provision or provisions of this Contract.

**12. GOVERNING LAW:**

The parties agree that this Contract shall be governed and construed in accordance with the laws of the State of Georgia. This Contract has been signed in Dekalb County, Georgia.

**13. MERGER CLAUSE:**

The parties agree that the terms of this Contract include the entire Contract between the parties, and as such, shall exclusively bind the parties. No other representations, either oral or written, may be used to contradict the terms of this Contract.

**14. TRAVEL COST REIMBURSEMENT**

Consultant is subject to the City of Dunwoody travel policy for all requests made for travel cost reimbursement.

**15. OWNERSHIP OF INTELLECTUAL PROPERTY**

The City shall own all intellectual property produced under and for this contract.

(Signature Next Page)



**DUNWOODY, GEORGIA**

**IN WITNESS WHEREOF**, the parties hereto, acting through their duly authorized agents, have caused this **CONTRACT** to be signed, sealed and delivered.

DUNWOODY, GEORGIA

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

Ken Wright, Mayor  
City of Dunwoody, GA

ATTEST:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name  
City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
Signature  
Dunwoody Staff Attorney

CONSULTANT:

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

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

\_\_\_\_\_  
Title

ATTEST:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name  
Corporate Secretary  
(Seal)

## Section I - Letter of Transmittal

July 5, 2011

Chris Pike, Director of Finance  
City of Dunwoody  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

Reference: Amendment to RFP Proposal No. 11-02, Service Area #4, Information Technology

Dear Mr. Pike,

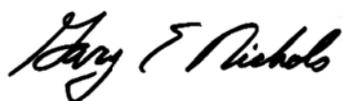
Thank you for the opportunity to meet with you and other representatives from the City of Dunwoody. During our interview last week, I believe we received a better understanding of the needs and goals of the city.

We originally planned for a 3-tiered strategy of onsite IT support and management. Given our better understanding of your needs, we have adjusted to incorporate a 2-tier onsite support staff (Helpdesk and Network Administrator) with additional support provided by Senior IT Management based in our Roswell/Alpharetta office. Although not fulltime on the City of Dunwoody project, this manager will be engaged for the city whenever needed, especially on higher level issues such as strategic IT direction and security. Based on your very minimal needs for website development, we have also reduced the hours allocated to this position.

As you have recently completed your virtualization project and it appears that your infrastructure is stable, we have reduced our Transition budget as well. Another area of savings is in the annual equipment, services and training budget due to fewer fulltime personnel assigned to the project, plus the clarification that the City will provide notebooks for IT personnel.

We believe our proposal provides an exceptional value given our experience with municipal government and the work ethic we have applied to every account in our 31 years of service.

Yours sincerely,

A handwritten signature in black ink that reads "Gary Nichols". The signature is written in a cursive, flowing style.

Gary Nichols  
CEO, InterDev

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## **Appendix E –Cost Table**

### **Page I**

#### **Submitted by InterDev, LLC**

Bidders can submit proposals for provision of municipal services in one, multiple or all service areas. There will be no additional points awarded to firms bidding on more than one service area. The City will evaluate the qualifications of the Contractors to provide the requested services in each service area separately. However, the City recognizes that there are potential economies of scale and cost saving opportunities related to having one contractor providing work in more than one service area. In that spirit, the City encourages proposing firms to respond to more than one service area, as long as the responding firm possesses the required experience in all selected service areas and has the capacity to properly staff and manage the delivery of high quality services for the City.

Pricing may be, but is not required to be, included for each potential combination on of service areas in addition to the individual service areas. For example, Bidder submitting a proposal for Parks and Recreation as well as Public Works may include a schedule for Parks and Recreation, a schedule for Public Works, and a schedule if awarded for both service areas. With seven service areas, this creates a potential for an excessive number of alternative pricing options. Accordingly, the City asks each Bidder to consider limiting the number of alternative schedules to the three most likely or most desirable combination of services in addition to the schedule(s) for individual service(s). Contractors may provide additional options, but they are not expected or required.

Throughout the term of the contract, changes to the scope of work may cause the need to include additional staffing to the contract. The Contract may be amended to include additional staffing requirements when the scope changes. The amount of the amendment will be actual costs to the Contractor plus a multiplier for overhead and profits. The City will negotiate with the Contractor to establish a reasonable multiplier if the services are requested.

**City of Dunwoody—Information Services**

Please provide the proposed costs for all applicable service areas. If your organization is not proposing for a specific service area, please indicate so by marking N/A in the corresponding row.

	<b>Price by Year and Service Area</b>				
<b>Service Area</b>	<b>2012<sub>1</sub></b>	<b>2013<sub>1</sub></b>	<b>2014<sub>1</sub></b>	<b>2015<sub>1</sub></b>	<b>Total 2012 – 2015</b>
<b>Public Works</b>	N/A	N/A	N/A	N/A	N/A
<b>Finance and Administrative Services</b>	N/A	N/A	N/A	N/A	N/A
<b>Planning and Zoning</b>	N/A	N/A	N/A	N/A	N/A
<b>Information Technology</b>	\$316,133.80	\$294,215.22	\$309,661.52	\$325,918.75	\$1,245,929.28
<b>Building Permits and Inspections*</b>	N/A	N/A	N/A	N/A	N/A
<b>Parks and Recreation</b>	N/A	N/A	N/A	N/A	N/A
<b>Public Relations and Marketing</b>	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	\$316,133.80	\$294,215,22	\$309,661.52	\$325,918.75	\$1,245,929.28

\*The City requests that all Bidders proposing for the Building Permits and Inspection services shall provide the City with an additional, alternative method of calculating the contract cost in lieu of the lump sum fee listed in the table above. (The City generated \$439,410 and \$559,356 for the first two fiscal periods of operation.) Please provide the proposed percentage of the building permits and inspection services revenue that the Bidder would invoice to recover the costs of service delivery for Building Permitting and Inspections: N/A %

The city encourages Bidders proposing for the Building Permits and Inspection services to provide multiple methods of calculating contract costs. Alternate methods many include a percentage of fees collected and any hybrid approaches based partly on fixed fees, partly on percentage of fees and potentially caps on amounts invoiced if activity is above a specified threshold. You may provide a flat percentage above or attach an additional page to the cost proposal describing your pricing for a hybrid approach.

City shall pay the Contractors in twelve payments for each month in accordance with the Contract’s General Conditions (see Appendix B, section 11.2.)

**Appendix E –Cost Table  
Page III**

**Submitted by InterDev, LLC**

Alternative Option One – Service Areas Included \_\_\_\_\_ N/A

Alternative Option Two — Service Areas Included \_\_\_\_\_ N/A

Alternative Option Three – Service Areas Included \_\_\_\_\_ N/A

	Alternative Pricing Options				
	2012 <sub>1</sub>	2013 <sub>1</sub>	2014 <sub>1</sub>	2015 <sub>1</sub>	2012 -2015
<b>Alternative Option One</b>	N/A	N/A	N/A	N/A	N/A
<b>Alternative Option Two</b>	N/A	N/A	N/A	N/A	N/A
<b>Alternative Option Three</b>	N/A	N/A	N/A	N/A	N/A

Contracts may present additional options but an additional option(s) is not expected or required. If submitted, please use the format provided.

City shall pay the contractors in twelve payments for each month in accordance with the Contract’s General Conditions (see Appendix B, section 11.2.)

Representative Signature  Date 7/5/11  
Printed Name and Title Gary E. Nichols, CEO  
Telephone Number 770-643-4400 main, 678-672-1502 direct  
Fax Number 678-672-1501  
Email Address [gnichols@interdev.com](mailto:gnichols@interdev.com)

### Pricing/Estimating Techniques and Basis of Estimates

Our pricing model is based on historical and projected salary requirements for the position classes that are best suited to the task work order. We have taken into consideration our current staff compensation, current and projected economic conditions, research from web resources such as salary.com and the Georgia Department of Labor, and research from other local consulting firms.

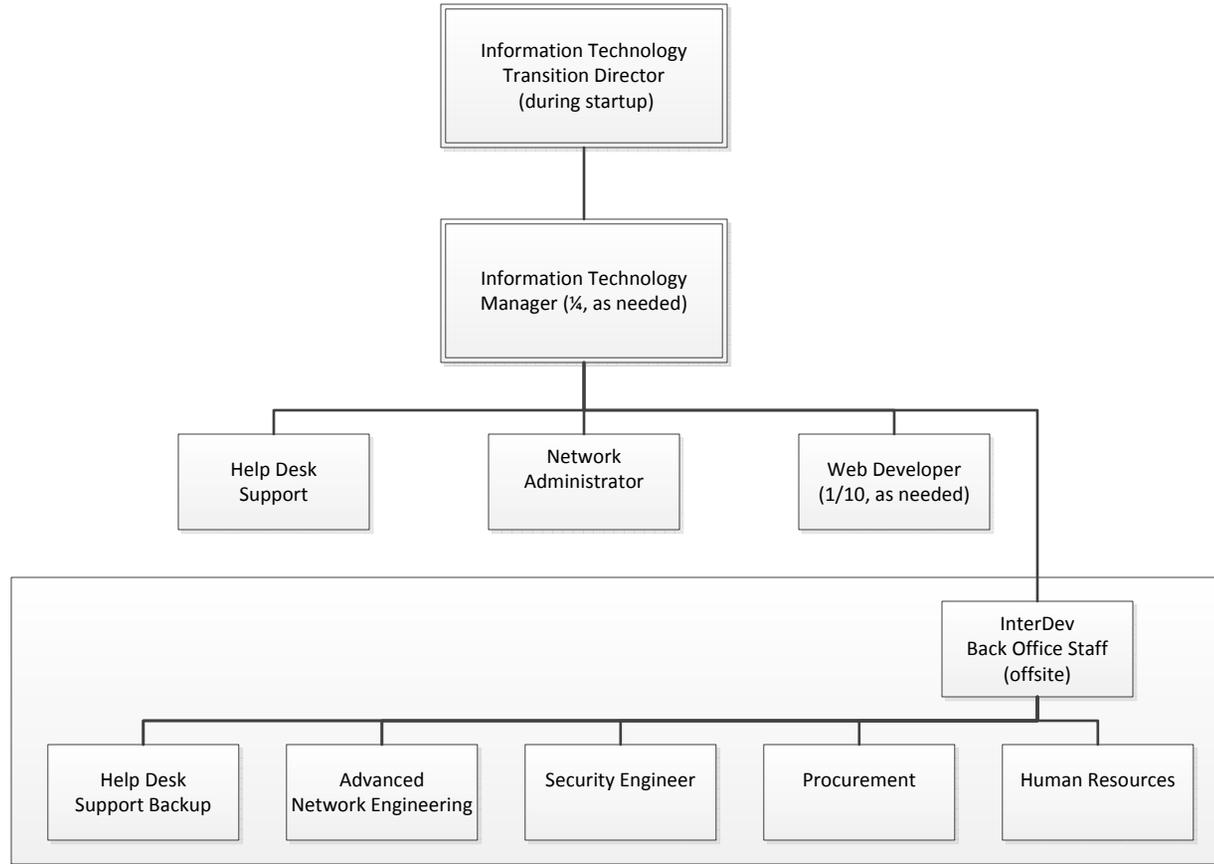
Our corporate philosophy is to hire for life. While we understand not all employees will be around for the gold watch, we select candidates that exhibit the qualities we have worked so hard for decades to deliver to our clients. Turnover is very expensive for the company and our clients, so we strive provide a compensation package that attracts rewards and retains the best individuals. We have always preferred to pay a bit more and have a person that will exceed expectations rather than save a few bucks and risk losing a client. Incompetence is very costly in our business.

Our Fully Burdened Rate (FBR) model includes the following:

- Base salary
- Health benefits
- Life insurance
- Time off (vacation, sick, personal, bereavement)
- Incentive pay
- Bonus pay
- Retirement plan
- Taxes (FICA, Medicare, SUI, FUTA)
- Administrative
- Accounting
- Sales effort
- Legal and professional
- Dues
- Office space
- Utilities
- Telephone
- Internet
- Communications
- Licensing
- Software (main office)
- Equipment (main office)
- And a variety of lesser expense categories

# City of Dunwoody

## Information Technology Organization Chart



## Section I - Letter of Transmittal

May 23, 2011

Chris Pike, Director of Finance  
City of Dunwoody  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

Reference: Letter of Transmittal, Request for RFP Proposal No. 11-02

Dear Mr. Pike,

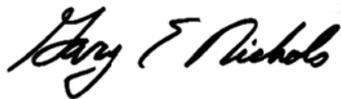
This is in reference to the Request for Proposal (RFP) by the City of Dunwoody relating to the delivery of municipal Information Technology services as per RFP No. 11-02, for which my firm, InterDev, is pleased to present the attached proposal.

InterDev is bidding on Service Area #4, Information Technology.

I, Gary Nichols, CEO of InterDev and the official contact for the proposal, acknowledge that our Proposal may not be withdrawn for a period of one hundred and eighty days (180) days after the time and date of the proposal opening.

My contact information is indicated below. Thank you for your time on my behalf.

Yours sincerely,



Gary Nichols  
CEO, InterDev  
2650 Holcomb Bridge Road, Suite 310  
Alpharetta, GA 30022  
770-643-4400-Main  
770-337-5900-Cell  
678-672-1503-Fax  
gnichols@interdev.com

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## Section II – Corporate Background and Qualifications

### EXECUTIVE SUMMARY

Since its founding in 1980, InterDev, LLC has worked to define the model for managed IT services in business and government sectors. Founder Gary Nichols foresaw, during the early days of desktop computing, that information technology would radically change the way business was managed and conducted.

For the first 20 years of its history, InterDev worked continually to enhance its clients' technology delivery, developing a ground-breaking, comprehensive Managed IT Services offering. This service leverages both highly skilled personnel and cutting-edge, proactive monitoring, alerting and maintenance software to provide a robust, highly secure computing environment.

Over the past decade, InterDev has further refined this model to specifically address the needs of the public sector. As threat landscapes become more hostile, and budget restrictions make it more difficult for governments to stay abreast of emerging technologies, InterDev's Managed IT Services offering has become the model for nearly two dozen successful public-private partnerships.

At the time of this submission, InterDev is uniquely positioned to assist the City of Dunwoody in its quest to become a model government. First, our engagements with local governments—from the Lawrenceville Police Department to the City of Sandy Springs—have given us competencies in the current hardware and software solutions favored by local entities, including those in use by the City of Dunwoody. This enables us to provide the highest level of expert, task-driven service to the City, its employees and its citizens.

Second, our ongoing work with the City of John's Creek and the City of Sandy Springs position us to help the City of Dunwoody leverage powerful synergies that will result in more efficient, enhanced service delivery to the public.

As the City of Dunwoody's Managed IT Service provider, InterDev would be uniquely positioned to help the City leverage mutual failover protection between neighboring cities such as Sandy Springs, to include the utilization of existing and proposed fiber related to Traffic Management and ChatComm.

For governments whose budgets are increasingly restricted, municipal knowledge sharing and resource pooling is no longer a theoretical concept—it is a proven model for dynamic leadership and success. InterDev's existing partnerships with Atlanta-area governments and agencies will enable the City of Dunwoody to more easily harness that model for its own benefit and that of its citizens.

## BACKGROUND AND OVERVIEW

InterDev is a leading technology solutions provider serving metro Atlanta and the southeastern United States. At our headquarters in Alpharetta, GA, we maintain a core staff of eight, and we have 15 assigned staff working at various client locations across the region. We have been at the forefront of providing evolving technology solutions since our founding in 1980.

We are a Microsoft Gold Certified Partner—the highest level of Microsoft solutions partners—and a Certified Diamond Reseller for Barracuda Networks. InterDev was also recognized by Barracuda Networks as the top U.S. Reseller of the Barracuda Message Archiver for 2010, and is the top reseller worldwide for CudaTel, Barracuda Networks' telephony platform.

We maintain strong, ongoing partnerships with many top technology vendors and have achieved advanced technology certification from manufacturers such as Microsoft, DELL, SonicWall, Barracuda Networks, VMware, EqualLogic, Cisco and Enterasys.

Through ongoing training and continuing education, our technical personnel retain certifications appropriate to their positions. These include certifications from: Microsoft, Novell, Citrix, VMware, Dell, HP, Barracuda Networks, Polycom, IBM, Ruckus Wireless and many other major corporate software and hardware manufacturers. Our CEO, Gary Nichols, is an active member of the Greater Atlanta Board of Business Advisors Charter Board, the Entrepreneur Advisors Board and the Technology Association of Georgia.

Throughout our 31-year history, we have assisted clients in the selection, integration and optimization of technology solutions that help them achieve or surpass business goals and objectives. Our full-service approach to IT services enables our clients to focus on what they do best.

For the City of Dunwoody, this means achieving the highest level of performance and technical expertise in all aspects of City-owned IT infrastructure and software, reinforcing the City in providing superior services, availability and continuity to its citizens. We consistently meet or exceed industry best-practices recommendations for proactive management of systems and network maintenance, security, controls and backups.

InterDev's core specialty is Managed IT Services with a focus on security. Our approach for seamless technical operations management for our clients is simple: closely monitor day-to-day operations; establish best-in-class operational policies and procedures; embrace applicable new technology; and look to the future to optimize planning. We leverage technology to provide convenient methods for users to report issues and ensure timely resolution.

## **ITEM 1: UNIQUE QUALIFICATIONS**

Under our Managed IT Services offering, the IT burden is fully carried by InterDev. This includes providing the skills of a CIO, network engineer, network administrator, help desk technician and telephony specialist for a fixed monthly fee; eliminating the need to hire and maintain equivalent internal staffing.

At the end of the day, we understand our success comes down to three fundamental questions:

- Are we meeting the objectives of the client?
- Are we satisfying the vast majority of the users?
- Are we providing the highest level of service?

InterDev's unique experience and approach make us the optimal fit for furthering Dunwoody's goal of excellence in model government, including:

### **IT Managed Services to the Public Sector**

InterDev provides IT Managed Services to more than 20 local, county, or state governments and agencies and employs staff members that have firsthand experience with the unique network, server, security, and application requirements of the public sector. High-availability/disaster recovery planning and implementation is one of InterDev's core strengths, aligning InterDev perfectly with the needs of a municipality in today's threat-prone technology landscape.

### **Proactive Network Security**

InterDev's successful model for Network Security enables us to dramatically reduce the risks and vulnerabilities seen in the news every day. For municipalities, the ability to appropriately monitor, filter, secure and backup/archive the network, infrastructure and data is no longer just a goal; it has become imperative to protect and serve citizens and ensure continuity of services. InterDev has an excellent track record of leveraging technology to provide the most robust level of security possible for its clients.

### **Hands-on Involvement**

InterDev's direct involvement, from planning and budgeting at the CIO level through the personal support of appropriate technical resources, provides a straightforward chain of command and involvement designed to eliminate technology roadblocks and ensure tight integration and communication between the City and InterDev.

We rarely, use sub-contractors, preferring to remain as connected to our clients as possible. Experience has proven this model to be the most successful way to turn technology into an enabler, rather than a hindrance, to the municipalities in achieving world-class service, accountability, communication and transparency for citizens.

### **Issue Resolution**

InterDev's issue resolution procedures are among the most effective in the IT industry. All issues are ticketed and logged, providing a tracking method and documented process for resolution within the contract-specified amount of time. To ensure best possible service delivery, InterDev works with municipalities to establish priorities and resources based on established tolerances, risks and budgets.

### **Municipal Communications Systems**

InterDev is certified by industry-leading Voice over Internet Protocol (VoIP) solutions providers. We install, manage and maintain a full range of digital communications services increasingly deployed by municipalities for the security, flexibility and enhanced constituent delivery services they provide.

Our enhanced services expertise include system-integrated calling and voice mail services, call centers, constituent relations management systems and more. InterDev proactively monitors call quality and voicemail integrity to insure optimal communications delivery.

### **Secure and Rapid Handover**

InterDev has significant expertise in the swift, precise transition of systems to its operating model. The greatest significant risk to the City of Dunwoody is during the transition period. InterDev will leverage its expertise to quickly get the InterDev team up to speed on existing systems, policies and procedures, curtailing any threat that might arise during the handover. We will also use this knowledge to maintain continuity during any subsequent turnover of City, or InterDev, personnel.

### **Future Proofing**

InterDev's combination of advanced technology and team-driven performance will reduce long-term expense, increase compliance with state and federal regulations, and minimize downtime, allowing the City to provide Dunwoody's citizens with a higher quality living and work environment. InterDev's comprehensive Managed IT Services helps clients realize today's technology expectations and prepares them to leverage evolving technology opportunities of the future.

We bring decades of experience evaluating and recommending applications, servers, networks, software, telephony and other technology components to the table when we help municipalities plan for upgrades and improvements. We also have expertise in recommending and providing custom application development services for networks, servers and desktop systems.

## **ITEM 2: SIMILAR PROJECT INVOLVEMENT**

To date, InterDev has worked with more than 20 local city, county, or state governments and agencies to help them cost-effectively meet or exceed their IT management, maintenance and support attainment goals. These activities range from network security and regulatory compliance solutions to the citywide sale, support and deployment of a new VoIP telephony solution.

Most recently, InterDev was chosen by the City of Sandy Springs to provide all Information Systems support and management for the city. We have begun the transition stage of this project and will assume full management of the City of Sandy Springs infrastructure on July 1, 2011.

## **ITEM 3: LITIGATION**

InterDev takes pride in the honest and straightforward approach it takes in the provision of IT services to our clients. This attitude and approach has led to an impeccable track record for InterDev with both its clients and partners. InterDev has not been named in any litigation over the past 10 years and is not currently involved in any pending litigation.

#### **ITEM 4: BACK-OFFICE SUPPORT**

Key InterDev personnel resources for the City of Dunwoody include CEO Gary Nichols and Director of Information Technology Neil Matchan. Other InterDev employees that will be available as staffing resources to this project include Lori Rolleri (Project Manager), Renelle Francis (Systems Analyst), Lewis Wilkinson (ERP Specialist) and Rial Ellsworth (HR/Account Manager).

However, InterDev's back-office support for its clients goes beyond designated personnel. Our back-office team, paired with powerful technology resources, works to help the City of Dunwoody meet its goals of service excellence to IT users and citizens in pursuit of model government.

#### **Crunch-Time Back-Up**

Our back-office supports the InterDev IT staff on-site as needed to manage the delivery of municipal services in a responsive, economical and efficient manner. They are available to pitch in as needed when unexpected occurrences require additional resources.

#### **Cross-Training of Teams**

All our teams are cross-trained; both within the technology areas InterDev supports, and across our client base. As a result no one team stands alone and multiple resources can be deployed as needed with minimal delay.

#### **Early Warning System**

Our support technology provides us with secure monitoring and alerts to emerging concerns for the systems and networks under our control. If these problems occur outside normal business hours, a back-office staffer is available to proactively address issues and minimize potential for disruption or damage 24/7/365. Limiting problems offers the added benefit of reducing emergencies during operating hours, which makes IT staff and City workers more productive, successful at their mission and satisfied in their positions.

#### **Hiring with Teamwork in Mind**

InterDev's hiring practices are purpose-built to support every team—and each member within it—to the best of our ability, no matter where they are working. Our teams rely upon each other to fill in where needed on particular technical or hands-on issues. Candidates for new positions, both within InterDev and at the City level are carefully screened for their commitment to teamwork and collaborative problem solving.

#### **Performance-Driven Culture**

The culture at InterDev is one of autonomy, flexibility and interaction. Through regular performance tracking, training and evaluation of both individual and shared experiences, management continually evaluates all employees' decision-making skills. Those individuals with the best skills and judgment rise to higher levels of authority and autonomy, continually enhancing the network of excellence InterDev can place at the City's disposal.

**ITEM 5: VERIFICATION**

InterDev fully supports the City's right to verify Bidders' financial statements and information to ensure the Bidder has the necessary financial resources to perform the contract. InterDev will assist the City of Dunwoody in obtaining any further information it needs.

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## Section III – Response to Scope of Work—2.5 Information Technology

### ITEM 1: SERVICE DELIVERY OBJECTIVES, WORK ACTIVITIES AND DELIVERABLES

#### **2.5.1 General Requirements**

InterDev is a trusted partner to more than 20 city, county, or state governments. Our past and present engagements have given us a comprehensive understanding of public sector challenges in all areas of technology, from network infrastructure to communications systems for city personnel, emergency management services and other departments. InterDev stands ready to bring its full-service approach to managed services to the City of Dunwoody, ensuring all IT opportunities and concerns are addressed and acted upon appropriately.

##### ***2.5.1.1 PROVIDE ONGOING ENGINEERING, DESIGN AND MAINTENANCE OVERSIGHT FOR THE OPERATION OF ALL SYSTEMS, AS NEEDED TO MEET THE NEEDS OF THE CITY.***

Our recommendation for the IT staff includes both an IT Manager (CIO) and a certified Network Engineer (serving as Network Administrator) who will support each other and provide oversight and management of all City systems. They will also take the lead on any engineering or design requirements that become evident during initial or periodic performance and improvement evaluations. However, final oversight and responsibility for excellence in oversight of all systems lies with the top-level technology contact—the CEO of InterDev.

Our highly successful, proactive support and maintenance model combines cross-trained technical staff with help desk software and sophisticated, core-level monitoring tools (Autotask and Kaseya), to carefully maintain the City's computing environment and support the mission of all departments. In our experience, this model enables us to proactively head off minor issues before they become big problems or cause expensive failures and downtime. While this does not negate the need for maintenance oversight (which will be handled by designated on-site IT staff), it greatly reduces the need for continual human oversight.

##### ***2.5.1.2 PROVIDE SERVICES UNDER THE DIRECTION OF THE CITY MANAGER OR DESIGNEE.***

The InterDev team will work closely with the City Manager and appointed staff to determine priorities and direction for the City's technology environment. It is our goal to partner with the City and its management team to continue improvements to City services through technology by building efficiency with business solutions. Standard metrics will be developed and reported to city management on a weekly basis

##### ***2.5.1.3 PROVIDE AN INFORMATION TECHNOLOGY MANAGER, APPROVED BY THE CITY, WITH FULL RESPONSIBILITY TO MANAGE ALL INFORMATION TECHNOLOGY DEPARTMENT STAFF NECESSARY AND PROPER TO PERFORM THE SERVICES, DUTIES AND RESPONSIBILITIES SET FORTH. THE CONTRACTOR SHALL NOT REPLACE THE APPROVED MANAGER WITHOUT WRITTEN APPROVAL OF THE CITY, WHICH APPROVAL WILL NOT BE UNREASONABLY WITHHELD.***

InterDev will provide an Information Technology Manager and team to support the needs of the City. The IT manager will have responsibility to direct the efforts of the InterDev team as they provide services for the City.

The corporate culture at InterDev is to provide a high level of autonomy, trusting in the judgment of our employees instead of micromanaging every aspect of their job. Through regular teamwork and shared experiences, management is able to ascertain the degree to which the employee's demonstrated decision making skills mesh with the desired level for the company and our clients. Those individuals with the best skills and judgment rise to higher levels of authority and autonomy.

No change will be made in the position of IT Manager without the written approval of the City.

***2.5.1.4 PROVIDE THE CITY WITH A PRIMARY CONTACT WHO SHALL BE AVAILABLE TO THE CITY IN PERSON AS NEEDED OR BY TELEPHONE ON A TWENTY-FOUR (24) HOUR BASIS, SEVEN (7) DAYS A WEEK.***

The InterDev team will establish a system of "on-call" support for the City seven days a week, twenty four hours a day, with a designated primary contact at all times. InterDev will staff an onsite help desk with extended business hours to provide local support for the users between the hours of 7:30AM and 6:00PM Monday through Friday.

After-hours support calls will be managed via phone support or through our remote management toolset. This toolset provides our support staff with a secure method of controlling and troubleshooting user PCs remotely. It enables remote staff to identify and repair many hardware and most software issues without requiring access to the City offices during non-working hours

In addition to your primary contact and IT Manager, you will be provided an emergency contact and access to InterDev's IT Director and to the CEO. InterDev is based in Alpharetta and can quickly respond to emergencies.

***2.5.1.5 PROVIDE SUPERVISION OF SUBCONTRACTORS PROVIDING INFORMATION TECHNOLOGY SERVICES TO ENSURE THAT SUBCONTRACTORS PERFORM ALL CONTRACTUAL REQUIREMENTS EFFECTIVELY AND EFFICIENTLY.***

The InterDev team will provide all project management resources as needed for IT projects in the City. The IT management team will carefully monitor and manage all IT projects by both internal InterDev and external subcontractors performing work for the City. Because we are part of the City Team, the InterDev staff is keenly aware of the quality, accuracy and timeliness of outside work performed for the City.

It is not InterDev's policy to employ subcontractors in the execution of its contracts. However, should InterDev and the City agree to bring in a subcontractor for a special project under the direction of InterDev, we will monitor the project to ensure all contractual requirements are handled effectively and efficiently.

We promote informational sharing and collaborative work between all City staff and Contractors. In addition, if an outside resource is brought in outside of InterDev's expertise for a role that relates to or is integral to our mission, the InterDev team will shadow the resource to obtain as much education and information transfer as possible (without negatively impacting the project) so that the InterDev team can effectively support the new technology moving forward.

***2.5.1.6 TRACK, MAINTAIN AND REPORT IN A TIMELY MANNER ON KEY PERFORMANCE INDICATORS FOR IT SERVICES ESTABLISHED BY THE CITY IN CONSULTATION WITH THE CONTRACTOR***

Key performance indicators will drive activities for the InterDev team. KPIs will be aligned with the goals, objectives and the mission of the IT team as defined by the City. Reporting and oversight is provided through weekly analysis of performance metrics and monthly management meetings. For help desk technicians, we track the number of tickets handled, type of issue, time to respond, time to resolution

and user satisfaction with the event. All positions have both objective and subjective factors for evaluation.

We will provide weekly status reports to the city manager summarizing the number of tickets handled, outstanding issues, topics that need management attention and any other information requested by the City. It is recommended that there also be a scheduled monthly meeting involving City management, on-site IT Management and upper management from InterDev.

***2.5.1.7 IDENTIFY AND PERFORM OTHER INFORMATION TECHNOLOGY ASSISTANCE WHERE THE FIRM REASONABLY ANTICIPATES NEEDS, WHICH ARE NOT SPECIFICALLY SET FORTH ABOVE.***

InterDev anticipates its IT staff will support any and all technologies within the environment. In addition, we will investigate such areas as Disaster Recovery Planning, High Availability and Intranet services and propose a plan for these technologies. It is InterDev's goal to become an integral part of the City's team and its culture.

Our involvement with the City staff at this level helps us to anticipate needs and proactively provide help and assistance where needed. We want the environment to run smoothly and efficiently to provide the best working environment we can for the City. Not all issues can be known beforehand, so this intimate knowledge of the environment and the users' needs helps us direct the support to the needed areas – even if it is outside the scope of our original plans.

## **2.5.2 Information Technology Infrastructure**

InterDev's mission is to excel at the business of managed IT infrastructure development, deployment and advancement. We bring our full resources to bear for the benefit of the City of Dunwoody. From the dawn of the modern IT era computer until today, InterDev has followed and mastered every significant business-related technology.

IT infrastructure is not something we simply understand, it is an integral part of who we are. We provide vigorous oversight at all levels to ensure robust, reliable and secure IT solutions for the City. InterDev will help devise and implement strategies for improvement that will carry Dunwoody into a safe and productive future.

***2.5.2.1 PROVIDE PURCHASING ASSISTANCE, INSTALL, CONFIGURE AND MAINTAIN ANY ADDITIONAL HARDWARE AND SOFTWARE REQUIRED TO SATISFY ALL CITY'S OPERATIONAL NEEDS.***

We are fully supportive of an RFQ process for any significant purchase and will be involved with providing assistance from planning for future growth to documenting and training staff on upgrades. For all recommendations, we will weigh the relative merits of four criteria: immediate improvements in business processes, interoperability with existing and/or planned systems, short-term cost savings in capital and long-term ROI from supporting future expansion and evolution of the City's technology and service environments.

Installing, configuring and maintaining any additional hardware and software is a fundamental component of our service. Our goal will be to ensure new products integrate and work effectively and perform as expected by the City, its staff and its citizens. InterDev commits to support the entire technology infrastructure for the City and effectively merging new technology into the environment is part of that commitment.

***2.5.2.2 MAINTAIN AND IMPROVE THE CONTENT OF THE CITY’S WEBSITE. THE CITY WILL PAY FOR MAJOR UPGRADES SEPARATELY.***

InterDev supports a number of clients who have a major Web presence. Consequently, we understand importance of effective support and maintenance the City’s website. The support staff will upload content and updates as directed and provide insight and direction for the website's improvement if needed.

Our main focus will be to keep the site’s information current and accurate and to safeguard and secure the site from malicious activity that could reflect negatively on the City. We do not anticipate the scope of this contract to include actual Web design or content development. However, we do have resources for these activities on our team, as well, that can be brought to bear should the City request creative improvements or major updating outside the scope of this agreement.

***2.5.2.3 MAINTAIN AND REGULARLY UPDATE HARDWARE AND SOFTWARE UTILIZED BY THE CITY FOR EFFICIENT SERVICE DELIVERY AND ADMINISTRATIVE FUNCTIONS. HARDWARE INCLUDES, BUT IS NOT LIMITED TO, DESKTOP COMPUTERS, LAPTOP COMPUTERS, PERIPHERALS, CELL PHONES, MOBILE DEVICES, COPIERS, PRINTERS, SCANNERS, FAXES, PLOTTERS, CAMERAS, PROJECTORS AND AUDIO RECORDERS. SOFTWARE INCLUDES, BUT IS NOT LIMITED TO, SYSTEMS FOR ACCOUNTING, HUMAN RESOURCES, WORK ORDER TRACKING, PUBLIC WORKS, CAPITAL PLANNING, COURT MANAGEMENT, POLICE FORCE, AGENDA AND DOCUMENT MANAGEMENT AND GEOSPATIAL INFORMATION SYSTEM (GIS) INTEGRATION.***

We utilize Autotask for our practice management application and Kaseya for our server/desktop monitoring and support application. These best-in-class solutions have helped InterDev build an impeccable reputation among its clients for IT service and satisfaction. We envision leveraging this same technology to support efficient service delivery for the City of Dunwoody. We automate and monitor the patch management process for servers and workstations to ensure timely implementation of security updates. Automation is key to this process as it keeps this tedious yet critical task from being relegated to the back burner.

This technology is scalable and can provide great insight into the support and optimization of the City’s environment. We are also able to accurately track equipment and software inventory to ensure an efficient refresh schedule.

***2.5.2.4 PROVIDE THE EXPERTISE FOR PLANNING, INSTALLATION, CONFIGURATION AND MAINTENANCE OF ALL CITY IT SYSTEMS TO ENSURE SYSTEMS ARE INTEROPERABLE AND CONTINUITY IS MAINTAINED DURING TURNOVER OF CITY PERSONNEL AND CONTRACTORS. CONTRACTOR SHALL DEVELOP/UPDATE AN IT STRATEGIC PLAN ANNUALLY DURING THE BUDGET PREPARATION PROCESS (CURRENTLY MID-YEAR).***

InterDev maintains the highest standards of accountability, professionalism and training for its personnel, not only the core employees at our office, but also those who are onsite at customer locations. All personnel involved with the Dunwoody project will be seasoned individuals with the expertise to competently plan, install, configure and maintain City IT systems. They will hold or acquire any and all appropriate certifications and maintain them, as dictated by our own internal policies, through continuing education.

Furthermore, InterDev will use not only the depth of knowledge of the onsite staff, but also the shared resources of all InterDev staff in this process. Staff resource will be leveraged as required to expand support for the City during periods of personnel or contractor turnover.

For planning purposes, the CIO level experience you receive as part of our model will be invaluable in setting the direction of IT for the City. We will develop, with the input and approval of the City Manager

and other City-designated staffers, a comprehensive strategic IT plan on a timeline to be mutually agreed upon by InterDev and the City prior to contract initiation and updated on a regular basis. As both technology and needs may evolve rapidly, we recommend semi-annual reviews of the plan.

***2.5.2.5 MANAGE THE INVENTORY AND LICENSING OF ALL IT ASSETS AND REPORT DISCREPANCIES TO THE CITY FINANCE AND ADMINISTRATION DIRECTOR.***

Computer systems, servers, desktop/laptop PCs, printers and peripherals will be inventoried, cataloged and evaluated using a combination of software discovery tools (Kaseya and Autotask), network diagrams, asset management tools and support personnel.

IT systems and networking infrastructure will be proactively managed to ensure optimal performance, longevity and cost savings. InterDev will interview all incumbent resources and record equipment inventories, database and application configurations and logins and other infrastructure information. This will help facilitate the smooth transition into InterDev's management of this environment and set the groundwork for the long term management and tracking of these resources.

***2.5.2.6 MAINTAIN SOFTWARE AND HARDWARE INTEROPERABILITY AMONG USERS AND SYSTEMS. THE LOCAL AREA NETWORK IS TCP/IP BASED AND IPV6 COMPATIBLE. THE COMPUTER NETWORK IS BASED UPON MICROSOFT WINDOWS SERVERS INCLUDING EXCHANGE AND SQL. COMPUTERS ARE MICROSOFT WINDOWS BASED AND ARE LOADED WITH THE MICROSOFT OFFICE PROFESSIONAL SUITE.***

InterDev will closely monitor software licensing and revision control to ensure the highest levels of functionality and compatibility with all other hardware and software systems. The toolset used by InterDev also manages patches and “fixes” released from Microsoft and other software vendors. We can control the distribution and installation of these updates to manage the user environments to limit interruptions and control potential software conflicts.

***2.5.2.7 MAINTAIN AN APPROPRIATE REPLACEMENT PROGRAM FOR ALL COMPUTERS AND EQUIPMENT.***

InterDev will manage a technology replacement program to monitor the condition, replacement and repair status of the City’s technology devices. The goal is to limit user downtime and manage costs while supplying the appropriate level of technology for the user environment.

The quantity of additional PCs and other technology “spares” will be determined after a full inventory and analysis of the City’s technology infrastructure to determine the age and shelf life of the equipment in place. We will also aid in identifying future budget inclusions as hardware age becomes a factor.

***2.5.2.8 PROVIDE ALL USERS WITH EMAIL FOR INTERNAL AND EXTERNAL COMMUNICATIONS, COMMON CONTACT LISTS AND SCHEDULING.***

InterDev will manage and support the City’s Microsoft Exchange email systems to provide a safe and secure communications environment for the City. This includes full archival during the duration of the contract, to support all local, state and federal laws and regulatory requirements.

New user accounts will be set up with appropriate security and access levels, and existing accounts will be reviewed to ensure they are in compliance. Also, InterDev will engage in user and group data integration and aggregation to create common contact lists and facilitate scheduling of individuals and resources for meetings, events and action items.

#### ***2.5.2.9 DEVELOP AND IMPLEMENT DISASTER RECOVERY AND IT BUSINESS CONTINUITY PLANS AND ENSURE THAT COMPLIANCE IS PERIODICALLY VALIDATED.***

The foundational underpinning for the City's technology infrastructure will be the development and implementation of comprehensive disaster recovery and IT business continuity plans. These plans will directly influence policy, security, network and hardware infrastructure and software setup and deployment.

Onsite and offsite backup are critical pieces to this plan. We are experienced with many advanced solutions and can adapt to fit your budget. With enough resources for the required hardware and software, we can implement integrated High Availability failover solutions from VMware, Microsoft, Dell, Cisco, NetApp, EMC and other providers to build redundant server, network and storage solutions. If the budget is more limited, we can work with what you have to maximize reliability with limited expenditures.

We can also arrange for the City of Dunwoody to partner with our other clients such as the City of Sandy Springs to share infrastructure resources and existing fiber-optic cable for backup and disaster recovery purposes. Additionally, we are working with the Georgia Department of Transportation to utilize their fiber-optic cabling for connection to other suitable disaster recovery facilities.

Much of the preparation of the plan will begin immediately after the contract is awarded to ensure the end result is comprehensive and provides the best solution for the City. InterDev will work with the City Manager and other designated City officials to develop and implement an appropriate disaster recovery and business continuity plan for the City of Dunwoody

Annual reviews and training for the Disaster Recovery / Business Continuity plan will be conducted and subsequent to any significant changes that are made to the computer/network/ telecommunications, so that changes to the city's environment can be incorporated. In addition, audits and simulation of a disaster and recovery will also be conducted on a schedule to be mutually determined during initial planning.

#### ***2.5.2.10 PROVIDE 24/7 TROUBLESHOOTING FOR ALL CITYWIDE IT SYSTEMS***

InterDev will provide for the 24/7 systems support and troubleshooting for all City systems. We will staff an onsite help desk with extended business hours to provide local support for the users between the hours 7:30AM and 6:00PM Monday through Friday. InterDev will commit to a 15-30 minute response time for all calls.

After-hours support calls will be managed via phone support or through our remote management toolset. This toolset provides our support staff with a secure method of remotely controlling and troubleshooting user PCs, networks and systems infrastructure.

Incident reports and warnings are sent via email and text messages automatically to the on-duty InterDev support staff. Examples of this type of issue may include: failed backup processes, network downtime, offline servers, or delayed responses for networked resources.

Much of the troubleshooting and repair can be accomplished remotely, but if an onsite presence is required, InterDev will provide that resource.

***2.5.2.11 DEVELOP REQUEST FOR PROPOSALS WHEN DIRECTED BY THE CITY MANAGER.***

InterDev will work with the City Manager to develop specialized Requests for Proposals as needed for new technology and services for the City of Dunwoody. InterDev will leverage all internal resources to contribute to the development of the RFP so that the requested products and services will integrate with the City's existing environment.

***2.5.2.12 ARCHIVE AND RETRIEVE ALL EMAILS TO COMPLY WITH OPEN RECORDS REQUESTS.***

Email archive, backup and restore will be facilitated by InterDev to maintain a secure, searchable and accountable email environment as directed by the Georgia Open Records Act. A searchable history will be maintained as required for legal or HR related investigations.

InterDev recognizes and supports the concept that the public has a sense of urgency regarding record requests and will retrieve messages for open records requests in accordance with the restrictions, response times and compliance regulations set forth by the City and required by the law.

***2.5.2.13 PROVIDE FOR THE CENTRALIZED, ELECTRONIC STORAGE OF THE CITY'S DOCUMENTS. PROVIDE VIRTUAL PRIVATE NETWORK CONNECTIVITY FOR REMOTE USERS.***

InterDev will setup and support a centralized electronic storage environment for the City's digital documents. Sizing and access methods and security will need to be determined during the initial environment survey to provide the best support for this requirement.

Factors to be evaluated and mutually agreed upon include the types of files to be stored and accessed, the speed of access required, security for file level and document types, possible need for server virtualization and failover for VM servers, backup/restore and disaster recovery requirements, network speed and infrastructure and many other issues. InterDev will undertake the development of a fast and secure solution to provide for the needs of the City while remaining cost efficient and cognizant of the rest of the City's technology infrastructure needs. VPN access will be established for system access by authorized remote users.

***2.5.2.14 MAINTAIN ALL COMMUNICATIONS SYSTEMS INCLUDING VOIP, VOIP FAX AND WIRELESS SYSTEMS. MAINTAIN LOCAL AREA NETWORK SWITCHES, CABLING AND PATCH CORDS FOR COMMUNICATIONS, NETWORKING AND DATA SHARING. COMPETENTLY NETWORK TRAFFIC WILL HAVE A HUGE IMPACT ON THE OVERALL PERFORMANCE OF THE CITY'S TECHNOLOGY ENVIRONMENT AND THE ADDITIONAL FUNCTIONALITY THAT IS BEING CONSIDERED. THE BACKUP AND DISASTER RECOVERY PLAN WILL BE IMPACTED BY THE NETWORK INFRASTRUCTURE – CHANGES TO ONE OR BOTH MAY BE IN ORDER BASED ON THE CITY'S REQUIREMENTS FOR BACKUP, RETENTION AND DISASTER RECOVERY.******2.5.2.15 ADMINISTER NETWORK ACCOUNTS AND RESOURCE LEVEL SECURITY TO SYSTEMS, SERVICES, APPLICATIONS, DATABASES, EMAIL, DOCUMENTS AND PRINTERS.***

All network administration will be tightly controlled and managed by the InterDev IT team. Security and access management will be controlled within the parameters set forth by the City management and industry best practices. InterDev will strive to support the City's users in the least restrictive environment possible that still provides the necessary levels of security and access control to maintain the integrity of the City's data and information systems. New user accounts and permission changes will be fully documented. We will work very closely with HR departments of the city and other vendors to ensure that all hirings and firings follow established security procedure and are executed on a timely basis. We strive to ensure that a new employee's the first day on the job is a pleasant experience and that they have all the tools needed to perform the job. We work equally as diligent to make sure an employee's last day on the job is not a security risk for the City.

***2.5.2.16 ADMINISTER NETWORK SERVICES INCLUDING, BUT NOT LIMITED TO, ACTIVE DIRECTORY, DYNAMIC HOST CONFIGURATION PROTOCOL (DHCP), DOMAIN NAME SYSTEM (DNS), REMOTE PROCEDURE CALL (RPPC), INTERNET INFORMATION SERVICES (IIS) AND PRINT.***

InterDev will support all network services and devices required to provide the City with the protocols and access necessary for all communications, printing, file sharing, scheduling, security and data management purposes.

***2.5.2.17 PROVIDE GENERAL SOFTWARE USER SUPPORT AND COORDINATE SUPPORT WITH SOFTWARE PROVIDERS WHEN NEEDED.***

InterDev will provide full help desk support for all users for answers to their technology questions and coordinate any additional support required from software or specialty hardware providers. This will be a standard component of the help desk support model – providing user level support for any city supplied technology. Issues and their escalation will be closely tracked using Autotask to ensure prompt resolution and monitoring of the support process.

***2.5.2.18 ADMINISTERS THE MICROSOFT SQL SERVER AND PROVIDES CONNECTIVITY TO CITY APPLICATIONS REQUIRING DATABASE STORAGE AND SERVICES. COORDINATE THE PROCUREMENT, INSTALLATION, CONFIGURATION AND MAINTENANCE OF ALL DATABASES REQUIRED OF MUNICIPALITIES IN THE STATE OF GEORGIA BY ANY GOVERNMENTAL AGENCIES.***

InterDev will assume the management and support of all servers within the City's network including the Microsoft SQL server and its accompanying databases. All security and application interfaces will be managed and supported by the Interdev team. InterDev will follow state guidelines for the maintenance of all databases.

This team will also support the installation, configuration and support of any new systems. If third party contractors or hardware/software vendors are involved, InterDev will coordinate the installation and setup with the requesting department to ensure a timely project completion.

***2.5.2.19 UPON REQUEST, PROVIDE SCHEMA AND ANY DATABASE DATA IN A STANDARD SQL FORMAT FOR IMPORTATION INTO A NON-CONTRACTOR DATABASE.***

InterDev will support any authorized requests for database and schema exports in approved formats. Security procedures and best practices policies will be followed to ensure that all data and drawings are protected and disseminated to the approved parties.

***2.5.2.20 IDENTIFY AND PERFORM OTHER IT INFRASTRUCTURE RESPONSIBILITIES WHERE THE FIRM REASONABLY ANTICIPATES NEEDS, WHICH ARE NOT SPECIFICALLY SET FORTH ABOVE.***

Because of the integrated nature of current communications, data and server infrastructures, InterDev is taking the approach that any and all IT related systems fall under the proposed management structure. All requirements for systems functionality and performance excellence will be identified during initial review and will be included in the scope of this contract, whether explicitly stated or not.

Per our "all you can eat" managed IT services model, additional resources at InterDev can be available—especially during the initial transition and setup—to ensure consistent, reliable and responsive delivery of services to the employees, staff and citizens of the City of Dunwoody. In the event of major changes or an emergency, these resources include the CEO and IT Manager of InterDev itself.

Should InterDev discover peripheral concerns that do not reasonably fall within the scope of

comprehensive managed IT services, it will discuss them with the City Manager during regularly scheduled transition meetings close to the start of the contract and will follow up as requested by the City.

### **2.5.3 Security Component for Information Technology**

InterDev believes that the public's trust in its government is vital, but also recognizes that hackers and cybercriminals are increasingly targeting municipalities. As such, our personnel put security at the forefront of our technology services. InterDev will identify and address security weaknesses, administer and maintain security systems at the most robust level, and evaluate and recommend appropriate new technologies that enhance protection and counter emerging threats.

InterDev will maintain the security of the City of Dunwoody's entire IT environment of systems and data according to industry best practices, providing the highest possible assurance that no citizen, employee, or entity conducting business over the City's website or network shall ever knowingly be put at risk.

***2.5.3.1 MAINTAIN THE NUMEROUS SECURITY COMPONENTS THAT MUST BE ADDRESSED INCLUDING: ENSURE DATA SECURITY AND INTEGRITY WITH NIGHTLY BACKUPS; PROVIDE ANTI-VIRUS, ANTI-MALWARE, ANTI-SPAM AND PATCH MANAGEMENT; PROVIDE FIREWALL PROTECTION FOR THE LOCAL AREA NETWORK; PROVIDE A VIRTUAL PRIVATE NETWORK CONNECTIVITY FOR REMOTE USERS; AND ADMINISTER NETWORK ACCOUNTS AND RESOURCE LEVEL SECURITY TO SYSTEMS, SERVICES, APPLICATIONS, DATABASES, EMAIL, DOCUMENTS AND PRINTERS.***

Because of the risks involved in modern computing, InterDev has developed very rich standards for the management of servers, networks, PCs and data to buttress them with the most secure operating environment possible. We partner with companies such as Cisco, SonicWALL, Barracuda Networks, Unitrends and Cyphonix to manage the safety and security of our client's data and infrastructure. Although a comprehensive security strategy will be implemented, perimeter security and backup are the two most critical components. *Breach* and *data loss* are the words we never want associated with our firm or our clients. We work hard to ensure neither is in the newspaper for the wrong reasons.

The InterDev team will manage all components from the Web to the PC and all points in between. VPN network access will be provided in conjunction with increased security on remote PCs, mobile devices and the data they hold. Where desired, two-factor authentication will be implemented.

The risks of malware and virus attacks are mitigated to the extent that they can be through the use of advanced hardware and software solutions and just as importantly, user education. The education component is critical to the success of any security effort and will be emphasized. Education/awareness classes will be held for ALL City employees and contractors.

***2.5.3.2 PROVIDE TECHNICAL SOLUTIONS SUCH AS SSL TO SECURE ALL INTERNET COMMUNICATIONS TO PROTECT THE PRIVACY OF THE CITIZENS OF DUNWOODY AND THE INTEGRITY OF ITS SOFTWARE SYSTEMS. ADDITIONALLY, THE CONTRACTOR WILL BE RESPONSIBLE FOR ENSURING SECURITY FOR NEW CITY SOFTWARE SYSTEMS INCLUDING, BUT NOT LIMITED TO, FINANCE, PERSONNEL, MUNICIPAL COURT AND PUBLIC SAFETY.***

InterDev will provide best-practices technical solutions for data and application security to ensure the integrity of the City's systems and the personal and corporate information of its citizens. SSL layered security is only one component we utilize for the security of municipal environments. A layered security approach utilizing appliances and protocols on the network, software on the servers and workstations, and policies guiding user's awareness and interactions are all critical components for a secure computing environment.

For the City's publicly facing website and VPN connections, security tokens will be used for validation. For remote access to the network, strong dual-factor authentication tokens can be deployed along with one-time-password mechanisms. The IT department will also be required to use two-factor authentication in remote system administration.

Security requirements and policies will vary by department and need to be structured to accommodate areas with higher and lower security areas. There will be departments such as Public Safety and the Court Systems where access privileges, file retention and physical security needs are greatest, but also departments where a more open environment is a necessity for effective operation.

***2.5.3.3 ENSURE DATA SECURITY AND INTEGRITY WITH A NIGHTLY BACKUP (WITH OFFSITE STORAGE) AND THE ABILITY TO RESTORE FROM A CENTRAL LOCATION.***

Municipalities face unusual challenges not seen in the corporate sector, including the need for continuity of critical services and access to related data, in the event of a major disaster or emergency. InterDev will work with the City Manager to develop and implement the optimal backup and recovery solution for the City based on its current and future capacity requirements, legal and regulatory need for data archival and retrieval, and operating need for high availability and disaster continuity/recovery.

InterDev's holistic approach to providing Managed IT services enables our backup and recovery support to encompass not only applications and data also telecommunications and other systems that may hold vital data. Size, scope, budget and the cost of failure will all come into consideration when backup and disaster recovery plans are developed.

***2.5.3.4 THE BACKUP SITE DOES NOT HAVE TO BE HOT. A REASONABLE EXPECTATION FOR THE RESTORATION OF DOCUMENTS AND EMAILS IS TWO HOURS AND RESTORATION OF SERVICES WITHIN FOUR HOURS.***

InterDev will present the City with several options for remote backup facilities and the ability to restore documents, emails and most virtual servers within the expected timeframes. We will be looking to other municipalities on the GA DOT fiber link to potentially partner with the City for shared data center space to house each other's disaster recovery infrastructure. This provides a lower-cost solution to expensive remote data center space for individual cities. The overhead is minimal and the benefits are large. We are currently working on these options for the City of Sandy Springs and can leverage those discussions for the City of Dunwoody.

***2.5.3.5 PROVIDE FIREWALL PROTECTION FOR THE LOCAL AREA NETWORK.***

InterDev will evaluate the current network setup and devices and recommend firewall solutions for the City. InterDev partners with the major firewall providers and we have extensive experience in the setup and configuration of these devices.

*2.5.3.6 IDENTIFY AND PERFORM OTHER IT SECURITY MANAGEMENT RESPONSIBILITIES WHERE THE FIRM REASONABLY ANTICIPATES NEEDS, WHICH ARE NOT SPECIFICALLY SET FORTH ABOVE.*

During ongoing operation, we continually seek ways to reinforce a secure "perimeter" around the technology of our clients. The importance of compliancy and enforcement of policies cannot be underestimated. They are paramount for the safety and security of the City's business environment.

Numerous studies show that, by far, the majority of security breaches are caused not by malicious intruders but rather by internal personnel and partners that are given access to the internal network.

InterDev will develop and implement security policies and procedures and engage the City Manager to reinforce the City's support for adherence by all staff and City partners. Information Security standards and guidelines documents will be published for easy access to the security policies by IT staff, all network users, employees and affiliates. The security strategy will ultimately mitigate and manage threat levels for the city.

Regular audits, use of intrusion detection systems, regular penetration tests, vulnerability scans and emergency response plans.

## **ITEM 2: APPROACH AND METHODOLOGY FOR DELIVERY OF HIGH-QUALITY SERVICES**

Our approach for the seamless management and delivery of high quality services is straightforward – intelligently utilize people and technology to closely monitor day-to-day operations; establish best-in-class operations policies and procedures; embrace applicable new technology; and look to the future to optimize planning.

We also leverage industry-leading technology and management systems such as Autotask and Kaseya to support our clients and onsite teams. This approach expands our ability to securely monitor the systems and networks under our control, provides bullet-proof service level management and creates convenient methods for users to report issues/problems and ensure timely follow up and resolution. The prompt resolution of cases for users is fundamental to the level of end-user satisfaction provided by InterDev.

However, delivery of high-quality services requires more than being responsive to problems that arise. InterDev has built its reputation on being a leader in proactively addressing issues or “fixes” before they become problems. This includes comprehensive pre-testing of all patches and modifications and a strict management of virus and spam standards/protocols.

This approach also enables our team to be proactive with predictive analysis of hardware and networks to head off potential problems before they occur. This reduces service calls and systems downtime to help the City optimally support and serve its citizens, reduce long-term expense and increase compliance with State and Federal Regulations.

Finally, InterDev strives to improve the environments where we work. Measurement of that effort is part of the process for tracking that improvement for your users. Our methodology of utilizing best practices and continual improvement ideals drives InterDev to deliver the best possible services, support and teamwork to the City of Dunwoody.

In short, it is InterDev's mission to provide the highest level of service delivery in furtherance of the City of Dunwoody's goal to be recognized as a model government. Details on the specifics of this methodology and mission follow.

### **Supporting a Seamless Culture**

InterDev has always believed that the best results are achieved through teamwork. This attitude extends not only to the creation of strong teams within our firm, but also to creating a seamless culture of teamwork between City management, contracted staff and InterDev's support personnel.

InterDev's support starts with our management team and includes help desk staff and network engineers. All of our team is cross trained on your environment—not just the technology that is in place, but also how it is utilized and how to best support the staff and culture of the City. Our team needs to become part of your team—there to support your efforts—to optimize and increase efficiencies, all while maintaining a safe, secure and effective computing environment.

### **Performance Measurement: IT**

Key to the delivery of high-quality services is the ability to monitor and measure performance and be able to act swiftly when results move out of range. IT performance is a combination of many factors, including:

- System uptime
- System security
- Data protection
- Response time
- Project management
- Ability to support the mission of other departments
- Ability to stay within budget
- Ability to plan for and adopt new technologies

To capture and measure the more objective components of system performance, uptime, security and protection, we utilize Kaseya, the leading tool for IT automation and monitoring. InterDev also utilizes Autotask, which integrates with Kaseya, for practice management, ticketing and helpdesk problem resolution.

### **Performance Measurement: People**

InterDev believes a fundamental unit of excellence is personnel, and we continuously strive to pinpoint means for increasing efficiency of operations while encouraging staff excellence and comfort in their positions. We measure people performance in a number of ways including metrics for disputed billing, repeat task orders, handoffs to other technicians, customer complaints and follow up surveys.

Oversight to ensure excellence is provided through weekly analysis of performance metrics and monthly management meetings. For help desk technicians, we track the number of tickets handled, type of issue, time to respond, time to resolution and user satisfaction with the event. All positions have both objective and subjective factors for evaluation.

We will provide weekly status reports to the City manager summarizing the number of tickets handled, outstanding issues, topics that need management attention and any other information requested by the City. It is recommended that there also be a scheduled monthly meeting involving city management, on-site lead and upper management from InterDev.

### **Customer Satisfaction**

Maintaining a high Customer Satisfaction rating is a constant priority. InterDev has accomplished this over the past 31 years of business through close attention to our client's concerns and rapid follow-up on all issues. We strive to solve client issues before they become a problem, but the prompt resolution of cases for the users is critical for the level of end-user satisfaction provided by InterDev.

Autotask's Customer Relationship Management (CRM) module enables InterDev to monitor and keep track of all of the City's technology users so we know who's who and how to support them effectively. Autotask also provides tools that help every employee function more productively, and it provides the reporting capabilities managers need to analyze activity in real-time.

Autotask is completely integrated across its support, CRM, ticketing and help desk functionality. That means that we use the same system to service, support and manage client issues. From the same account screen we have complete and real-time access to all customer information on one screen, with a history of all staff supported communications. Every note, email, service ticket, project, opportunity, quote, task, to-do, or client-related attachment can be accessed from one spot.

Autotask manages it all from first contact, through work in process, to detailed resolution with a complete audit trail. This ensures all issues, concerns and tasks are completed in a timely manner and any necessary follow-ups are scheduled for the correct resources in the correct timeframes. InterDev will schedule monthly status and check-in meetings with department heads and utilize satisfaction surveys to constantly monitor user satisfaction.

### **ITEM 3: COLLABORATION FOR EFFICIENCY AND COST SAVING IMPROVEMENTS**

InterDev respects the City of Dunwoody's budget as if it were its own. During initial systems evaluation, ongoing management and monitoring, and at regular planning intervals, InterDev will actively research, recommend and if requested implement operational improvements to increase efficiencies, improve service and reduce operating expenses. All policies, procedures and processes will be evaluated for improvements in three core areas:

- System efficiency, security and integration/compatibility/capacity for future expansion
- Staff operating efficiency, training accuracy and passion for customer satisfaction
- Service efficiency; implementation of new technologies that have measurable ROI over time and improve service delivery to the City and its citizens.

We will make every effort to optimize workflows and methods to save costs, minimize downtime and streamline processes, thereby benefiting the City, its technology users and the public. Our oversight extends, not only to scrutinizing the operating environment of system, staff and service, but also to evaluating the documentation, training processes and ongoing improvement plans that are in place.

After evaluation and consideration for terms, conditions and potential benefits, proposals for changes suggested by the InterDev team will be presented to the appropriate management within the City for discussion, evaluation, approval. No changes to policy or procedures dictated within the current contract will occur without the written/electronic approval of the City management.

For items or suggested projects valued at more than \$10,000, a full cost justification and Return on Investment (ROI) analysis will be provided as a component of the contract change request.

InterDev's close collaboration with the City's management team by our use of the pre-evaluation, justification and benefit analysis of any proposed changes to the contract/task order will result in an optimized environment with reduced expenses and improved productivity.

#### ITEM 4: COMMUNICATION WITH THE CITY MANAGER AND CITY STAFF REQUESTS

InterDev believes that strong, ongoing communications between the municipality and InterDev are essential to achieving the best possible outcome for all parties—City, users, citizens and contractor. For that reason, InterDev’s CEO Gary Nichols and other top-level personnel will be directly engaged in regularly scheduled communications and meetings with the City Manager. Significant communication efforts will also be maintained through weekly status meetings for IT related projects and written monthly reports to City management.

On a day-to-day basis, both Autotask and Kaseya have portals for client visibility into tickets, tasks, projects and billing. We also utilize Microsoft SharePoint 2010 to manage internal and external collaboration projects. The capabilities of SharePoint 2010 allow InterDev staff to quickly respond to changes and the needs of the City.

Using SharePoint 2010, our people can remotely share ideas and expertise, create custom solutions for specific needs, and make better support and management decisions. SharePoint 2010 helps us cut training and maintenance costs, save time and effort, while allowing us to focus on our client’s needs and priorities. Secure access to each of these systems will be given to appropriate individuals within the City.

Regarding City Staff requests, InterDev recognizes that suggestions from users can result in some of the most beneficial improvements. Yet, contract changes can have a negative impact on cost effectiveness of an outsourced solution. InterDev will work with the City Manager to determine the pre-set parameters within which City Staff requests can be accomplished without additional authorization.

For items that might affect the scope, intent and/or cost of the contract, InterDev will manage requested changes through a strict chain of management controls. This will channel requested changes, improvements and modifications up to InterDev’s Senior Management Team for review. City Staff requests will be evaluated and presented to City management based on the benefits and cost savings to the City.

## ITEM 5: TRANSITION ISSUES AT THE BEGINNING AND CONCLUSION OF THIS CONTRACT

InterDev's experience with complex managed services environments such as that of the City of Dunwoody has prepared us to step in with the confidence, knowledge and ability to achieve a successful transition for the City, its staff and citizens.

We recognize the greatest significant risk to the City of Dunwoody is during the transition period from the City's current contractor, Calvin, Giordano & Associates, to InterDev. It is critical to quickly get the InterDev team up to speed on existing systems, policies and procedures.

InterDev plans to interview and involve the current staff to determine how they can best be integrated into the new structure. Hiring decisions will be based on skills, performance, attitude and availability of the incumbent contractors. The long-term success of this project hinges on the ability of the InterDev team to mesh seamlessly into The City's support structure and provide an exceptional level of support and guidance.

### **Phase In (Contract Start)**

Our experience in Managed Services engagements has allowed us to develop an effective and efficient means to control the transition process, minimize time and costs and mitigate risks. InterDev offers a structured phase-in plan that ensures the City of Dunwoody that all targets will be reached as outlined in the contract. InterDev will provide the best options for an orderly transition and the most effective ramp-up process to keep the City's daily operations running smoothly.

Although the comprehensive timeline for accomplishing all tasks described in the Scope of Work will be finalized with the City Manager after contract award, following is a core timeline that InterDev proposes for uptake of fundamental operations and procedures.

**Days 1-14:** Review all systems documentation and evaluate what items are needed for potential new staff members to assume key responsibilities. A LAN discovery will be conducted by InterDev's management software to find all network systems. An agent will be deployed to all workstations and servers so that an accurate inventory can be made as well as provide support for those systems.

**Days 14-35:** By interviewing current staff and reports from the InterDev Management system, any missing documentation such as network diagrams, logon credentials for all key systems and procedure write-ups will be identified and finalized.

**Days 35-49:** Create support documentation and knowledge base articles detailing the day-to-day operations and step-by-step troubleshooting of common issues.

**Days 49-63:** Conduct written staff evaluations and performance reviews. It will be during this time that final decisions on staffing will be made.

**Days 63-75:** Train and incorporate any new staff members as necessary. This period includes staff introductions to the Dunwoody personnel and training for the end users on department procedures, such as how a trouble ticket is entered and how support request will be conducted.

### **Phase Out (Contract Termination)**

InterDev approaches all of its projects and engagements with complete professionalism and honest hard work. We understand that requirements and needs for our services may change and we would hope to have the opportunity to adapt to those changes if possible to retain the contracted position. We also understand that as part of that professional behavior, an orderly transition out of this role may be necessary.

InterDev is an integral part of North Fulton's business, government and education community and will make every effort to continue to benefit the region by doing the right things—even (and especially) during an orderly transition out of a contracted position.

We leave all systems in better condition than when we arrived and will work with the new contractor until the end of the contract period to provide as much transitional information and assistance as possible. InterDev's Phase In process involves identifying and documenting all systems, policies, procedures and operating instructions.

Furthermore, the scope of work includes implementing and documenting training programs. These practices not only enable InterDev to execute its contract to the best of its ability; they also create a pristine work environment that any subsequent contractor will inherit.

While it is rare that we are involved in a phase-out due to the exceptional service we provide, we can provide references in which the account was handed over to the new firm with the utmost of professionalism and transparency. We always do what is right for the client.

### **ITEM 6: FIRM-SUPPLIED FACILITIES, EQUIPMENT AND SUPPLIES FOR THIS CONTRACT**

InterDev will provide our employees with the basic technology required to support the City's network and computing infrastructure including: notebook computers, docking stations, aircards, monitors, keyboards/mice, smart phones and basic office supplies.

### **ITEM 7: SUPPORT OF THE CITY'S ENVIRONMENTAL SUSTAINABILITY GOALS**

InterDev is committed to environmental stewardship and sustainability, not only in theory but in practice. We will help the City of Dunwoody realize a sustainable future through continuous review and improvement of policies, practices and processes at all levels.

We will evaluate all recommendations for purchasing in terms of sustainability. InterDev will consider products not only for their initial cost, but also for the ROI that can be realized through energy savings, reduced waste, long product life, and improvement of indoor and outdoor environmental quality.

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## Section IV – Proposed Personnel

### ITEM 1: STAFFING METHODOLOGY AND RATIONALE

InterDev believes that people performance is contract performance. For more than 30 years, InterDev's method of staff selection has been to choose talent that is more than capable of completing/resolving the task at hand with personal and professional pride and skill.

On a detail level, InterDev's staffing methodology relies heavily on referrals from its many contacts and partners throughout the information technology field. This approach has proven extremely successful, having been used to meet 90 percent of InterDev's staffing needs to date. Also, we work with local educational institutions and job placement services to identify qualified entry level candidates.

In addition, InterDev has a history of promoting from within and expanding the job scopes of our employees as our needs and their skillsets become aligned. A project of this nature presents InterDev with an opportunity to move skilled individuals into new roles within the overall structure as their abilities and professionalism dictates.

Based on the City of Dunwoody's user size, mobile support and service ticket history, InterDev recommends an IT staff of three and one half employees. The permanent on-site IT team will include an IT Manager, a Network Administrator, a Help Desk Specialist, and a part time Web Developer. In addition, InterDev's CEO, Gary Nichols will serve as Transition Director for a six-week transition period.

#### Transition Director

The Transition Director will be the primary liaison with the City Manager and department heads during the transition period. He will coordinate the information transfer, arrange for appropriate IT staffing, and ensure all elements are in place for proper service delivery.

#### Information Technology Manager

The IT Manager will be a permanent onsite manager for the department and will have a very hands on role in operations. In addition to technical expertise, the IT manager will possess excellent people skills and will oversee all IT staff and functions. He will also be the main liaison with city department heads and upper management to ensure that IT support needs are being met. The position will effectively function as the CIO for the City and ensure that long-range goals are identified, projects are managed and budgets are met.

#### Network Administrator

The Network Administrator will oversee the City's computer network to ensure that it functions smoothly. He is responsible for customizing the network to the City's needs and implementing the appropriate hardware and software solutions. In addition, the administrator monitors the performance of the network and troubleshoots any problems such as slow performance or system failures.

The administrator will also work with individual users who are having network problems that are not experienced by other users and provide backup and overflow support to the Help Desk when necessary.

We believe the addition of a Certified Network Engineer to serve as Network Administrator, rather than staffing two Help Desk Specialists, provides greater experience and resources for supporting and

updating the City's infrastructure and overall environment. Our general philosophy in IT support is to slightly overstaff with skillsets rather than come up short when it really counts.

### **Help Desk Specialist**

Help Desk is a critical position within our structure as it is the primary interface between IT and the users in all departments. A poor showing in this area reflects poorly on the entire organization. People skills are just as important as technical skills in maintaining a high level of satisfaction with users. The primary goals are a quick response, handling of the issue on the first call, learning from past issues and adjusting systems to help avoid future issues.

### **Web Developer**

This position will be handled via a combination of basic web development skills of the combined IT staff to be utilized for updating content to City's website, plus on call professional web development staff to handle the more complex requests. Our proposal had budgeted for the equivalent of one half FTE to cover this need based on the RFP specification that the City will pay for major upgrades separately.

### **Contract Start-Up**

The greatest exposure to the City of Dunwoody is during the transition period from the City's current contractor to the new provider. As a result, one of our first priorities is to get the InterDev team up to speed quickly on existing systems, policies and procedures.

InterDev will interview and involve the current staff to determine how or whether they should be integrated into the new structure. Evaluations will be based on skills, performance, attitude, and availability of the incumbents.

Our plans for staffing the City's IT environment will follow this decision process:

- Placement of InterDev senior staff into management roles
- Hiring of qualified and vetted incumbent (City) resources to provide continuity and expertise
- Promotion and reassignment of qualified InterDev staff
- New hire employees selected, trained, and deployed

InterDev's staff of qualified IT professionals will ensure great reliability during the critical startup weeks, when extra effort is required to support the IT environment, internalize the infrastructure and gain thorough understanding of the City of Dunwoody's systems at a universal and granular level. As the City's new IT staff, these employees will help evaluate and integrate systems, policies and procedures into our proven methodology for Managed IT Services.

### **Ongoing Staffing Methodology**

InterDev uses three specific approaches to ensure the best possible staff performance and service delivery.

#### ***STRUCTURED AUTONOMY***

Autonomy at all ranks is structured to correspond with level of responsibility and is incorporated into training for the position. Issues and responsibilities will be delegated (up or down) based on factors

including financial implications (cost), human resources involvement, and risk. Personnel at each level will have a clear understanding of when and why delegation up or down would be appropriate. To eliminate unnecessary service delays, all roles will be empowered to act within predefined parameters befitting their rank unless financial considerations come into play.

#### *CROSS-TRAINING AND CROSS-COVERAGE*

In addition, InterDev staff may cover multiple roles and share responsibility for areas of support coverage. For example, InterDev's support team of network engineers and network administrative staff are available to assist with help desk coverage and telephony when needed.

InterDev promotes cross-training among our staff, providing more depth of resource allocation to promote a smooth transition, further expedite issue resolution, and maintain a seamless culture within the City management and contracted staff.

#### *PERFORMANCE BENCHMARKING*

We measure people performance in a number of ways including metrics for disputed billing, repeat task orders, handoffs to other technicians, customer complaints, and follow up surveys. These benchmarks give InterDev solid metrics for evaluating expertise and commitment, identifying promotional opportunities, and ensuring consistent delivery of excellent service.

#### **Staffing for Vacancies**

To fill staff positions during times off vacancy, such as vacation, sickness, FMLA or attrition, InterDev's IT support teams rely upon each other to fill in where needed on either technical or hands-on issues. Our teams are cross-trained not only in technology areas, but also across our client base so that no team stands alone, and multiple resources can be deployed as needed with minimal delay.

Also, the IT Manager for the City of Dunwoody will be responsible for staff scheduling in accordance with the needs of the City. Sick, vacation and personal time will be tracked through HR via our payroll system at the main office.

#### **Key InterDev Resources and Back-Office Team**

InterDev's "back office" team will use a combined resource pool of management, staff, and technology capabilities to support the InterDev IT team onsite at the City of Dunwoody. InterDev's hiring practices and management style help support all our IT teams, wherever they are working. It is not uncommon for the CEO to regularly visit with accounts and the onsite team to ensure a cohesive service delivery. InterDev's goal is to strive for excellence, while functioning as one large team.

Key personnel resources for this project on an ongoing basis include InterDev's CEO, Gary Nichols and Director of Information Technology, Neil Matchan. Other InterDev employees that will be available as staffing resources to this project include Lori Rolleri (Project Manager), Renelle Francis (Systems Analyst), Lewis Wilkinson (ERP Specialist) and Rial Ellsworth (HR/Account Manager).

## ITEM 2: PROPOSED STAFF QUALIFICATIONS AND EXPERIENCE

### Transition Director

During the transition phase, the CEO of InterDev, Gary Nichols, will serve as the Transition Director for the team. Gary is personally involved in all hiring decisions and will perform the majority of staff selection for the permanent team. Neil Matchan, InterDev's Director of Information Technology, will also assist in staff selection and will oversee the operations of the permanent team.

During the transition period, Gary will be 90-100% allocated to this project. His normal duties of InterDev company management will be taken care of by department heads as necessary. The project for the City of Dunwoody would certainly demand full attention, and the company is prepared for his departure during that period.

Gary is well qualified to manage the transition with 31 years of IT management and has transitioned many accounts from other providers to InterDev. He witnessed the birth of the personal computer, local/wide area networking, the growth of Microsoft technologies, the Internet boom and the ever-growing security threat to an online world.

His experience provides a deep background for consulting in the critical areas of network infrastructure, knowledge management solutions, Cloud computing, and security analysis. Gary holds a BBA from Georgia State University and has certifications with Microsoft, Novell, Citrix, VMware, Dell, HP and IBM.

### Information Technology Manager

Jairus Hendley, InterDev's Senior Network Systems Engineer, is a candidate for the role of Information Technology Manager. Jairus has more than 10 years of IT experience in the government and education sectors, including a position as Network Administrator for Hall County Government.

Jairus has more than 20 systems, security, and network certifications from Microsoft, Enterasys and Cisco. These include Microsoft Certified System Engineer, Microsoft Certified IT Professional, Cisco Certified Network Associate, Enterasys Certified Expert in Networking and Routing, Certified Internet Web Professional, A+, Network+, Security+, I-net+ and Project+, and Certified Fiber Optic Technical (FOA Certified).

The onsite IT Manager for the City will report to InterDev's Neil Matchan, Director of Information Technology. Neil will be instrumental in establishing InterDev procedures and integrating those with systems and procedures already in place at the City. Neil has been with InterDev for 13 years and manages a full complement of IT engineers, network administrators and help desk personnel.

## **Network Administrator**

The best-qualified Network Administrator candidate identified to meet the scope of services for the City will be hired based on the requirements listed below.

### ***RESPONSIBILITIES:***

- Install, maintain and support server computer hardware and software
- Support and troubleshoot server and network issues
- Responsible for managing or participating in special projects as assigned
- Create and maintain Information Services documentation as required
- Stay abreast of industry developments appropriate to computer services
- Follow and improve the Information Services processes

### ***QUALIFICATIONS:***

- Associate Degree in related field (or equivalent experience)
- Minimum two years' experience in server and applications support
- Strong understanding of TCP/IP, DNS, networking and routing
- Experience with Windows, Exchange and SQL server environments
- Excellent customer service commitment
- Strong server and network setup, troubleshooting and documentation skills
- Effective writing, speaking and organizational skills
- Ability to respond satisfactorily to a variety of customers
- Ability to learn new skills and assume new responsibilities
- Ability to work cooperatively in a team environment
- Ability and availability to respond to 24/7 emergency requests

## **Help Desk Technical Specialist**

The best qualified Help Desk Specialist candidate identified to meet the scope of services for the City will be hired based on the requirements listed below.

### ***RESPONSIBILITIES:***

- Install, maintain and support desktop computer hardware and software
- Make recommend systems modifications to reduce user problems
- Support and troubleshoot user requests
- Responsible for managing or participating in special projects as assigned
- Create and maintain Information Services documentation as required
- Stay abreast of industry developments appropriate to computer services
- Follow and improve the Information Services processes

### ***QUALIFICATIONS:***

- Associate Degree in related field (or equivalent experience)
- Minimum two years' experience in customer service, help desk, or PC support
- Strong understanding of TCP/IP and networking; knowledgeable about DNS
- Excellent customer service commitment; ability to respond satisfactorily to a variety of customers
- Strong PC setup, troubleshooting and documentation skills
- Knowledge of current hardware and software in a Windows environment
- Effective writing, speaking and organizational skills
- Ability to learn new skills and assume new responsibilities
- Ability to work cooperatively in a team environment

### ITEM 3: KEY PERSONNEL RESUMES

#### **Gary Nichols - Transition Director**

##### *EDUCATION*

- Bachelor of Business Administration  
Georgia State University, Atlanta, Georgia; 1989

##### *LICENSES, CERTIFICATIONS OR PROFESSIONAL DESIGNATIONS*

- Microsoft Certification
- Dell Certification
- Barracuda Networks Certification
- Polycom Certification

##### *CURRENT POSITION AND BEGINNING DATE*

- CEO, InterDev, LLC; 1980-2011

##### *CURRENT SIGNIFICANT RESPONSIBILITIES OR PROJECTS*

- Responsible for company direction; oversight of Technical Services; Sales and Marketing;
- Supervises 21 employees

##### *PREVIOUS POSITIONS*

- Thirty-one years as CEO of InterDev, LLC

##### *IMMEDIATE SUPERVISOR'S NAME, ADDRESS, TELEPHONE NUMBER AND EMPLOYER*

- Gary Nichols (self), CEO (may contact)  
InterDev, LLC, 2650 Holcomb Bridge Rd, Suite 310, Alpharetta, GA 30022  
678-672-1502

##### *PROFESSIONAL ACTIVITIES AND ACHIEVEMENTS*

- Entrepreneur Advisors, Board Member
- Greater Atlanta Board of Business Advisors, Charter Board Member
- Technology Association of Georgia (TAG)
- Ranked #1 Global Reseller for CudaTel
- Ranked #1 National Reseller for Barracuda Networks product
- Top 10 Reseller of all Barracuda Products

##### *UNIQUE QUALIFICATIONS*

- Thirty-one years in IT engineering and management servicing many state and local government accounts. Owner of a business focused on outsourced, managed IT and communications.

## **Jairus Hendley - Information Technology Manager**

### ***EDUCATION***

- Master of Science, Information Security and Assurance  
Western Governors University, Salt Lake City, UT; 2010-2012 (currently pursuing; online)  
This program has been certified by the National Security Agency's Information Assurance Courseware Evaluation (IACE) Program
- Bachelor of Science, Information Technology-Network Design and Management  
Western Governors University, Salt Lake City, UT; 2008-2010  
Regional Accreditation: Northwest Commission on Colleges and Universities
- Associates Degree, General Studies  
Reading Area Community College, Reading, PA; 1996-1998

### ***LICENSES, CERTIFICATIONS OR PROFESSIONAL DESIGNATIONS***

- System Administration Certifications: MCSE , MCITP, A+, Network +
- Network Engineering Certifications:
  - CCNA (CISCO CERTIFIED NETWORK ASSOCIATE)
  - Enterasys Certified Expert in Networking
  - Enterasys Certified Specialist in Policy Manager
  - Enterasys Certified Specialist in Routing
  - Enterasys Certified Specialist in Switching
  - Enterasys Certified Specialist in Hi-Path Wireless
- Security Certifications: Security+
- Web Design Certifications: CIW, I-net+
- Misc. Certifications: Project+, Certified Fiber Optic Technician (FOA Certified)

### ***CURRENT POSITION AND BEGINNING DATE***

Network Administrator/Engineer, Hall County Government; 2010-2011

### ***CURRENT SIGNIFICANT RESPONSIBILITIES OR PROJECTS***

- Management/oversight of all network projects and systems; administration of VoIP, network, Web server, firewall, Active Directory (1500+ users) and other solutions;

### ***PREVIOUS POSITIONS***

- Network Administrator, United Surfaces; 2007-2010
- Technology Support Technician, Gwinnett County Public Schools; 2005-February 2007
- Network Analyst, Walton County Public Schools; 2002-2005
- Desktop Administrator, SecureWorks; 2001  
Helpdesk Technician, Various; 1999-2001

*IMMEDIATE SUPERVISOR'S NAME, ADDRESS, TELEPHONE NUMBER AND EMPLOYER*

- Neil Matchan, Director of IT (may contact)  
InterDev, LLC, 2650 Holcomb Bridge Rd, Suite 310, Alpharetta, GA 30022  
678-672-1520

*UNIQUE QUALIFICATIONS*

- Experience administering and maintaining more than 30 servers in a single environment
- Experience with implementation of the following protocols: FTP, DNS, DHCP, BGP, RIP, VRRP, LSNAT, OSPF, IGMP, PIM-SM, SNMP, POP, SMTP, 802.1Q, 802.1W/S, 802.3AD, 802.11A/B/G/N, IPSEC, SSL
- Extensive experience with administration of intrusion detection systems, firewalls, SSL-VPN, Web filter/spam filter/instant message, routers/switches/wireless
- Extensive experience In packet analysis

## Neil Matchan, InterDev Oversight/Liaison for On-Site IT Staff

### *EDUCATION*

- Bachelor of Science, Industrial Psychology  
Georgia State University, Atlanta, GA; 1990
- Computer Sciences Certification  
Oglethorpe University, Atlanta, GA; 1999

### *LICENSES, CERTIFICATIONS OR PROFESSIONAL DESIGNATIONS*

- Microsoft Certified Systems Engineer (2002)
- Microsoft SBS 2008 Certified engineer (2008)
- Ruckus Wireless (2009)
- Barracuda NG Firewall Engineer (2010)
- Barracuda Networks (2010)
  - Spam
  - Message Archiver
  - Load Balancer
  - Web Filter
- Dell (Nov. 2010)
- VMware (2010)

### *CURRENT POSITION AND BEGINNING DATE*

- Director of IT, InterDev, LLC, (2006-2011)

### *CURRENT SIGNIFICANT RESPONSIBILITIES OR PROJECTS*

- Oversees the IT department; all related projects and client interactions
- Supervises five systems engineers

### *PREVIOUS POSITIONS*

- Senior Systems Engineer, InterDev, LLC; 1998-2006
- Corporate Sales, CompUSA; 1994-1998

### *IMMEDIATE SUPERVISOR'S NAME, ADDRESS, TELEPHONE NUMBER AND EMPLOYER*

- Gary Nichols, CEO (may contact)  
InterDev, LLC, 2650 Holcomb Bridge Rd, Suite 310, Alpharetta, GA 30022  
678-672-1502

### *PROFESSIONAL ACTIVITIES AND ACHIEVEMENTS*

- Technology Association of Georgia, Member
- Gained certifications on all major corporate software titles and hardware manufacturers, including Microsoft Office, Windows, IBM, Dell, Compaq, HP, Apple, Toshiba, etc., while working at CompUSA.

*UNIQUE QUALIFICATIONS*

- Over the past 12 years have developed and engineered corporate networks of all sizes on a wide range of platforms.
- Project manager for the design and implementation of the new Lawrenceville Police Department computer network.
- Instrumental in developing, managing and growing Interdev's Managed Services program.
- Resolved server and network related issues for the highest-rated nationally syndicated radio talk show, which resulted in a 99% up time where previously the servers were not capable of staying online while under peak load. Achieved this by optimizing the radio show's existing equipment, thus keeping costs low.

#### **ITEM 4: STAFF TRAINING METHODOLOGY AND APPROACH**

At InterDev, we require higher standards from our employees and intentionally fill positions with individuals that have above-the-minimum training and experience. We hire employees who have formalized training with Microsoft-centric certifications such as Microsoft Certified System Engineer (MCSE) and Microsoft Certified IT Professional (MCITP).

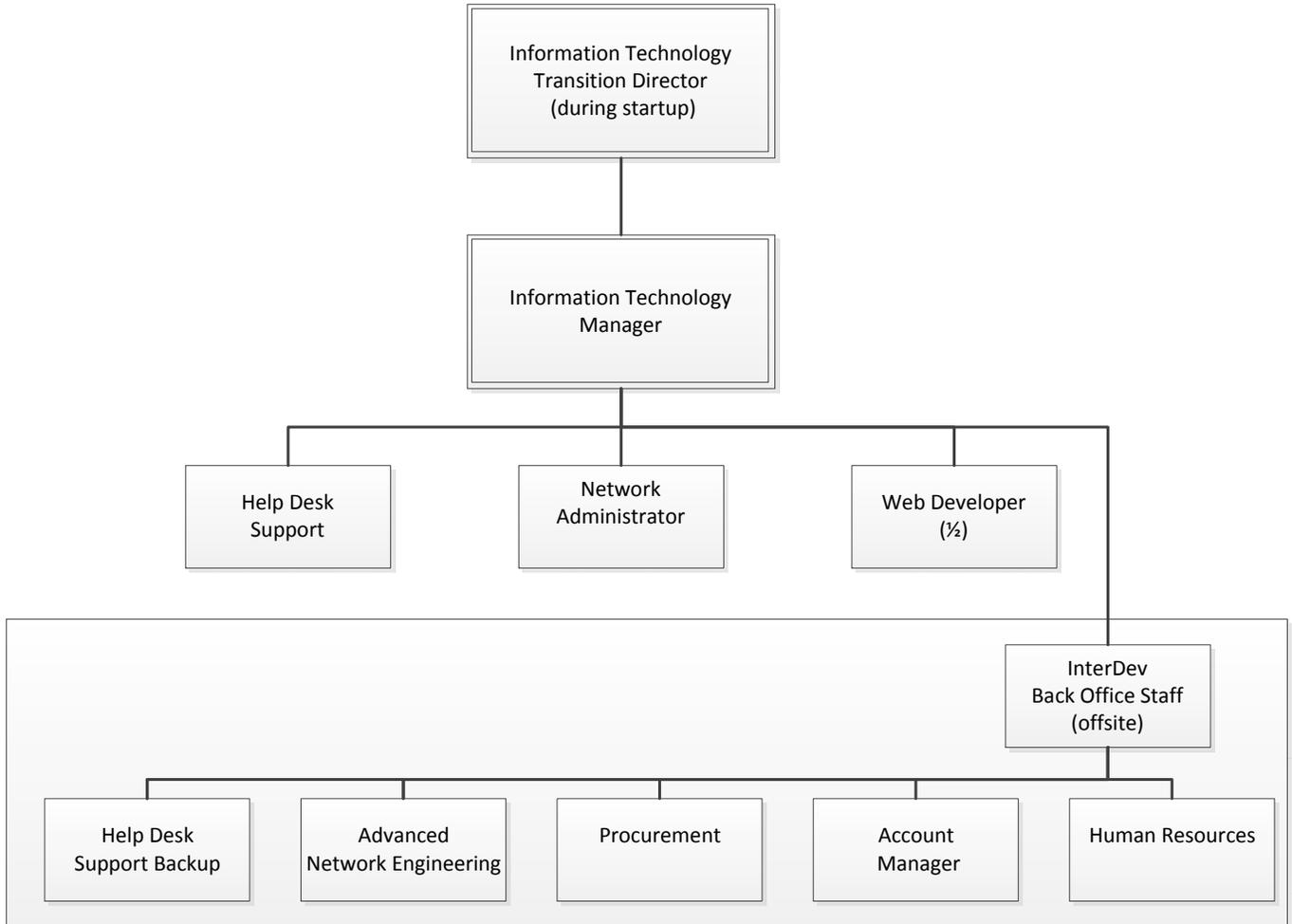
We place a strong emphasis on network and server training, which provides the core knowledge necessary for any trouble shooting within the Windows environment. This approach allows InterDev flexibility in covering a client's IT needs and ensures that staff is up-to-date at the beginning of the contract.

InterDev has close ties with certified training partners and provides up-to-date training for its staff annually. InterDev's methodology for ensuring staff is trained includes incentive programs for completion of certification updates, and annual reviews to focus staff on the required training for changes in technology as well as personal advancement.

ITEM 5: INFORMATION TECHNOLOGY ORGANIZATIONAL CHART

# City of Dunwoody

## Information Technology Organization Chart



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## Section V — References

### REFERENCE #1

#### **City of Sandy Springs**

7840 Roswell Road, Building 500  
Sandy Springs, GA 30350

#### **John McDonough**

City Manager

770-206-1414-office

404-307-5255-cell

[jmcdonough@sandyspringsga.gov](mailto:jmcdonough@sandyspringsga.gov)

**Contract Description:** Fully Managed IT Services

**Place of Performance:** Headquarters in Sandy Springs, GA

**Period of Performance:** April 2011 to present

This contract is a direct model of the services that InterDev would provide for the City of Dunwoody. InterDev is providing and is responsible for all elements of the City of Sandy Spring's information technology, communications infrastructure and support. We provide all levels of support from CIO through network engineering, network administration and helpdesk.

InterDev is actively helping the City of Sandy Springs to leverage advances in the areas of multimedia communications, data processing and storage management to improve the public safety and services provided to the citizens of Sandy Springs. In pursuit of this goal, InterDev is working with internal and outside resources to provide upgrades to the City's current environment.

In support of the future requirements for unified/shared communications and rich media, including HD video, voice and data integration, InterDev is recommending new infrastructure and systems for the City of Sandy Springs. These upgrades will enable the City's technology to support such direct public safety benefits as ALPR (automated license plate recognition) in-car and on-officer video, traffic cameras and the ability to patch in school-camera feeds.

The design goals for the Unified Communications project at Sandy Springs are the seamless integration of video, telephony, server virtualization and high speed storage. The proposed solutions are carefully matched by the vendors to integrate flawlessly and provide the best infrastructure possible.

NetAPP and Cisco have collaborated to develop an integrated solution for VMware. This pre-validated data center solution is built on a flexible, shared infrastructure that scales easily, can be optimized for a variety of mixed application workloads, or can be configured for virtual desktop or server infrastructure, secure multi-tenancy or cloud environments. This setup delivers leading computing, networking, storage and infrastructure software to support the City's growth and increased technology demands.

A critical component of the Sandy Springs project is a comprehensive failover and backup solution. In the event of a disruption or disaster at one of the facilities, the other facility can start up as a temporary, primary server and data location, providing extremely rapid and secure continuity of IT services including communications for the City.

## REFERENCE #2

### **AltaCare Corporation**

5895 Windward Pkwy., Suite 200  
Alpharetta, GA 30005

#### **Evelyn Brown**

Contracting Officer

770-870-2827 (ph.)

770-619-0262 (fax)

[evelyn.brown@AltacareCo.com](mailto:evelyn.brown@AltacareCo.com)

#### **Daren Douston**

Technical Representative

770-870-2859 (ph.)

770-619-0262 (fax)

[daren.douston@AltacareCo.com](mailto:daren.douston@AltacareCo.com)

**Contract description:** Fully Managed IT Services

**Place of performance:** Headquarters in Alpharetta, GA, plus 35 other locations nationally

**Period of performance:** 2009 to present

AltaCare manages long-term care nursing facilities in 35 locations throughout the United States.

This reference's project includes elements of services that InterDev will provide for the City of Dunwoody. InterDev has developed an Intranet site at AltaCare Corporation, which is used by 2,200 employees nationwide. InterDev has also developed individual websites for a number of its nursing homes.

In addition, InterDev is providing and is responsible for all elements of AltaCare's information technology, communications infrastructure and support. InterDev's full-time, onsite (W-2) employees support more than 350 users in more than 35 locations across the United States. We provide all levels of support from CIO through network engineering, network administration and helpdesk. InterDev's broad experience in Managed IT Services and the complete outsourcing of all IT responsibilities can be illustrated by our successful support of AltaCare.

Schedule requirements extend from 7:00 AM-6:00 PM EST due to the national reach for this account. As with nearly any account, downtime is to be reduced as much as possible. We maintain an onsite Data Center with redundant systems that is capable of restoring a failed server onto a virtual appliance within 15-30 minutes.

### REFERENCE #3

#### **State of Georgia, Office of Insurance and Safety Fire Commissioner**

Suite 612 West Tower  
2 Martin Luther King, Jr. Drive  
Atlanta, GA 30334

#### **Kale Hodges**

Director of Computer Services and Information Technology  
Kale Hodges is both Contracting Officer and Technical Representative.

[KHodges@oci.ga.gov](mailto:KHodges@oci.ga.gov)

404-463-0559 (ph.)

770-357-4256 (fax)

**Contract description:** Outsourced IT

**Place of performance:** Atlanta, GA

**Period of performance:** 1996 to present

InterDev supplies ongoing Managed Security Services, system maintenance and upgrades to the State of Georgia, Office of Insurance and Safety Fire Commissioner (OCI). We have serviced this state government account of 250 users continuously since 1996.

Initially, InterDev provided server installs and upgrades, as well as infrastructure design and support. Over time, the scope of our services grew to include our Managed Security Service.

InterDev manages OCI's network and internet gateway, server and desktop security, routers, firewall, systems backup processing and other critical systems. We manage, test and install all of the server hardware and OS upgrades for this State office.

In addition, InterDev is on call for emergency situations. We have successfully managed several emergencies for the state over the 15 years that we have serviced this account, including extensive recoveries of critical data and systems running Microsoft Exchange, SQL and Active Directory. Fortunately, as hardware and software has improved, such systems failures have become extremely rare.

InterDev has implemented a business continuity plan and systems infrastructure that allows for rapid systems and data recovery and provides an offsite replica in our data center in Suwanee. Our backup and replica systems can completely run their critical servers in our data center in the event of a catastrophic failure at their main facility.

## REFERENCE #4

### Lawrenceville Police Department

300 Jackson Street  
Lawrenceville, GA 30046  
770-670-5005 phone  
770-670-5152 fax

#### **Jeff Smith**

Captain of Police  
Contracting Officer  
[jsmith@lawrencevillepd.com](mailto:jsmith@lawrencevillepd.com)

**Contract description:** Project and outsourced IT including network design and implementation; Backup and Disaster Recovery Plan design and implementation

**Place of Performance:** Lawrenceville Police Department, Lawrenceville, GA

**Period of Performance:** 2010 to present

InterDev implemented a major upgrade to the Lawrenceville Police Department's server infrastructure, migrating the police department from Windows Small Business Server to Windows Server Enterprise Edition.

We deployed a HA (high availability) Exchange 2010 Server environment that provides the police department the highest industry standards for protection against hardware failure and software corruption, while also providing greater uptime of the email system.

The proposed backup and recovery plan included the purchase of a Zenith ARCA (Advanced Recovery and Continuity Appliance) 3100G2 unit. This unit is a disk-based, image backup solution that enables the servers to be backed up every 15 minutes, 24 hours a day.

The ARCA is also capable of running any of the servers that it backs up in a virtual mode, should there be a catastrophic hardware failure and a suitable replacement server is not available. This means that any server can be up and running within minutes of any failure, restoring the server from any of the points of time that the snapshots were taken. This appliance provides absolute business continuity in the event of even the most severe disasters.

REFERENCE #5**City of Johns Creek**

12000 Findley Road  
Suite 400  
Johns Creek, GA 30097

**John Umphlett**

Senior IT Manager  
678-512-3220 phone  
678-512-3244 fax  
[John.umphlett@johnscreekgov](mailto:John.umphlett@johnscreekgov)

**Contract description:** IT Security and Telephony

**Place of Performance:** City of Johns Creek, GA

**Period of Performance:** 2010 to Present

InterDev consulted and supplied Barracuda Security Appliances—Spam & Virus Firewall 300, Web Filter 410, Backup Server 690 and Message Archiver 450 as well as the CudaTel VoIP Communications Server—CudaTel 370b's and four CudaTel 270's with Polycom Phones.

Solutions were discussed and recommended based on City of Johns Creek's need to meet compliance regulations within budget limitations. InterDev's onsite technical support was available for the installation, integration and training of all security appliances, as well as the CudaTel VoIP Communications Servers.

Products were brought in for a 30-day evaluation and testing prior to purchasing. Products were in line with budget restrictions. InterDev continues to be a resource for security appliances and consultation.

## REFERENCE #6

### Hall County Commissioners

470 Crescent Drive  
Gainesville, GA 30501

#### **Bill Turner**

Network Administrator

770-531-6702 (ph.)

770-532-2492 (fax)

[bturner@hallcounty.org](mailto:bturner@hallcounty.org)

Bill Turner is both Contracting Officer and Technical Representative.

**Contract description:** IT Security

**Place of performance:** Hall County Commissioners, Gainesville, GA

**Period of performance:** 2005 to Present

InterDev consulted and supplied Network and Email Security with SonicWALL 4060 Firewalls; Barracuda 400 Spam and Virus Filters; Barracuda 610 Web Filter; Barracuda 480 SSL-VPN. We consulted on product needs for network and email security and provided installation, integration, testing and training with ongoing technical support, firmware upgrades, updates and appliance Instant Replacement Warranty.

Solutions were discussed and recommended based on Hall County's need to meet compliance regulations within budget limitations. In addition to network and email security, a content filter was installed to ensure employee productivity and to monitor and control Internet access. SSL-VPN security and filtering requirements were also supplied.

All products were brought in for a 30-day evaluation and testing prior to purchasing. Products were in line with budget restrictions.

**REFERENCE #7****Cobb County Government**

100 Cherokee Street, Building A; 5th Floor  
Marietta, GA 30008

**Dominick Druda**

Manager, IT

770-528-8710 (ph)

770-528-2490 (fax)

[dominick.druda@cobbcounty.org](mailto:dominick.druda@cobbcounty.org)

Dominick Druda is both the Contracting Officer and Technical Representative.

**Contract Description:** IT Security

**Place of performance:** Cobb County Government, Marietta, GA

**Period of performance:** 2005 to present

InterDev provides network and email security with Barracuda 950 Message Archiver and Barracuda 600 Spam and Virus Firewall. Provided installation, integration and training, plus ongoing technical support with firmware upgrades, updates and Appliance Instant Replacement Warranty. InterDev worked with Cobb County to provide Technical Engineering and network analysis to evaluate security products and critical message archival and restore solutions for the county. The project was in support of message archival and retrieval requirements for the county staff and administrators. Public record and open access standards were evaluated with respect to current and planned network infrastructure so that viable product recommendations could be presented.

LIST OF CLIENTS (SIMILAR SERVICES/COMPARABLE SCOPE AND SIZE)**Client: AADD**

Address: 1440 Dutch Valley Place, Suite 200, Atlanta, GA 30324  
Contact: Dave Blanchard, Executive Director  
Phone: 404-881-9777  
Email: [dave@aadd.org](mailto:dave@aadd.org)  
Date of Services: May 2010 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services.

**Client: AltaCare Corporation**

Address: 5895 Windward Parkway, Suite 200, Alpharetta, GA 30005  
Contact: Daren Douston, Technical Representative  
Phone: 770-870-2859  
Email: [daren.douston@AltacareCo.com](mailto:daren.douston@AltacareCo.com)  
Date of Services: 2009 to present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services, secure remote access (VPN) as needed and VoIP telephony support.

**Client: Atlanta Apartment Association**

Address: 8601 Dunwoody Place, Suite 318, Atlanta, GA 30350  
Contact: Russ Webb  
Phone: 770-518-4248  
Email: [rwebb@atl-apt.org](mailto:rwebb@atl-apt.org)  
Date of Services: January 2009 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services, secure remote access (SSL-VPN) as needed.

**Client: City of Sandy Springs**

Address: 7840 Roswell Road, Building 500, Sandy Springs, GA 30350  
Contact: John McDonough, City Manager  
Phone: 770-206-1414  
Email: [jmcdonough@sandyspringsga.gov](mailto:jmcdonough@sandyspringsga.gov)  
Date of Services: April 15, 2011 to Present

**Description:** Responsible for all elements of the City of Sandy Spring's information technology, communications infrastructure and support. InterDev's 10 fulltime, onsite (W-2) employees support more than 350 employees in seven locations. We provide all levels of support from CIO through network engineering, network administration and helpdesk.

**Client: Nu-Opp, Inc.**

Address: 3565 Piedmont Road, Building 3, Suite 105, Atlanta, GA 30305  
Contact: Christian Janson, Creative Director  
Phone: 404-949-3320  
Email: [Christian@steveharvey.com](mailto:Christian@steveharvey.com)  
Date of Services: June 2010 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and Microsoft critical updates and patches weekly, system and network troubleshooting, anti-Spam and malware filtering, server and upgrades as needed, network capacity monitoring, network and server security, server backup/restore services, secure remote access (SSL-VPN) as needed.

**Client: Roswell Street Baptist Church**

Address: 774 Roswell Street, Marietta, GA 30060  
Contact: Hugh Norman, Minister of Instrumental Music  
Phone: 770-424-9831  
Email: [hughnorman@roswellstreet.com](mailto:hughnorman@roswellstreet.com)  
Date of Services: September 2010 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches bi-weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services, and telephony support.

**Client: Special Olympics Georgia**

Address: 4000 DeKalb Technology Parkway, Suite. 400, Bldg. 400, Atlanta, GA 30340  
Contact: Georgia Milton-Sheets, CEO  
Phone: 770-414-9390  
Email: [Georgia.miltonsheets@specialolympicsga.org](mailto:Georgia.miltonsheets@specialolympicsga.org)  
Date of Services: January 2009 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches bi-weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services.

**Client: State of Georgia, Office of Insurance and Safety Fire Commissioner**

Address: Suite 612 West Tower, 2 Martin Luther King, Jr., Drive, Atlanta, GA 30334  
Contact: Kale Hodges, Director of Computer Services and IT  
Phone: 404-463-0559  
Email: [KHodges@oci.ga.gov](mailto:KHodges@oci.ga.gov)  
Date of Services: 1996 to Present

**Description:** Provides ongoing Managed Security Services, system maintenance and upgrades to the State of Georgia, Office of Insurance and Safety Fire Commissioner (OCI). We have serviced this state government account of 250 users continuously since 1996.

**Client: The oneCARE Company**

Address: 3440 Preston Ridge Road, Suite 650, Alpharetta, GA 30005-3820  
Contact: Chris Kanawada, IT Manager  
Phone: 770-570-5037  
Email: [ckanawada@onecareco.com](mailto:ckanawada@onecareco.com)  
Date of Services: March 2002 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches bi-weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services, and secure remote access (VPN) as needed.

**Client: The Word for You Today**

Address: 6525 Shiloh Road, Suite 500, Alpharetta, GA 30005  
Contact: Shad Hill, IT Manager  
Phone: 888-660-7750  
Email: [Shad.hill@wordforyou.com](mailto:Shad.hill@wordforyou.com)  
Date of Services: May 2008 to Present

**Description:** InterDev provides fully Managed IT Services including: all levels of support from CIO through network engineering, network administration and helpdesk, Microsoft critical updates and patches bi-weekly, system and network troubleshooting, anti-virus, anti-Spam and malware filtering, server and systems upgrades as needed, network capacity monitoring, network and server security, server backup/restore services, and secure remote access (VPN) as needed.

## Section VI – Required Forms

- Executed Proposal Form
- Acknowledgement of Any and All Agenda to this RFP
- Appendix C

**Section VI – Required Forms**

**PROPOSAL FORM  
CITY OF DUNWOODY, GA  
RFP 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT**

The undersigned, as Bidder, hereby declares that this Proposal is in all respects fair and submitted in good faith without collusion or fraud. Bidder represents and warrants to the City that: (i) except as may be disclosed in writing to the City with its Proposal, no officer, employee or agent of the City has any interest, either directly or indirectly, in the business of the Bidder, and that no such person shall have any such interest at any time during the term of the Contract should it be awarded; and (i) no gift, gratuity, promise, favor or anything else of value has been given or will be given to any employee or official of the City in connection with the submission of this Proposal or the City’s evaluation or consideration thereof.

The Bidder further represents that it has examined or investigated the site conditions if necessary, and informed itself fully in regard to all conditions pertaining to the place where the work is to be done; that it has examined the Contract Documents and has read all Addendum(s) furnished by the City prior to the opening of the Proposals, as acknowledged below, and that it has otherwise fully informed itself regarding the nature, extent, scope and details of the services to be furnished d under the Contract.

The Bidder agrees, if this Proposal is accepted, to enter into the written Contract with the City in the form of Contract attached (properly completed in accordance with said Proposal Documents), and the Contract Documents for RFP 11-02 Municipal Government Services Procurement, at the City of Dunwoody, and to furnish the prescribed evidence of a valid business license, insurance, and all other documents required by these Contract Documents. The Bidder further agrees to commence work and to perform the work specified herein within the time limits set forth in the Contract Documents, which time limits Bidder acknowledges are reasonable.

The undersigned further agrees that, in the case of failure or refusal on its part to execute the said contract, provide evidence of specified insurance, a copy of a valid business or occupational license and all other documents required by these Contract Documents within ten (10) business days after being provided with Notice of Intent to Award the contract (or such earlier time as may be stated elsewhere in these Proposal Documents), the Proposal award may be offered by the City to the next ranked Bidder, or the city may re-advertise for Proposals, and in either case the City shall have the right to recover from the Bidder the City’s costs and damages including, without limitation, attorney’s fees, to the same extent that the City could recover its costs and expenses from the Bidder under section 10 of the Instructions to Bidder if the Bidder withdrew or attempted to withdraw its Proposal.

The Bidder further agrees, if it fails to complete the scope of work according to the provisions within the scheduled time or any authorized extension thereof, that the City may deduct damages from the Contract price otherwise payable to the Bidder.

Acknowledgement is hereby made of the following Addendum(s) received since issuance of the Contract Documents (identified by number)

Addendum No.	Date	Addendum No.	Date	Addendum No.	Date
<u>1</u>	<u>May 10, 2011</u>	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

It shall be the responsibility of each Bidder to visit the City Purchasing Department’s website to determine if the City issued addendum(s) and, if so, to obtain such addendum(s). Failure to acknowledge an addendum above shall not relieve the Bidder from its obligation to comply with the provisions of the addendum(s) not acknowledged above.

Work, excluding transitional requirements, is to commence on or about January 11, 2012.

The City of Dunwoody requires pricing to remain firm for the duration of the term of the contract. Failure to hold firm pricing for the term of the contract will be sufficient cause for the City to declare bid non-responsive.

Company Name: InterDev

Termination for Cause: The City may terminate this agreement for cause upon ten days prior written notice to the Consultant of the Consultant’s default in the performance of any term of this agreement. Such termination shall be without prejudice to any of the City’s rights or remedies by law.

Termination for Convenience: The City may terminate this agreement for its convenience at any time upon 30 days written notice to the Consultant. In the event of the City’s termination of this agreement for convenience, the Consultant will be paid for those services actually performed. Partially completed performance of the agreement will be compensated based upon a signed statement of completion to be submitted by the Consultant, which shall itemize each element of performance.

Termination for fund appropriation: The City may unilaterally terminate this Agreement due to a lack of funding at any time by written notice to the Consultant. In the event of the City's termination of this Agreement for fund appropriation, the Consultant will be paid for those services actually performed. Partially completed performance of the Agreement will be compensated based upon a signed statement of completion to be submitted by the Service Provider, which shall itemize each element of performance.

The Contractor agrees to provide all work to complete the project described in this document for the amount listed in the Cost Proposal (submitted in a separate package).

Legal Business Name: InterDev, LLC

Federal Tax ID: EIN: 58-2553449

Address: 2650 Holcomb Bridge Road, Suite 310, Alpharetta, GA 30022

Does your company currently have a location within the City of Dunwoody?

Yes \_\_\_ No X

Will your company accept the City’s procurement card for payments from the City of Dunwoody?

Yes X No \_\_\_

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

Printed Name: Gary E. Nichols

Telephone Number: 770-643-4400, 678-672-1502-direct

Fax Number: 678-672-1503

Email Address: gnichols@interdev.com

**Appendix C - Sample Affidavit  
Verifying Status for City Public Benefit Application**

By executing this affidavit under oath, as an applicant for a City of Dunwoody, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit or other public benefit as referenced in O.C.G.A. Section 50-36-1, I am stating the following with respect to my application for a City of Dunwoody, Business License or Georgia Occupational Tax Certificate, Alcohol License, Taxi Permit or other public benefit (circle one) for [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1) \_\_\_\_\_ I am a United States citizen

OR

2) \_\_\_\_\_ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.\*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant:

Date

Printed Name:

SUBSCRIBED AND SWORN  
BEFORE ME ON THIS THE

DAY OF \_\_\_\_\_, 2011

\*  
Alien Registration number for non-citizens

Notary Public

My Commission Expires:

\*Note: O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their alien registration number. Because legal permanent residents are included in the federal definition of “alien”, legal permanent residents must also provide their alien registration number:

Qualified aliens that do not have an alien registration number may supply another identifying number below:

## Section VII – Appendices

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## Section VII – Appendices

- InterDev Managed IT Services Data Sheet
- InterDev Question & Answer Sheet
- InterCloud Data Center
- InterDev, Municipal IT Services: Public-Private Partnerships Help Governments Offer Best-Practices Service and Protection for Citizens
- InterDev, Public Safety from the Inside Out: IT Service and Solutions That Put Citizens First
- Robust Security for Government Entities: Intrusion Prevention in a Perilous Environment

**APPENDIX E – COST/PRICE PROPOSAL: TABLE OF CONTENTS**

**Pricing/Estimating Techniques and Basis of Estimates ..... 1**

**Cost/Price Templates ..... 2**

*Rate Development Template (RDT)..... 2*

*Work Package Cost Template (WPCT) ..... 2*

*Phase-In Template (PIT) ..... 2*

*Compensation Template A - Fringe Benefit Cost Analysis (TCA)..... 2*

*Compensation Template B - Fringe Benefit Policies (TCB) ..... 2*

*Proposal Development Template (PDT) ..... 2*

## **Appendix E –Cost Table**

### **Page I**

#### **Submitted by InterDev, LLC**

Bidders can submit proposals for provision of municipal services in one, multiple or all service areas. There will be no additional points awarded to firms bidding on more than one service area. The City will evaluate the qualifications of the Contractors to provide the requested services in each service area separately. However, the City recognizes that there are potential economies of scale and cost saving opportunities related to having one contractor providing work in more than one service area. In that spirit, the City encourages proposing firms to respond to more than one service area, as long as the responding firm possesses the required experience in all selected service areas and has the capacity to properly staff and manage the delivery of high quality services for the City.

Pricing may be, but is not required to be, included for each potential combination on of service areas in addition to the individual service areas. For example, Bidder submitting a proposal for Parks and Recreation as well as Public Works may include a schedule for Parks and Recreation, a schedule for Public Works, and a schedule if awarded for both service areas. With seven service areas, this creates a potential for an excessive number of alternative pricing options. Accordingly, the City asks each Bidder to consider limiting the number of alternative schedules to the three most likely or most desirable combination of services in addition to the schedule(s) for individual service(s). Contractors may provide additional options, but they are not expected or required.

Throughout the term of the contract, changes to the scope of work may cause the need to include additional staffing to the contract. The Contract may be amended to include additional staffing requirements when the scope changes. The amount of the amendment will be actual costs to the Contractor plus a multiplier for overhead and profits. The City will negotiate with the Contractor to establish a reasonable multiplier if the services are requested.

**City of Dunwoody—Information Services**

Please provide the proposed costs for all applicable service areas. If your organization is not proposing for a specific service area, please indicate so by marking N/A in the corresponding row.

Service Area	Price by Year and Service Area				
	2012 <sub>1</sub>	2013 <sub>1</sub>	2014 <sub>1</sub>	2015 <sub>1</sub>	Total 2012 – 2015
Public Works	N/A	N/A	N/A	N/A	N/A
Finance and Administrative Services	N/A	N/A	N/A	N/A	N/A
Planning and Zoning	N/A	N/A	N/A	N/A	N/A
Information Technology	\$516,799.12	\$460,194.17	\$484,354.37	\$509,782.97	\$1,971,130.63
Building Permits and Inspections*	N/A	N/A	N/A	N/A	N/A
Parks and Recreation	N/A	N/A	N/A	N/A	N/A
Public Relations and Marketing	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	\$516,799.12	\$460,194.17	\$484,354.37	\$509,782.97	\$1,971,130.63

\*The City requests that all Bidders proposing for the Building Permits and Inspection services shall provide the City with an additional, alternative method of calculating the contract cost in lieu of the lump sum fee listed in the table above. (The City generated \$439,410 and \$559,356 for the first two fiscal periods of operation.) Please provide the proposed percentage of the building permits and inspection services revenue that the Bidder would invoice to recover the costs of service delivery for Building Permitting and Inspections: N/A %

The city encourages Bidders proposing for the Building Permits and Inspection services to provide multiple methods of calculating contract costs. Alternate methods many include a percentage of fees collected and any hybrid approaches based partly on fixed fees, partly on percentage of fees and potentially caps on amounts invoiced if activity is above a specified threshold. You may provide a flat percentage above or attach an additional page to the cost proposal describing your pricing for a hybrid approach.

City shall pay the Contractors in twelve payments for each month in accordance with the Contract’s General Conditions (see Appendix B, section 11.2.)

**Appendix E –Cost Table  
Page III**

**Submitted by InterDev, LLC**

Alternative Option One – Service Areas Included \_\_\_\_\_ N/A

Alternative Option Two — Service Areas Included \_\_\_\_\_ N/A

Alternative Option Three – Service Areas Included \_\_\_\_\_ N/A

	Alternative Pricing Options				
	2012 <sub>1</sub>	2013 <sub>1</sub>	2014 <sub>1</sub>	2015 <sub>1</sub>	2012 -2015
<b>Alternative Option One</b>	N/A	N/A	N/A	N/A	N/A
<b>Alternative Option Two</b>	N/A	N/A	N/A	N/A	N/A
<b>Alternative Option Three</b>	N/A	N/A	N/A	N/A	N/A

Contracts may present additional options but an additional option(s) is not expected or required. If submitted, please use the format provided.

City shall pay the contractors in twelve payments for each month in accordance with the Contract’s General Conditions (see Appendix B, section 11.2.)

Representative Signature \_\_\_\_\_ Date 5/23/11

Printed Name and Title Gary E. Nichols, CEO

Telephone Number 770-643-4400 main, 678-672-1502 direct

Fax Number 678-672-1501

Email Address [gnichols@interdev.com](mailto:gnichols@interdev.com)

### Pricing/Estimating Techniques and Basis of Estimates

Our pricing model is based on historical and projected salary requirements for the position classes that are best suited to the task work order. We have taken into consideration our current staff compensation, current and projected economic conditions, research from web resources such as salary.com and the Georgia Department of Labor, and research from other local consulting firms.

Our corporate philosophy is to hire for life. While we understand not all employees will be around for the gold watch, we select candidates that exhibit the qualities we have worked so hard for decades to deliver to our clients. Turnover is very expensive for the company and our clients, so we strive provide a compensation package that attracts rewards and retains the best individuals. We have always preferred to pay a bit more and have a person that will exceed expectations rather than save a few bucks and risk losing a client. Incompetence is very costly in our business.

Our Fully Burdened Rate (FBR) model includes the following:

- Base salary
- Health benefits
- Life insurance
- Time off (vacation, sick, personal, bereavement)
- Incentive pay
- Bonus pay
- Retirement plan
- Taxes (FICA, Medicare, SUI, FUTA)
- Administrative
- Accounting
- Sales effort
- Legal and professional
- Dues
- Office space
- Utilities
- Telephone
- Internet
- Communications
- Licensing
- Software (main office)
- Equipment (main office)
- And a variety of lesser expense categories

**Request for Proposal No. 11-02  
Municipal Government Services Procurement**

**Addendum 1**

Date Issued: May 10, 2011

**THE FOLLOWING LIST INCLUDES CLARIFICATIONS AND RESPONSES TO QUESTIONS EMAILED BY BIDDERS AND RECEIVED DURING THE PRE-PROPOSAL MEETING HELD APRIL 29, 2011.**

The City attempted to group questions and answers by corresponding sections of the RFP and respective service areas, but respondents are strongly encouraged to thoroughly read all of the material provide below.

**General Requirements**

1. **Question (Q):** Will key performance indicators (KPIs) be developed for all service areas?

**Answer (A):** Yes, once the appropriate Contractors have been selected, the City and the respective Contractors will work to develop a list of mutually agreed upon KPI's by October 15, 2011.

2. **Q:** Is there a chance that business process analysis (BPA) work will come out as a separate bid?

**A:** At this point, nothing formal has been scheduled.

3. **Q:** Has there been any issues with Contractors communicating with one another?

**A:** Communications between Contractors has not been an issue. The City expects and requires that the Contractors will assimilate to the established culture of the City, and work as a seamless team. We pride ourselves on the fact that an outsider would have no idea that the service providers are not city employees.

4. **Q:** Are the existing service providers eligible to bid on this RFP?

**A: Yes, the incumbents are eligible to bid on this RFP.**

5. **Q:** Will the attendance list from this conference be available?

**A: Yes, the attendance list can be found at:**

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

6. **Q:** Can the Bidder submit more than one resume for the proposed positions?

**A: Yes.**

7. **Q:** Is there an expectation or desire by the city that current staff will be retained by the successful bidder?

**A: Staffing the various service areas is at the discretion of the Contractors. Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services.**

8. **Q:** Are Contractors bidding on the service areas without access to the motor vehicles required to maintain auto liability insurance?

**A: Yes.**

9. **Q:** What is the operational budget for personnel?

**A: The City's budget can be found at:**

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**10. Q:** Will the City reimburse contractors for the costs associated with the professional development of the contracted staff?

**A:** The City will only cover additional expenses related to the professional training specifically requested by the City to provide benefit exclusively for the City. Attendance at industry conferences and customary training and development of staff is valued by the City but is at the sole expense of the Contractor.

**11. Q:** Does the City currently have any service level agreements (SLA's) with other local municipalities?

**A:** No, the City currently does not have any SLA's with other Cities.

**12. Q:** If a Contractor will be awarded the contracts for both Public Works and Parks and Recreation, will the Contractor still need to provide the City with both a Public Works Director and a Parks and Recreation Manager?

**A:** The City expects the Contractors to staff all service areas in the most advantageous manner for the City without compromising service quality and responsiveness.

**13. Q:** Is this contract geared towards providing staffing for Dunwoody or more on the services side? Should a staffing agency submit as a prime?

**A:** Dunwoody is looking for contractors who can provide the services listed in the RFP. This is not a staffing contract.

**14. Q:** What is the anticipated handover time from existing provider to new provider and what is the obligation of the existing provider for transfer (if any).

**A:** The existing contracts with Contractors expire on December 31, 2011. The successful Contractors for the new contract will be required to provide all services (excluding transitional requirements) immediately following midnight on January 1, 2012. Please refer to Section 3.3.1.3 requiring the firm's methodology for addressing transition issues at both the beginning and conclusion of this contract.

**15. Q:** Will City procedures and policies that are in place be available in advance of day 1 of contract execution? If so, how much time in much advance?

**A:** The successful Contractors will have access to any necessary information following the award of the contract. Please refer to Section 3.3.1.3 requiring the firm's methodology for addressing transition issues at both the beginning and conclusion of this contract.

**16. Q:** What is the process for replace said manager if need arises?

**A:** The Contractor is fully responsible for hiring and firing of personnel assigned to this contract. The City may request from time to time that personnel be removed from the contract and replaced. Contractor will be responsible for identifying suitable candidates able to provide the scope of services outlined in the contract. The City Manager, at his discretion, may request an opportunity to review potential candidates and/or interview candidates prior to offers being made.

**17. Q:** Should initiatives be identified during the performance of such tasks, which are outside scope of the contracted services what process would be in place to adjust service fees and support structure?

**A:** The Contractor is expected to provide necessary services to operate all departments currently functioning within the City's scope of services provided to citizens and other stakeholders. Should the City substantially increase or decrease services provided to the citizens or other stakeholders throughout the term of the contract, then the City would address amending the contract as stipulated in Section 16 of the General Conditions (Appendix B).

**18. Q:** Is there an internal website in addition to the public websites?

**A:** A MS Windows SharePoint is available for internal users.

**19. Q:** What are the current staffing levels for the Contractors providing municipal services in the seven (7) Service Areas?

**A:** Staffing levels are fluid and are provided by staff assigned to the city on a full time basis, part time basis and some back office support. Staffing levels rise and fall in conjunction with workload. The RFP is to identify Contractors who can accomplish the scope of work in the most advantageous, and perhaps creative, methods. The contracts are NOT staffing arrangements; nor does the current RFP merely mirror the existing staffing structure and scope of work for municipal service providers. Accordingly, head counts, existing staff evaluations, organization structures and costs are not relevant to proposals for this RFP.

**20. Q:** Page 47, last paragraph - Please provide clarification on this statement.

**A:** The City pays for software maintenance contracts, paving, patching, landscaping, etc. This is not the Contractor's obligation and should not be factored into the Contractor's pricing. However, if the Contractor must utilize proprietary or self-owned hardware and software not contemplated within the scope of this RFP, the Contractor should include those costs.

**21. Q:** Page 61, section 5.7 - Provide clarification on cost associated and restrictions on vehicle use.

**A:** The vehicles are to be used exclusively to conduct the business of the City. Costs include fuel, insurance, branding, preventative and corrective maintenance normally associated with ownership of a business vehicle.

**22. Q:** Page 61, section 5.7 - Can Contractor elect to use their vehicles if awarded contract?

**A:** A Contractor would provide a vehicle exclusively to conduct City business, and ownership is transferred to the City at the conclusion of the contract. Vehicles are expected to be transferred to the City free of charge and without debt or lease obligations.

**23. Q:** Page 61, section 6 - Please provide an asset list for the Building Permits and Inspection function.

**A: Normal office equipment and supplies are provided such as desks, chairs, computers, phones, and office supplies. This is true for all proposed positions to be staffed at City Hall.**

**24. Q:** Other than office space and standard landlord expenses; is the City providing for or funding any other resources to operate Community Development functions? If so, what and the amounts?

**A: This City's budgets for 2009-2011 include past and anticipated costs to run each department, including Community Development. The City's adopted budget can be found at:**

**[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

**25. Q:** Will the vendor be responsible for providing contract employees with cellular communications or are city cell phones issued?

**A: City cell phones are issued to City employees only. If an employee of the Contractor requires a cell phone/smart phone in order to meet the scope of services, the Contractor is expected to provide the cell phone to the employee directly. The Contractor may access City email servers with most smart phones.**

**26. Q:** How are benefits given to contract employees? Are benefits granted by the individual companies, or are vendors required to participate in a city benefits programs? If so, what are those programs and how are they billed back to the vendor?

**A: Contractor will determine appropriate salaries and benefits to attract and retain employees and will provide those salaries and benefits directly. Staff assigned are employees of the Contractor and not eligible for City benefits.**

27. **Q:** What is the limitation on the number of desks, computers, etc. that the City will provide for full time office based employees?

**A:** Office space is provided at the City's expense as stated in Section 5.4 of the General Conditions. Office configurations are subject to change over time. However, Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services. The City will accommodate the staffing level needs identified by the most advantageous proposal.

28. **Q:** What non-vehicular maintenance equipment is currently owned by the City for use by the Public Works and Parks and Recreation Departments?

**A:** The city does not own any maintenance equipment other than a few small miscellaneous tools such as chainsaws that are City assets used by the Contractor.

29. **Q:** Is it possible to get a list of the current City grants?

**A:** The City is currently managing one LCI grant and one TE grant awarded by the state as well as a smaller Department of Natural Resource's grant for a park trail at Brook Run.

30. **Q:** Are any of the City employees unionized?

**A:** No

31. **Q:** Will the City of Dunwoody look at each section and evaluate each section of the RFP separately?

**A:** Yes

32. **Q:** Does the City have a preference for purchasing all services from one Bidder versus issuing contracts for different sections?

**A:** No

**33. Q:** Is there an advantage to bidding the project in totality versus in one or more sections?

**A:** The City recognizes that there are potential economies of scale and cost saving opportunities related to having one Contractor providing work in more than one service area. Otherwise, there are no advantages.

**34. Q:** Is an advantage gained by a Bidder that is located in Dunwoody/DeKalb County?

**A:** Only in the event two or more identical bids are received. Please refer to Section VII of the City's Purchasing Policy. The City's Purchasing Policy can be found at:

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**35. Q:** At what point will the City no longer accept new Bidders to this RFP?

**A:** The City must receive proposal packages no later than 2:00 pm EST, Monday, May 23, 2011

**36. Q:** Can you please define what level of detail you are looking for regarding costing parameters in the referenced appendix E?

**A:** One price for each of the seven sections being proposed should be listed for each year in Appendix E. The City encourages and requires a breakdown for each figure based on subsections of the RFP. Such a breakdown would be sufficient to address Section 3.2.2 of the Proposal Submission. Further detail is at the bidder's discretion.

**37. Q:** Can we receive a list of all insurance policies currently being managed by the City?

**A:** The City, with assistance from the City's benefits coordinator, manages multiple insurance policies for employee benefits. The City's workers' compensation insurance is with Lion Insurance Company. Other coverage is provided through an intergovernmental insurance pool. The coverage details can be found at:

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**38. Q:** May we receive a copy of the current Employee Annual Review Policy and Procedures?

**A:** The current Performance Evaluation and Wage Reviews policy can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**39. Q:** What additional expenses, if any, have not been identified in the RFP that the City would like the Contractors to pay for?

**A:** The City is unaware of any additional expenses at this time.

**40. Q:** Will the Contractor staff need to be bonded?

**A:** The decision to bond is at each Contractor's discretion.

**41. Q:** What role is anticipated for Grant writing?

**A:** The City expects the Contractor to be familiar with and identify grants that serve the City's strategic goals. When the time and expertise is available, the Contractor is encouraged to apply for such grants. When the time and expertise is not available, the Contractor should work closely with the City's contracted grant writers to complete the grant writing process.

42. **Q:** Please clarify who pays for gasoline, maintenance and insurance for the vehicles used for public works, inspections and code compliance.

**A: Contractor pays for gasoline, maintenance and insurance for the vehicles used for public works, inspections and code compliance.**

43. **Q:** In review of the City's budget, it appears that training of staff may be provided by the City. Please clarify.

**A: Training for City employees is provided by the City. The City will only cover additional expenses related to the professional training specifically requested by the City to provide benefit exclusively for the City. Attendance at industry conferences and customary training and development of staff is valued by the City but is at the sole expense of the Contractor.**

44. **Q:** Can the City please clarify what, if any, direct costs will be reimbursed to the Contractor separately from the Contractor's lump sum bid price (for example, mileage, training, seminars, etc.)?

**A: The City will only reimburse direct costs specifically requested by the City to provide benefit exclusively for the City. These costs are outside the scope of work and will be addressed on a case-by-case basis.**

45. **Q:** Given that some of the vehicles will have to be replaced during the term of the contract, can the Contractor amortize the cost of replacement vehicles over the life of the contract?

**A: The City reasonably expects the costs of replacements vehicles to be factored into the proposed cost table in Appendix E. The Contractor may allocate the vehicle and all other costs as they deem in their overall best interests. Refer to the amended Section 5.7 of the General Conditions.**

**46. Q:** Page 59, Section 3.1 - If the City requires the Contractor to perform work during non-standard hours, how much advance notification will the City provide to the Contractor?

**A: Work completed outside normal business hours is for the benefit of the City when disruptions can be minimized. Normally, this is scheduled well enough in advance to properly plan. While, there is no standard notification period, it is typically weeks ahead of time for major projects. Basic troubleshooting can often be completed remotely via telephone, email, or remote computer access. When emergencies or other unexpected events occur, there may be no advanced notice provided.**

**47. Q:** Section 3.3.1.3 states that "Bidders shall address each item within the scope of work for all section(s) being proposed". Is it the Cities intent that the proposals provide information on each individual line item in the scope of work (for instance, each subsection such as 2.2.2.1, 2.2.2.2, etc.)?

**A: Yes. However, Contractors should not merely affirm but rather expand (concisely) how each scope item will be addressed throughout the duration of the Contract.**

**48. Q:** Section 3.3.1.5 - Does the City of Dunwoody intend respondent to supply all information listed above for all clients currently under contract for similar services or just for the three (3) required references?

**A: Both are required. The complete list can be in a table (Excel) format.**

**49. Q:** Section 3.3.1.6 Section VI – Required Forms: The Proposal Form includes a section in which receipt of addenda is acknowledged. Will this satisfy the requirement to include "Acknowledgement of any and all Addenda to this RFP" listed separately in Section 3.3.1.6 of the RFP or is another form of acknowledgement required?

**A: Section 5 (Proposal Form) should be completed with all addenda listed.**

50. **Q:** Appendix E - Section 3.3.2 is asking for cost information by month and Appendix E – Cost Table asks for cost information by year. Please clarify and provide additional details.

**A: Pricing provided in Appendix E is for an annual basis. The payment for services provided will be paid monthly in equal payments. For example, if the successful contract was for \$12,000 in 2012, the City would pay 12 monthly payments of \$1000 each to the Contractor as stipulated in Appendix B, section 11.2.**

51. **Q:** Section 3.2.2 states that the Contractor shall include Appendix E – Cost Table as part of the cost proposal. This section further states that “Bidders should also provide detailed costing information for each service area for which they respond”. Can the City please provide additional details on the “detailed costing information” requested?

**A: One price for each of the seven sections being proposed should be listed for each year in Appendix E. The City encourages and requires a breakdown for each figure based on subsections of the RFP. Such a breakdown would be sufficient to address Section 3.2.2 of the Proposal Submission. Further detail is at the bidder’s discretion.**

## **Public Works**

52. **Q:** Will Public Works handle Stormwater billing?

**A: The Public Works Department will manage preparing the parcel level calculations necessary to calculate the billing data for Stormwater. The bills are sent and collections are handled by DeKalb County**

53. **Q:** Currently, is Stormwater tracked by GIS?

**A: Yes, the City currently utilizes GIS for Stormwater management.**

54. **Q:** If there are any code violations pertaining to Stormwater, which department is responsible for enforcing the code?

**A: Code Enforcement is currently handled outside the Stormwater department, but when technical assistance is required, Stormwater staff from the Public Works department will be responsible to provide such assistance.**

55. **Q:** How are Stormwater funds overseen?

**A: The City Council sets an operating appropriation for Stormwater funds. Any funds that remain in the account will carry over from year-to-year. Contractor will be responsible for managing the funds in this account to ensure they are spent efficiently and in accordance with our Storm Water Management Plan and all applicable city rules and procedures.**

56. **Q:** Does the City have a pavement management system?

**A: The City has a Comprehensive Transportation Plan, City-Wide Paving Evaluation, and 5-year Resurfacing Plan. These documents can be found at:**

**[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

57. **Q:** Is it the City's intention to contract out Public Work maintenance separately?

**A: Yes, but the City expects Public Works Contractor to work with Purchasing to create the most efficient program for maintenance as well as oversee the contracts.**

**58. Q:** Is the Contractor managing the Public Works services responsible for repairing traffic signals that are timed improperly?

**A: No, the city will pay the labor and materials for a contract crew to repair and properly time the signal. However, the City expects the Contractor to be able to identify whether a signal is malfunctioning and oversee required repairs.**

**59. Q:** Has the City developed a Storm Water Pollution Prevention Plan (SWPPP) and is there a NPDES MS4 permit?

**A: Yes (both).**

**60. Q:** Does the City currently participate in the National Flood Insurance Program /Community Rating System program? Can we obtain a copy of the rating and plan?

**A: The City participates in the National Flood Insurance Program /Community Rating System program. A copy of the rating and plan is available and can be found at:**

**[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx).**

**61. Q:** Will administrative costs be allowed to be added to the reimbursement cost for Public Works maintenance and repairs overseen by the contractor to cover internal claims processing expenses?

**A: No**

**62. Q:** Is there a current yard area within the City for use by the Public Works to store roadway maintenance materials and stage equipment and or subcontractor equipment for use during public works O&M projects?

**A: Yes**

**63. Q:** Throughout Section 2.2 Public Works, references are made to providing supervision of Contractors providing Public Works services (including, but not limited to, Sections 2.2.1.7, 2.2.2.1, 2.2.3.1, 2.2.3.2, and 2.2.4.3). Can the City please clarify which Public Works services would be contracted for outside the Public Works scope of work? For instance, will traffic signal repair, sidewalk repair, right-of-way maintenance and other related tasks be the responsibility of the Public Works Contractor directly or will these services be contracted for separately by the City.

**A: All instances noted in the question (traffic signal repair, sidewalk repair, right-of-way maintenance and other related tasks), will be contracted for separately by the City. The oversight of such work would be the responsibility of the Contractor selected to provide services in Section 2.2.**

**64. Q:** Section 2.2.7.3 requires that the contractor “assist the Police Department with chains or other traction devices in the event of a snow or ice storm.” Will the City supply the chains and other necessary equipment?

**A: Yes**

## **Finance and Administrative**

**65. Q:** The RFP mentions that there are currently two (2) full time positions in the Finance and Administration service area: one (1) Accounting Manager and one (1) Human Resource Manager. Are there any part-time positions required for this service area?

**A: There are multiple full-time staff in Finance and there is one full-time staff person in Human Resources. However, the City wishes Contractors to propose what they deem to be the most efficient and effective staffing level.**

**66. Q:** What software does the Finance and Administration service area currently utilize?

**A:** The City's Accounting Department utilizes Tyler Incode for financial management. Furthermore, the City currently utilizes ADP software for benefits management and outsourced payroll services. Other functions use Incode only as it relates to financial reporting (e.g. budget reports.)

**67. Q:** Do budgeting services continue all year long or just at certain times of the year?

**A:** Currently, the budgeting process takes place in the second half of the fiscal year and is not an all year function. The budgeting process begins in May and is required by the Charter to be completed by September 1 and adopted by November 1.

**68. Q:** Does each of the sections within the Finance & Administrative Services have standard operating procedures (SOPs)?

**A:** Currently, Accounting and Purchasing have SOP's. Limited SOP's are also available with Human Resources and Revenue.

**69. Q:** Are there expectations to improve upon the business process efficiencies pertaining to the Tyler Incode system?

**A:** The City implemented the system in 2009 and has an on-going maintenance contract with the vendor to address any issues the City may encounter. Additionally, the City would like to expand its use of Tyler Incode over the coming years.

**70. Q:** When does the City expect the annual audit and CAFR to be completed?

**A:** The City's fiscal year ends on December 31<sup>st</sup>. Auditor on-site fieldwork is completed in the first half of February. All work is expected to be completed in April and submitted to Council in May. Georgia and GFOA allow 180 days to submit the CAFR. To compare, the City's 2010 annual audit and CAFR is already complete and published online. The City's 2009 and 2010 CAFR can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**71. Q:** How many AP checks/wires does the City cut each month?

**A:** Around 125 – 150 checks/wires/ACH transactions are completed monthly.

**72. Q:** What is the software package the City uses today to administer its HR department?

**A:** ADP's HRIS

**73. Q:** May we get a copy of the existing employee handbook?

**A:** The existing employee handbook can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**74. Q:** Will the Contractor (Accounting Manager) staff perform the daily deposit at your banking institution?

**A:** Contracted staff may perform the deposit only when escorted by a Dunwoody Police officer.

**75. Q:** Can we share at a 50% rate for identified (not implemented) cost savings – Cost Recovery Audits

**A: No**

**76. Q:** Do you require a SAS70 for your contractors to show their internal controls?

**A: Neither SAS70 nor SSAE16 applies to Contractors as it relates to this contract.**

**77. Q:** What kinds of separation of duties exist for the purposes stated above?

**A: Reference the City's Accounting Manual for internal controls. The City's Accounting Manual can be found at:**

**[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

**78. Q:** Will the Contractor (Accounting Manager) staff be able to sign off on invoices for payment to vendors?

**A: Reference the City's Accounting Manual for the payment process. Ultimately, the Finance Director (a City employee) reviews Accounts Payable reports prior to the printing of checks. The City's Accounting Manual can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

**79. Q:** Are any of the Risk Management duties outsourced today?

**A: Yes**

**80. Q:** How many purchase orders does the City generate each month?

**A: Less than 5.**

**81. Q:** Section 2.3.1.3 - Does the supervisor need to be onsite at all times?

**A: No**

**82. Q:** Section 2.3.1.8 - In the area of repairs do you expect the Administrative Assistant to physically perform the work for small repairs or can the Administrative Assistant call a local subcontractor for the subcontractor to perform the work?

**A: Typically, the work is completed by the City's facility landlord or a subcontractor. The repair work is paid for by the City and overseen by the Contractor.**

**83. Q:** Section 2.3.2.5 - What software program is used to maintain these calendars?

**A: Sire Workflow Administrator**

**84. Q:** In item 2.3.8.3; does the City intend for a new position classification and pay plan to be created and implemented?

**A: Correct. This is a requirement of the City Charter. The City Charter can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

**85. Q:** In item 2.3.8.4; HR is not currently responsible for processing payroll; does the City intend for that to change for the new contract period?

**A: The Contractor selected would be responsible for meeting the scope of work presented in 2.3.8.4; whether completed by the person referenced in 2.3.8.2 or another method.**

**86. Q:** Section 2.3.8.11 – Create or update City employee job descriptions. Are all the current City Job Descriptions up to date?

**A: Yes**

87. Q: In item 2.3.8.24; would you define “walk-throughs”?

**A: A walk-through would be a simulated exercise to ensure the procedures and processes are effective.**

88. Q: Section 2.3.1.1 requires the contractor to “identify and perform Finance and Administrative assistance where the firm reasonably anticipates needs.” Can we get a better definition of what the City expects of the contractor?

**A: The Contractor is expected to provide necessary services to operate all departments currently functioning within the City’s scope of services provided to citizens and other stakeholders.**

89. Q: Section 2.3.1.8 – We would like a better definition of “small repairs at City Hall.” Can you provide a list of past “small repairs” to City Hall?

**A: No such list exists. However, a couple examples include ensuring fire extinguishers are inspected annually and working with the City Hall landlord when HVAC service is required or flooring needs cleaning.**

90. Q: Section 2.3.2.1 – Calls for the provision of dedicated clerical and administrative support for the office of the City Manager to support the elected officials and Finance Director. How many personnel will it take to perform these duties?

**A: Currently one person performs these responsibilities. However, the person performing these duties is cross-trained in other Finance & Administration roles and performs other tasks as scheduling and needs require.**

91. Q: Section 2.3.2.12, can the City elaborate on the type and scope of the “data” that the contractor will need to maintain access and provide to other City contractors?

**A: Examples would include agenda items for Council, advisory group contact information, executed contracts, Contractor contact information, etc.**

**92. Q:** Section 2.3.3.1 – Calls for the provision of dedicated clerical and administrative support for the office of the City Clerk. How many personnel will it take to perform these duties?

**A: Currently one person performs these responsibilities. However, the person performing these duties is cross-trained in other Finance & Administration roles and performs other tasks as scheduling and needs require.**

**93. Q:** Section 2.3.4.2 – Maintain financial records. What is your established timeline for monthly financials being delivered to the City Finance Director?

**A: The City Charter states monthly financial reports are due to Council by the 15<sup>th</sup> of the following month. The reports should be delivered to the Finance Director early enough to allow for review and any necessary corrections in order to meet the deadline.**

**94. Q:** Section 2.3.4.4 - Is there a specific schedule of events with frames for the production of financial information and reports referred to in this section?

**A: Policies and procedures are currently in place. Ongoing development and implementation should be continuous.**

**95. Q:** Section 2.3.4.6 – Promptly identify and pay all City Bills. What is your current payroll and bill paying cycle?

**A: Accounts Payable and Payroll are paid biweekly on alternating weeks.**

**96. Q:** Section 2.3.4.8 – Will the City's Finance Director complete all wire transfers and/or sign off on them prior to completion of the transaction?

**A: Yes. Please refer to the City's Accounting Manual. The City's Accounting Manual can be found at:**

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

## **Planning & Zoning**

**97. Q:** Is there an option to only bid on GIS, and if so, can the bidder provide an alternative price?

**A: No. It is the intent of the City to keep the service areas as they appear in the RFP and award one contract for delivery of all services in that area. If a Contractor wishes to bid on GIS portion, the Contractor must bid on the entire Planning & Zoning service area. However, if a Contractor wishes to, they may collaborate with another vendor as a subcontractor to provide GIS services.**

**98. Q:** How is GIS expected to be used to support the other service areas?

**A: The City has allocated a significant amount of capital into the GIS system, and expects the system to be utilized to its fullest extent across all service areas including city and contract staff.**

**99. Q:** What role will Planning & Zoning have in managing the GIS system?

**A: Planning & Zoning has primary responsibility for maintaining the GIS layers, managing the system and assisting the departments to help them maximize use of the GIS assets. The IT Department will provide technical support to the GIS hardware and system.**

**100. Q:** What GIS data has been developed and is currently in use in the City?

**A:** The City has developed and uses over 70 dataset folders for a wide range of City functions and uses for all City departments. Examples of uses include, but are not limited to, Census Data, Public Safety Stats, Points of Interest, Street Centerlines, Topography, Parcel Data, City Zoning, and Business Information.

**101. Q:** If GIS data is in the process of being developed, would you please list the dataset and percentage that is complete?

**A:** GIS data is being processed and developed and will continue to be so indefinitely. GIS must be regularly maintained and updated as necessary.

**102. Q:** Please clarify who pays for the software and hosting that is associated with the tracking of permits and inspections.

**A:** The Contractor provides the software they consider necessary to perform the scope of work and all costs associated with the software including hosting and maintenance. The software is maintained on City-owned hardware.

**103. Q:** The Planning and Zoning Director is identified as being a full-time, on site staff person, while other Department heads are not necessarily identified this way. Would the combined time of a Director and Deputy Director meet this requirement?

**A:** No.

**104. Q:** The City of Dunwoody plays an important role in the region. As a key player, does the City desire and/or expect the Planning and Zoning Department to attend regional planning meetings, such as the Atlanta Regional Commission?

**A:** The Contractor is expected to represent the City when appropriate and necessary.

**105. Q:** How many existing Geographical information System (GIS) workstations (hardware and software) does the City have?

**A:** The City has licensed a single enterprise server and two seats of ARCIInfo that the Planning and Zoning Contractor will be responsible for coordinating, but not paying for, annual license renewals. The Planning and Zoning Contractor will also be responsible for providing the ongoing software and hardware maintenance (but not paying for maintenance contracts) of the two workstations used for GIS that the City owns.

**106. Q:** Please clarify who pays for software and hardware (including updates and maintenance) that are associated with the Geographical information System (GIS).

**A:** The City will pay for software and hardware (including licenses, updates and maintenance) that are associated with the Geographical information System (GIS).

**107. Q:** Section 2.4.1.5 Please provide additional detail on specifically what is expected to be performed by the Contractor under this Section.

**A:** The Planning and Zoning Contractor will provide services including, but not limited to, engineering staff to provide plan review services, along with general engineering, design and maintenance consulting related to those services that the City is responsible for.

**108. Q:** Scope item 2.4.2.4 - What is the current zoning case load for an average month?

**A:** Zoning cases (Variances and Rezonings) fluctuate with the health of the real estate market. The City has seen a low caseload since incorporation but it is anticipated that as the real estate market improves that caseloads will increase. Please see website for meeting agendas for Community Development to track activity levels.

**109. Q:** Scope item 2.4.4 - Does the City have a high degree of confidence that these datasets are accurate?

**A: Datasets created by the City are deemed to be highly accurate.**

**110. Q:** Scope item 2.4.2.4 - How many updates to the zoning map typically need to be processed?

**A: It is difficult to gauge the number of updates necessary. Zoning activity will fluctuate with the health of the real estate market. The City has seen a low caseload since incorporation but it is anticipated that as the real estate market improves that zoning caseloads will increase.**

**111. Q:** Scope item 2.4.2.8 - A comprehensive re-write of the City's zoning code is typically a standalone project that takes anywhere from a year to two years to undertake depending on the complexity of the current code. Is this a project the city has already begun, or is it on the work program for the coming year(s)?

**A: As of the time of this addendum, the project has not begun. The City will have developed and awarded a contract for this service for a third party firm to provide service to the City by the end of the term of the current contract for Planning and Zoning services. The Planning and Zoning Contractor will oversee the project and facilitate the re-write with Council and other stakeholders.**

**112. Q:** Scope item 2.4.2.11 - Is the list of boards, committees, and advisory groups comprehensive as of today? Does the Planning and Zoning staff serve as the primary support for all these groups, or just some of them?

**A: The list in 2.4.2.11 is a comprehensive list of groups currently served by Planning and Zoning. The Planning and Zoning Contractor does serve as the primary support for all these groups.**

**113. Q:** Scope item 2.4.4 - Are any datasets in use by the City currently maintained by DeKalb County? If so, what is the file type of the County data (GIS, Microstation, AutoCAD)?

**A: DeKalb County does not currently maintain any of the datasets developed by the City. However, the City relies on the County for data maintained by the Tax Commissioner and Tax Appraiser.**

**114. Q:** Scope item 2.4.4 - Is the City maintaining a subset of any data that is also maintained by DeKalb County?

**A: No.**

**115. Q:** Does item 2.4.2.8 mean support and assistance to an outside consultant who will actually conduct the comprehensive re-write of the City's Zoning Code?

**A: Yes**

## **Information Technology**

**116. Q:** Are the GIS services part of the IT scope?

**A: No, but Information Technology department is responsible for providing technical support to GIS and other IT systems utilized across all service areas.**

**117. Q:** Are there any new software implementations scheduled for 2012?

**A: No. Currently, the City has not yet scheduled any software implementations for 2012. However, this may change upon approval of the 2012 budget.**

**118. Q:** Are there expectations to staff a full time IT Project Manager?

**A: The City expects a primary contact that will be accessible 24/7 for emergency purposes. Staffing the various service areas is at the discretion of the Contractors. Contractors are expected to propose what they deem to be the most effective and efficient staffing level.**

**119. Q:** Is there a formal process for procuring new hardware?

**A: Yes, the City has an IT procurement process. The City's Purchasing Policy can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

**120. Q:** Will the City cover the costs of procuring new software/hardware?

**A: Yes, the City will cover the costs of the software/hardware. However, it is expected of the Contractor to support and maintain the existing and new IT systems of the City as well as manage the procurement process.**

**121. Q:** Has the City conducted any type of business process improvement (BPI) projects pertaining to IT?

**A: There has been no formal BPI for IT. However, the City expects Contractors to identify and improve any inefficient practices discovered during the term of the contract.**

**122. Q:** Can you identify the current phone system (hardware) and number of phone sets?

**A: Cisco Call Manager 6.1.3 Number of phones: 83**

**123. Q:** Is it the responsibility of IT to oversee any potential issues with GIS?

**A: It is the responsibility of IT to provide IT support services regardless of what city department is utilizing the technology.**

**124. Q:** Is there office space on site available for use by the IT department within the City of Dunwoody headquarters offices? How many headcount could be placed in the offices? Are these facilities provided at no charge?

**A: Yes, office space is provided at the City's expense. Please refer to Section 5.4 of the General Conditions. The current Contractor utilizes two office spaces for two on-site employees. Office configurations are subject to change over time. However, Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services.**

**125. Q:** Is there a help desk environment in place (phone, computers, software, etc.) that will be provided by the City that is ready for use on Day 1?

**A:** Yes.

**126. Q:** What is the budgeted spend for IT in 2012, 2013, and 2014?

**A:** The City has not adopted any budgets beyond 2011.

**127. Q:** What was the budget and expenditures on IT for 2011 and 2010 to IT contractor comparable to the scope of services in the RFP?

**A:** We are unable to answer that question. The current contract combined costs for IT, Public Relations, and the Finance & Administration components of this RFP.

**128. Q:** What was the budget for the Information Technology division in 2009, 2010, and 2011?

**A:** The adopted budget can be found at:

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**129. Q:** What information systems and processes are currently used for the Information sharing and collaborative work between City staff and contractors across departments?

**A:** Standard office media including, but not limited to, emails, phone calls, memos, office visits, Sharepoint, formal and informal meetings, etc.

**130. Q:** What is the anticipated Service Level Agreement (SLA) with regard to response times on user service requests and break fix?

**A:** Please see section 2.5.1.4 of the RFP regarding 24/7 support. No other SLA's currently exist but will be established along with other performance measurements.

**131. Q:** What information systems and processes are currently used for storing of documentation and training material for the IT department?

**A:** All information is stored on a shared network drive only accessible to the IT staff.

**132. Q:** Who is the vendor/supplier for IT services currently?

**A:** Calvin, Giordano & Associates, Inc.

**133. Q:** What is the average number of help desk tickets/incidents opened per month in 2010 and 2011?

**A:** Please refer to Appendix D of the RFP

**134. Q:** Regarding Appendix D, where are the servers supported by the City housed (data center on-site or hosted off-site and details of either location)?

**A:** Servers are currently housed on-site.

**135. Q:** What days are the offices closed for holidays where IT services are not required by contractor (on average annually)?

**A:** The City currently recognizes typical office holidays including New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and one optional City Floating Holiday. Non-essential employees are not expected to be in the office when the City is closed for business. However, as a government, the City operates a police department that is staffed 24/7; including holidays in addition to administrative employees that may work outside normal business hours. Therefore, it is expected the IT resources be available as required at any time of day every day on an as-needed basis.

**136. Q:** What new software and hardware implementations (major and minor) are planned for the next 3 years?

**A:** The City has not adopted any budgets for projects beyond 2011. As part of the contract, the successful Contractor would prepare and provide the City annually (during the budget process), the strategic management plan for continued services. Software and hardware implementations would be addressed within such plan.

**137. Q:** What types of certifications are required by the City for Information Technology Manager to be provided by contracting firm?

**A:** The City has not identified within this RFP any certifications required. It is expected the staff assigned to the City will be capable of providing the services listed in the scope of work.

**138. Q:** What is the process for handling capital asset requests? Example - X months into the contract, while fulfilling requirement 2.5.2.7 (page 31 of RFP), it is determined that a server needs to be replaced. What is the proper procedure for requesting funds to purchase and deploy the new server if this is not currently in the budget?

**A: The City would pay for the equipment with the Contractor overseeing the procurement process. The budget document describes the calendar for the budget process; including amendments to request funds not currently budgeted. The adopted budget can be found at:**

**[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)**

**139. Q:** Liability of incorrectly inventory and licensing (legacy)? What enterprise licenses are currently in place?

**A: Please refer to Appendix D of the RFP**

**140. Q:** Can you provide diagrams for IT network/server diagrams?

**A: Yes, those can be provided to the successful Contractor.**

**141. Q:** Are workstations running XP or Windows 7?

**A: Yes. Most are running XP. Some are running Win 7. Some are Apple.**

**142. Q:** How many users are on Blackberry Enterprise server?

**A: 25**

**143. Q:** Appendix D does not list any cellphones; are these personal devices?

**A: City staff are issued City-owned and maintained cell phones.**

**144. Q:** Do you have SAN / NAS in place? Please provide additional information.

**A: No, the only dedicated storage device is a Dell MD1000 attached to the SIRE server**

**145. Q:** What is the level of integration between DPD and the rest of the City on IT level? From Appendix D, I see that backup servers are separated. What about mail/file?

**A: DPD is supported by the same IT staff as the rest of the City and is operating on the same LAN. Police file and application servers are located on the same VLAN as the other city servers. The e-mail server is shared between police and city staff. Communications servers (CM, Unity) are on a separate VLAN from other servers.**

**146. Q:** Are Microsoft products under Software Assurance? If not, how do you plan to upgrade software?

**A: No. Upgrades are done on an as-needed basis per department requirement.**

**147. Q:** Please describe VOIP infrastructure; Phone models, POE, Network / Server infrastructure to handle VOIP traffic.

**A: Call Manager 6.1.3, Phone models: 7941,7911,7961,7906, all POE, Network/Server- Cisco 3750/2960 switches**

**148. Q:** What Help Desk software is currently in use, and is it owned by the City?

**A: iSupport**

**149. Q:** Is there another equipment list beyond the one included in the RFP (appendix D)?

**A: No**

**150. Q:** What is the location of servers? Describe datacenter space, who is responsible for HVAC / Power / UPS, who is the current Internet provider, and are there any redundancies in Internet feed?

**A:** All servers are located at the City's Network Operations Center on the second floor of City Hall. Shumate is responsible for the HVAC, ISP is PAETEC, UPS/Power is provided by multiple rack-mounted APC units. The sole internet feed is 4 bonded T1's provided by Paetec.

**151. Q:** The information listed on the equipment list (appendix D) notes workload and productivity measures actual/projected only through 2011. Does the city have growth projections for these metrics through 2015 which would be the term of the contract?

**A:** No

**152. Q:** Section 2.5 - Are there any plans to migrate to IPV6 over length of the contract?

**A:** There are no plans currently in place.

**153. Q:** Section 2.5 - Aside from police, what other departments require 24/7 troubleshooting assistance?

**A:** None generally. However, staff may work outside normal business hours periodically and need services. They should be addressed as the situation would reasonably dictate.

**154. Q:** Section 2.5.1.1 - Does engineering and design (E&D) require being onsite 7x24? Can you quantify the amount of time E&D is required to be on premises per day of week?

**A:** Normally, engineering and design can be accomplished during normal business hours. However, it is commonly expected to conduct such work outside of normal business hours to minimize disruption to operations and also because of the shift work of the police department. The City is currently unable to quantify the amount of time required for such work and it would be scheduled in advance as projects are identified.

**155. Q:** Section 2.5.1.1 – How will the Contractor interface with the vendor that the City is using to provide the equipment and software to the City? Will the vendor that supplied the software and equipment be involved at all in the ongoing operation of the network and system as a whole?

**A:** The Contractor will be responsible for interfacing with all equipment and software vendors for the City directly. Each software and equipment vendor will continue to be involved in the ongoing operation of the network and system as a whole unless it is deemed their services are no longer needed.

**156. Q:** Section 2.5.1.5 – Is this in reference to subcontractors as part of this bid or subcontractors brought on specific additional projects approved by City with IT manager assistance?

**A:** This in reference to subcontractors brought on specific additional projects approved by City with IT manager assistance.

**157. Q:** Section 2.5.1.6 - Does the City currently support such system or will be a new system/application provided by contracting firm. If currently supported what is the platform being used to provide the service?

**A: Please refer to section 27 of the Instructions to Bidders. Performance indicators shall be mutually agreed upon between the identified Contractor for selected service area and the City no later than October 15, 2011. The Contractor shall commence tracking relevant metrics in January 2012.**

**158. Q:** Section 2.5.1.6 – Reporting on monthly/quarterly/yearly basis? Are there examples of the type of reporting that will need to be produced?

**A: No**

**159. Q:** Section 2.5.2.1 - Do you have pending “any additional” hardware/software projects?

**A: No**

**160. Q:** Section 2.5.2.1 - Please elaborate on “All City’s Operational Needs”

**A: Contractor is expected to effectively and efficiently operate the IT Department as required for the City to provide services to its citizens and other stakeholders.**

**161. Q:** Section 2.5.2.2 – Please provide technical documentation on City’s website; what OS/software is running the website?

**A: The city’s current website is running on Microsoft Windows Server using the IIS platform.**

**162. Q:** Section 2.5.2.2 – Please provide technical documentation on City's website; what software is used to manage/update website content?

**A: The software being used for website content management is Telerik's Sitefinity ASP.NET CMS.**

**163. Q:** Section 2.5.2.2 – Please provide technical documentation on City's website; what is the frequency of changes to City's website.

**A: Minor website content or revision changes are done on a daily basis either by the IT Department or internal city staff.**

**164. Q:** Section 2.5.2.2 - Who created the website?

**A: Calvin, Giordano & Associates, Inc.**

**165. Q:** Section 2.5.2.2 - Is there documentation available to the winning Bidder?

**A: Yes**

**166. Q:** Section 2.5.2.2 - Who hosts the website?

**A: Calvin, Giordano & Associates, Inc.**

**167. Q:** Section 2.5.2.2 - Where is the DNS server located?

**A: The City's DNS server is located at the City Hall NOC, that DNS server then points to one given by the ISP.**

**168. Q:** Section 2.5.2.2 - Who authors the content for the website (i.e. does Police provide content for Police information and IT publishes on public website).

**A: Individual departments, in cooperation with Public Relations & Marketing staff manage the content of the web but IT is responsible for the technical components of the website.**

**169. Q:** Section 2.5.2.3 - We assume it is the winning bidder's responsibility to do the physical aspects of any updates and upgrades. Is it correct to assume the City will pay for all hardware and software update/upgrade costs, etc. as they present themselves?

**A: Yes**

**170. Q:** Section 2.5.2.5 – Do you have software in place to manage inventory?

**A: Yes.**

**171. Q:** Section 2.5.2.7 - What is current lifecycle on hardware/software replacement upgrades? 3/4/5 years?

**A: The City incorporated on December 1, 2008 (less than three years ago). Most equipment in use now is original equipment and not replacement. The IT Strategic Plan should address lifecycle replacement each year.**

**172. Q:** Does 2.5.2.7 refer to technology refreshes or replacement of existing assets (both Software and Hardware)?

**A: Yes**

**173. Q:** Section 2.5.2.7 – Will the City cover all of the costs for the replacement of hardware and software under the provisions of this Section?

**A: Yes**

**174. Q:** Section 2.5.2.8 – Do you currently use MS Exchange for email/contact/scheduling? Is this requirement for ongoing maintenance or additional capabilities to extend current solution? Are you planning on using MS Exchange going forward or migrating to a different solution?

**A: The City currently uses MS Exchange and anticipates continuing to do so. This requirement, by itself, is for the ongoing maintenance and periodic updates.**

**175. Q:** Section 2.5.2.9 – How often will validations occur?

**A: The adopted continuity plan should identify validation requirements.**

**176. Q:** Is there a current disaster recovery system in place or will requirement number 2.5.2.9 (page 31 of RFP) be for an entirely new system?

**A: New system**

**177. Q:** Is 2.5.2.10 only for contracted systems which have been inventoried within scope. Will new major systems implementations be out of scope or should contractor plan for additional work?

**A: Currently, there is no work scheduled that is outside the scope of work within the RFP. Throughout the contract, it is reasonable to assume some software and hardware implementations would be required. The Contractor should plan for additional work as would reasonably be anticipated during the full term of the contract.**

**178. Q:** Section 2.5.2.11 – How many RFP / year?

**A: The City is unable to estimate future RFP activity for IT or any other department.**

**179. Q:** Section 2.5.12 – What is the length of time required to keep all emails in an archive?

**A: Five years**

**180. Q:** Section 2.5.2.13 - What is in place today for centralized storage and what are space requirements?

**A: There is only a Dell MD1000 direct-attached storage device in place. All other storage is localized to the physical servers.**

**181. Q:** Section 2.5.2.14 - Please list number of switches and locations of network closets to support LAN. (Is everything in one building?)

**A: Everything is located in one building. NOC is located on second floor of City Hall, with 2 network closets located on the first floor of City Hall.**

**182. Q:** Section 2.5.2.15 - What are disk space requirements for each MS SQL server instances?

**A: 1GB Currently**

**183. Q:** Is requirement 2.5.2.14 (page 31 of RFP) an entirely new system?

**A: No**

**184. Q:** Does the City currently have in place hardware to provide such capability required in section 2.5.2.12? If not is the City requesting the Contracting Firm provide with a turnkey solutions?

**A: The City does currently have in place hardware and software to meet the requirements of 2.5.2.12. All expenses related to the purchase of new hardware and software will be borne by the City.**

**185. Q:** Does the City currently have in place hardware to provide such capability required in section 2.5.2.13? If not is the City requesting the Contracting Firm provide with a turnkey solutions?

**A: The City does currently have in place hardware and software to meet the requirements of 2.5.2.13. All expenses related to the purchase of new hardware and software will be borne by the City.**

**186. Q:** Will contracting firm assume currently installed security components or will contracting firm be requested to provide turnkey solutions for all components outlined in 2.5.3.1.

**A: The City does currently have in place hardware and software to maintain the components mentioned in 2.5.2.13. All expenses related to the purchase of new hardware and software will be borne by the City**

## Building Permitting & Inspection

**187. Q:** Is there any particular reason that Code Enforcement and Building Inspections are merged in the same department?

**A:** The current Contractor has developed economies of scale by cross-training the Code Enforcement personnel with some of the building inspection personnel.

**188. Q:** If Code Enforcement had to bring a violator to the court, will the Code Enforcement officers need to be present in court?

**A:** Yes.

**189. Q:** Should the Code Enforcement Officer be a full time employee?

**A:** The City wishes Contractors to propose what they deem to be the most efficient and effective staffing level.

**190. Q:** Will the Code Enforcement Officers be sworn in?

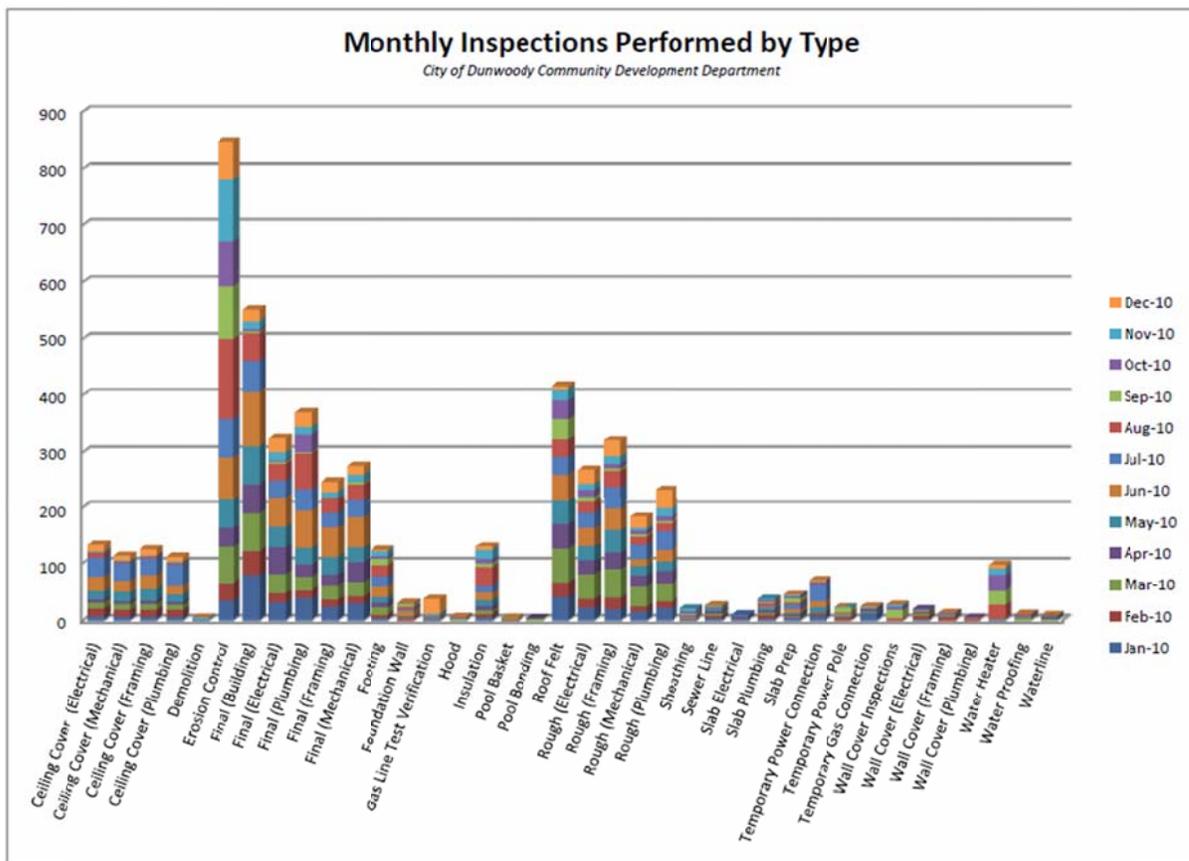
**A:** The Mayor will swear in all Code Enforcement employees that will be issuing citations.

**191. Q:** Does the City require Code Enforcement officers to be State certified?

**A:** There are no such requirements in the RFP; however the City expects that Contractors in this service area will have the appropriate capabilities and certifications necessary to provide good service. Contractors, in part, will be judged by their ability to provide the necessary personnel to meet the scope of the RFP.

**192. Q:** Would you please provide for current year to date, and the two prior fiscal years; specific activity data ( Building Permits and Inspections) including total building permits issued, total inspections conducted, breakout of permits and inspections by discipline, cycle times for processing, revenues collected, and fees charged to the City by the current contractor?

**A:** During 2009 (a partial year), 1,233 permits were issued and 6,010 inspections completed. During 2010, there were 1,708 permits issued and 5,868 total inspections completed. During 2011 through April 30, 2011, the number of permits issued and inspections completed is 553 and 1,918. A 2010 breakdown of that year for specific inspection types is below. Please see the 2010 Monthly Inspections Table by Type. Prior year revenues for 2009 and 2010 are noted in the RFP (p. 78 of 80). January 1, 2011 through April 30, 2011 permit revenue is \$182,950. The current Contractor’s fee for inspections is 80% of the permit revenue. Plan reviews are completed within 10 business days and permits are issued once all review comments are addressed.



**193. Q:** Would you please provide for current year to date, and the two prior fiscal years: specific activity data (Code Compliance) including total notices of violation issued, number of cases complied, number of cases prosecuted, breakout of cases by type, cycle times, revenues collected and charges levied.

**A: The information can be found at:**

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**194. Q:** What is the expected response time for inspections services?

**A: Calls for inspections received by noon are responded to on or before the next business day. Calls received after noon are responded to on or before the second business day.**

**195. Q:** Code Compliance can be a reactive program (responding to complaints) and/or a proactive program (looking for violations). Which method, if not both, does the City of Dunwoody prefer to have? If a proactive approach is to be included, please describe the level of service expected and what code compliance programs the City currently has in place that they may wish to continue.

**A: The City maintains both a reactive and proactive program for code compliance. Responses to complaints occur within 24 hours of receiving the complaint. The proactive program involves action taken on violations observed and an active property maintenance code review of apartment complexes. This City is home to 33 apartment developments and since June of 2010, 10 of these complexes have been thoroughly inspected. A full detailed report of these inspections identifies each of the violations with photographs. These include violations of the International Building Code, International Property Maintenance Code, Life Safety Code, International Fire Code, International Plumbing Code, National Electrical Code, Georgia Accessibility Code, and National Fire Protection Association Regulations.**

**196. Q:** The City requests that all Bidders for the Building Permits and Inspection services provide an additional, alternative method of calculating the contract cost in lieu of a lump sum fee. Is the proposed percentage split of the permit revenue intended to include Code Compliance services? If not, would this percentage split also include a remaining lump sum fixed fee for Code Compliance?

**A: A proposed split of the permit revenue intends to address building plan review and inspections only. As such, responses should include a proposed percentage split for building plan review and inspections, along with a lump sum fixed fee for the code compliance services.**

**197. Q:** Section 2.6 – How is the current contractor compensated for providing the Building and Inspections services?

**A: The Current Contractor receives a percentage of the revenues generated.**

**198. Q:** Please clarify item 2.6.1.12, “Develop a system of standards for taxi and limousine licensing and compliance.”

**A: The City recently adopted a licensing code for taxis and limousines. The code is available at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx). The system would be policies and procedures to administer the new code.**

**199. Q:** Relative to Building and Permitting; can plan review functions be conducted remotely and electronically?

**A: Yes, however, the Contractor must be available to meet directly with customers, City staff or other persons as needed and/or requested by the City.**

## Parks & Receptions

**200. Q:** Are the park services provided through DeKalb County or the City of Dunwoody?

**A: The City owns all the park properties in Dunwoody.**

**201. Q:** Does the City have any employees that act as park maintenance crews?

**A: No, the City does not have any employees that act as maintenance crews.**

**202. Q:** If the City decides to acquire additional green space, what will the responsibilities of the Contractor?

**A: The Contractor would assist the City in the due diligence process to purchase new property. If the scope of the contract grows considerably via the acquisition of new property, a contract amendment may be necessary.**

**203. Q:** Who currently employs the Parks and Recreation staff necessary to carry out the day-to-day programs/services at the ground level?

**A: Lowe Engineers is the primary contractor. The City pays for Roadworx (subcontractor) directly for maintenance crews with the contract overseen by Lowe Engineers.**

**204. Q:** Is the Skate Park managed (per the hours listed on the website) with supplied staff provided under Section 2.7. (Monday – Friday 3:00 p.m. – 10:00 p.m., Saturday 10:00 a.m. – 10:30 p.m. and Sunday 12:00 p.m. – 10:30 p.m.)?

**A: No, the Skate Park is managed by a third party. The City oversees the contract with the third party.**

**205. Q:** How many special events are sponsored by the City? Is there additional staff required under Section 2.7 for these events?

**A: Currently two: Pics in the Park and the Veterans' Day Memorial. No additional staffing is required for these events.**

**206. Q:** Is the Dunwoody Nature Center staffed under Section 2.7?

**A: No**

**207. Q:** For 2.7 Parks and Recreation, please provide a list of the athletic associations and a list of the Private Programs that the Contractor will manage or coordinate.

**A: : In addition to the Skate Park Contract mentioned elsewhere, groups include Dunwoody Senior Baseball, Dunwoody Nature Center, Spruill Center for the Arts, Stage Door Players, Chattahoochee Handweavers Guild, Dunwoody Community Garden, Brook Run Dog Park Conservancy, Dunwoody Preservation Trust.**

**208. Q:** For scope item 2.7.1.7, please provide a listing of the types of information and the sources.

**A: This is a generic requirement listed in all sections of the scope of work. Each Contractor must verify and update information as may be provided from other sources from time to time.**

**209. Q:** For scope items 2.7.2.6 and 2.7.3.1, please provide the current operations budget for capital improvements and repairs.

**A: The City's adopted budget can be found at:**  
[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**210. Q:** Section 2.7.3.6 – How many private instructor contracts are in place and for what areas?

**A: Currently one. The Skate Park Concessionaire can offer camps, classes and lessons under his contract.**

## Public Relations & Marketing

**211. Q:** Why would the Contractor responsible for the Public Relations and Marketing services need to have someone on call 24/7?

**A:** The person on call would be utilized for crisis scenarios. The Public Relations & Marketing contact would not currently be responsible for police related announcements, but this may change over the course of time. The Police Department has a Public Information Officer that will handle police related news.

**212. Q:** Other than the annual report, what publications will need to be developed by the PR & Marketing department?

**A:** Examples can be found at: [http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**213. Q:** Should Contractors submit resumes for the Public Relations & Marketing Manager prior to the contract award?

**A:** Yes, the City is interested in reviewing during the bid evaluation process the capabilities and experience of both the firm as well as the proposed personnel.

**214. Q:** Are there any motor vehicles available for Public Relations & Marketing to use?

**A:** No, Public Relations & Marketing does not have access to the City's motor vehicles.

**215. Q:** Is there a budget for the Public Relations & Marketing [and other] departments?

**A: Yes, there is a budget for the City. The adopted budget can be found at:**

[http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP\\_Municipal\\_Government\\_Services.aspx](http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx)

**216. Q:** Will Public Relations & Marketing be responsible for operating and maintaining the City's website?

**A: Public Relations & Marketing personnel will be required to maintain only the content of the website. IT department will work with Public Relations & Marketing on the technical mechanics of the website.**

**217. Q:** Who will cover the expenses associated with purchasing advertising / media space?

**A: The City will cover the costs of purchasing advertising and media space. However, the Contractor will be responsible for providing the expertise in managing our advertising and media purchasing.**

**218. Q:** Who will cover the expenses associated with hosting the City's website?

**A: The City will cover the costs of maintaining the website.**

**219. Q:** Does the City outsource graphic design related projects?

**A: The City tries to complete as much work as possible in-house. Some outsourcing to third parties is anticipated.**

**220. Q:** Please provide the MOU mentioned in scope item 2.2.5.4.

**A:** The City of Dunwoody and the Perimeter Community Improvement District have executed a Cooperation Agreement (Memorandum of Understanding) that promotes coordination and communication between the parties related to transportation improvements in the PCID service area.

**221. Q:** Does the City own any barricades, traffic cones or temporary signage for use in emergency traffic control situations?

**A:** No

**CLARIFICATIONS OR CHANGES TO THE REQUEST FOR PROPOSALS DOCUMENT:**

Below are changes to the language of the RFP. All respondents are should thoroughly read the changes detailed below.

- A. RFP Section 1.3 should be deleted in its entirety and replaced with the following for clarification:

**“The term of the contract for the delivery of municipal services in each service area will be from January 1, 2012 through the following thirty-six (36) succeeding months. The City reserves the right of an option of one (1) additional twelve (12) month renewal period pending availability of appropriated funding, Contractor compliance with City rules and policies, satisfactory performance reports and City Council approval.”**

- B. RFP Section 2.1, Item “p” reads, “Provide a detailed Motor Vehicle Use and Safety Policy for the use of such vehicles by any staff of the Contractor sufficient to ensure that the City is protected regarding the use of vehicles. City may utilize any vehicle described in section 5.7 of the General Conditions (Appendix B) when not in use by the Contractor.”

**This should read, “Provide a detailed Motor Vehicle Use and Safety Policy for the use of such vehicles by any staff of the Contractor sufficient to ensure that the City is protected regarding the use of vehicles. “**

- C. RFP Section 2.2.4.1 reads “Oversee the of any new sidewalks and curbing shall be completed ...”

**This should read “Oversee the maintenance and construction of any new sidewalks and curbing to be completed ...”**

- D. RFP Section 2.3.1.10 is redundant and should be deleted in its entirety.

- F. RFP Section 2.3.4.16 reads, "Prepare monthly financial reports for the City Finance Director's review in order to distribute to City Council by the end of the following month."

**To comply with section 3.04 of the City Charter, this should read "Prepare monthly financial reports for the City Finance Director's review in order to distribute to City Council by the fifteenth of the following month."**

- G. RFP Section 2.6.1.4 reads "Ensure that recreational facilities are in good repair and promptly notify the City of the need to repair or replace City equipment or the need for facility maintenance."

**Since the listed item only pertains to the Parks & Recreation service area, Section 2.6.1.4 is removed.**

- H. RFP Section 2.7.2.2 reads "Maintain and properly manicure City parks. This includes internal and external cleaning of all facilities daily, mulching, and playgrounds."

**This should read "Oversee the maintenance of the City parks."**

- I. Appendix B – General Conditions, Section 14.1 should be deleted in its entirety and replaced with the following:

**“The Contractor shall indemnify, defend and hold completely harmless the City, and the members (including, without limitation, members of the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing by (i) reason or on account of damage to or destruction or loss of any property of the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the Contractor's negligent performance of this Contract, or the negligent acts or omissions of the Contractor's directors, officers, agents, employees, subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused ~~solely~~ by the City's negligence or by the ~~joint~~ negligence of the City and any person other than the Contractor or the Contractor's directors, officers, agents, employees, subcontractors, licensees, or invitees, or (ii) arising out of or in connection with the failure of the Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by the Contractor, or (iii) arising out of or in connection with any claim, suit, assessment or judgment prohibited by Section 14.4 below by or in favor of any person described in Section 14.5 below that is attributable to Contractor's negligence, or (iv) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, subcontractors, licensees or invitees. The City agrees to give the Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow the Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this section, the Contractor shall engage counsel reasonably acceptable to the City. In any suit, action, proceeding, claim or demand brought in respect of which the City may pursue indemnity,**

the City shall have the right to retain its own counsel, but the fees and expenses of such counsel shall be at the expense of the City unless (1) the Contractor and the City shall have mutually agreed to the contrary, or (2) the Contractor has failed within a reasonable time to retain counsel reasonably satisfactory to the City, ~~or (3) the City and the Contractor are both named parties in any such proceeding and, in the sole judgment of the City, representation of both the City and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them.~~ The indemnification provisions of this Section 14 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract."

- J. Appendix B – General Conditions, Section 18.2 should be deleted in its entirety and replaced with the following:

"Notwithstanding anything else herein contained, the City may terminate this Contract in whole or in part at any time for its convenience by giving the Contractor thirty (30) days written notice. In that event, the Contractor shall proceed to complete any part of the work, as directed by the City, and shall settle all its claims and obligations under the Contract, as directed by the City. The Contractor shall be compensated by the City in accordance with the provisions hereof, including in particular Section 2 of these General Conditions which shall include a reasonable allowance for costs associated with demobilization and subcontract termination, if any, provided, however, that in no event shall Contractor be entitled to compensation for work not performed or for anticipatory profits. Contractor shall justify its claims, as requested by the City, with accurate records and data."

- K. Appendix B – General Conditions, Section 24.18 should be deleted in its entirety and replaced with the following:

**“Time is of the essence for the performance of each of the Contractor's obligations under this Contract. The foregoing notwithstanding, any delays in or failure of performance by Contractor shall not constitute breach hereunder if and to the extent such delays or failures of performance are caused by occurrences beyond the reasonable control of Contractor. In the event that any event or force majeure as herein defined occurs, Contractor shall be entitled to a reasonable extension of time for performance of its Services under this Agreement.”**

- L. Appendix B – General Conditions, Section 5.7 should be deleted in its entirety and replaced with the following:

~~“Vehicles. On January 1, 2012, the City will own all vehicles currently used by Contractors performing the current Public Works and Community Development contracts. The City intends to transfer all vehicles to the Contractor(s) awarded the new contracts commencing January 1, 2012. All costs associated with the title transfer, maintenance and repairs shall be the responsibility of the Contractor. Vehicles associated with each respective service area can be found in Appendix F. On January 1, 2012, Contractor shall supply new vehicles necessary to perform the contract(s.) As a minimum standard, Contractor shall maintain vehicles in a manner acceptable to the City. Vehicles shall be free of any major defects. Paints, body, and interior shall have only minor (if any) blemishes, and there shall be no major mechanical problems. There shall be little or no rust on the vehicles. Engine compartment shall remain clean, with no fluid leaks. Tires shall match and maintain substantial available tread wear. Vehicles must have a clean title history. Vehicles must pass all required emissions tests. Vehicles shall not have any unsubstantiated mileage at any time. Vehicles shall be replaced at the Contractors expense at any time the vehicle does not meet the City’s standard, no less often than when the age of the vehicle reaches six years or 150,000 miles. The original (or Replacement) vehicles’ ownership reverts to the City at the conclusion of the 36<sup>th</sup> (or 48<sup>th</sup>) month of the contract at no additional expense to the City. If the contract is terminated prior to the 36<sup>th</sup> month, the City shall purchase the vehicle(s) at the published Kelly Blue Book trade-in value for the same vehicle in “good” condition provided the Contractor has adhered to the standards noted in this section. Contractor allows the City to utilize the vehicles when not in use by the Contractor.”~~

- M. RFP Addendum F is deleted in its entirety.

# REQUEST FOR PROPOSALS

**RFP 11-02**

## MUNICIPAL GOVERNMENT SERVICES PROCUREMENT

**Issue Date:** April 12, 2011

**Proposal Due Date:** May 23, 2011

## REQUEST FOR PROPOSALS (RFP) 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT

The City of Dunwoody (hereinafter called “the City”) welcomes sealed proposals for Purchasing RFP 11-02 Municipal Government Services Procurement. The City will consider service providers whose proposals meet the criteria established in the Request for Proposals. The City may directly negotiate final terms with the selected service provider(s). The City reserves the right to reject any or all responses for any reason. The City may also request clarification of information from any responding Contractors.

Work is to commence on or about January 1, 2012.

Contractors wishing to bid must submit complete and concise proposals in a sealed package, which shall be clearly marked “**Chris Pike, Director of Finance – CONFIDENTIAL RFP 11-02**”. Within the proposal package, Bidders shall submit separately sealed technical proposal and cost proposal prepared according to the instructions provided in this RFP. The City must receive proposal packages **no later than 2:00 pm EST, Monday, May 23, 2011** at which time all technical proposals will be publicly opened. Proposals will not be accepted if sent by facsimile or e-mail. The City will not consider proposals received after the time and date specified for the opening; the City will return late proposals unopened. Furthermore, proposals are legal and binding when submitted.

The City will hold a **Pre-Proposal Conference at 10:00 am EST on April 29, 2011** at the City of Dunwoody Courtroom, 41 Perimeter Center East, First Floor, Dunwoody, GA 30346. The conference will include a review of the proposal documents and a question and answer session. Attendance at the Pre-Proposal Conference is strongly encouraged, but it is not required. Prior to the Pre-Proposal conference, the City will post a meeting agenda on the Purchasing page of the City’s website. The City expects Contractors to be familiar with the proposal requirements and to provide the City with any questions regarding the proposal documents at the Pre-Proposal conference or by the deadline for Contractor questions.

**Contractors shall submit all questions regarding Purchasing RFP 11-02 via email only to RNR@dunwoodyga.gov no later than May 5, 2011 at 2:00 pm EST.** The City will post answers to submitted questions pertaining to this RFP on the Purchasing page of the City’s website.

Proposals should be clearly marked on the outside packaging with “**Chris Pike, Director of Finance – CONFIDENTIAL RFP 11-02**” and addressed as follows:

Chris Pike, Director of Finance  
CONFIDENTIAL – RFP 11-02  
City of Dunwoody  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

Contractors may not withdraw their proposal for a period of **one hundred and eighty (180) days** after the time and date scheduled (or subsequently rescheduled) for proposal opening.

The City's staff will review all proposals submitted before the required deadline. The City, at its sole discretion, may short-list firms that the City deems best meet the requirements, taking into consideration all criteria listed in the RFP. The City may, at its sole discretion, ask for formal presentations from all of the responsive and responsible Bidders, or only from those firms that are short-listed.

To support a non-biased evaluation of submitted proposals, **the City is requesting Bidders to submit their proposals in two (2) clearly labeled separate envelopes. The first envelope shall include the technical proposal, containing one (1) printed and signed original, six (6) printed, and one (1) electronic copy in searchable PDF. The second sealed envelope shall include the cost proposal, containing one (1) original printed and signed by an authorized representative and one (1) electronic copy.**

The technical proposal envelope should only contain the Bidder's technical response; the City will not evaluate any additional material. The outside of this envelope must be clearly labeled with the Bidder's **organization name, address, contact information and labeled (RFP) 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT TECHNICAL PROPOSAL.**

The cost proposal envelope should only contain the Bidder's cost proposal; the City will not evaluate any additional material. The outside of the cost proposal envelope must be clearly labeled with the Bidder's **organization name, address, contact information and labeled (RFP) 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT COST PROPOSAL.**

All proposals may be subject to public inspection under Georgia law.

The City will score **all** technical proposals first before evaluating the cost proposals. Following the review of the technical proposals, the City will review Bidders' cost proposals and calculate the final score for each proposing Bidder. The City reserves the right to review only the cost proposals from the highest ranked vendors who demonstrated, in the City's option, the best ability to meet the needs of the City.

The City will negotiate with the highest-ranking vendor for each service area. Negotiations may take place in person or via telephone with the most qualified firm as identified by the City, or if short-listing occurs, the City may negotiate with all of the short-listed Bidders. The City may give Bidders an opportunity to submit their best and final offers. The City of Dunwoody requires pricing to remain firm for the duration of the contract. Failure to hold firm pricing for the duration of the contract will be sufficient cause for the City to declare a proposal non-responsive.

The Bidder awarded the Contract must provide proof of liability insurance in the amount of one million dollars (\$1,000,000.00), along with any other required insurance coverage and evidence of business or occupational license, as outlined in the RFP.

The City reserves the right to waive any informalities or irregularities of proposals, to request clarification or information submitted in any proposal, to request additional information from any Bidder, or to reject any or all proposals and to re-advertise for proposals. The City also reserves the right to extend the date or time scheduled for the opening of proposals. Award, if made, will be to the responsible and responsive Bidder submitting the proposal, deemed by the City, in the sole discretion, to be the most advantageous to the City, price and other factors considered.

**To ensure the proper and fair evaluation of proposals, the City prohibits any communication except as expressly authorized herein regarding this solicitation initiated by a Bidder or its agent to an employee of the City evaluating or considering the proposal during the period of time following the issuance of the RFP, the opening of proposals and prior to the time a decision has been made with respect to the Contract award.** An employee or representative of the City who is not a member of the selection team may initiate communication with a Bidder in order to obtain information or clarification needed to develop a proper and accurate evaluation of the proposal. Any communication initiated by Bidder regarding this solicitation during evaluation period should be submitted in writing, marked CONFIDENTIAL and delivered to Chris Pike, Director of Finance, City of Dunwoody, 41 Perimeter Center East, Suite 250, Dunwoody, Georgia 30346, or by e-mail to RNR@dunwoodyga.gov or facsimile to (678) 533-0797. **Unauthorized communication by the Bidder shall disqualify the Bidder from consideration.**

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# 1 GENERAL INFORMATION

## 1.1 Background

The City of Dunwoody is a newly incorporated city (2008) on the north side of metro Atlanta with a 2010 census population of 46,267. It is a scenic community including many of the metro-areas top dining, shopping, schools, and recreation. The City of Dunwoody is settled at the most northern tip of DeKalb County, bordered by Fulton County on the north and west, Interstate 285 to the south, and Gwinnett County on the northeast. Dunwoody is home to a large high-end shopping mall (Perimeter Mall), a significant amount of Fortune 500 companies, and an affluent residential base. The City is fortunate to have strong neighborhoods, a variety of places of worship and several neighborhood level shopping centers and office complexes. The road network and public transit provide easy access to Buckhead, Midtown, Downtown, and Hartsfield Jackson International Airport. Dunwoody is regarded as a family friendly and convenient location for businesses and visitors.

The City functions under the governance of a City Council and the management of a City Manager. The City provides municipal services to its citizens and businesses in a unique and progressive manner through a partnership with private firms. From the initial incorporation, the City has operated as a public-private partnership (PPP), with the vast majority of City staff employed by private companies. The City has determined that the PPP model adds value and flexibility, promotes competition, builds accountability, and provides the highest level of customer service to the citizens of the City.

## 1.2 Purpose of Procurement

The existing municipal services contracts for public works, community development, and financial and administrative services are set to expire on December 31, 2011. The purpose of this RFP is to enter into a public-private partnership with highly experienced service providers who have the capability and professional staffing resources required to provide high quality service and increased efficiencies of municipal operations. Firms shall provide service to the City for the period of three years plus one additional year at the City's option.

The City is searching for the Contractor(s) that will be able to provide municipal services in the following service areas: **Public Works, Finance and Administrative Services, Planning and Zoning, Information Technology, Building Permits and Inspections, Parks and Recreation and Public Relations and Marketing.** Bidders may respond to more than one service area.

The City seeks Contractor(s) to manage the delivery of municipal services in a responsive, economical, and efficient manner. Furthermore, the City expects that the Contractor(s) will identify any causes of inefficiencies or uneconomical practices, including inadequacies related to the types of policies and procedures within respective service areas. The City expects Contractors continuously to improve the services delivered to the City's residents by tracking performance measurements and by providing ongoing professional development for contracted staff.

### 1.3 Term of Contract

The term of the contract for the delivery of municipal services in each service area will be from January 1, 2012 through the following forty-eight (48) succeeding months.

### 1.4 Anticipated Schedule of Events

RFP Issue Date	April 12, 2011
Pre-Proposal Conference	April 29, 2011
Last Day for Questions	May 5, 2011
Proposal Due Date	May 23, 2011
Written Proposal Evaluations	June 7, 2011
Oral Interviews for Short Listed Bidder's	June 16, 2011
Contract Award	July 25, 2011
Executed Contract	January 1, 2012

*(Note: Dates are subject to change)*

\*\*\*\*\* END OF GENERAL INFORMATION \*\*\*\*\*

## 2 SCOPE OF WORK

### 2.1 Scope of Required Services

For the purpose of this RFP, Contractor(s) will provide all municipal services for the City of Dunwoody; the City divided the service areas into seven (7) separate functions:

- 1) Public Works
- 2) Finance and Administrative Services
- 3) Planning and Zoning
- 4) Information Technology
- 5) Building Permits and Inspections
- 6) Parks and Recreation
- 7) Public Relations and Marketing

Bidders can submit proposals for provision of municipal services in one, multiple or all service areas. **There will be no additional points awarded to firms bidding on more than one service area, and the City will evaluate each Contractor's qualifications in each service area separately.** However, the City recognizes that there are potential economies of scale and cost saving opportunities related to having one Contractor providing work in more than one service area. In that spirit, the City encourages proposing firms to respond to more than one service area, as long as the responding firm possesses the required experience and has the capacity to properly staff and manage the delivery of high quality services to our constituents.

For all work provided to the City of Dunwoody, the Contractor(s) shall meet the following general service delivery requirements:

- a) Provide services under the direction of the designated City Official. Such services shall encompass all those duties and functions reasonably and customarily associated with delivery of the required services in accordance with local, state, and federal laws including, but not limited to, the City Charter, City ordinances, and laws of the United States and the State of Georgia.
- b) Comply with all OSHA and other applicable federal and state statutes, regulations and standards for workplace safety and all applicable laws regarding hazardous material and maintain all required Manufacturer's Safety Data Sheets (MSDA) forms on site at the City.
- c) Comply with all local, state and federal documentation retention requirements including, but not limited to, the City's document retention schedules, as adopted and amended by City Council.
- d) Support the established culture throughout the City and community of Dunwoody.
- e) Promote information sharing and collaborative work between all City staff and Contractors.
- f) Identify, record and report relevant performance measurements for contracted service areas. Contractor(s) shall submit monthly reports monthly based on established performance indicators. The City and the selected Contractor(s) will mutually agree upon a set of key performance indicators no later than October 15, 2011. The Contractor shall commence tracking relevant metrics in January 2012.

- g) Develop, implement, maintain, and improve strategies to attract and retain highly-qualified employees in the appropriate number to maintain the required level of service and to fill vacancies in staffing promptly.
- h) Research current and relevant trends and laws that might have an impact on the City and service delivery, providing communication on the impact of the events to the City.
- i) Provide the City with employees that have the technical knowledge to operate City-owned IT infrastructure and software within their respective departments (Please see Appendix D for the detailed list of City-owned software and hardware).
- j) Throughout the term of the contract, maintain and implement documented training programs to guarantee that contracted staff members remain at the top of their field throughout the duration of their specified assignment(s) with the City.
- k) Prepare an annual document that outlines education and professional development provided to staff during the prior year and outlines training that will be delivered to the staff providing services, and provide said training to their employees.
- l) Throughout the term of the contract research and implement, operational improvements to increase efficiencies improve service and reduce operating expenses.
- m) Review all related processes, procedures and policies at least annually for amendments and improvements based on circumstances and industry standards changes.
- n) Maintain and account for all information, equipment, and property, which the City provides to the Contractor for use during the period of performance.
- o) Manage all storage, maintenance, inspections and other necessary services related to the motor vehicles and equipment provided to the Contractor by the City.
- p) Provide a detailed Motor Vehicle Use and Safety Policy for the use of such vehicles by any staff of the Contractor sufficient to ensure that the City is protected regarding the use of vehicles. City may utilize any vehicle described in section 5.7 of the General Conditions (Appendix B) when not in use by the Contractor.
- q) Obtain approval of the City Manager on vehicle make, model, and age and adhere to required branding to the City of Dunwoody standards of any additional vehicles furnished and used for service delivery by the Contractor.
- r) Furnish and maintain for the benefit of the City all labor, supervision, and equipment not otherwise provided, which are necessary and proper for performing the services, duties, and responsibilities set forth and contemplated as necessary to maintain the required level of service.
- s) Communicate with the Mayor, City Council, and media services only through the City Manager or designee, unless otherwise authorized.
- t) Maintain, for purposes of City business, established business hours and provide appropriate staff to perform any after-hours requirements. Such hours are subject to change throughout the term of the contract.
- u) Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- v) Use the address of Dunwoody City Hall and Dunwoody e-mail addresses for all City-related matters, including both incoming and outgoing mail.

- w) Prepare and provide to the City update reports submitted monthly and within 48 hours when requested by the City. All reports should document details of any subcontractor's work and the current status of specific performance indicators established for each service area.
- x) Prepare and provide to the City annually (during the budget process), the strategic management plan for continued services in the specific service area managed by the Contractor.
- y) Maintain and update at least semi-annually the scope of work, listing specific services to be delivered in the service area managed by the Contractor.

In addition, the Contractor(s) shall provide the specific services described in the sections below.

## 2.2 PUBLIC WORKS

The Department of Public Works is responsible for the management, development, safety, and maintenance of the City's roadways, parks, and stormwater systems. Its major functions include streets maintenance, paving and striping, sidewalks, gutters, related street areas, traffic signals, road sign maintenance, parks maintenance, stormwater utility, emergency preparedness as it relates to public works functions, traffic engineering, and traffic calming. The Public Works department is charged with providing high quality and responsive service to the residents and business owners of Dunwoody, including the on-call and maintenance staffs who strive to respond to citizen and community requests in a professional and timely manner. Currently, the Department maintains 185 centerline miles of roadway, and 43 linear miles of sidewalks, addressing issues such as:

- Repairing damaged curbs, gutters, catch basins, sidewalks and roadway paving
- Maintaining traffic lights and signs
- Maintaining rights-of-way by mowing grass and removing trash and debris
- Working closely with the regional, state, and federal agencies to assure that roads within Dunwoody are maintained and improved

### 2.2.1 General Requirements

Contractors responding to the Public Works scope of work shall perform the following services:

- 2.2.1.1 Provide services under the direction of the City Manager or designee.
- 2.2.1.2 Provide a Public Works Director, approved by the City, with full responsibility to manage all staff necessary to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Director without written approval of the City; the City will not unreasonably withhold approval.
- 2.2.1.3 Provide the City with a primary contact to act as a liaison between the City and the Contractor.
- 2.2.1.4 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.2.1.5 Develop capital improvement plans for applicable Public Work service areas.
- 2.2.1.6 Provide, manage, and oversee ongoing project management, engineering, design, and maintenance for the operation as needed to meet the needs of the City.
- 2.2.1.7 Provide supervision of Contractors providing Public Works services to ensure that Contractors meet City performance standards.
- 2.2.1.8 Conduct all activities necessary to maintain a first class traffic system, including but not limited to, conducting necessary studies and implementation of traffic control improvements.
- 2.2.1.9 Conduct all activities necessary to maintain a street system plan, including but not limited to, the coordination, review, and management of all contracts for streets, sidewalks, and related projects.

- 2.2.1.10 Maintain the inventory of all transportation related assets, which shall include but not be limited to, traffic signals, street signs, street lights, guard rails, sidewalks, roads, curbs and gutters, traffic calming devices, stormwater catch basins and inlet structures. The City will provide the Contractor an asset inventory as of January 1, 2012 in a manageable electronic database format.
- 2.2.1.11 Respond to public requests and complaints in a timely and professional manner and keep logs of the resolution of all such requests and complaints.
- 2.2.1.12 Attend City meetings to represent Public Works as required and directed by the City Manager.
- 2.2.1.13 Track, maintain, and report on key performance indicators established by the City for the Public Works in a timely manner.
- 2.2.1.14 Identify and perform other Public Works assistance where the Contractor reasonably anticipates needs, which are not specifically set forth above.

## **2.2.2 Street Maintenance and Striping**

The Contractor shall provide the following services:

- 2.2.2.1 Oversee maintenance and repair of all City Streets including but not limited to pothole repair, paving and striping as directed by the City Manager.
- 2.2.2.2 Oversee all maintenance work in compliance with current Georgia Department of Transportation (GDOT) specifications.
- 2.2.2.3 Oversee unanticipated and emergency road repairs such as washouts, sinkholes and damage caused by vehicle accidents.
- 2.2.2.4 Conduct all activities necessary to maintain a first class roadway and bridge infrastructure system in accordance with American National Standards Institute (ANSI) and American Society for Testing and Materials (ASTM) standards, including, but not limited to, overseeing necessary maintenance of all roadways and bridges, which shall include minor repairs, cleaning and repairs necessitated by storm events.
- 2.2.2.5 Coordinate emergency responses, as they relate to Public Works, to all weather-related events.
- 2.2.2.6 Identify and perform other street maintenance and striping responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## **2.2.3 Traffic Signals, Street Signs and Street Lights**

The Contractor shall provide the following services:

- 2.2.3.1 Maintain the proper operation of all traffic signals and streetlights at all times within the City of Dunwoody.
- 2.2.3.2 Traffic signals shall be operational continuously and Contractor shall be responsible for providing emergency response to signal outages or malfunctions.

- 2.2.3.3 Adjust and/or align signal heads for proper pedestrian and vehicular traffic.
- 2.2.3.4 Inspect signal timing and make adjustments as required.
- 2.2.3.5 Oversee and manage the inspection and cleaning of traffic signal cabinets and equipment at least once per year.
- 2.2.3.6 Identify and perform other traffic signals, street signs, and streetlights responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

#### **2.2.4 Sidewalks, Gutters and Related Street Areas**

The Contractor shall provide the following services:

- 2.2.4.1 Oversee the of any new sidewalks and curbing shall be completed in accordance with (GDOT) as well as applicable ANSI and ASTM standards and as directed by the City Manager.
- 2.2.4.2 Maintain first class sidewalks, gutters, and related street areas including, but not limited to, overseeing all necessary maintenance and cleaning of the same as directed by the City Manager.
- 2.2.4.3 Maintain and clear the City's Rights-of-Way (ROW), performing landscaping of median areas, and maintenance and upkeep of the City's streets and drainage systems consistent with the standards of the Department.
- 2.2.4.4 Identify and perform other sidewalks, gutters, and related street areas responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

#### **2.2.5 Traffic and Transportation Engineering**

The Contractor shall provide the following services:

- 2.2.5.1 Review and update the inventory of the City's existing road conditions and review the re-paving plan, the long-term schedule, and the associated annual costs.
- 2.2.5.2 Review and revise the existing striping plan and the associated schedule and projected yearly costs.
- 2.2.5.3 Monitor the existing traffic signal system and create an annual schedule for all required updates.
- 2.2.5.4 Maintain communications with the Perimeter Community Improvement Districts (PCID) in accordance with their Memorandum of Understanding.
- 2.2.5.5 Work with the community and the PCID to set public space standards for all Dunwoody commercial areas.
- 2.2.5.6 Continuously explore methods of improving traffic flow in a non-grid environment.
- 2.2.5.7 Review, revise, and develop recommendations for Street Smart regarding the establishment of a grid system in the revitalized commercial areas.

- 2.2.5.8 Continuously explore the use of under/ over passes (grade separation) at key bottleneck points.
- 2.2.5.9 Review and, if applicable, revise plans to provide appropriate infrastructure to increase and enhance the traffic flow of pedestrians and cyclists.
- 2.2.5.10 Review and update the inventory of neighborhoods that need traffic calming projects and streamlining of the current traffic calming requirements and process.
- 2.2.5.11 Utilize the latest GIS equipment and technology to review and update road maps and pavement condition data.
- 2.2.5.12 Analyze, evaluate, and synthesize all the above transportation elements into the existing Comprehensive Transportation Plan as appropriate.
- 2.2.5.13 Identify and perform other traffic and transportation engineering responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## **2.2.6 Stormwater**

The Contractor shall provide the following services:

- 2.2.6.1 Provide ongoing engineering, design, and maintenance of stormwater systems, as needed, to meet the needs of the City in accordance with all ANSI and ASTM standards and as directed by the City Manager.
- 2.2.6.2 Review, update, and implement all necessary policies, protocols, rules, and regulations necessary to meet or exceed the City's stormwater requirements under applicable, federal, state, and local laws, including, but not limited to, federal clean water requirements.
- 2.2.6.3 Integrate activities when applicable with Planning and Zoning and other departments as necessary.
- 2.2.6.4 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.2.6.5 Identify, document and, if deemed applicable by the City Manager, implement water conservation practices and methods.
- 2.2.6.6 Create, maintain, store, and retrieve available documents that are necessary for the effective implementation and operation of the City's stormwater requirements under applicable, local, state, and federal laws.
- 2.2.6.7 Identify and perform other stormwater responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## **2.2.7 Emergency Preparedness**

As it relates to Public Works functions, the Contractor shall provide the following services:

- 2.2.7.1 Review, revise and implement policies and guidelines, and coordinate, operate and maintain the City's emergency preparedness program in accordance with all

applicable, federal, state, and local laws, as well as prudent local government practices.

- 2.2.7.2 Integrate and coordinate all emergency preparedness operations in conjunction with Homeland Security, Emergency 911, FEMA, GEMA, and NIMS as it relates to Public Works activities.
- 2.2.7.3 Assist the Police Department with chains or other traction devices in the event of a snow or ice storm, which may impair the traction of Police or other City vehicles.
- 2.2.7.4 Identify and perform other emergency preparedness responsibilities, as related to Public Works, where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.3 FINANCE AND ADMINISTRATIVE SERVICES

The City of Dunwoody Finance and Administration Department is responsible for all financial operations, contract administration, administrative and facility services. Currently the City bills around 2,400 occupation and excise taxpayer businesses annually. The Department's mission is to provide all stakeholders in a transparent and efficient manner with professional, courteous, and reliable services that are timely and accurate.

The services provided by the Finance and Administration Department include:

- Administrative Assistance and Reception
- Accounting
- Budgeting Services
- Revenue Control
- Purchasing Services
- Human Resources
- Risk Management

### 2.3.1 General Requirements

Contractors responding to the Finance and Administrative scope of work shall perform the following services:

- 2.3.1.1 Identify and perform Finance and Administrative assistance where the firm reasonably anticipates needs, which are not specifically set forth below.
- 2.3.1.2 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.3.1.3 Provide supervision of Contractor(s) providing Finance and Administrative Services to ensure that all contractual requirements are performed effectively and efficiently. The City Finance Director will provide day-to-day operational supervision for department staff.
- 2.3.1.4 Provide additional staffing resources on an as needed basis to support the City, such as during financial audits.
- 2.3.1.5 Provide employees that are proficient with the software utilized by the Finance and Administrative Department. This, at a minimum, includes the Microsoft Office Suite.
- 2.3.1.6 Provide services under the direction of the City Finance Director or designee. The Finance Director is a City employee.
- 2.3.1.7 Adhere to all established internal controls and procedures.
- 2.3.1.8 Perform roles related to facility management including, but not limited to, small repairs at City Hall, maintenance of building equipment such as door locks and key assignments and coordination with property management.

- 2.3.1.9 As it relates to Finance and General Administrative Services functions, track, maintain and report on key performance indicators established by the City in consultation with the Contractor in a timely manner.
- 2.3.1.10 Identify and perform other Finance and Administrative assistance where the firm reasonably anticipates needs, which are not specifically set forth above.

### **2.3.2 Administrative Assistance and Reception**

The Contractor shall provide the following services:

- 2.3.2.1 Provide dedicated clerical and administrative support for the office of the City Manager, as well as clerical and administrative support for elected officials and the City Finance Director.
- 2.3.2.2 Receive and screen visitors and telephone calls at the reception station to be staffed by the firm at all times during the City's business hours (currently 8 am – 5 pm except for holidays), providing first-tier responses to customer inquiries.
- 2.3.2.3 Ascertain the need of visitors and callers, and direct the person to the proper department or person within the municipality to meet his/her needs.
- 2.3.2.4 Collect and sign for all incoming and outgoing mail or express packages and maintain a log of packages, monetary receipts, carrier, sender, and recipient.
- 2.3.2.5 Maintain and post calendars and agendas for the City Clerk, City Manager, Mayor and City Council as well as other City boards, commissions and teams.
- 2.3.2.6 Coordinate travel arrangements as required under the City's travel policy for the City Manager, Mayor, City Council, and other staff as necessary.
- 2.3.2.7 Provide dedicated administrative support and services to the City Manager to provide relief from the management of administrative details. Screen visitors and callers to minimize unproductive and/or unnecessary interruptions.
- 2.3.2.8 Compose correspondences and respond to general inquires on behalf of the City Manager.
- 2.3.2.9 Type, proofread, edit and format meeting transcriptions and other formal correspondence.
- 2.3.2.10 Attend all City Council meetings and hearings and other meetings, as directed by the City Manager or designee.
- 2.3.2.11 Respond to all inquiries as directed.
- 2.3.2.12 Provide and maintain access to data to other City contract providers as necessary.
- 2.3.2.13 Identify and perform other administrative assistance and reception where the firm reasonably anticipates needs, which are not specifically set forth above.

### **2.3.3 Administrative Assistance to the City Clerk**

- 2.3.3.1 Provide dedicated, full-time, on-site clerical and administrative support for the office of the City Clerk.

- 2.3.3.2 Maintain and administer the City's system of archiving documents, records, and contracts for all City departments at the direction of the City Clerk, protecting the integrity of all public records in accordance as set forth in the Official Code of Georgia Annotated (OCGA).
- 2.3.3.3 Maintain and administer the City's document imaging system and records retention management.
- 2.3.3.4 Format, print, route and store ordinances, and resolutions for the City Clerk.
- 2.3.3.5 Respond appropriately to open records requests on behalf of the City as directed by the City Clerk.
- 2.3.3.6 Duplicate and distribute materials for City meetings.
- 2.3.3.7 Organize and store City contracts as directed by the City Clerk.
- 2.3.3.8 Post public notices as directed.
- 2.3.3.9 Ensure compliance with all open records and open meeting laws as set forth in the OCGA and assist the City Clerk during meetings by taking attendance and recording motions and votes. The dedicated staff for the City Clerk is expected to attend all City Council meetings.
- 2.3.3.10 Perform City Clerk's responsibilities upon the City Clerk's absence.
- 2.3.3.11 Assist in the coordination of municipal and special elections, disclosure requirements, and qualifications, including, but not limited to, addressing polling station issues, preparation of ballot questions, or any other related issues arising from election matters.

#### **2.3.4 Accounting**

The Contractor shall provide the following services:

- 2.3.4.1 Provide a full-time, on-site Accounting Manager, approved by the City, with full responsibility to manage all Accounting staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manager without written approval of the City, which approval will not be unreasonably withheld.
- 2.3.4.2 Maintain all financial records for the City and component units and joint ventures of the City in accordance with applicable laws, guidelines, standards and best practices for municipal accounting, including, but not limited to, General Accepted Accounting Principles (GAAP), pronouncements of the Governmental Accounting Standards Board (GASB), best practices and advisories of the Governmental Finance Officers Association (GFOA) and the City's accounting manual.
- 2.3.4.3 Produce and deliver to the City Finance Director in a timely manner any and all financial information and reports as requested by the City Finance Director.
- 2.3.4.4 Assist in developing and implementing the policies and procedures established by the City Finance Director for the withdrawal/transfer and disbursement of City funds, promotion of internal controls and reporting of financial information.
- 2.3.4.5 Process all invoices presented with proper approval for payment; process only

- invoices presented with proper approval.
- 2.3.4.6 Promptly identify and pay all City bills and obligations, including payroll, in accordance with Georgia law and sound business practices.
  - 2.3.4.7 Properly code and record all financial transactions of the City under the direction of the City Finance Director.
  - 2.3.4.8 Prepare and review journal entries, direct pays and wire transfers.
  - 2.3.4.9 Maintain capital asset records.
  - 2.3.4.10 Maintain accounting subsidiary ledgers and supporting schedules to support account balances in the general ledger.
  - 2.3.4.11 Maintain cash and investments in accordance with approved investment policies and applicable laws.
  - 2.3.4.12 Identify and maintain records and accounting for all grants and capital projects.
  - 2.3.4.13 Prepare responses for surveys for other governmental agencies and authorities as directed by the City Finance Director.
  - 2.3.4.14 Assist the City Finance Director and City Clerk with contract administration and supervision of contracts and agreements.
  - 2.3.4.15 Assist the City Finance Director with obtaining financing when necessary.
  - 2.3.4.16 Prepare monthly financial reports for the City Finance Director's review in order to distribute to City Council by the end of the following month.
  - 2.3.4.17 Identify and analyze financial trends and variances and report them to the City Finance Director.
  - 2.3.4.18 Compile operating and financial data to assist with the preparation of the annual budget.
  - 2.3.4.19 Prepare all required annual reports including the City's Comprehensive Annual Finance Report (CAFR) to be delivered to the Department of Audits within the requirements and deadlines established in OCGA.
  - 2.3.4.20 Prepare a Popular Annual Financial Report (PAFR) under the requirements and guidelines published by GFOA and internal deadline requirements.
  - 2.3.4.21 Coordinate and cooperate with external auditors and provide requested information and reports for year-end and interim reporting.
  - 2.3.4.22 Cooperate and assist grant coordinators as needed in fulfilling all obligations that accompany grants from various funding sources.
  - 2.3.4.23 Document all accounting procedures and processes as well as perform tests and walk-throughs to ensure sound accounting procedures and processes.
  - 2.3.4.24 Identify and develop a staff "Super User" of the City's financial accounting system to train and instruct City staff on the proper use of the software and processes.
  - 2.3.4.25 Maintain a tickler file of all reports and deadlines completed by the City regularly.
  - 2.3.4.26 Identify and perform other accounting responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.3.5 Budgeting Services

The Contractor shall provide the following services:

- 2.3.5.1 Comply with all requirements of the City Charter specifying the requirements of budgeting for the City, including, but not limited to, Sections 5.02, 5.03 and 5.04.
- 2.3.5.2 Comply with all requirements of the budget policy as approved or amended from time to time by the Mayor and City Council and recommend amendments to the policy as needed and identified.
- 2.3.5.3 Assist the City Finance Director and City Manager as directed with budget preparation and preparation of reports and schedules.
- 2.3.5.4 Monitor City expenditures and prepare analytical reviews as directed.
- 2.3.5.5 Meet with department heads when directed and review preliminary budgets prior to developing the final City budget.
- 2.3.5.6 Assist departments throughout the year in managing budgetary thresholds. Prepare, with assistance from Marketing and Public Relations, an attractive and professional annual budget book for submission to GFOA's award program. The document shall include all required and suggested components indicated by GFOA.
- 2.3.5.7 Review, maintain, and update the 5-year Capital Improvement Program budget.
- 2.3.5.8 Prepare ongoing cash flow analysis, financial reports, planning models and trend analysis to assist in short, and long term financial planning as directed by the City Finance Director.
- 2.3.5.9 Serve as a liaison with all City departments on budget preparation and administration.
- 2.3.5.10 Provide materials, schedules, and other documentation for all budget meetings, hearings and public meetings.
- 2.3.5.11 Identify and perform other budget responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.3.6 Revenue Control

The Contractor shall provide the following services:

- 2.3.6.1 Maintain and improve, where possible, the City's processes and procedures that identify record and secure all City revenues.
- 2.3.6.2 Maintain all revenue control records for the City and component units and joint ventures of the City in accordance with applicable laws, guidelines, standards, and best practices for municipal accounting, including, but not limited to, General Accepted Accounting Principles (GAAP), pronouncements of the Governmental Accounting Standards Board (GASB) and best practices and advisories of the Governmental Finance Officers Association (GFOA).
- 2.3.6.3 Produce and deliver to the City Finance Director in a timely manner any and or all revenue control information and reports as requested by the City Finance Director.

- 2.3.6.4 Bill and collect business occupation taxes and review the calculation of fees and charges for accuracy.
- 2.3.6.5 Cooperate with contractors auditing City revenue sources to provide reports and supporting documents necessary for efficient revenue audit programs. Develop and implement programs to identify businesses and improve compliance with the collection of occupation taxes.
- 2.3.6.6 Ensure no revenue is lost due to missing a deadline.
- 2.3.6.7 Coordinate with local, state, and federal agencies charged with collection and disbursement of taxes, assessments, fees, charges and other impositions to ensure full and timely collection of all monies due to the City.
- 2.3.6.8 Process applications, issue designated licenses and permits and calculate related fees and charges appropriately.
- 2.3.6.9 Collect and record revenue payments from customers for various City revenue sources while ensuring the customer's account is properly credited.
- 2.3.6.10 Greet public and answer routine questions associated with collection of taxes, fees, assessments or other charges during established business hours.
- 2.3.6.11 Collect excise taxes from commercial sources and prepare reports for management review.
- 2.3.6.12 Maintain and update the City's database of businesses within the City's financial reporting system.
- 2.3.6.13 Coordinate collection of all City-collected fees received by other departments.
- 2.3.6.14 Reconcile cash receipts collected daily and prepare daily deposits for the bank.
- 2.3.6.15 Identify record and report relevant accounting performance measurements.
- 2.3.6.16 Document all revenue control procedures and processes as well as perform tests and walk-throughs to ensure sound revenue control procedures and processes.
- 2.3.6.17 Identify and develop a staff "Super User" of the City's revenue control processes to train and instruct City staff on the proper use of the software and processes.
- 2.3.6.18 Review all related processes, procedures and policies at least annually for amendments and improvements based on circumstances and industry standard changes.
- 2.3.6.19 Identify and perform other revenue control responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### **2.3.7 Purchasing Services**

The Contractor shall provide the following services:

- 2.3.7.1 Comply with all requirements of the City Charter specifying the requirements of procurement of the City, including, but not limited to, Sections 5.05 and 5.06.

- 2.3.7.2 Comply with all requirements of the Purchasing Policy as approved or amended from time to time by the Mayor and City Council as well as recommend amendments to the policy as needed and identified.
- 2.3.7.3 Manage and maintain the requisition and purchasing process in compliance with applicable laws and the adopted purchasing policy.
- 2.3.7.4 Monitor departmental expenditures against available budget for purchases.
- 2.3.7.5 Maintain all purchasing records for the City and component units and joint ventures of the City in accordance with applicable laws, guidelines, standards and best practices for municipal accounting, including, but not limited to, General Accepted Accounting Principles (GAAP), pronouncements of the Governmental Accounting Standards Board (GASB) and best practices and advisories of the Governmental Finance Officers Association (GFOA) and/or the National Institute of Governmental Purchasing (NGIP.)
- 2.3.7.6 Produce and deliver to the City Finance Director in a timely manner any and all purchasing information and reports as requested by the City Finance Director.
- 2.3.7.7 Identify and take advantage of all available discounts through purchases or competitive contracts with other governments for City purchases.
- 2.3.7.8 Prepare and maintain contracts and contract files, while also coordinating with the City Clerk for proper maintenance of City contracts.
- 2.3.7.9 Manage and maintain vendor information and registration within the City's financial reporting system.
- 2.3.7.10 Evaluate vendor performance, addressing vendor performance issues and removing vendors from eligible list when issues are not resolved.
- 2.3.7.11 Manage and maintain the City's procurement.
- 2.3.7.12 Prepare solicitations and oversee the competitive procurement process for projects funded through the City.
- 2.3.7.13 Coordinate, as needed, with the City Attorney on issues that may arise during the procurement process.
- 2.3.7.14 Prepare, manage, and oversee competitive procurement processes, including coordination with other City departments.
- 2.3.7.15 Reconcile encumbrances to the general ledger as requested by accounting.
- 2.3.7.16 Maintain inventory of all furniture, fixtures, supplies, and equipment that do not qualify as capital assets.
- 2.3.7.17 Document all purchasing procedures and processes as well as perform tests and walk-throughs to ensure sound purchasing procedures and processes.
- 2.3.7.18 Identify and perform other purchasing responsibilities where the Contractor reasonably anticipates needs, which are not specifically set forth above.

### 2.3.8 Human Resources

The City currently employs 59 full-time employees and 7 part-time elected employees. The Contractor shall provide the following services for City employees (excludes contracted individuals):

- 2.3.8.1 Assist the City Manager as directed with all processes to appoint, employ, and remove employees of the City as required by the City Charter in Section 3.04.
- 2.3.8.2 Provide a full-time, on-site Human Resources Manager, approved by the City, with full responsibility to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manager without written approval of the City, which approval will not be unreasonably withheld.
- 2.3.8.3 Design, implement, manage and maintain the position classification and pay plans as required by the City Manager in City Charter Section 3.14.
- 2.3.8.4 Ensure proper function of recruiting, payroll, benefits and other City-specific and general law provided by human resources functions for City employees.
- 2.3.8.5 Prepare all correspondence pertaining to recruitment and hiring of City employees.
- 2.3.8.6 Participate in interviews as requested and assist management in the hiring processes of City employees.
- 2.3.8.7 Assist new City employees in completing new hire paperwork and conducting orientation. Validate employee's ability to work in the US by completing I-9 form, eVerify, and verify identification provided.
- 2.3.8.8 Maintain, administer, and update the City's employee handbook and its provisions, emphasizing the responsibilities of the staff to be professional, patient, and responsive under all circumstances and other duties as well as the consequences of noncompliance.
- 2.3.8.9 Develop and maintain all City employee communication materials including the employee handbook, newsletters, bulletin boards, etc.
- 2.3.8.10 Perform salary surveys at least annually to establish and validate appropriate salary levels for positions within the organization.
- 2.3.8.11 Create or update City employee job descriptions as the City adds, creates, deletes, or combines positions.
- 2.3.8.12 Manage the annual review process to ensure all City employees receive an annual performance review and merit increase if applicable. Create review documents and performance standards as required. Develop and implement programs to ensure that performance reviews are effective and provide management training on the review process.
- 2.3.8.13 Ensure the City meets requirements of all employment related laws including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), Genetic Information Nondiscrimination Act (GINA), OSHA and applicable stands for work place safety and Patient Protection and Affordable Care Act (PPACA).
- 2.3.8.14 Report, manage, and facilitate termination policies and procedures for City employees.

- 2.3.8.15 Manage the City employee grievance process, including EEOC complaints filed by employees, working with legal representation on all matters of employment litigation.
- 2.3.8.16 Maintain, administer, and update the City's employee benefit plans.
- 2.3.8.17 Coordinate, as needed, with the legal representation on issues that may arise with employees.
- 2.3.8.18 Maintain the City's wellness and health management program.
- 2.3.8.19 Develop and deliver an annual training program to address employee issues including, but not limited to, workplace harassment.
- 2.3.8.20 Manage all City HR and medical records including the Human Resource Information Systems.
- 2.3.8.21 Respond to external requests for information on current or former employees in compliance with Georgia Open Records Act and in coordination with the City Clerk's office.
- 2.3.8.22 Coordinate, along with Marketing and Public Relations, Citywide employee training and other events.
- 2.3.8.23 Identify record and report relevant human resources performance measurements.
- 2.3.8.24 Document all human resources procedures and processes as well as perform tests and walk-throughs to ensure sound human resources procedures and processes.
- 2.3.8.25 Identify and perform other human resources responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### **2.3.9 Risk Management**

The Contractor shall provide the following services:

- 2.3.9.1 Design, implement, manage, document, and maintain a citywide risk management program.
- 2.3.9.2 Design, implement, manage, document, and maintain an organized and scheduled safety-training program to assist departments on risk management program processes and risk-reduction procedures.
- 2.3.9.3 Design, implement, manage, document, and maintain a risk management claims review process.
- 2.3.9.4 Recommend and advise the City's Finance Director of the appropriate amounts and types of insurance.
- 2.3.9.5 Assist in the procurement of all necessary insurance.
- 2.3.9.6 Process and assist in the investigation of insurance claims, coordinating with legal representation as needed.
- 2.3.9.7 Review insurance policies and coverage amounts of contractors and make recommendations for changes.

- 2.3.9.8 Document all risk management procedures and processes as well as perform tests and walk-throughs to ensure sound risk management procedures and processes.
- 2.3.9.9 Identify record and report performance measurements relevant to risk management.
- 2.3.9.10 Identify and perform other risk management responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.4 PLANNING AND ZONING

The goal of the Planning and Zoning Department is to promote and protect the City through planning and development practices while providing professional and efficient customer service. The Planning and Zoning Department is responsible for working with the citizens of Dunwoody, Boards, and Commissions, the development community and the elected officials while managing current and long-range planning, land development, economic development, and maintaining the City's GIS technologies.

### 2.4.1 General Requirements

Contractors responding to the Planning and Zoning scope of work shall perform the following services:

- 2.4.1.1 Provide services under the direction of the City Manager or designee.
- 2.4.1.2 Provide a full-time, on-site Planning and Zoning Director, approved by the City, with full responsibility to manage all Planning and Zoning Department as well as Inspections and Permitting staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Director without written approval of the City, which approval will not be unreasonably withheld.
- 2.4.1.3 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.4.1.4 Develop capital improvement plans for applicable Planning and Zoning service areas.
- 2.4.1.5 Provide ongoing engineering, design and maintenance oversight for the operation of all systems, as needed to meet the needs of the City.
- 2.4.1.6 Provide supervision of Contractors and consultants providing Planning and Zoning services to ensure that all contractual requirements are performed effectively and efficiently.
- 2.4.1.7 Verify and update all information provided or obtained from other sources.
- 2.4.1.8 Attend City meetings to represent Planning and Zoning as required and directed by the City Manager.
- 2.4.1.9 Track, maintain, and report in a timely manner on key performance indicators for Planning and Zoning established by the City in consultation with the Contractor.
- 2.4.1.10 Identify and perform other Planning and Zoning assistance where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.4.2 Planning and Zoning Services

The Contractor shall provide the following services:

- 2.4.2.1 Planning and Zoning services shall include, establishing, staffing (as needed to meet the requirements herein), and maintaining the Planning and Zoning Department for the City.
- 2.4.2.2 Regularly provide updated information to builders and developers regarding policies and procedures adopted by the City related to land use planning within the city.
- 2.4.2.3 Provide information to the public as it relates to all land development activities within the City.
- 2.4.2.4 Manage the development, maintenance and updating of land use and zoning maps as required by state and local agencies.
- 2.4.2.5 Review, revise, and update policies and procedures manual which outlines all planning and zoning activities, and develops schedules and time frames for processing all land development activities (including zoning).
- 2.4.2.6 Regularly inform key City officials of all relevant and applicable zoning and/ or planning issues.
- 2.4.2.7 Review, revise, develop, and implement, in coordination with the City Manager, procedures for the issuance of certificates of use. Contractor shall verify that all business license applications meet the City's zoning codes prior to their issuance by the Finance and Administration department.
- 2.4.2.8 Provide support and assistance for the comprehensive re-write of the City's zoning code.
- 2.4.2.9 Provide the services on an as needed basis of a trained and qualified Arborist. The City would like to express that the Arborist is not a full-time position, and may be on demand as part of the contract.
- 2.4.2.10 Develop Request for Proposals (or other formal solicitations) when directed by the City Manager.
- 2.4.2.11 Provide full support for all boards, committees, and advisory groups established by Council including, but not limited to, Community Council, Construction Board of Adjustments and Appeals, Design Review Advisory Committee, Planning Commission, Sustainability Commission, and Zoning Board of Appeals.
- 2.4.2.12 Develop recommendations on how to improve the operations of all boards, committees, and advisory groups served by Planning and Zoning.
- 2.4.2.13 Identify and perform other planning and zoning responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.4.3 Economic Development

The Contractor shall provide the following services:

- 2.4.3.1 Participate in, facilitate, and/or conduct negotiations with developers, businesses, and others regarding the public participation necessary for desired economic development.
- 2.4.3.2 Analyze financial and market feasibility data on projects under negotiation including sources and uses of funds, cash flow analysis, security provisions, business profitability, underwriting, and related data.
- 2.4.3.3 Work with others to assemble cost estimates for various public actions such as land acquisition, relocation, demolition, and public improvements.
- 2.4.3.4 Research and perform cost comparison analyses between proposed City development sites and alternative or competing development sites.
- 2.4.3.5 Conduct tax and public benefit analyses for economic development projects.
- 2.4.3.6 Prepare detailed written reports and recommendations for presentation to Mayor and the City Council, developers, businesses, advisory boards, and community groups.
- 2.4.3.7 Make oral presentations to public and private groups.
- 2.4.3.8 Participate in meetings with developers, businesses, citizens, community leaders, and City personnel on economic development projects and programs.
- 2.4.3.9 Serve as a central point of contact for businesses, developers, and contractors who use City economic development services including financial assistance, site selection assistance, urban renewal, and other municipal actions and services related to a specific project.
- 2.4.3.10 Identify, define, and solve problems related to economic development.
- 2.4.3.11 Analyze opportunities for promoting private development and for securing job creation and increased tax base investments.
- 2.4.3.12 Identify and perform other economic development responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.4.4 Geographical Information System (GIS)

The Contractor shall provide the following services:

- 2.4.4.1 Manage the existing GIS system as well as for the service, update and maintenance of the GIS databases on not less than a monthly basis.
- 2.4.4.2 Review data contained within the existing GIS system, and coordinate with all other necessary City personnel to obtain pertinent data to be included within the GIS. Determine necessary documentation as well as coordinate and implement the physical retrieval, reproduction, and storage of the transferred records.

- 2.4.4.3 Maintain one employee available during business hours capable of operating, printing, and extracting information, including maps, from the GIS System in a timely manner as directed by the City Manager or City department head.
- 2.4.4.4 Provide the public with access to limited City GIS files through the City website as directed.
- 2.4.4.5 Maintain, develop, implement, and improve GIS standards, policies, and procedures.
- 2.4.4.6 Maintain all existing and future GIS data layers.
- 2.4.4.7 Develop new data layers and maps requested by the City or its contractors to meet business needs.
- 2.4.4.8 Provide any GIS related information and/or data in response to requests and needs of City personnel as well as any IT Department employees who may be engaged in City of Dunwoody Planning and Zoning projects.
- 2.4.4.9 Identify and perform other GIS related responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.5 INFORMATION TECHNOLOGY

The Information Technology Department is responsible for maintaining, supporting, engineering, and updating the City's IT infrastructure and all communication systems. The City of Dunwoody owns all systems and software currently utilized by City employees. The local area network is TCP/IP based and IPV6 compatible. The computer network is based upon Microsoft Windows servers including Exchange and SQL. Computers are Microsoft Windows based and are loaded with the Microsoft Office Professional suite. The IT Department manages the City's website and the content within. Furthermore, the IT Department provides 24/7 troubleshooting assistance to users of the system as necessary (Police). See Appendix D for a complete list of the hardware and IT systems utilized by the City of Dunwoody.

### 2.5.1 General Requirements

Contractors responding to the Information Technology scope of work shall perform the following services:

- 2.5.1.1 Provide ongoing engineering, design and maintenance oversight for the operation of all systems, as needed to meet the needs of the City.
- 2.5.1.2 Provide services under the direction of the City Manager or designee.
- 2.5.1.3 Provide an Information Technology Manager, approved by the City, with full responsibility to manage all Information Technology Department staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manager without written approval of the City, which approval will not be unreasonably withheld.
- 2.5.1.4 Provide the City with a primary contact who shall be available to the City in person as needed or by telephone on a twenty-four (24) hour basis, seven (7) days a week.
- 2.5.1.5 Provide supervision of subcontractors providing Information Technology services to ensure that subcontractors perform all contractual requirements effectively and efficiently.
- 2.5.1.6 Track, maintain, and report in a timely manner on key performance indicators for IT services established by the City in consultation with the Contractor
- 2.5.1.7 Identify and perform other Information Technology assistance where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.5.2 Information Technology Infrastructure

The Contractor shall provide the following services:

- 2.5.2.1 Provide purchasing assistance, install, configure, and maintain any additional hardware and software required to satisfy all City's operational needs.
- 2.5.2.2 Maintain and improve the content of the City's website. The City will pay for major upgrades separately.

- 2.5.2.3 Maintain and regularly update hardware and software utilized by the City for efficient service delivery and administrative functions. Hardware includes, but is not limited to, desktop computers, laptop computers, peripherals, cell phones, mobile devices, copiers, printers, scanners, faxes, plotters, cameras, projectors, and audio recorders. Software includes, but is not limited to, systems for accounting, human resources, work order tracking, public works, capital planning, court management, police force, agenda and document management, and geospatial information system (GIS) integration.
- 2.5.2.4 Provide the expertise for planning, installation, configuration, and maintenance of all City IT systems to ensure that systems are interoperable and continuity is maintained during turnover of City personnel and Contractors. Contractor shall develop/update an IT Strategic Plan annually during the budget preparation process (currently mid-year).
- 2.5.2.5 Manage the inventory and licensing of all IT assets and report discrepancies to the City Finance and Administration Director.
- 2.5.2.6 Maintain software and hardware interoperability among users and systems. The local area network is TCP/IP based and IPV6 compatible. The computer network is based upon Microsoft Windows servers including Exchange and SQL. Computers are Microsoft Windows based and are loaded with the Microsoft Office Professional suite.
- 2.5.2.7 Maintain an appropriate replacement program for all computers and equipment.
- 2.5.2.8 Provide all users with email for internal and external communications, common contact lists, and scheduling.
- 2.5.2.9 Develop and implement disaster recovery and IT business continuity plans and ensure that compliance is periodically validated.
- 2.5.2.10 Provide 24/7 troubleshooting for all Citywide IT systems.
- 2.5.2.11 Develop request for proposals when directed by the City Manager.
- 2.5.2.12 Archive and retrieve all emails to comply with open records requests.
- 2.5.2.13 Provide for the centralized, electronic storage of the City's documents. Provide virtual private network connectivity for remote users.
- 2.5.2.14 Maintain all communications systems including VOIP, VOIP Fax, and wireless systems. Maintain local area network switches, cabling, and patch cords for communications, networking, and data sharing.
- 2.5.2.15 Administer network accounts and resource level security to systems, services, applications, databases, email, documents, and printers.
- 2.5.2.16 Administer network services including, but not limited to, Active Directory, Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Remote Procedure Call (RPC), Internet Information Services (IIS), and Print.
- 2.5.2.17 Provide general software user support and coordinate support with software providers when needed.

- 2.5.2.18 Administer the Microsoft SQL server and provide connectivity to City applications requiring database storage and services. Coordinate the procurement, installation, configuration, and maintenance of all databases required of municipalities in the State of Georgia by any governmental agencies.
- 2.5.2.19 Upon request, provide schema and any database data in a standard SQL format for importation into a non-contractor database.
- 2.5.2.20 Identify and perform other IT infrastructure responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### **2.5.3 Security Component for Information Technology**

The Contractor shall provide the following services:

- 2.5.3.1 Maintain the numerous security components that must be addressed including: ensure data security and integrity with nightly backups; provide anti-virus, anti-malware, anti-spam, and patch management; provide firewall protection for the local area network; provide a virtual private network connectivity for remote users; and administer network accounts and resource level security to systems, services, applications, databases, email, documents, and printers.
- 2.5.3.2 Provide technical solutions such as SSL to secure all Internet communications to protect the privacy of the citizens of Dunwoody and the integrity of its software systems. Additionally, the Contractor will be responsible for ensuring security for new City software systems including, but not limited to, finance, personnel, municipal court, and public safety.
- 2.5.3.3 Ensure data security and integrity with a nightly backup (with offsite storage) and the ability to restore from a central location.
- 2.5.3.4 The backup site does not have to be hot. A reasonable expectation for the restoration of documents and emails is two hours and restoration of services within four hours.
- 2.5.3.5 Provide firewall protection for the local area network.
- 2.5.3.6 Identify and perform other IT security management responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.6 BUILDING PERMITS AND INSPECTIONS

Providing top quality facilities to live and conduct business is a key goal of the City of Dunwoody, which prompted the City to creating a standalone Building Permits and Inspection Department. This Department processes all building and special event permits, providing building inspections, and providing code enforcement (compliance) services. The City believes that this combination of services should reduce the number of code offenders, while decreasing expenses and time required for correcting code violations.

In 2010, the City of Dunwoody conducted 5,868 inspections for numerous locations including, new buildings, additions, residential work, commercial work, renovations, electrical systems, plumbing systems replacement of water heaters, water lines and drains, and HVAC (heating, ventilating, and air-conditioning systems). In addition, the City processed 1707 permits for Land Disturbance Permits, Commercial or Multi-Family Residential, Single-Family Residential, and Roof Replacements. The City's fee schedule is viewable at:

[http://dunwoodyga.gov/Libraries/Community\\_Development\\_Documents/Fee\\_Schedule.sflb.ashx](http://dunwoodyga.gov/Libraries/Community_Development_Documents/Fee_Schedule.sflb.ashx)

### 2.6.1 General Requirements

Contractors responding to the Building Permits and Inspections scope of work shall perform the following services:

- 2.6.1.1 Provide a Building Permits and Inspections Manager, approved by the City, with full responsibility to manage all Building Permits and Inspections Department staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manger without written approval of the City, which approval will not be unreasonably withheld.
- 2.6.1.2 Provide services under the direction of the City Manager or designee. Designee may include the Planning and Zoning Director or another contracted position.
- 2.6.1.3 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.6.1.4 Ensure that recreational facilities are in good repair and promptly notify the City of the need to repair or replace City equipment or the need for facility maintenance.
- 2.6.1.5 Provide supervision of Contractors providing Building Permits and Inspections Services to ensure that all Contractors perform contractual requirements effectively and efficiently.
- 2.6.1.6 Verify and update all information provided or obtained from other sources.
- 2.6.1.7 Review, update, develop, and implement, in coordination with the City Manager, a plan for an on-going Code Enforcement department process for the City.
- 2.6.1.8 Building Permits and Inspections Department will remedy violations on City Right of Ways as well as private and commercial property. The enforcement officer shall be responsible for enforcing ordinances as directed by the City Manager, Mayor, and City Council.

- 2.6.1.9 Coordinate with City of Dunwoody Planning and Zoning Department to ensure uniform application of codes and acquisition of any State and federally mandated certifications.
- 2.6.1.10 Enforce housing code standards.
- 2.6.1.11 Issue permits for special events at the direction of the Planning and Zoning Department and collect permit fees.
- 2.6.1.12 Develop a system of standards for taxi and limousine licensing and compliance.
- 2.6.1.13 Provide advice and guidance to City staff, advisory groups, boards, and commissions on issues related to permits and inspections.
- 2.6.1.14 Track, maintain, and report in a timely manner on key performance indicators established by the City in consultation with the Contractor for the Building Permits and Inspections.
- 2.6.1.15 Identify and perform other Building Permits and Inspections assistance where the firm reasonably anticipates needs, which are not specifically set forth above.

## **2.6.2 Building Permitting and Inspection**

The Contractor shall provide the following services:

- 2.6.2.1 The Building Permitting and Inspections services shall include, establishing, staffing, and maintaining the Inspections and Permitting Departments for the City.
- 2.6.2.2 Review, revise, develop, and implement, in coordination with the City Manager, the City's existing plan review and permitting process.
- 2.6.2.3 Maintain the City of Dunwoody's status as Local Issuing Authority (LIA) registered with the State of Georgia. Contractor shall include a fee schedule for the proposed plan review and permitting process, which the City could adopt as necessary.
- 2.6.2.4 Review, revise develop and implement, in coordination with the City Manager, the City's existing building permitting process for the City including response time standards.
- 2.6.2.5 Perform inspections and accurate compliance of the City of Dunwoody Building and City codes to ensure that every new and renovated building's design documents meet the building and trade codes.
- 2.6.2.6 Review, revise, develop, and implement, in coordination with the City Manager, the outlined plan for the City to conduct soil erosion and sedimentation control inspections for the City in accordance with the State of Georgia National Pollutant Discharge Elimination Standards (NPDES).
- 2.6.2.7 Review, revise, update, and develop a system of standards for City signage and issue all required Signage permits for temporary and permanent signage at the direction of the Planning and Zoning Department and collect permit fees as appropriate.

- 2.6.2.8 Collect permit fees and issue all building, construction, plumbing, electrical, BV AC, soil erosion, land disturbance permits and all other related permits; in conjunction with the Planning and Zoning Department.
- 2.6.2.9 Manage and maintain Permits and Inspection data and integrate it into the City of Dunwoody database regularly.
- 2.6.2.10 Manage and maintain the web accessible database and filing system, record retention program, and schedule for Permits and Inspections Documents that allows permit applicants to check status of Permits and Inspections via the Internet.
- 2.6.2.11 Review, revise, and update the current methods used to incorporate Energy Efficient and sustainable (LEED) standards into the permit and inspection process.
- 2.6.2.12 Identify and perform other building permitting and inspection responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### **2.6.3 Code Compliance**

The Contractor shall provide the following services:

- 2.6.3.1 Ensure that the City meets housing codes.
- 2.6.3.2 Review and revise, in coordination with the City Manager, a plan for an on-going code compliance process for the City.
- 2.6.3.3 The code compliance department shall prevent and remedy violations on City right of ways as well as private and commercial properties. The code enforcement officer shall be responsible for enforcing City and State ordinances as directed by the City Manager, Mayor, and or City Council.
- 2.6.3.4 Coordinate with the City's Planning and Zoning Department to ensure uniform application of codes and acquisition of any state and federally mandated certifications.
- 2.6.3.5 Issue permits for special events at the direction of the Planning and Zoning Department, and collect permit fees.
- 2.6.3.6 Identify and perform other code compliance responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.7 PARKS AND RECREATION

The City of Dunwoody Parks and Recreation Department strives to provide the residents of Dunwoody with the highest quality parks, recreational services, and green space to enhance the quality of life to our community. The City of Dunwoody manages six major parks with combined land space of over 156 acres. These parks are home to several major events each year and offer a variety of activities including skateboarding, tennis, and more.

### 2.7.1 General Requirements

Contractors responding to the Parks and Recreation scope of work shall perform the following services:

- 2.7.1.1 Provide a Parks and Recreation Manager, approved by the City, with full responsibility to manage all Parks and Recreation Department staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manager without written approval of the City, which approval will not be unreasonably withheld.
- 2.7.1.2 Provide services under the direction of the City Manager or designee.
- 2.7.1.3 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.7.1.4 Provide off-hours emergency service and support on a twenty-four (24) hour basis, seven (7) days a week.
- 2.7.1.5 Ensure that recreational facilities are in good repair and promptly notify the City of the need to repair or replace City equipment or the need for facility maintenance.
- 2.7.1.6 Provide supervision of Contractors providing Parks and Recreation Services to ensure that all Contractors perform contractual requirements effectively and efficiently.
- 2.7.1.7 Verify and update all information provided or obtained from other sources.
- 2.7.1.8 Comply with all local, state, and federal regulations applicable to performing work within a City park or recreational facility.
- 2.7.1.9 As it relates to Parks and Recreation, the Contractor shall track, maintain, and report on key performance indicators established by the City in consultation with the Contractor in a timely manner.
- 2.7.1.10 Identify and perform other Parks and Recreation assistance where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.7.2 Parks Maintenance

The Contractor shall provide the following services:

- 2.7.2.1 Plan, implement and coordinate staffing and contract administration for the daily maintenance and use of all public parks and recreational facilities.

- 2.7.2.2 Maintain and properly manicure City parks. This includes internal and external cleaning of all facilities daily, mulching, and playgrounds.
- 2.7.2.3 Ensure repairs are completed in a timely manner including, but not limited to:
- Painting over or removal of graffiti
  - Re-lining athletic field lines
  - Repairing or replacing broken windows
  - Repairing or replacing damaged or missing park signs
  - Repairing or replacing broken toilets and other bathroom facilities
  - Removing debris
  - Repairing or placing lighting in all recreational and park areas
  - Removal of trees when necessary
- 2.7.2.4 Review, revise, develop, and recommend to the City Manager short, mid, and long range plans for capital improvements.
- 2.7.2.5 Conduct all activities necessary to identify, develop and prepare submissions for any federal, state, or local funding and grant programs for improvements to the Park and Recreation system within Dunwoody, and provide fund oversight as required by law.
- 2.7.2.6 Oversee the planning, procurement and execution of capital projects for park improvements including, but not limited to, bonded capital projects.
- 2.7.2.7 Maintain all Parks and Recreational facilities as outlined in the above activities including:
- Dunwoody Park (the nature center and the baseball fields)
  - The Donaldson-Chesnut Homestead
  - North DeKalb Cultural Center
  - Windwood Hollow Park
  - Brook Run (includes theater and skate park)
  - Vernon Springs Park
  - Newly acquired 16 acres at 4000 Dunwoody Park (Georgetown)
  - Other recreational facilities acquired by the City during the term of the contract
- 2.7.2.8 Identify and perform other park maintenance responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.7.3 Recreation

The Contractor shall provide the following services:

- 2.7.3.1 Develop and recommend to the Park and Recreation Director short, mid, and long-term plans for capital improvements and implement said plans as directed.
- 2.7.3.2 Plan, recommend, implement and coordinate staffing and contract administration for the daily maintenance and use of public parks and recreational facilities.

- 2.7.3.3 Plan, recommend, implement, and coordinate staffing for planning and promoting, of recreational programs and special events sponsored by the City. These special events may include but are not limited to, festivals, and 5k's.
- 2.7.3.4 Coordinate with Park and Recreation staff to ensure dates for events scheduled in connection with facility activities do not conflict with any other City activities.
- 2.7.3.5 Coordinate with the City's Police Department for traffic control and provide cleanup for all recreational activities upon closure of events.
- 2.7.3.6 Administer all contracts with private instructors programs.
- 2.7.3.7 Manage and administer the collection of all fees and revenues from City provided recreational programming, devise, and implement a system for the security of all revenues collected.
- 2.7.3.8 Coordinate specified aspects of utilization of parks with emergency management procedures of local, state, and federal agencies.
- 2.7.3.9 Manage all planning, implementing and coordinating of staffing for the planning and promoting of recreation programs and special events.
- 2.7.3.10 Plan, implement, and coordinate staffing for the managing, coordinating and scheduling of City athletic facilities as needed.
- 2.7.3.11 Establish, operate, and oversee all aspects of emergency management procedures with local, state, and federal agencies to ensure safe recreational system.
- 2.7.3.12 Maintain and update a programming and management plan for the continued operation of the Brook Run Skate Park.
- 2.7.3.13 Identify and perform other recreation services responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

## 2.8 PUBLIC RELATIONS AND MARKETING

The Public Relations and Marketing Department maintains clear channels of communications between the citizens of Dunwoody and City Hall. The Department provides materials to the City to promote municipal events, publications, and promotions. In addition, the Department works with media vendors to purchase appropriate radio, TV, and print media.

### 2.8.1 General Requirements

Contractors responding to the Public Relations and Marketing scope of work shall perform the following services:

- 2.8.1.1 Provide services under the direction of the City Manager or designee.
- 2.8.1.2 Provide a Public Relations and Marketing Manager, approved by the City, with full responsibility to manage all Public Relations and Marketing Department staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manager without written approval of the City, which approval will not be unreasonably withheld.
- 2.8.1.3 Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 2.8.1.4 Provide supervision of Contractors providing Public Relations and Marketing Services to ensure that Contractor performs contractual requirements effectively and efficiently.
- 2.8.1.5 Verify and update all information provided or obtained from other sources.
- 2.8.1.6 Provide creative design services and product development for City reports including, but not limited to, Accounting, Budgeting, and Police Annual reports (e.g. CAFR, Budget, PAFR, and Police Annual Reports).
- 2.8.1.7 Track, maintain, and report in a timely manner on key performance indicators established for the Public Relations and Marketing by the City in consultation with the Contractor.
- 2.8.1.8 Identify and perform other Public Relations and Marketing responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.8.2 Public Relations

The Contractor shall provide the following services:

- 2.8.2.1 Promote City policy, programs, and achievements. Serve as a liaison with residents and other stakeholders as directed by the City Manager.
- 2.8.2.2 Provide content for and help update the City's website, which may contain City contact information, statistics, history, departmental and facility descriptions, the City and community calendars, meeting agendas, agenda packages, minutes, City codes, notices, pictures, and multimedia.

- 2.8.2.3 Provide information, with timely updates, and maintain continuous dialog and communication with City residents and citizen groups.
- 2.8.2.4 Work with media vendors in the purchase of print media, radio, or TV media. Publish studies, reports, and analyses for City staff and public presentation.
- 2.8.2.5 Coordinate with publishers to produce useful, informative, timely, and attractive publications.
- 2.8.2.6 Develop a graphical and thematic design for the City's annual report.
- 2.8.2.7 Coordinate with graphic designers, photographers, editors, printers and others in the production of the annual report, as needed.
- 2.8.2.8 Document important City events for future use in City developed publications.
- 2.8.2.9 Maintain and promote the City's brand.
- 2.8.2.10 Post public notices as directed within.
- 2.8.2.11 Utilize Facebook, Twitter, Flickr, and other social media outlets to post information on the City's activities.
- 2.8.2.12 Serve as liaison between the City and the citizens of Dunwoody.
- 2.8.2.13 Respond to public and press inquiries as directed by the City Manager.
- 2.8.2.14 Produce and distribute the quarterly City newsletter (online version) as directed by the City Manager.
- 2.8.2.15 Document all public relations procedures and processes as well as perform tests and walk-throughs to ensure sound public relations procedures and processes.
- 2.8.2.16 Support marketing with promoting and informing the public regarding citywide events.
- 2.8.2.17 Research current and relevant trends and benchmarks that might have an impact on the City and provide communication on the events' impact(s) to the City.
- 2.8.2.18 Identify and perform other public relations responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

### 2.8.3 Marketing services

The Contractor shall provide the following services:

- 2.8.3.1 Prepare presentations to highlight the value of the community as well as to promote it to business, while tracking the percent of new business brought into the City of Dunwoody.
- 2.8.3.2 Work in conjunction with the economic development staff to produce materials to assist in attracting prospective business leaders to the community.
- 2.8.3.3 Support public relations with promoting and informing the public regarding, citywide events.
- 2.8.3.4 Promote the City's sponsored programs and events.

- 2.8.3.5 Create annual marketing plan, which outlines the approach and specific projects that will be undertaken.
- 2.8.3.6 Document important City events for future use in City developed publications.
- 2.8.3.7 Design media for use in print, radio, or TV.
- 2.8.3.8 Document all marketing procedures and processes as well as perform tests and walk-throughs to ensure sound marketing procedures and processes.
- 2.8.3.9 Maintain and promote the City's brand.
- 2.8.3.10 Identify and perform other marketing responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

\* \* \* \* \* END OF SCOPE OF WORK \* \* \* \* \*

### 3 PROPOSAL FORMAT

#### 3.1 Economy of Presentation

Each proposal shall be prepared simply and economically, providing **straightforward and concise** delineation of Bidder's capabilities to satisfy the requirements of this RFP. Emphasis in each proposal must be on completeness and clarity of content. To expedite the evaluation of proposals, it is essential that Bidders follow the format and instructions contained herein. The City factors the proposal itself when considering the Contractor's ability to deliver high quality services.

#### 3.2 Proposal Submission

To support a non-biased evaluation of submitted proposals, the City is requesting Bidders to submit their proposals in two (2) individually sealed envelopes, one being the technical proposal and the other being the cost proposal. Bidders shall submit the technical and cost proposal envelopes in one (1) sealed and marked package sent to the designated address. The City will score all technical proposals first before evaluating the cost tables – Appendix E. Once the City evaluates all technical and cost proposals, the evaluation team will calculate the final score for each proposing Bidder for each service area.

##### 3.2.1 Technical Proposal

The technical proposal envelope shall contain the following:

- One (1) printed and signed original
- Six (6) copies
- One (1) electronic copy on a flash drive, CD-ROM or DVD disk in searchable PDF

The outside of the technical proposal envelope must be clearly labeled with the Bidder's **organization name, address, contact information and labeled (RFP) 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT TECHNICAL PROPOSAL**. The technical proposal envelope should only contain the Bidder's technical response; the City will not evaluate any additional material.

If bidding on multiple service areas, Bidders should clearly divide and mark with tabs the responses for each service area.

##### 3.2.2 Cost Proposal

The cost proposal envelope shall contain **only** the following:

- One (1) printed and signed original
- One (1) electronic copy on a flash drive, CD-ROM or DVD disk

The outside of the cost proposal envelope must be clearly labeled with the Bidder's **organization name, address, contact information and labeled (RFP) 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT COST PROPOSAL**.

The cost proposal envelope should contain, at the minimum, Appendix E – Cost Table, showing the costs associated with providing services for all service areas proposed. Bidders should also provide detailed costing information for each service area for which they respond. In addition, Bidders should provide hourly rates for all team members for any additional related services that may be required beyond the scope of this RFP. Alternatively, proposals may include one single blended rate for all team members. The City will not evaluate any additional material submitted by the Contractor.

### **3.3 Proposal Content**

The City expects that all Bidders responding to this RFP will develop responses that are concise, customized, and exhaustive. Bidders responding in more than one (1) service area must clearly divide and mark with tabs responses to each service area.

The City expects technical and cost proposals to be well organized. A table of contents is required in the technical proposal. The table of content should include, at a minimum, all listed items in the sequence indicated below in section 3.3.1. In each section of the proposal, Bidders should address the items in the order as listed in the RFP. Forms provided in the RFP must be completed and included in the appropriate section of the proposal.

The technical and cost proposals shall include the following.

#### **3.3.1 Technical Proposal Content**

Below is an outline of what the Technical Proposal should include. Bidders shall use tabs that clearly mark section headings, and if submitting combined bids for multiple service areas clearly divide separate service areas within each section. Bidders shall submit the technical proposal in a separately sealed envelope as specified in the section 3.2.1 of this RFP.

To aid in thorough and consistent review, Contractors shall organize and number the proposal to correspond to the proposal outline provided below, with particular emphasis given to Section III. Bidders should include a table of contents. Failure to follow proposal format and content requested by this RFP may result in proposal disqualification.

##### **3.3.1.1 Section I - Letter of Transmittal**

A letter of transmittal that provides the following information must accompany each proposal:

- Identify the submitting organization.
- Identify the name, title, telephone and fax number and an e-mail address of the contact person of the organization.
- Indicate which of the seven (7) service area(s) the Bidder is responding.
- Include a statement acknowledging no Proposal may be withdrawn for a period of one hundred and eighty (180) days after the time and date of proposal opening.

### 3.3.1.2 Section II - Corporate Background and Qualifications

This section shall include information on the Bidder's corporate organization (history, size, etc.), experience, and skills regarding the Bidder's record of accomplishment, reputation, and past performance in providing services to municipalities of similar size and indicate the capabilities for the successful completion of this work. Furthermore, Bidders shall provide information pertaining to the following:

- Describe attributes, special capabilities, techniques, or resources that make your firm uniquely qualified to provide requested services.
- Discuss your firm's involvement with similar projects at the federal, state, and/or local government levels.
- State whether the Bidder has any pending litigation, and state whether the firm has had any litigation in the last five (5) years and the outcome of such litigation.
- Describe the "back office" attributes, capabilities, and resources that will support the staff positioned at the City's premise(s).
- The City reserves the right to verify Bidder's financial statements and information provided to ensure that Bidder has the necessary financial resources to perform the contract in a satisfactory manner.

### 3.3.1.3 Section III - Response to Scope of Work

Bidders shall respond in detail to the requirements listed for the service area(s) of their choosing. Bidders shall address each listed item in order as it appears, providing separate descriptions for each applicable service area (if bidding on multiple scopes of work). Failure to address any item listed below may result in rejection of proposal.

- Clearly state your understanding of the service delivery objectives, work activities, and deliverables requested by this RFP. **Bidders shall address each item within the scope of work for all section(s) being proposed.**
- Describe your firm's approach and methodology to ensure delivery of high quality services.
- Describe your firm's methodology to ensure collaboration with City staff to research, evaluate, and, if authorized, implement efficiency and cost-saving improvements.
- Describe your firm's approach to maintaining appropriate and timely communication with the City Manager and City staff requests.

- Describe your firm's methodology for addressing transition issues at both the beginning and conclusion of this contract.
- Provide and describe a list of any firm-supplied facilities, equipment, and supplies you anticipate using for this contract.
- Describe your firm's approach to support the City's environmental sustainability goals.

#### **3.3.1.4 Section IV – Proposed Personnel**

The City expects staffing levels within the service areas to remain flexible to allow additional back office support when applicable. Therefore, the City acknowledges that Contractors may occasionally alter staff. This section shall only include resumes of proposed departmental Directors and Managers. Please note that the City has the final say on any staffing replacements and Contractors may not replace staff until receiving approval from the City. In addition, Bidders shall provide answers to the following:

- Describe the staffing methodology and include the approach taken to fill staff positions during times of vacancy such as vacation, sickness, FMLA, or attrition.
- Describe Contractor's and any proposed staff's qualifications and experience with the delivery of municipal services; particularly those described for this project.
- Provide resumes or professional profiles of key personnel (Directors and Managers) already identified that the Contractor would likely assign to this project.
- Describe the approach to ensure staff is adequately trained and up-to-date at the beginning of the contract, as well as your methodology for ensuring staff stays up-to-date throughout the term of the contract.
- The City expects Bidders responding to this RFP to provide the City with a high-level organizational chart, which should depict how the Bidder's organization intends to staff the various departments they are proposing. If a Bidder is submitting proposals for more than one (1) service area then the Bidder must provide an organizational chart for each department they are submitting. The organizational chart should include on-site, subcontracted, and Contractor-provided (back office) service positions.

### 3.3.1.5 Section V - References

Bidders shall submit a preferred minimum three (3) references for similar projects. Bidders must provide a complete list of clients for which services comparable in scope and size to those requested in this RFP have been rendered, a brief description of the services rendered, the dates of services, and the name, address, telephone number and email of the prospective vendor's contact person in that agency. Reference contact must have agreed to provide a complete and uncensored testimony.

### 3.3.1.6 Section VI - Required Forms

The City requests Bidders to complete, sign and return as a part of the technical proposal forms that are attached to this RFP (with the exception of Appendix E that should be a part of the Cost Proposal).

Technical Proposal:

- Executed Proposal Form (Section 5 of this RFP)
- Acknowledgement of any and all Addenda to this RFP

Cost Proposal:

- Appendix E –Cost Table (to be submitted with Cost Proposal)

Failure to submit completed and signed forms may result in proposal rejection.

### 3.3.1.7 Section VII - Appendices

Bidders may attach other materials that they feel may improve the quality of their responses. Each Bidder may, but is not required to, include additional references, resumes and any other materials deemed necessary but not provided otherwise (such as promotional literature, etc.). Note that these materials may or may not be reviewed by all evaluators and shall not be part of the official evaluation except to the extent they support qualifications and experience of the Bidder.

## 3.3.2 Cost Proposal Content

Bidder shall provide a fixed price for all services indicated in this RFP. Pricing shall be 36 payments plus an optional 12 additional payments. The City of Dunwoody requires pricing to remain firm for the duration of the contract. Failure to hold firm pricing for the duration of the contract will be sufficient cause for the City to declare a proposal non-responsive. An authorized representative of the bidding firm shall sign the cost proposal.

Bidders shall complete Appendix E – Cost Table, showing the costs associated with providing services for all service areas proposed. Bidders should also provide detailed costing information for each service area for which they respond.

Additionally, Bidder should provide hourly rates for all team members for any additional related services that may be required beyond the scope of this RFP. Alternatively, proposals may include one single blended rate for all team members.

The City would like to reiterate that the City intends to reimburse for all of the costs of maintenance and repairs overseen by the Contractor(s) separately, and these costs should not be included in the Cost Proposal figures submitted by the Bidder.

\* \* \* \* \* END OF PROPOSAL FORMAT \* \* \* \* \*

## 4 EVALUATION CRITERIA

The City, in its discretion, may award the Contract to the responsible and responsive Bidder(s) submitting the proposal that the City deems is the most advantageous, price and other factors being considered. To facilitate efficient evaluation sessions, the City asks Bidders to strictly follow the format mentioned in the RFP Section III – Proposal Format.

The City's staff will review all proposals submitted. After reviewing the proposals, the City may, at its discretion, invite to interview (at Bidder's expense) one or more of the Bidders whose proposals appear to best meet the City's requirements. Interview responses along with the written proposal and samples (if any), will become part of Bidder's submission evaluated pursuant to the evaluation criteria. The City reserves the right to short-list Bidders for further consideration.

The following are the evaluation criteria the City will consider in determining which proposal is most advantageous to the City:

### **A. Proposed Management Plan and Approach of Work – 35%**

The Proposal shall outline the plan that the Bidder will use to provide for the most effective delivery of the requested services put forth by the City.

### **B. Firm Qualifications – 20%**

The Proposal must give a detailed report of related experiences that will demonstrate the ability of the Bidder to perform requested duties and provide the services as outlined in this RFP.

### **C. Quality of Staff and Relative Experience – 20%**

The Proposal shall include the resumes of those qualified personnel proposed to fill the duties of the assignments at the appropriate levels requested by this RFP.

### **D. Clarity and Quality of Proposal – 5%**

The Proposal must be specific and contain, at a minimum, the details required to demonstrate an ability to meet or exceed those services outlined within the Scope of Work for each respective service area. The Proposal must clearly represent the Bidder in form and presentation.

### **E. Cost Proposal Fee – 20%** **(Submitted in a separate package from the technical proposal)**

The Cost Proposal must be submitted upon the format identified and must include all professional service levels, including those services to be provided by Sub-Contractors.

\* \* \* \* \* END OF EVALUATION CRITERIA \* \* \* \* \*

## 5 PROPOSAL FORM

**PROPOSAL FORM  
CITY OF DUNWOODY, GA  
RFP 11-02 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT**

The undersigned, as Bidder, hereby declares that this Proposal is in all respects fair and submitted in good faith without collusion or fraud. Bidder represents and warrants to the City that: (i) except as may be disclosed in writing to the City with its Proposal, no officer, employee or agent of the City has any interest, either directly or indirectly, in the business of the Bidder, and that no such person shall have any such interest at any time during the term of the Contract should it be awarded the Contract; and (ii) no gift, gratuity, promise, favor or anything else of value has been given or will be given to any employee or official of the City in connection with the submission of this Proposal or the City's evaluation or consideration thereof.

The Bidder further represents that it has examined or investigated the site conditions if necessary, and informed itself fully in regard to all conditions pertaining to the place where the work is to be done; that it has examined the Contract Documents and has read all Addendum(s) furnished by the City prior to the opening of the Proposals, as acknowledged below, and that it has otherwise fully informed itself regarding the nature, extent, scope and details of the services to be furnished under the Contract.

The Bidder agrees, if this Proposal is accepted, to enter into the written Contract with the City in the form of Contract attached (properly completed in accordance with said Proposal Documents), and the Contract Documents for RFP 11-02 Municipal Government Services Procurement, at the City of Dunwoody, and to furnish the prescribed evidence of a valid business license, insurance, and all other documents required by these Contract Documents. The Bidder further agrees to commence work and to perform the work specified herein within the time limits set forth in the Contract Documents, which time limits Bidder acknowledges are reasonable.

The undersigned further agrees that, in the case of failure or refusal on its part to execute the said contract, provide evidence of specified insurance, a copy of a valid business or occupational license and all other documents required by these Contract Documents within ten (10) business days after being provided with Notice of Intent to Award the contract (or such earlier time as may be stated elsewhere in these Proposal Documents), the Proposal award may be offered by the City to the next ranked Bidder, or the city may re-advertise for Proposals, and in either case the City shall have the right to recover from the Bidder the City's costs and damages including, without limitation, attorney's fees, to the same extent that the City could recover its costs and expenses from the Bidder under section 10 of the Instructions to Bidder if the Bidder withdrew or attempted to withdraw its Proposal.

The Bidder further agrees, if it fails to complete the scope of work according to the provisions within the scheduled time or any authorized extension thereof, that the City may deduct damages from the Contract price otherwise payable to the Bidder.

Acknowledgement is hereby made of the following Addendum(s) received since issuance of the Contract Documents (identified by number)

Addendum No.	Date	Addendum No.	Date	Addendum No.	Date
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

It shall be the responsibility of each Bidder to visit the City Purchasing Department's website to determine if the City issued addendum(s) and, if so, to obtain such addendum(s). Failure to acknowledge an addendum above shall not relieve the Bidder from its obligation to comply with the provisions of the addendum(s) not acknowledged above.

Work, excluding transitional requirements, is to commence on or about January 1, 2012.

The City of Dunwoody requires pricing to remain firm for the duration of the term of the contract. Failure to hold firm pricing for the term of the contract will be sufficient cause for the City to declare bid non-responsive.

Company Name: \_\_\_\_\_

Termination for Cause: The City may terminate this agreement for cause upon ten days prior written notice to the Consultant of the Consultant's default in the performance of any term of this agreement. Such termination shall be without prejudice to any of the City's rights or remedies by law.

Termination for Convenience: The City may terminate this agreement for its convenience at any time upon 30 days written notice to the Consultant. In the event of the City's termination of this agreement for convenience, the Consultant will be paid for those services actually performed. Partially completed performance of the agreement will be compensated based upon a signed statement of completion to be submitted by the Consultant, which shall itemize each element of performance.

Termination for fund appropriation: The City may unilaterally terminate this Agreement due to a lack of funding at any time by written notice to the Consultant. In the event of the City's termination of this Agreement for fund appropriation, the Consultant will be paid for those services actually performed. Partially completed performance of the Agreement will be compensated based upon a signed statement of completion to be submitted by the Service Provider, which shall itemize each element of performance.

The Contractor agrees to provide all work to complete the project described in this document for the amount listed in the Cost Proposal (submitted in a separate package).

Legal Business Name \_\_\_\_\_

Federal Tax ID \_\_\_\_\_

Address \_\_\_\_\_

Does your company currently have a location within the City of Dunwoody?

Yes \_\_\_ No \_\_\_

Will your company accept the City's procurement card for payments from the City of Dunwoody?

Yes \_\_\_ No \_\_\_

Representative Signature \_\_\_\_\_

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

Telephone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

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

## 6 INSTRUCTIONS TO BIDDERS

### 1. INTENT

It is the intent of these Instructions to establish guidelines for the proper completion of the Proposal Forms. These Instructions to Bidders provide guidance and explanation for subsequent Proposal Forms and Contract Documents. Please read all Instruction paragraphs.

### 2. GENERAL

- 2.1 The City's goal is that all the terms and conditions stated in the Proposal Documents will constitute the terms of the final Contract between the City and the successful Bidder, without significant or material change to such terms or conditions. **Exceptions to any of the terms of the agreement to which a Bidder will not or does not agree must be presented prior to the deadline for submitting questions by the Bidder in writing as provided in this section and directed to RNR@dunwoodyga.gov.** Such exceptions must be specific, and the Bidder must state a reason for each exception and propose alternative language, if appropriate. The purpose of the exception process is to permit the City to correct, prior to the opening of the proposals, any technical or contractual requirement, provision, ambiguity, or conflict in the RFP and related documents, which may be unlawful, improvident, unduly restrictive of competition, or otherwise inappropriate. Any corrections will be made via an addendum issued prior to the submission deadline. Unless timely submitted as an exception and amended with an addendum, any such ambiguity, conflict or problem shall be resolved in favor of the City of Dunwoody. Bidders shall not substitute entire agreements or sets of terms and conditions but discuss separately each term or condition that they take exception to or desire to change.
- 2.2 The Contract work shall not be divisible, and shall be awarded, if an award is made, to a single Bidder. The City will award only one contract for the services required under this Request for Proposals. If the successful Bidder intends to provide any services through another company, the successful Bidder must serve as the City's prime Contractor and shall have full responsibility to the City for all obligations under the Contract.
- 2.3 A Bidder's Proposal prices shall remain firm for the duration of the initial term of the Contract. Any anticipated increases in Bidder's costs during the initial term of the Contract must be reflected in its prices set forth in its Proposal. The City shall not be obligated to renegotiate or increase any price for any work during the initial term of the Contract based on a Bidder's mistake or miscalculation of prices, underestimation of costs, or for any other reason. All of the Bidder's overhead costs, including, but not limited to, costs of travel and the required bonds and insurance coverage, shall be included in such Bidder's prices listed in its Proposal.
- 2.4 The Contract, if awarded, shall not be construed to create unto the Contractor any exclusive rights with respect to any of the City's requirements. The City may in its sole discretion award any additional or similar services to any third party, or if the Contract is for the provision of services, the City may elect to perform all or a portion of the services by its own employees.
- 2.5 There shall be no reimbursable or travel expenses associated with this project regarding any category or term. Without limiting the generality of the foregoing, all of the Bidder's overhead costs related to travel shall be included in such Bidder's prices in its Proposal.
- 2.6 The City will contract with the successful Bidder to provide services indicated in the Scope of Work throughout the duration of the Contract at the price submitted. The City will not price a contract for hourly rates.

### 3. ENVIRONMENTAL SUSTAINABILITY

The City of Dunwoody is committed to environmental sustainability. The City believes we have a unique opportunity to expand our leadership in the area of environmentally preferable purchasing, and through our actions, elicit changes in the marketplace. By further incorporating environmental considerations into public purchasing, the City of Dunwoody will positively impact human health and the environment, remove unnecessary hazards from its operations, reduce costs and liabilities, and improve the environmental quality of the region. As such, the City encourages the incorporation of environmental sustainability into proposals.

#### 4. EXAMINATION OF PROPOSAL/CONTRACT DOCUMENTS

All prospective Bidders shall thoroughly examine and become familiar with the Proposal package and carefully note the items, which must be submitted with the Proposal. (These Instructions to Bidders, the Request for Proposals, the Proposal Forms, the Contract, the General Conditions, and the Scope of Work are referred to herein as the "Proposal Documents" or the "Contract Documents.") Submission of a Proposal shall constitute an acknowledgment that the Bidder has read and understands the Proposal Documents. The failure or neglect of a Bidder to receive or examine any Proposal Document shall in no way relieve it from any obligations under its Proposal or the Contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge or understanding of any of the Contract Documents or the scope of work.

#### 5. ADDENDUM(S)-CHANGES WHILE PROPOSING

Other than during the Pre-Proposal Conference, the City shall not be required to provide to any Bidder verbal interpretations as to the meaning of any portion of the Proposal Documents. Requests for interpretation, clarification or correction of Proposal Documents, forms or other material in this Proposal Package should be made in writing and delivered to Chris Pike, Director of Finance, City of Dunwoody, 41 Perimeter Center East, Suite 250, Dunwoody, Georgia 30346 or by e-mail to [RNR@dunwoodyga.gov](mailto:RNR@dunwoodyga.gov) or facsimile to (678) 533-0797 no later than May 5, 2011 at 2:00 pm EST. Any response by City to a request by a Bidder for clarification or correction will be made in the form of a written Addendum. All parties to whom the Proposal packages have been issued will be sent a notification of the issuance of an Addendum either by e-mail and/or by facsimile. The Addendum may be electronically downloaded by visiting either the City Purchasing Department's website at [http://www.dunwoodyga.gov/Government/Document/RFP\\_RFQ.aspx](http://www.dunwoodyga.gov/Government/Document/RFP_RFQ.aspx) or by visiting Georgia's Department of Administrative Services (DOAS) web site at [http://ssl.doas.state.ga.us/PRSapp/GPR\\_P\\_start.jsp](http://ssl.doas.state.ga.us/PRSapp/GPR_P_start.jsp). However, prior to submitting its response, it shall be the responsibility of each Bidder to visit the City Purchasing Department's website to determine if addendum(s) were issued and, if so, to obtain such addendum(s).

#### 6. PREPARATION OF PROPOSALS

- 6.1 Proposals shall be submitted on reproduced copies of the attached Proposal Forms including any revised or additional Proposal Forms supplied by Addendum(s). If an award is made, the completed Proposal Forms shall constitute a part of the Contract Documents and will be incorporated in the final Contract between the City and the successful Bidder. All blank spaces in the Proposal Forms should be filled in legibly and correctly in ink or type.
- 6.2 All Proposals shall contain the name and business address of the individual, firm, corporation, or other business entity submitting the Proposal and shall be subscribed by either the individual, a general partner, a member of a member-managed LLC, a manager of a manager-managed LLC, or an authorized officer or agent of a Corporation or business entity, and should be properly witnessed or attested. If any officer or agent other than the signatories described in the preceding sentence shall sign any Contract Document on behalf of the Bidder, the City should be furnished with satisfactory evidence of such officer's or agent's authority to bind the Bidder with respect to the contents of the subject Proposal Documents so signed by him or her. If the Bidder is an LLC, the Bidder should submit with its Proposal its Articles of Organization or other evidence satisfactory to the City, indicating whether the LLC is member-managed or manager-managed, and indicating that the person executing the Proposal is authorized to bind the LLC.
- 6.3 If the Bidder is a partnership, joint venture, or sole proprietorship, the City, reserves the right to require the Bidder to submit to the City at any time the name and business address of each owner, principal, partner, or member of the Bidder having an ownership or management position with the Bidder.
- 6.4 If the Bidder is a corporation or other state-chartered business entity, the City reserves the right to require the Bidder to submit to the City at any time, the name and business address of each officer, director, and holder of 10% or more of the stock or other ownership interests of such corporation or other business entity. If the Bidder is a corporation, the Proposal should have the corporate seal affixed and include the name of the State in which it was incorporated. If the Bidder is a foreign corporation or other state-chartered business entity and is the successful Bidder, the Bidder will be required to submit evidence prior to the execution of the Contract, if awarded, that the corporation or other state-chartered business entity is authorized to do business in the State of Georgia and the City. If the Bidder elects to use a fictitious name in its Proposal, a copy of the Bidder's fictitious name registration should be provided to City.

## 7. PROPOSAL GUARANTY

A Proposal Guaranty shall not be required for this Contract.

## 8. DELIVERY OF PROPOSALS

- 8.1 All Proposals shall be submitted in sealed envelopes marked on the outside according to the requirements stated in the RFP. Each Proposal shall consist of an executed copy of the Proposal Form, along with all other documents or information required to be submitted pursuant to the terms of the Proposal Documents (together, the "Proposal"). The documents comprising the Proposal must be completed and signed on the forms provided herein, or on exact reproductions thereof.
- 8.2 All Proposals shall be submitted pursuant to the terms outlined in these Instructions to Bidders. Any Proposals received after the time and date specified in the Request for Proposals for the opening of the Proposals will not be considered, but will be returned unopened.
- 8.3 Each Bidder's response to the Request for Proposals shall be at the sole cost and expense of the Bidder and such Bidder shall have no right or claim against the City for costs, damages, loss of profits, or to recover such costs, damages, or expenses in the event the City exercises its right to reject any or all Proposals or to cancel an award pursuant to a provision hereof for any reason.
- 8.4 Submission of a Proposal shall constitute authorization for the City and its representatives and agents to make such copies of the Proposal or portions thereof and to distribute such copies as may be necessary or desirable to carry out the City's objectives or requirements.

## 9. COMMUNICATIONS REGARDING EVALUATION OF PROPOSALS

To ensure the proper and fair evaluation of Proposals, the City prohibits any oral communication related to this contract and initiated by a Bidder or its agent to an employee of the City evaluating or considering the Proposal during the period of time following the opening of Proposals and prior to the time a decision has been made with respect to the Contract award. An employee or representative of the City who is not a member of the selection team may initiate communication with a Bidder in order to obtain information or clarification needed to develop a proper and accurate evaluation of the Proposal. Any communication initiated by Bidder during evaluation should be submitted in writing and delivered via e-mail to [RNR@dunwoodyga.gov](mailto:RNR@dunwoodyga.gov) or facsimile to (678) 533-0797. Unauthorized communication by the Bidder shall disqualify the Bidder from consideration.

## 10. WITHDRAWAL OF PROPOSALS

No Proposal may be withdrawn after it is submitted unless the Bidder makes a request in writing and such request is confirmed as received prior to the time set for opening of Proposals. No Proposal may be withdrawn after the scheduled Proposal opening time for a period of one hundred eighty (180) days. Any Bidder withdrawing or attempting to withdraw its Proposal prior to the expiration of the one hundred eighty (180) day period shall be obligated to reimburse the City for all its costs incurred in connection with such withdrawal or attempted withdrawal including, without limitation, any increased costs for procuring the goods or services from another Bidder or all costs of advertising and re-procuring the goods or services, and all attorneys' fees, in addition to payment of City's other damages. A Bidder's submission of a Proposal shall be deemed the Bidder's acknowledgment of an agreement to the provisions of this Section.

## 11. DISQUALIFICATION OF BIDDERS

- 11.1 Any of the following causes may be considered as sufficient for the disqualification of a Bidder and the rejection of its Proposal:

- 11.1.1 **Submission of more than one Proposal for the same work, or participation in more than one Proposal for the same work as a partner or principal of the Bidder, by an individual, firm, partnership or corporation, under the same or different names, or by Bidders which are affiliates, either at the time of submittal, or at the time of award. This is not intended to prevent subcontractors or individual team members from negotiated with the primary Contractor to provide services. For purposes of this**

section, the term “affiliates” means firms, partnerships, corporations or other entities under common control;

- 11.1.2 Evidence of collusion between or among Bidders including, but not limited to, agreements not to compete for contracts with the City;
- 11.1.3 Evidence, in the opinion of the City, of Bidder(s) attempting to manipulate the Proposal pricing for its own benefit (e.g. pricing resulting in a failure of the City’s ability to enforce the Contract or impose the remedies intended following breach by Contractor);
- 11.1.4 Being in arrears on any of its existing contracts with the City or in litigation with the City or having defaulted on a previous contract with the City;
- 11.1.5 Poor, defective or otherwise unsatisfactory performance of work for the City or any other party on prior projects which, in the City's judgment and sole discretion, raises doubts as to Bidder's ability to properly perform the work; or
- 11.1.6 Any other cause which, in the City's judgment and sole discretion, is sufficient to justify disqualification of Bidder or the rejection of its Proposal.
- 11.1.7 Evidence of improper communication as described in section 9 above.

11.2 The City has adopted a policy, which addresses, among other things, the obligations of the City's employees with respect to interest in business entities, unauthorized compensation, and acceptance of gifts. Please be aware that any act by a Bidder that could cause a City employee to violate the policy is sufficient cause for the denial of the right of the Bidder to propose on any contract or sell any materials, supplies, equipment, or services to the City for a period of time that is determined by the City Manager.

## 12. REJECTION OF IRREGULAR PROPOSALS

A Proposal may be considered irregular and may be rejected if it is improperly executed, shows omissions, alterations of form, additions not called for, unauthorized conditions, or limitations, or unauthorized alternate Proposals, fails to include the proper Proposal Guaranty, Contract references, other certificates, affidavits, statements, or information required to be included with Proposals, including, but not limited to, the Bidder's prices, or contains other irregularities of any kind.

## 13. NOTICE OF INTENT TO AWARD CONTRACT

Unless all Proposals are rejected, a Notice of Intent to Award is anticipated to be provided within ninety (90) days from the opening of Proposals to the responsible and responsive Bidder submitting the Proposal deemed to be most advantageous to the City, price and other factors being considered. For all procurements, the City reserves the right to reject any or all Proposals and to cancel the procurement or to solicit new Proposals.

## 14. RESPONSIBILITY OF BIDDERS

- 14.1 City reserves the right, to aid it in determining a Bidder's responsibility, to require a Bidder to submit such evidence of Bidder's qualifications as the City may deem necessary, and may consider any evidence available to the City of the financial, technical, and other qualifications and abilities of a Bidder, including past performance (experience) with the City and others. The City shall be the final authority in the award of any and all Proposals.
- 14.2 All Bidders shall furnish the City with the company name, address, contact person, and telephone number of preferably three (3) entities (firms other than the City) for which they have supplied similar services as requested in this Proposal. The information should be submitted on the provided Contract References page with the knowledge that the City will use the data for reference purposes. The City does check all references and requires the Bidder to notify the reference, verify contract information, and obtain permission from the reference before completing the form.
- 14.3 For a Bidder to meet the minimum responsibility criteria for this Contract, the Bidder must provide verifiable evidence, through references or otherwise, that the Bidder is an individual, a firm, a corporation, or other entity that

has experience or is engaged in providing such services and, taking into account the activities of a related predecessor, affiliate, or principal of Bidder, has been actively engaged in such activity for at least three (3) years.

**15. GUARANTY OF FAITHFUL PERFORMANCE**

A Performance Bond shall not be required for this Contract.

**16. POWER OF ATTORNEY AND COUNTERSIGNATURE**

Not applicable.

**17. EXECUTION OF CONTRACT**

- 17.1 The Bidder to whom the Notice of Intent to Award is given shall, within ten (10) business days of the date of the Notice of Intent to Award, execute and/or deliver the following to the City: the Contract, a copy of the Bidder's valid business or occupational license, and all other documents and information required by the Contract Documents. All of the above documents and information must be furnished and the Contract Documents executed by Bidder, and delivered to the City, before the Contract will be executed by the City.
- 17.2 A Bidder's failure to timely fulfill its obligations under this section shall be just cause for withdrawal of such Notice of Intent to Award. In such case, a Notice of Intent to Award may then be issued to the next ranked Bidder or all Proposals may be rejected and the Contract re-advertised. In such event, the City shall be entitled to receive its damages and costs, including, but not limited to, its attorneys' fees caused by or in connection with a Bidder's failure to fulfill its obligations under this paragraph. A Bidder's liability for failing to timely fulfill the obligations stated in this paragraph shall be the same as for withdrawing its Proposal (see Section 10).
- 17.3 The Contract shall not be binding upon the City until it has been executed by the City and a copy of such fully executed Contract is delivered to the Contractor. The City reserves the right to cancel the award without liability to any Bidder at any time before the Contract has been fully executed by the City and delivered to the Contractor. Accordingly, the Contractor is hereby warned that it should not commence performance or incur costs or expenses in connection with the Contract obligations until it has been delivered a final, fully executed copy of the Contract.

**18. GEORGIA SALES TAX**

The City is a governmental agency and a political subdivision under Georgia law. Purchases by the City under this Contract are exempt from sales tax: A City tax-exempt number is not required for a municipality. No purchase made by any entity is qualified to be exempt other than those made directly by the City. The City's sales tax exemption does not apply to goods or services purchased or consumed by a Contractor for which the Contractor is deemed to be the ultimate consumer in connection with the fulfillment of its Contract obligations, and the City shall have no liability for such taxes.

**19. SUBCONTRACTS**

- 19.1 The Contractor's right to subcontract shall be governed by the provisions of Section 17 of the General Conditions.
- 19.2 Nothing contained in these Contract Documents shall be construed as creating any contractual relationship between any subcontractor and the City.
- 19.3 The Contractor shall be fully responsible to the City for the acts and omissions of a subcontractor and of persons employed by said subcontractor to the same extent that the Contractor is liable to the City for acts and omissions of persons directly employed by it.

**20. FAMILIARITY WITH LAWS**

All Bidders and the Contractor are presumed to be familiar with and shall observe all Federal, State and local laws, ordinances, codes, rules and regulations, including, without limitation, the City's rules and regulations, that may in any way affect work herein specified. Ignorance on the part of the Contractor shall in no way relieve Contractor from any such responsibility or liability. Contractor's compliance with requirements of O.C.G.A. 13-10-91 and Rule 300-10-1-.02 will be attested.

**21. SECURITY**

The successful Bidder will be required to comply with all applicable standards of the City relating to security, which may be in effect or changed from time to time.

**22. MINORITY AND WOMEN BUSINESS ENTERPRISE ("MWBE") PARTICIPATION**

An MWBE participation goal has not been established for this Contract. Such participation is encouraged, but will not be considered during the evaluation process for award of this Contract.

**23. LOCAL DEVELOPING BUSINESS ("LDB") PARTICIPATION**

An LDB participation goal has not been established for this Contract. Such participation is encouraged, but will not be considered during the evaluation process for award of this Contract.

**24. INSURANCE**

The Bidder to whom the Notice of Intent to Award is given shall provide a signed Certificate of Insurance. The Certificate of Insurance shall evidence the insurance coverage required by the City pursuant to Section 14.7 of the General Conditions and shall be filed with the City within ten (10) business days of the date of the Notice of Intent to Award. The Certificate of Insurance must contain a provision that the coverage provided under the policies will not be cancelled or modified or the limits thereunder decreased unless at least thirty (30) days prior written notice has been given to the City.

**25. PROPOSAL ERRORS**

In the case of a Bidder's error in the extension or addition of Proposal prices, the unit prices will govern. Proposals having erasures or corrections should be initialed in ink.

**26. COMPLIANCE WITH OCCUPATIONAL SAFETY AND HEALTH ACT**

The Bidder certifies that all materials, equipment, chemicals, etc. contained in its Proposal or otherwise to be provided or used by the Bidder in its performance of the Contract work, and including any replacements or substitutions therefore, shall meet all EPA and OSHA requirements.

**27. PERFORMANCE STANDARD**

The standards by which the Contractor's performance will be evaluated are set forth in the General Conditions and Scope of Work. The successful Bidder's failure to meet these standards, after receipt of written notice to correct such deficiencies, may in addition to the City's other remedies, in the City's sole discretion, result in a termination of the Contract for cause pursuant to the termination provisions of the General Conditions. Performance indicators shall be mutually agreed upon between the identified Contractor for selected service area and the City no later than October 15, 2011. The Contractor shall commence tracking relevant metrics in January 2012.

**28. NO PROPOSALS**

In the event a potential Bidder elects not to submit a Proposal, such potential Bidder is nonetheless requested to respond by advising the City of the reason for not submitting a Proposal.

**29. PUBLIC RECORDS/PUBLIC MEETINGS**

Please be aware that all meetings of the City's Council are duly noticed public meetings and all documents submitted to the City as a part of or in connection with a Proposal may constitute public records under Georgia law regardless of any person's claim that proprietary or trade secret information is contained therein. By submission to the City, Bidders waive any declaration that their entire response to be proprietary information. Proposals and all related correspondence are subject to the Georgia Open Records Act and may be provided to anyone properly requesting same, after contract award. The City cannot protect proprietary data submitted in vendor proposals unless provided for under the open records law. In the event, the Bidder deems certain information to be exempt from the disclosure requirements, the proposal must specify what content is considered exempt and cite the applicable provision of the law to support that assessment. In the event such information is requested under the open records law, the Bidder's assessment will be examined by the City Attorney who will make a determination. The decision to withhold or release the information will be at the City's sole discretion.

\* \* \* \* \* END OF INSTRUCTIONS TO BIDDERS \* \* \* \* \*

## Appendix A - No Response to Request for Proposals

If your company is unable to submit a Proposal at this time, please provide the information requested in the space provided below and return to:

Chris Pike, Director of Finance  
CONFIDENTIAL – RFP 11-02  
City of Dunwoody  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

Our company's reason for not submitting a Proposal is:

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\_\_\_\_\_  
Company Name

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

Its: \_\_\_\_\_  
Name & Title, Typed or Printed

## Appendix B - General Conditions

### 1. SCOPE OF WORK

The Contract will be to provide to the City in accordance with the Contract Documents. All work shall be performed in accordance with the Scope of Work attached hereto.

### 2. REGULATIONS

- 2.1 The Contractor shall comply with all applicable federal, state, and local laws, ordinances, rules, and regulations pertaining to the performance of the work specified herein.
- 2.2 The Contractor shall obtain all permits, licenses and certificates, or any such approvals of plans or specifications as may be required by Federal, State and local laws, ordinances, rules and regulations, for the proper execution of the work specified herein.
- 2.3 During the performance of this Contract, the Contractor shall keep current and, if requested by the City, provide copies of any and all licenses, registrations, or permits required by applicable governing agencies. The Contractor shall keep a copy of any and all licenses, registrations, and permits on the job site while performing the Contract work.

### 3. WORK HOURS

- 3.1 The Contractor shall normally perform on-site work during Standard Work Hours, which currently are between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding City's observed holidays. The City may require the Contractor to perform work on the city's premises during Non-standard Work Hours, which are outside the Standard Work Hours. Non-standard Work Hours may be arranged with prior approval of the City. The Contractor shall advise the City no less than 48 hours in advance of its projected work schedule. The Contractor shall perform no work during City observed holidays without the prior written permission of the City.
- 3.2 In the event an emergency condition is declared by the City Manager or Finance Director or their respective designees, the Contractor will perform work during such hours as requested by the City.
- 3.3 Work can be performed away from the City's premises, but in all cases, such work must be maintained and documented on the City's servers (shared drives accessed via a VPN, etc.)

### 4. CONTRACTOR'S PERSONNEL

- 4.1 The Contractor will abide by all State and Federal regulations on wages and hours of an employee dealing with the employment relationship between the Contractor and its subsidiaries or related parties and its employees, including but not limited to the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.
- 4.2 The Contractor shall require all prospective employees to show proof of citizenship, or proof from the United States Immigration and Naturalization Service of valid entry permits and/or work permits for legal aliens and proof that such legal aliens are eligible to be employed in the United States. This includes any requirement for participation in the DHS e-Verify or SAVE program.
- 4.3 Should the Contractor engage employees who are illiterate in English, it will be the Contractor's responsibility and obligation to train such employees to be able to identify and understand all signs and notices in and/or around the areas that relate to them or the services being performed by them pursuant to this Contract. In addition, the Contractor will have someone in attendance at all times who can communicate instructions to said employee.
- 4.4 The Contractor shall maintain a drug-free workplace within the meaning of the Georgia Drug-free Workplace Act. No employee shall be hired by a Contractor for work on the City's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the

Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor. Copies shall be provided to the City, if requested.

- 4.5 The Contractor shall transfer promptly from the City any employee or employees that the City advises are not satisfactory, and replace such personnel with employees satisfactory to the City; but in no event shall the City be responsible for monitoring or assessing the suitability of any employee or agent of the Contractor.
- 4.6 The Contractor's employees shall be instructed that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers or other persons at the City. The Contractor shall be responsible for ensuring that all articles found by its employees on the City's premises are turned over to the City or the City's designated agent in charge of such articles.
- 4.7 A valid driver license (Commercial Driver License, if applicable) will be required of all personnel operating motor vehicles or motorized equipment on roadways in or around the City.
- 4.8 While working on city property all Contractors' employees shall wear neat-appearing business casual attire or uniforms with the company name and/or logo and footwear of a style that complies with all legal and safety requirements, including and without limitation, the requirements of OSHA.
- 4.9 Designation of Project Manager - The Contractor shall designate a Project Manager acceptable to the City for all purposes related to this Contract.
  - 4.9.1 The Project Manager shall be fully responsible for the Contractor meeting all of its obligations under this Contract. The Project Manager shall provide the City with an appropriate status report on the progress of the project every week, as well as conduct weekly team status review calls or meeting with the City's CAR during the Contract term, the day to be mutually determined as part of the Project Plan. This report may be delivered by facsimile, e-mail, U.S. postal service, or private carrier, provided it is delivered in a timely manner.
  - 4.9.2 The Project Manager shall be available, as reasonably required, to be on-site during necessary times. Such times shall be discussed between the Project Manager and the City, but the final required times will be at the City's discretion.
  - 4.9.3 In the event that the designated Project Manager terminates employment with the Contractor, or is requested by the City to be removed from the role of Project Manager (as provided in Section 4.5), the position shall be assumed by an individual with equivalent qualifications, experience, and knowledge. Such replacement shall require the City's prior approval.
  - 4.9.4 The Contractor shall not replace the approved Project Manager without written approval of the City, which approval will not be unreasonably withheld.
- 4.10 The process by which the implementation partner requests the removal of a team member from the project. If a Contractor replaces a proposed team member, the Contractor shall replace that team member with a new team member of similar experience. The City reserves the right to accept or reject any proposed or replacement team member, with or without cause, at any time during the duration of the project.

## 5. ITEMS PROVIDED BY THE CITY

- 5.1 Work Location. The City of Dunwoody shall provide a work location for all full-time office-based employees proposed under this contract. It shall be the sole responsibility of the Contractor to provide for other project team members' work locations.
- 5.2 Uninterruptible Power Supply (UPS). The City of Dunwoody shall provide a power supply for all full-time office-based employees proposed under this contract. It shall be the sole responsibility of the Contractor to provide for other project team members' power supplies.
- 5.3 Printers. The City of Dunwoody shall provide a common-use (shared) printers for all full-time office-based employees proposed under this contract. It shall be the sole responsibility of the Contractor to provide for other

project team members' printers or printers for employees not using the common-use printers except when determined by the City a private printer should be provided.

- 5.4 Office Space. The City of Dunwoody shall provide office space for all full-time office-based employees proposed under this contract. It shall be the sole responsibility of the Contractor to provide for other project team members' office spaces.
- 5.5 Utility Services. The City of Dunwoody shall provide utility services for all full-time office-based employees proposed under this contract. It shall be the sole responsibility of the Contractor to provide for other project team members' utility services.
- 5.6 Employee Parking. The City of Dunwoody shall provide employee parking for all full-time office-based employees proposed under this contract as well as other team members working at a City Work Locations. It shall be the sole responsibility of the Contractor to provide for other project team members' parking including, but not limited to full-time employees traveling outside the City.
- 5.7 Vehicles. On January 1, 2012, the City will own all vehicles currently used by Contractors performing the current Public Works and Community Development contracts. The City intends to transfer all vehicles to the Contractor(s) awarded the new contracts commencing January 1, 2012. All costs associated with the title transfer, maintenance and repairs shall be the responsibility of the Contractor. Vehicles associated with each respective service area can be found in Appendix F. As a minimum standard, Contractor shall maintain vehicles in a manner acceptable to the City. Vehicles shall be free of any major defects. Paints, body, and interior shall have only minor (if any) blemishes, and there shall be no major mechanical problems. There shall be little or no rust on the vehicles. Engine compartment shall remain clean, with no fluid leaks. Tires shall match and maintain substantial available tread wear. Vehicles must have a clean title history. Vehicles must pass all required emissions tests. Vehicles shall not have any unsubstantiated mileage at any time. Vehicles shall be replaced at the Contractors expense at any time the vehicle does not meet the City's standard, no less often than when the age of the vehicle reaches six years or 150,000 miles. Replacement vehicles' ownership reverts to the City at the conclusion of the contract. Contractor allows the City to utilize the vehicles when not in use by the Contractor.

## 6. TOOLS AND EQUIPMENT

The City shall also supply furniture, fixtures, and equipment for all city offices and full-time office-based contractor employees.

## 7. PERFORMANCE REQUIREMENTS

- 7.1 The Contractor shall perform all of its obligations and functions under the Contract in accordance with the Contract provisions, industry standards, and any manufacturers' specifications. The Contractor shall adjust and coordinate its activities to the needs and requirements of the City and perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with, or delay the operations or activities of the City.
- 7.2 The Contractor's personnel shall perform work in a neat and professional manner as directed by the City Manager, and in compliance with all Federal, State, and City of Dunwoody regulations and OSHA rules and regulations shall be followed at all times.
- 7.3 Dates for commencement and completion of work shall be coordinated with the City's Authorized Representative (CAR).
- 7.4 Any work required beyond that which is specified herein, shall be reported in advance to the City. At no time shall work beyond the scope be performed without prior written authorization from the City.
- 7.5 The Contractor shall utilize maximum safety precautions. Tools and equipment will be in a good state of repair, safe to use, and be used in the manner in which they were intended. The Contractor is required to inform all workers and concerned persons of the Material Safety Data on all products being utilized on this project. No materials or equipment will be left unattended or stored on the project site at any time.

- 7.6 Any and all materials generated for or received for this project are property of the City and shall be given to the City as soon as reasonable possible. Electronic delivery of all documentation is generally acceptable provided it is received in its original format. Only the City's CAR will provide for exceptions to this provision. The City's CAR will designate a person to collect these materials.

## **8. CONFIDENTIAL INFORMATION**

- 8.1 In the course of performing the Contract work, the Contractor may gain access to security-sensitive and other sensitive information of the City.
- 8.2 The Contractor agrees to hold all City data and information in confidence and to make such information known only to its employees and subcontractors who have a legitimate need to know such information and only after advising such persons of the Contractor's non-disclosure obligations.
- 8.3 The Contractor shall seek the City's prior written consent before using for any purpose other than the fulfillment of the Contractor's obligations hereunder, or before releasing, disclosing, or otherwise making such information available to any other person.
- 8.4 The Contractor shall employ such practices and take such actions to protect the City's information from unauthorized use or disclosure as the Contractor employs and takes to protect its own information, but in no event shall the Contractor use less than reasonable efforts to protect the City's information.
- 8.5 The provisions of this Section shall survive the expiration or earlier termination of the Contract.

## **9. USE OF PREMISES**

During the progress of the work specified herein, the Contractor shall keep the premises free from accumulation of waste materials, and other debris resulting from the work. At the completion of each work day, the Contractor shall remove daily all waste materials and debris from, and about the premises as well as unnecessary tools, equipment, machinery and surplus material, and leave the site clean and ready for occupancy by the City.

## **10. SAFETY AND PROTECTION**

The Contractor shall be solely and completely responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work. The Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent damage, injury, or loss to all employees on the work site and other persons including, but not limited to, the general public who may be affected thereby.

## **11. COMPENSATION - INVOICE AND PAYMENT FOR SERVICES**

- 11.1 The City shall pay the Contractor, subject to any authorized deductions, the applicable prices set forth for each service authorized by the City, and actually delivered or performed, as the case may be, by the Contractor to the satisfaction and acceptance, as appropriate, of the City. The timing of such payments shall be as set forth below in this Section.
- 11.2 The City shall pay the Contractor the price as set forth within 30 days after completion of the services, or 30 days after the City's receipt of the invoice, whichever is later. Invoices shall not be submitted more frequently than monthly at the conclusion of each month's performance as set forth in this contract. The Contractor shall invoice the City for the implementation services that were completed and accepted under the Contract, accompanied by such supporting documentation and other backup material as the City may reasonably require.
- 11.3 The Contractor shall invoice with such supporting documentation and other backup material as the City may reasonably require.
- 11.4 The Contractor shall deliver to the City for approval and acceptance, and before eligible for final payment of any amounts due, all documents and material prepared by the Contractor for the City under this Contract.

- 11.5 The City shall pay the undisputed amount of the Contractor's invoice, as it may be reduced to reflect unsubstantiated or unsatisfactory services. Items in dispute shall be paid upon the resolution of the dispute. No verification or payment of any amounts invoiced shall preclude the City from recovering any money paid in excess of that due under the terms of this Contract.
- 11.6 The Contractor shall be obligated to pay promptly all proper charges and costs incurred by the Contractor for labor and materials used for the work performed hereunder. The City shall have the right, but not the obligation, to pay directly to third parties (including subcontractors) all past due amounts owed by the Contractor to third parties for labor and materials used for the work hereunder, based on invoices submitted by such third party, and all such amounts paid by the City shall be applied toward, and shall reduce, amounts owed to Contractor hereunder.
- 11.7 The Contractor shall submit all invoices to: City of Dunwoody, GA, Accounts Payable, 41 Perimeter Center East, Suite 250, Dunwoody, GA 30346.

## 12. COMPLIANCE WITH LAWS AND REGULATIONS

- 12.1 The Contractor shall perform its obligations and functions hereunder in compliance with the applicable laws of the United States, the State of Georgia, DeKalb County, the City of Dunwoody, any applicable rules, regulations, or directives of any agency thereof, and the applicable regulations of the City. OSHA rules and regulations shall be followed at all times. The City shall have the right (but not the obligation) to contest or challenge by any means whatsoever any law, regulation, rule or directive which in any way affects or otherwise impacts upon the Contractor's performance of its obligations and functions hereunder; the Contractor shall cooperate to the fullest extent and take whatever action (including becoming a party in any litigation) the City should reasonably request in connection with any such challenge or contest by the City.
- 12.2 The Contractor shall obtain and keep current all licenses, permits and authorizations, whether municipal, county, state, or federal, required for the performance of its obligations and functions hereunder and shall pay promptly when due all fees therefore.
- 12.3 The Contractor shall abide by all applicable state and federal regulations pertaining to wages and hours of an employee; including but not limited to the Contractor's compliance with requirements of O.C.G.A. 13-10-91 and Rule 300-10-1-.02.

## 13. CONTRACTOR'S LIABILITY

The Contractor shall be responsible for the prompt payment of any fines imposed on the City or the Contractor by any other federal, state or local governmental agency as a result of the Contractor's, or its subcontractor's (or the officers', directors', employees' or agents' of either), failure to comply with the requirements of any law or any governmental agency rule, regulation, order or permit. The liability of the Contractor under this Section 13 is in addition to and in no way a limitation upon any other liabilities and responsibilities which may be imposed by applicable law or by the indemnification provisions of Section 14 hereof, and such liability shall survive the expiration or earlier termination of this Contract.

## 14. INDEMNIFICATION AND INSURANCE

- 14.1 The Contractor shall indemnify, defend and hold completely harmless the City, and the members (including, without limitation, members of the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing by (i) reason or on account of damage to or destruction or loss of any property of the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, or the acts or omissions of the Contractor's directors, officers, agents, employees, subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by the City's negligence or by the joint negligence of the City and any person other than the Contractor or the

Contractor's directors, officers, agents, employees, subcontractors, licensees, or invitees, or (ii) arising out of or in connection with the failure of the Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by the Contractor, or (iii) arising out of or in connection with any claim, suit, assessment or judgment prohibited by Section 14.4 below by or in favor of any person described in Section 14.5 below, or (iv) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, subcontractors, licensees or invitees. The City agrees to give the Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow the Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this section, the Contractor shall engage counsel reasonably acceptable to the City. In any suit, action, proceeding, claim or demand brought in respect of which the City may pursue indemnity, the City shall have the right to retain its own counsel, but the fees and expenses of such counsel shall be at the expense of the City unless (1) the Contractor and the City shall have mutually agreed to the contrary, (2) the Contractor has failed within a reasonable time to retain counsel reasonably satisfactory to the City, or (3) the City and the Contractor are both named parties in any such proceeding and, in the sole judgment of the City, representation of both the City and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them. The indemnification provisions of this Section 14 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract.

- 14.2 In addition to indemnification provisions stated above, if the City's use of any service, software, firmware, programming, or other item provided by or on behalf of the Contractor is enjoined due to infringement of another person or entity's intellectual property rights, the Contractor shall promptly, at its sole cost and expense, modify the infringing item so that it no longer infringes, procure for the City the legal right to continue using the infringing item, or procure for the City a non-infringing item, or procure for the City a non-infringing replacement item having equal or greater functional capabilities as the infringing item.
- 14.3 The Contractor shall assume all responsibility for loss caused by neglect or violation of any state, federal, municipal or agency law, rule, regulation or order. The Contractor shall give to the proper authorities all required notices relating to its performance, obtain all official permits and licenses, and pay all proper fees and taxes. It shall promptly undertake proper monetary restitution with respect to any injury that may occur to any building, structure, or utility in consequence of its work. The Contractor will notify the City in writing of any claim made or suit instituted against the Contractor because of its activities in performance of the Contract.
- 14.4 No recourse under or upon any obligation, covenant or agreement contained in this Contract, or any other agreement or document pertaining to the work or services of the Contractor hereunder, as such may from time to time be altered or amended in accordance with the provisions hereof, or any judgment obtained against the City, or by the enforcement of any assessment or by any legal or equitable proceeding by virtue of any statute or otherwise, under or independent of this Contract, shall be had against any member (including, without limitation, members of the City's Council, or members of the citizens advisory committees of each), any officer, employee or agent, as such, past, present, or future of the City, either directly or through the City or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for any sum that may be due and unpaid by the City. Any and all personal liability of every nature, whether at common law or in equity, or by statute or by constitution or otherwise, of any such member, officer, employee, or agent, as such, to respond by reason of any act or omission on his or her part or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for the payment for or to the City, or any receiver therefore or otherwise, of any sum that may remain due and unpaid by the City, is expressly waived and released as a condition of and in consideration of the execution of this Contract and the promises made to the Contractor pursuant to this Contract.
- 14.5 In any and all claims against the City, or any of their officers, members, agents, servants or employees, by any employee of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation of the Contractor under this Section 14 shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefit payable by or for the Contractor or any subcontractor under Workers' Compensation Acts, disability benefit acts or other employee benefit acts.
- 14.6 No provisions of Section 14 herein shall be construed to negate, abridge, or otherwise reduce any other right of indemnity that the City may have as to any party or person described therein.

14.7 Insurance

14.7.1 General Liability and Automobile Liability. The Contractor shall purchase and maintain in force during the term of the Contract, at its own cost and expense, to protect the Contractor, the City, and the members (including, without limitation, all members of the governing City's Council and the citizens' advisory committees of each), officers, agents, and employees of each, from and against any and all liabilities arising out of or in connection with the Contractor's performance of the Contract work:

(1) Commercial General Liability Insurance with coverage of not less than ONE MILLION DOLLARS (\$1,000,000.00) combined single limit per occurrence, and with contractual liability coverage for Contractor's covenants to and indemnification of the City under the Contract, and

(2) Automobile Liability Insurance with policy limits of not less than ONE MILLION DOLLARS (\$1,000,000.00) combined single limit per accident or occurrence covering each motor vehicle operated on City property.

14.7.1.1 Self-Insured Retention. Contractor's commercial general liability insurance policies shall not be subject to a self-insured retention exceeding \$10,000, if the value of the Contract is less than \$1,000,000, and not be subject to a self-insured retention exceeding \$100,000, if the Contract is \$1,000,000 or more, unless approved by the City Manager. Contractor's automobile liability insurance policies shall not be subject to a self-insured retention exceeding \$10,000, unless approved by the City Manager.

14.7.1.2 Additional Insured Endorsement. Contractor agrees and shall cause the City their members (including, without limitation, members of the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents to be named as additional insured's under such policy or policies of commercial general and automobile liability insurance.

14.7.2 Workers' Compensation and Employer's Liability. If Contractor has any employee working on City property, Contractor shall procure and maintain in force during the term of the Contract (i) workers' compensation insurance, and (ii) employer's liability insurance. The policy limits of the Contractor's employer's liability insurance shall not be less than \$100,000 for "each accident," \$500,000 for "disease policy limit," and \$100,000 for "disease each employee." If the Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable state laws and regulations.

14.7.3 Professional Liability Insurance. The Contractor shall purchase and maintain in force during the term of the Contract, Professional Liability insurance which will pay for damages arising out of errors or omissions in the rendering, or failure to render professional services under the Contract in the amount of at least ONE MILLION DOLLARS (\$1,000,000.00) per claim. Such insurance must contain nose and tail coverage to include work performed by the Contractor from the project's inception date and until such time as the Statue of Limitations has run for the work done on the project.

14.7.4 Health Insurance. Not applicable.

14.7.5 Garage Liability Insurance. Not applicable.

14.7.6 Garage Keeper's Legal Liability Insurance. Not applicable.

14.7.7 Crime Coverage. Not applicable.

14.7.8 Pollution Liability Insurance. Not applicable.

14.7.9 Deductibles. The Contractor's policies of insurance required by this Section 14.7 may require the Contractor's payment of a deductible, provided the Contractor's insurer is required to pay claims

from the first dollar at 100% of the claim value without any requirement that the Contractor pay the deductible prior to its insurer's payment of the claim.

- 14.7.10 Other Insurance Requirements. All insurance policies required by this Section 14.7 shall provide that they are primary insurance with respect to any other valid insurance the City may possess, and that any other insurance the City does possess shall be considered excess insurance only. All such insurance shall be carried with a company or companies, which meet the requirements of Section 15.2 of these General Conditions, and said policies, shall be in a form satisfactory to the City. A properly completed and executed Certificate of Insurance on a form provided or approved by the City (such as a current ACORD certificate of insurance) evidencing the insurance coverage required by this Section shall be furnished to the City upon the Contractor's execution of the Contract. The Contractor shall provide the City with at least thirty (30) days' prior written notice of any adverse material change in the Contractor has required insurance coverage except that ten (10) days' notice of cancellation for non-payment is required. For purposes of this Section 5.7.10, an "adverse material change" shall mean any reduction in the limits of the insurer's liability, any reduction, non-renewal, or cancellation of any insurance coverage, or any increase in the Contractor's self-insured retention. Prior to the expiration of any such policy, the Contractor shall file with the City a certificate of insurance showing that such insurance coverage has been renewed. If the insurance coverage is canceled or reduced, the Contractor shall, within five (5) days after such cancellation or reduction in coverage, file with the City a certificate showing that the required insurance has been reinstated or provided through another insurance company or companies approved by the City. If the Contractor fails to obtain or have such insurance reinstated, the City may, if it so elects, and without waiving any other remedy it may have against the Contractor, immediately terminate this Contract upon written notice to the Contractor. The City Manager shall have the right to alter the monetary limits or coverage herein specified from time to time during the term of this Contract, and the Contractor shall comply with all reasonable requests of the City Manager with respect thereto.

## 15. SURETY BONDS/LETTERS OF CREDIT/LIABILITY INSURANCE

- 15.1 A surety Bond/Letter of Credit is not required for this Contract.
- 15.2 Liability Insurance Companies furnishing insurance coverage required by these General Conditions shall (a) be approved to issue insurance policies in the State of Georgia, and (b) must have no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of A.M. Best's Insurance Reports. If the liability insurer is rated by A.M. Best's Insurance Reports at an "A-" Financial Rating and a Financial Size Category of "Class VIII" or higher than the City Manager may waive the requirement for the insurer to be approved by the State of Georgia.

## 16. CONTRACT ADJUSTMENTS

- 16.1 Notwithstanding any provision herein to the contrary, the City reserves the right to modify at any time the nature, method, scope, frequency, or timing of the Contractor's obligations under this Contract (Contract Adjustments) in whatever manner it determines to be reasonably necessary for the proper completion of the Contractor's work hereunder. Both parties agree that, should any Contract Adjustments be made, the Contractor's compensation and the amount of the Performance Bond or Letter of Credit required, will be adjusted accordingly, in such amount or amounts as will be mutually agreed to by means of good faith negotiation by the City and the Contractor and, to the extent possible, by reference to any unit costs already established in the Proposal. Without exception, all deletions to the scope of work will be set forth in a written Amendment to this Contract.
- 16.2 Notwithstanding the foregoing, the City shall have the right to terminate this Contract pursuant to the provisions of Section 18.2 herein should the Contractor and the City fail to reach agreement on the adjusted compensation, or the amount of the Performance Bond or Letter of Credit, within thirty (30) days after the date of the Contract Adjustment.
- 16.3 Notwithstanding the foregoing, there shall be no upward adjustment of the compensation on account of any Contract Adjustment made necessary or appropriate as a result of the mismanagement, improper act, or other

failure of the Contractor, its employees, agents, or its subcontractors to properly perform its obligations and functions under this Contract.

- 16.4 Upon the conclusion of the contract, the City may choose, at its sole discretion, to hire employees currently employed by the Contractor. The Contractor agrees to hold the employee harmless from any action resulting from a City-initiated transfer of employment to a City employee.

## 17. SUBCONTRACTORS

- 17.1 The Contractor shall perform all of its obligations and functions under this Contract by means of its own employees, or by a duly qualified subcontractor, which is approved in advance by the City. Such subcontractor, which is an affiliate, parent, or subsidiary company; or had principal owners, relatives, management, or employees common to the Contractor; or any other party that has the ability to significantly influence the management or daily business operations of the subcontractor must be disclosed in writing to the City Manager. Goods and services provided by subcontractors, which are reimbursed by the City must be bona fide arm's-lengths transactions. In the event a subcontractor is employed, the Contractor shall continuously monitor the subcontractor's performance, shall remain fully responsible to ensure that the subcontractor performs as required and itself perform or remedy any obligations or functions, which the subcontractor fails to perform properly. Nothing contained herein shall be construed to prevent the Contractor from using the services of a common carrier for delivering goods to the City.
- 17.2 This Contract shall be referred to and incorporated within any contractual arrangement between the Contractor and a subcontractor and, in such contractual arrangement; the subcontractor shall give its express written consent to the provisions of this Section 17. To the extent feasible, the provisions of this Contract shall apply to any such subcontractor in the same manner as they apply to the Contractor. However, such application shall neither make any subcontractor a party to this Contract, nor make such subcontractor a third party beneficiary hereof.
- 17.3 In the event that the Contractor employs a subcontractor, then the City may require that copies of invoices for all work (including invoices submitted to the Contractor for work performed by a subcontractor) shall be submitted to the City by the Contractor and the City shall pay all compensation to the Contractor. It shall be the sole responsibility of the Contractor to deal with a subcontractor with respect to the collecting and submission of invoices and the payment of compensation. In no event shall the City have any obligation or liability hereunder to any subcontractor, including, in particular, any obligations of payment.

## 18. DEFAULT AND TERMINATION

- 18.1 In the event that:
- 18.1.1 the Contractor shall repeatedly fail (defined for this purpose as at least three (3) failures within any consecutive twelve (12) month period) to keep, perform or observe any of the promises, covenants or agreements set forth in this Contract (provided that notice of the first two (2) failures shall have been given to the Contractor, but whether or not the Contractor shall have remedied any such failure); or
  - 18.1.2 the Contractor shall fail to keep, perform or observe any promise, covenant, or agreement set forth in this Contract, and such failure shall continue for a period of more than five (5) days after delivery to the Contractor of a written notice of such breach or default; or
  - 18.1.3 the Contractor's occupational or business license shall terminate or the Contractor shall fail to provide the City with any bond, letter of credit, or evidence of insurance as required by the Contract Documents, for any reason; or
  - 18.1.4 the Contractor fails for any reason to provide the City with an acceptable renewal or replacement bond or letter of credit within the time period specified by a provision of this Contract; or
  - 18.1.5 the Contractor shall become insolvent, or shall take the benefit of any present or future insolvency statute, or shall make a general assignment for the benefit of creditors, or file a voluntary petition in bankruptcy or a petition or answer seeking an arrangement for its reorganization, or the readjustment

of its indebtedness under the Federal Bankruptcy laws, or under any other law or statute of the United States or any State thereof, or shall consent to the appointment of a receiver, trustee or liquidator of all or substantially all of its property; or

18.1.6 the Contractor shall have a petition under any part of the Federal Bankruptcy laws, or an action under any present or future insolvency laws or statute filed against it, which petition is not dismissed within thirty (30) days after the filing thereof; or

18.1.7 there is any assignment by the Contractor of this Contract or any of the Contractor's rights and obligations hereunder for which the City has not consented in writing; or

18.1.8 the Contractor shall default on any other agreement entered into by and between Contractor and the City, then, in its discretion, the City shall have the right to terminate this Contract for default, which termination shall be effective upon delivery of written notice of such termination to the Contractor. In the event that the City terminates this Contract for default, or the Contractor abandons or wrongfully terminates the Contract, the Contractor shall be paid for compensation earned to the date of termination or abandonment (but the City shall have the right to reduce by off-set any amounts owed to the Contractor hereunder or under any other Contract or obligation by the amount of the City's damages and any amounts owed by the Contractor to the City), but the Contractor shall not be compensated for any profits earned or claimed after the receipt of the City's notice of termination by default or after abandonment or wrongful termination. The City's election to terminate or not to terminate this Contract in part or whole for the Contractor's default shall in no way be construed to limit the City's right to pursue and exercise any other right or remedy available to it pursuant to the terms of the Contract or otherwise provided by law or equity.

18.2 Notwithstanding anything else herein contained, the City may terminate this Contract in whole or in part at any time for its convenience by giving the Contractor thirty (30) days written notice. In that event, the Contractor shall proceed to complete any part of the work, as directed by the City, and shall settle all its claims and obligations under the Contract, as directed by the City. The Contractor shall be compensated by the City in accordance with the provisions hereof, including in particular Section 2 of these General Conditions, provided, however, that in no event shall Contractor be entitled to compensation for work not performed or for anticipatory profits. Contractor shall justify its claims, as requested by the City, with accurate records and data.

18.3 Bankruptcy and Liquidation - In the event the Contractor (1) makes an assignment for the benefit of creditors, or petition or apply to any tribunal for the appointment of a custodian, receiver, or trustee for all or a substantial part of its assets; (2) commences any proceeding under any bankruptcy, reorganization, arrangement, readjustment of debt, dissolution, or liquidation law or statute of any jurisdiction whether now or hereafter in effect; (3) has had any such petition or application filed or any such proceeding commenced against it in which an order for relief is entered or an adjudication or appointment is made, and which remains undismissed for a period of sixty (60) days or more; (4) takes any corporate action indicating its consent to, approval of, or acquiescence in any such petition, application, proceeding, or order for relief or the appointment of a custodian, receiver, or trustee for all or substantial part of its assets; or (5) permits any such custodianship, receivership, or trusteeship to continue undischarged for a period of sixty (60) days or more causing the Contractor or any third party, including, without limitation, a trustee in bankruptcy, to be empowered under state or federal law to reject this Contract or any agreement supplementary hereto, the City shall have the following rights:

(i) In the event of a rejection of this Contract or any agreement supplementary hereto, the City shall be permitted to retain and use any back-up or archival copies of the software licensed hereunder under this Agreement for the purpose of enabling it to mitigate damages caused to the City because of the rejection of this Contract. The City shall exert reasonable efforts to mitigate such damages by use of such back-up or archival copies.

(ii) In the event of rejection of this Contract or any agreement supplementary hereto, the City may elect to retain its rights under this Contract or any agreement supplementary hereto as provided in Section 365(n) of the Bankruptcy Code. Upon written request of the City to, as applicable, the Contractor or the bankruptcy trustee or receiver. The Contractor or such bankruptcy trustee or receiver shall not interfere with the rights of the City as licensee as provided in this Contract or in any agreement supplementary hereto to obtain the

Source Material(s) from the bankruptcy trustee and shall, if requested, cause a copy of such Source Material(s) to be available to the City.

(iii) In the event of rejection of this Contract or any agreement supplementary hereto, the City may elect to retain its rights under this Contract or any agreement supplementary hereto as provided in section 365(n) of the Bankruptcy Code without prejudice to any of its rights of setoff with respect to this Contract under the Bankruptcy Code or applicable non-bankruptcy law; or In the event of a rejection of this Contract or any agreement supplementary hereto, the City may retain its rights under this Contract or any agreement supplementary hereto as provided in section 365(n) of the Bankruptcy Code without prejudice to any of its rights under section 503(b) of the Bankruptcy Code.

## 19. CITY'S AUTHORIZED REPRESENTATIVE

During the term of this Contract, the City Manager or designee may from time to time designate an individual to serve as the City's Authorized Representative (CAR) and an Assistant CAR designated to serve in that capacity in the absence of the CAR, who shall have such authority to act on the City's behalf as the City Manager may from time to time actually delegate to such person, but in no event shall the CAR have authority to modify or terminate this Contract, or make final decisions with respect to amendments, time extensions, assignments, cost or payment adjustments or payment disputes.

## 20. ASSIGNMENT

Neither this Contract nor any of the Contractor's rights or obligations hereunder may be assigned by the Contractor without the City's prior written consent, which consent may be granted or withheld at the City's sole discretion. Any transfer of this Contract by merger, consolidation or liquidation (unless the stock of the Contractor is traded on a national stock exchange or in a generally recognized over the counter securities market) any change in ownership or power to vote a majority of the outstanding voting stock or ownership interests of the Contractor shall constitute an assignment of this Contract for purposes of this Section. In the event the Contractor assigns or subcontracts or attempts to assign or subcontract any right or obligation arising under this Contract without the City's prior written consent, the City shall be entitled to terminate this Contract pursuant to the provisions of Section 17 hereof.

## 21. NOTICES

- 21.1 Unless otherwise stated herein, all notices or other writings which the City is required or permitted to give to the Contractor may be hand delivered, mailed via U.S. Certified Mail, or sent next-day delivery by a nationally-recognized overnight delivery service to the Contractor's address set forth in the Proposal. Any such notice shall be deemed to have been delivered upon actual delivery, or one (1) day following submission to a nationally-recognized overnight delivery service for next day delivery to the Contractor, or three (3) days following submission to the Contractor by U.S. Certified Mail.
- 21.2 Unless otherwise stated herein, all notices or other writings, which the Contractor is required or permitted to give to the City, may be hand delivered to the City Manager and the City Attorney, mailed via U.S. Certified Mail, or sent next-day delivery by a nationally recognized overnight delivery service. Any such notice shall be deemed to have been delivered upon actual delivery, or one (1) day following submission to a nationally-recognized overnight delivery service for next day delivery to City, or three (3) days following submission to the City by U.S. Certified Mail. Any such notice shall be sent to:

City of Dunwoody, GA  
ATTN: City Manager  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

With a copy sent to:

City of Dunwoody, GA  
ATTN: City Attorney  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

21.3 Either party may change its notice address by written notice to the other given as provided in this section.

## 22. NONDISCRIMINATION

- 22.1 During the performance of this Contract, the Contractor, for itself, its assignees, and successors in interest agrees as follows:
- 22.1.1 Compliance with Regulations. The Contractor shall comply with the Laws and Regulations as they may be amended from time to time (hereafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this Contract.
  - 22.1.2 Nondiscrimination. The Contractor, with regard to the work performed by it during the Contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of any subcontractor, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by the Regulations.
  - 22.1.3 Solicitations for Subcontracts, Including Procurement of Materials and Equipment. In all solicitations either by competitive proposing or negotiation made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this Contract and the Regulations relative to nondiscrimination on the grounds of race, color or national origin.
  - 22.1.4 Information and Reports. The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto and shall permit access to its books, records, accounts, other sources or information, and its facilities as may be determined by the City to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of the Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the City, as appropriate, and shall set forth what efforts it has made to obtain the information.
  - 22.1.5 Sanctions for Noncompliance. In the event of the Contractor's noncompliance with the nondiscrimination provisions of this Contract, the City shall impose such Contract Sanctions as it may determine to be appropriate, including but not limited to:
    - 22.1.5.1 Withholding of payments to the Contractor under the Contract until the Contractor complies, and/or
    - 22.1.5.2 Cancellation, termination or suspension of the Contract, in whole or in part.
  - 22.1.6 Incorporation of Provisions. The Contractor shall include the provisions of subsections 22.1.1 through 22.1.5 in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the City may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request the City to enter into such litigation to protect the interest of the City and, in addition, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.
- 22.2 The Contractor assures the City that it will comply with the pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age, marital status, or handicap be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision shall bind the Contractor from the period beginning with the initial solicitation through the completion of the Contract.

## 23. COPYING DOCUMENTS

The Contractor hereby grants the City and its agent's permission to copy and distribute any and all materials and documents contained in, comprising, or which are otherwise submitted to the City with or in connection with the Contractor's Proposal or which are contained in the Contract Documents (the "Submittals"). The permission granted by the Contractor shall be on behalf of the Contractor and any and all other parties who claim any rights to any of the materials or documents comprising the Submittals. Such permission specifically authorizes the City and its agents to make and distribute such copies of the Submittals or portions thereof as may be deemed necessary or appropriate by the City for its own internal purposes or for responding to requests for copies from any member of the public regardless of whether the request is specifically characterized as a public records request pursuant to Georgia Code. This provision shall survive the expiration or termination of the Contract.

## 24. GENERAL PROVISIONS

- 24.1 The Contract Documents consist of the Contract, the Proposal Forms, the Instructions to Bidders, Request for Proposals, all Addendum(s) issued prior to execution of this Contract, these General Conditions, and the Scope of Work. Together, these documents comprise the Contract and all the documents are fully a part of the Contract as if attached to the Contract or repeated therein. Precedence of the Contract Documents shall be as follows: (i) addendum(s) to the Contract Documents, (ii) the Contract, (iii) the General Conditions (iv) the Proposal Forms, (v) the Instructions to Bidders, (vi) the Scope of Work, and (vii) the Request.
- 24.2 This Contract represents the entire agreement between the parties in relation to the subject matter hereof and supersedes all prior agreements and understandings between such parties relating to such subject matter, and there are no contemporaneous written or oral agreements, terms or representations made by any party other than those contained herein. No verbal or written representations shall be relied upon outside the Contract terms and amendments. Without exception, all deletions or additions to the scope of work will be set forth in a written amendment to this Contract. No amendment, modification, or waiver of this Contract, or any part thereof, shall be valid or effective unless in writing signed by the party or parties sought to be bound or charged therewith; and no waiver of any breach or condition of this Contract shall be deemed to be a waiver of any other subsequent breach or condition, whether of a like or different nature.
- 24.3 The Contractor shall, during the term of this Contract, repair any damage caused to real or personal property of the City and/or its tenants, wherever situated, caused by the intentional, reckless, or negligent acts or omissions of the Contractor's officers, agents, or employees, and any subcontractors and their officers, agents, or employees, or, at the option of the City, the Contractor shall reimburse the City for the cost of repairs thereto and replacement thereof accomplished by or on behalf of the City.
- 24.4 The Contractor warrants to the City that no work performed or materials purchased pursuant to the Contract, whether by, from, or through the Contractor or a subcontractor, shall cause any claim, lien or encumbrance to be made against any property of the City, and the Contractor shall indemnify and save the City harmless from and against any and all losses, damages and costs, including attorneys' fees, with respect thereto. If any such claim, lien or encumbrance shall be filed, the Contractor shall, within thirty (30) days after notice of the filing thereof, cause the same to be discharged of record by payment, deposit, bond, order of a court of competent jurisdiction or otherwise. This provision shall survive the expiration or termination of the Contract.
- 24.5 The language of this Contract shall be construed according to its fair meaning, and not strictly for or against either the City or the Contractor. This Contract shall be deemed to be made, construed, and performed according to the laws of the State of Georgia. Any suit or proceeding initiated for the purpose of interpreting or enforcing any provision of this Contract or any matter in connection therewith shall be brought exclusively in a court of competent jurisdiction in DeKalb County, Georgia, and the Contractor waives any venue objection, including, but not limited to, any objection that a suit has been brought in an inconvenient forum. The Contractor agrees to submit to the jurisdiction of the Georgia courts and irrevocably agrees to acknowledge service of process when requested by the City
- 24.6 The section headings herein are for the convenience of the City and the Contractor, and are not to be used to construe the intent of this Contract or any part hereof, or to modify, amplify, or aid in the interpretation or construction of any of the provisions hereof.

- 24.7 The use of any gender herein shall include all genders, and the use of any number shall be construed as the singular or the plural, all as the context may require.
- 24.8 The delay or failure of the City at any time to insist upon a strict performance of any of the terms, conditions, and covenants herein shall not be deemed a waiver of that breach or any subsequent breach or default in the terms, conditions, or covenants of this Contract. The Contractor shall not be relieved of any obligation hereunder on account of its failure to perform by reason of any strike, lockout, or other labor disturbance.
- 24.9 If the City shall, without any fault, be made a party to any litigation commenced between the Contractor and a third party arising out of the Contractor's operations and activities at the premises, then the Contractor shall pay all costs and reasonable attorney's fees incurred by or imposed upon the City in connection with such litigation for all trial and appellate proceedings. The City shall give prompt notice to the Contractor of any claim or suit instituted against it by such third party. The provisions of this Section supplement and are not intended to be in lieu of the indemnification provisions of Section 5 hereof. The provisions of this Section shall survive the acceptance of the services and payment therefore, and the expiration or earlier termination of this Contract.
- 24.10 The City shall have the right to recover from the Contractor all of the City's costs and expenses incurred in enforcing the provisions of this Contract including, but not limited to, (1) the cost of administrative investigation and enforcement (including, without limitation, audit fees and costs, attorneys' fees) and (2) the cost of any trial, appellate or bankruptcy proceeding (including, without limitation, investigation costs, audit fees and costs, attorneys' fees, court costs, paralegal fees and expert witness fees). This provision shall survive the expiration or termination of the Contract.
- 24.11 The Contractor shall be required, during the term of the Contract, at no additional cost to the City, to take such reasonable security precautions with respect to its operations at City Hall as the City in its discretion may from time to time prescribe. The Contractor shall comply with all regulations, rules, and policies of any governmental authority, including the City, relating to security issues.
- 24.12 The City may, but shall not be obligated to, cure, at any time, upon five (5) days written notice to the Contractor (provided, however, that in any emergency situation the City shall be required to give only such notice as is reasonable in light of all the circumstances), any default by the Contractor under this Contract; whenever the City so cures a default by the Contractor, all costs and expenses incurred by the City in curing the default, including, but not limited to, reasonable attorneys' fees, shall be paid by the Contractor to the City on demand.
- 24.13 The Contractor and its subcontractors, if any, shall maintain complete and accurate books and records in accordance with generally accepted accounting principles, consistently applied, and shall be in a form reasonably acceptable to the City Manager or designee. The Contractor and its subcontractors shall account for all expenses of any nature related to transactions in connection with this Contract in a manner, which segregates in detail those transactions from other transactions of the Contractor and subcontractors and which support the amounts reported and/or invoiced to the City. At a minimum, the Contractor's and subcontractor's accounting for such expenses and transactions shall include such records in the form of electronic media compatible with or convertible to a format compatible with computers utilized by the City at its offices; a computer run hard copy; or legible microfilm or microfiche, together with access to the applicable reader. All such books and records and computerized accounting systems, shall upon reasonable notice from the City be made available in DeKalb County, Georgia, for inspection, examination, audit and copying by the City through and by its duly authorized representatives at any time for up to four (4) years after the year to which books and records pertain. Such inspection, examination, or audit may include, but is not limited to a review of the general input, processing, and output controls of information systems, using read only access, for all computerized applications used to record financial transactions and information. The Contractor and subcontractor shall freely lend its own assistance in a timely manner in making such inspection, examination, audit, or copying and, if such records are maintained in electronic and other machine readable format, shall provide the City and/or its representative such assistance as may be required to allow complete access to such records. The City Manager may require the Contractor and subcontractors to provide other records the City Manager, in his or her sole discretion, deems necessary to enable the City to perform an accurate inspection, examination or audit of expenses incurred in and transactions related to performance of this Contract. Such records shall be provided within thirty (30) days of request thereof. In the event that expenses incurred or reimbursed are found by such inspection, examination, or audit to have been overpaid, the Contractor and its subcontractors agree that such amounts shall be payable to the City. If, prior to the expiration of the above-stated four (4) year record retention period, any audit or investigation is commenced by

the City, or any claim is made or litigation commenced relating to this Contract by the City, the Contractor, or a third party, the Contractor shall continue to maintain all such records, and the City shall continue to have the right to inspect such records in the manner stated above, until the inspection, examination, audit, claim, or litigation is finally resolved (including the determination of any and all appeals or the expiration of time for an appeal). This provision shall survive the expiration or earlier termination of this Contract. In the event of any conflict between any provision of this Contract and generally accepted accounting principles or generally accepted auditing standards, the provisions of this Contract shall control even where this Contract references such provisions or standards. In particular, without limitation, the Contractor and subcontractors shall maintain all records required under this Contract to the full extent required hereunder, even if some or all such records would not be required under such generally accepted accounting principles or auditing standards. If as a result of an inspection, examination or audit, it is established that amounts are due from the Contractor to the City, the Contractor shall forthwith, upon written demand from the City, pay the City such amount, together with interest on the amount due at the rate of eighteen (18%) percent per annum, or if less, the maximum rate of interest allowed by law, from the date such additional amounts were overpaid by the City. Further if such inspection, examination or audit establishes that the Contractor has over billed such amounts for any Contract period by two (2%) percent or more, then the entire expense of such inspection, examination or audit shall be paid by the Contractor.

- 24.14 The City shall, in its discretion, be entitled to deduct from the compensation to which the Contractor is otherwise entitled hereunder, an amount equal to any liabilities of the Contractor to the City, which are then outstanding. In the event that additional work beyond the scope of this Contract is requested by the City Manager and it results in any extra charges to the City, the Contractor shall so advise the City in writing of the amount of the extra charges. The City is not required to pay any extra charges for additional work unless such work and the charges therefore have been approved in advance and have been confirmed in writing within twenty-four (24) hours by the City Manager, in his or her exclusive discretion.
- 24.15 The Contractor is an independent contractor and nothing contained herein shall be construed as making the Contractor an employee, agent, partner, or legal representative of the City for any purpose whatsoever. The Contractor acknowledges that it does not have any authority to incur any obligations or responsibilities on behalf of the City, and agrees not to hold itself out as having any such authority. Nothing contained in this Contract shall be construed to create a joint employer relationship between the City and the Contractor with respect to any employee of the Contractor or of its subcontractors.
- 24.16 The Contractor and subcontractors shall prepare and provide the City with all detailed reports as required under the Contract on a timely basis. The City reserves the right to modify the reporting procedures or the form and content of any report, as it deems necessary.
- 24.17 There are no third party beneficiaries to this Contract and nothing contained herein shall be construed to create such.
- 24.18 Time is of the essence for the performance of each of the Contractor's obligations under this Contract.
- 24.19 In computing any period of time established under this Contract, except as otherwise specified herein the word "days," when referring to a period of time that is ten (10) days or less means business days, and when referring to a period of time that is more than ten (10) days means calendar days. The day of the event, from which the designated period of time begins to run shall not be included. A business day is any day other than Saturday, Sunday, or Federal, State of Georgia or City holidays.
- 24.20 The Contractor agrees to perform all acts and execute all supplementary instruments or documents, which may be reasonably necessary to carry out or complete the transaction(s) contemplated by this Contract.
- 24.21 The City reserves the right to further develop, improve, repair and alter the facilities and all roadways, and parking areas, as it may reasonably see fit, free from any and all liability to the Contractor for loss of business or damages of any nature whatsoever to the Contractor occasioned during the making of such improvements, repairs, alterations and additions, including, but not limited to, any damages resulting from negligence of the City or its employees, agents or contractors.
- 24.22 The Contractor and the City hereby mutually waive any claim against each other and their respective members, officials, officers, agents and employees for damages (including damages for loss of anticipated profits) caused by any suit or proceedings brought by either of them or by any third party directly or indirectly attacking the validity

of this Contract or any part thereof, or any addendum or amendment hereto, or the manner in which this Contract was solicited, awarded or negotiated, or arising out of any judgment or award in any suit or proceeding declaring this Contract, or any addendum or amendment hereto, null, void or voidable or delaying the same, or any part thereof, from being carried out.

- 24.23 At the option of the Contractor, the products and/or services provided under the Contract resulting from this solicitation may be provided to other governmental agencies, including the State of Georgia, its agencies, political subdivisions, counties and cities under the same terms and conditions, including price, as such products and/or services are provided under this Contract. Each governmental agency allowed by the Contractor to purchase products and/or services in connection with this Contract shall do so independent of the City or any other governmental entity. Each agency shall be responsible for its own purchases and shall be liable only for goods and services ordered, received, and accepted by it. The City shall have no liability to the Contractor or any governmental agency resulting from the purchase by that agency of products and/or services from the Contractor in connection with this Contract.

\* \* \* \* \* END OF GENERAL CONDITIONS \* \* \* \* \*

## Appendix C - Sample Affidavit Verifying Status for City Public Benefit Application

By executing this affidavit under oath, as an applicant for a City of Dunwoody, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit or other public benefit as referenced in O.C.G.A. Section 50-36-1, I am stating the following with respect to my application for a City of Dunwoody, Business License or Georgia Occupational Tax Certificate, Alcohol License, Taxi Permit or other public benefit (circle one) for \_\_\_\_\_.

[Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1) \_\_\_\_\_ I am a United States citizen

OR

2) \_\_\_\_\_ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.\*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant:          Date  
  
\_\_\_\_\_

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

SUBSCRIBED AND SWORN  
BEFORE ME ON THIS THE  
\_\_\_\_ DAY OF \_\_\_\_\_, 2011

\* \_\_\_\_\_  
Alien Registration number for non-citizens

Notary Public  
My Commission Expires:

\*Note: O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their alien registration number. Because legal permanent residents are included in, the federal definition of “alien”, legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below:



## Appendix D - Information Technology Inventory

The following is an overview of the City of Dunwoody IT workloads (Table 1) as well as the list of servers running business applications (Table 2).

**Table 1. IT Workloads**

Workload Measures	2009 (Actual)	2010 (Actual)	2011 (Projected)
Workstations Supported	78	80	80
Enterprise Applications Supported	5	8	10
Servers Supported	18	22	22
VOIP Phones Supported	76	83	85
Cell phones/PDAs' Supported	0	0	0
Pubic Safety MDUs' Supported	36	41	45
Mobile Broadband Devices	40	42	48
Productivity Measures	2009 (Actual)	2010 (Actual)	2011 (Projected)
Service Requests Received	n/a	1044	800
Service Requests Completed	n/a	978	800
Certifications/Training Courses Completed	4	2	2
Enterprise Software Deployments	3	4	2
Laptops/Desktops Installed	78	2	45
Servers Deployed	18	4	4

**Table 2. Servers and Applications**

Model	Manufacturer	Operating System	Applications	Purchased	Notes
PowerEdge 1950	Dell Inc.	Windows Server 2008 STD	Symantec Backup Exec	2010	DPD Data Back Up Server
PowerEdge 2950	Dell Inc.	Windows Server 2008 STD	OSSI RMS, Microsoft SQL Server 2008, Crime Reports Publisher, IIS	2010	DPD Records Server
PowerEdge R300	Dell Inc.	Windows Server 2008 STD	FileZilla FTP Server, IIS, SIRE Pub Web Front End	2010	DPD Police Web Server
PowerEdge 1950	Dell Inc.	Windows Server 2008 STD	OSSI Message Switch	2010	DPD Message Server for MDTs
PowerEdge 2950	Dell Inc.	Windows Server 2008 STD	Peachtree Quantum 2009	2009	Retired Accounting Server
PowerEdge 2950	Dell Inc.	Windows Server 2008 STD	Active Directory, Blackberry Enterprise Server, Microsoft SQL Server 2005, IIS	2009	Domain Controller, BES Server
PowerEdge 2950	Dell Inc.	Windows Server 2008 STD	Exchange Server 2007, IIS	2009	E-Mail Server
PowerEdge 1950	Dell Inc.	Windows Server 2003 R2 STD	FileZilla FTP Server, Microsoft SQL Server 2005, NetMotion Mobility Console	2009	Virutal VPN Server - PD & Code
PowerEdge R710	Dell Inc.	Windows Server 2008 STD	Microsoft SQL Server 2008, SIRE Minutes Plus, SIRE Forms Administrator, SIRE Workflow Administrator, IIS	2011	SIRE Server
PowerVault 500	Dell Inc.	Windows Storage Server 2003 R2	Microsoft SQL Server 2005, MailArchiva Server, Data Protection Manager 2007, CommVault Simpana 9	2009	Mail Archive Server, Backup Server
System x3650 M2	IBM	Windows Server 2008 STD	Tyler InCode, Microsoft SQL Server 2005, Apache Tomcat 5.0, IIS	2010	Tyler Incode - Courts and Fin.
PowerEdge R300	Dell Inc.	Windows Server 2008 STD	Active Directory	2009	2008 Active Directory Server
PowerEdge R300	Dell Inc.	Windows Server 2008 STD	Fileshare	2009	2008 Active Directory Server
VMware Virtual Platform	VMware, Inc.	Windows Server 2003 Enterprise	ArcGIS Server	2010	CPL Support GIS Server
ProLiant ML150 G6	HP	Windows Server 2008 STD	SIRE Video Plus	2011	Video Encoder and Web Stream
VMWare Virtual Platform	VMware, Inc.	Windows Server 2008 STD	XmediasFAX	2010	Fax Server

## Appendix E –Cost Table Page I

Submitted by \_\_\_\_\_

Bidders can submit proposals for provision of municipal services in one, multiple or all service areas. There will be no additional points awarded to firms bidding on more than one service area. The City will evaluate the qualifications of the Contractors to provide the requested services in each service area separately. However, the City recognizes that there are potential economies of scale and cost saving opportunities related to having one contractor providing work in more than one service area. In that spirit, the City encourages proposing firms to respond to more than one service area, as long as the responding firm possesses the required experience in all selected service areas and has the capacity to properly staff and manage the delivery of high quality services for the City.

Pricing may be, but is not required to be, included for each potential combination of service areas in addition to the individual service areas. For example, Bidder submitting a proposal for Parks and Recreation as well as Public Works may include a schedule for Parks and Recreation, a schedule for Public Works, and a schedule if awarded for both service areas. With seven service areas, this creates a potential for an excessive number of alternative pricing options. Accordingly, the City asks each Bidder to consider limiting the number of alternative schedules to the three most likely or most desirable combination of services in addition to the schedule(s) for individual service(s). Contractors may provide additional options, but they are not expected or required.

Throughout the term of the contract, changes to the scope of work may cause the need to include additional staffing to the contract. The Contract may be amended to include additional staffing requirements when the scope changes. The amount of the amendment will be actual costs to the Contractor plus a multiplier for overhead and profits. The City will negotiate with the Contractor to establish a reasonable multiplier if the services are requested.

Please provide the proposed costs for all applicable service areas. If your organization is not proposing for a specific service area, please indicate so by marking N/A in the corresponding row.

	Price by Year and Service Area				
Service Area	2012 <sup>1</sup>	2013 <sup>1</sup>	2014 <sup>1</sup>	2015 <sup>1</sup>	Total 2012 – 2015
Public Works					
Finance and Administrative Services					
Planning and Zoning					
Information Technology					
Building Permits and Inspections*					
Parks and Recreation					
Public Relations and Marketing					
<b>Total</b>					

\*The City requests that all Bidders proposing for the Building Permits and Inspection services shall provide the City with an additional, alternative method of calculating the contract cost in lieu of the lump sum fee listed in the table above. (The City generated \$439,410 and \$559,356 for the first two fiscal periods of operation.) Please provide the proposed percentage of the building permits and inspection services revenue that the Bidder would invoice to recover the costs of service delivery for Building Permitting and Inspections: \_\_\_\_\_%

The city encourages Bidders proposing for the Building Permits and Inspection services to provide multiple methods of calculating contract costs. Alternate methods may include a percentage of fees collected and any hybrid approaches based partly on fixed fees, partly on percentage of fees and potentially caps on amounts invoiced if activity is above a specified threshold. You may provide a flat percentage above or attach an additional page to the cost proposal describing your pricing for a hybrid approach.

<sup>1</sup> City shall pay the Contractors in twelve payments for each month in accordance with the Contract's General Conditions (see Appendix B, section 11.2.)

**Appendix E –Cost Table**  
**Page III**

**Submitted by** \_\_\_\_\_

Alternative Option One – Service Areas Included \_\_\_\_\_

\_\_\_\_\_

Alternative Option Two – Service Areas Included \_\_\_\_\_

\_\_\_\_\_

Alternative Option Three – Service Areas Included \_\_\_\_\_

\_\_\_\_\_

	Alternative Pricing Options				
	2012 <sup>1</sup>	2013 <sup>1</sup>	2014 <sup>1</sup>	2015 <sup>1</sup>	2012 - 2015
<b>Alternative Option One</b>					
<b>Alternative Option Two</b>					
<b>Alternative Option Three</b>					

Contracts may present additional options but an additional option(s) is not expected or required. If submitted, please use the format provided.

<sup>1</sup> City shall pay the contractors in twelve payments for each month in accordance with the Contract’s General Conditions (see Appendix B, section 11.2.)

Representative Signature \_\_\_\_\_

Date \_\_\_\_\_

Printed Name and Title \_\_\_\_\_

Telephone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

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

## Appendix F – Motor Vehicles Inventory

On January 1, 2012, the City will own all vehicles currently used by the Contractors performing the current Public Works and Community Development contracts. The City intends to transfer all vehicles to the Contractor(s) awarded the new contracts commencing January 1, 2012. Provided below is an inventory of the motor vehicles currently utilized by the City of Dunwoody, listing the make and model, the general condition, and the mileage for each specific vehicle.

User	Description	General Condition	Mileage
Community Development	2008 Ford F-150, V6 4.2L, Automatic with AC	Good	15334
Community Development	2008 Ford F-150, V6 4.2L, Automatic with AC	Good	11736
Community Development	2008 Ford F-150, V6 4.2L, Automatic with AC	Good	15610
Community Development	2008 Ford F-150, V6 4.2L, Automatic with AC	Good	33545
Public Works	2008 GMC Sierra 2500	Good	8000
Public Works	2008 GMC Sierra 2500	Good	4000