



Request for Proposals: Customer Information System

**MID RFP# 2017-04
Proposals to be Opened:
2:00 PM, Local Time
January 8, 2018**

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SECTION 1: GENERAL INFORMATION

1.1. PURPOSE

Merced Irrigation District (MID) is seeking a Customer Information System (CIS) for replacement of its existing electric utility billing system, as well as use of new applications not currently in use by MID (e.g., AMI, MDM, Mobile, etc.).

The objective of this RFP is to evaluate and select the vendors/products that best meet the functional and business requirements of MID as stated in the Requirements Section of this RFP. It is MID's intent to license the selected application(s) and database software and to contract with the selected vendor for both implementation services and post implementation support services under this initial contract. MID is looking for a total CIS Solution that meets the requirements stated herein. MID will provide its internal network, workstations, server infrastructure as needed and will manage its internal network security. **Alternately, MID will consider a SaaS/Cloud solution proposal that meets their defined requirements.**

1.2. BACKGROUND

Merced Irrigation District is authorized to act as an electric utility under the California Water Code. Merced Irrigation District has owned and operated hydroelectric generating facilities on the Merced River since 1927. In 1995, Merced Irrigation District exercised its authority to sell power to retail electric customers. Merced Irrigation District offers its customers full requirements electric service including power supply and delivery to the customer. Since 1996, Merced Irrigation District has connected over 8,500 customers to Merced Irrigation District's electric system.

MID is looking to replace its **electric customer billing system** with a modern CIS application that provides advanced options for AMI/MDM integration for the calculating of time-of-use customer bills, provide electronic billing, customer self-service capabilities and other advanced functions and features. The application should also provide staff, management, and customers with the ability to easily access appropriate data from the AMI/MDM solutions that are also on the technology roadmap.

MID currently uses a CIS system called NorthStar. NorthStar CIS was implemented about ten (10) years ago to bill MID's electric services. The last major upgrade was in 2012 to version 6.3.1. The core system, as implemented today, will not allow MID to implement the new customer and staff enhancements required for the use of smart meters in the community or provide time of use billing.

If awarded, the contract shall commence on the date it is signed by all required parties.

1.3. PROJECT DRIVERS

There are four drivers for the project:

1. **Obsolescence, Technical Support Cost and Capabilities**

Due to the age of MID's CIS system there is a real potential for the loss of knowledge and skill to maintain the system. Changes are costly.

2. **Business Changes**

Business changes are occurring at an ever-increasing pace. The requirements for new services, changes in the way of doing business and new business information are exceeding the flexibility and capabilities of the legacy CIS system.

3. **Customer Expectations**

The expectations of customers continue to expand. The functionality of the system needs to be extended to the customer to enable them to conduct their utilities business on a 24 x 7 basis. These areas include access to account information from the smart meter initiatives underway.

4. **Performance Improvements**

The new CIS must provide the basis for performance improvements to meet MID's service goals to MID's customers. MID needs more self-service options, better information capabilities to allow customer satisfaction with only one contact, and better information for the CSR's to perform their function.

1.4. INQUIRIES

Direct questions related to this RFP to **Ralph Lousteau, TMG Consulting, at ralph.lousteau@tmgconsulting.com**. Include the RFP identification (MID CIS RFP), page, and paragraph number for each question. Questions submitted prior to the pre-proposal conference will be addressed during the meeting. The deadline for questions to be submitted after the pre-proposal conference is **Friday, December 8, 2017.**

1.5. METHOD OF SELECTION

MID is using the Competitive Sealed Proposals method of source selection for this procurement.

Award(s), if made, will be made to the **Responsive** and **Responsible** Respondent(s) whose proposal is most advantageous to MID, taking into consideration price and the other factors set forth in this Request for Proposal (RFP). MID will not use any other factors or criteria in the evaluation of proposals received.

MID may, as it deems necessary, conduct discussions with **Responsive** and **Responsible** Respondent(s) determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to solicitation requirements.

1.6. PRE-PROPOSAL CONFERENCE

A Mandatory Pre-Proposal Conference will be held on **Thursday, December 7, 2017 at 10:00AM** in MID's Executive Board Room located at 744 W 20th Street, Merced, CA 95340. A conference line will be provided for those not physically present.

It is a mandatory requirement that at least one representative from each prime vendor (intending to provide a proposal to this RFP) participate in the Pre-Proposal Conference. Sign-in sheets will be provided and attendance recorded. Any prime vendor not in attendance will not be allowed to submit a proposal. **MID urges all prospective Respondents to have a representative attend in person.**

The purpose of the pre-proposal conference is to allow an open forum for discussion and questions regarding the RFP with all prospective proposers having an equal opportunity to hear and participate. Contractors must clearly understand that the only official answer or position of the Merced Irrigation District will be the one stated in writing.

Please notify Ralph Lousteau by **4:00PM PST Thursday, November 30, 2017** of your intent to participate and the number of conference call lines required by your organization.

1.7. MINIMUM CRITERIA FOR PROPOSAL TO BE DEEMED "RESPONSIVE"

- (a) Does the proposal submitted conform in all material respects to the solicitation?
- (b) Is there sufficient documentation provided with the proposal to demonstrate that a Good Faith Effort was made?

1.8. MINIMUM CRITERIA FOR PROPOSAL TO BE DEEMED "RESPONSIBLE"

- (a) Does the Respondent demonstrate an understanding of MID's needs and proposed approach to the project?
- (b) Does the Respondent possess the ability, capacity, skill, and financial resources to provide the service?
- (c) Can the Respondent take upon itself the responsibilities set forth in the RFP (and resultant contract) and produce the required outcomes timely?
- (d) Does the Respondent have the character, integrity, reputation, judgment, experience, and efficiency required by the contract?
- (e) Has the Respondent performed satisfactorily in previous contracts of similar size and scope; or, if the prime contractor has not performed a contract of similar size and scope,

has it (and/or its team members) otherwise demonstrated its capability to perform the contract MID seeks to establish through this RFP?

- (f) Does the Respondent propose to perform the work at a fair and reasonable cost?

1.9. PROJECTED TIMETABLE

The following projected timetable should be used as a working guide for planning purposes. MID reserves the right to adjust this timetable as required during the course of the RFP process.

Event Description	Target Date(s)
Request for Proposal Issued	Friday, November 17, 2017
Intent to Bid Notice Due	Thursday, November 30, 2017
Mandatory Pre-Proposal Conference	Thursday, December 7, 2017
Deadline for Receipt of Questions (by 3PM PST)	Friday, December 8, 2017
Amendment/Response to Questions Issued	Wednesday, December 15, 2017
Proposals Due (by 2PM PST)	Monday, January 8, 2018
Proposal Evaluation Completed	Friday, January 26, 2018
Notification of Short-List/Finalists	Tuesday, January 30, 2018
Onsite Demonstrations	February 19-23, 2018
Optional Site Visits	February 26-March 2, 2018
On-site Fact Finding	March 5-9, 2019
Amended Cost Section and SOW Due	Friday, March 16, 2018
BAFO Evaluation Complete	Friday, March 30, 2018
Vendor Selection	Wednesday, April 4, 2018
Complete Contract Negotiations/Execute Contract	ASAP

1.10. CONSTRAINTS ON THE SYSTEMS INTEGRATOR

All work to be performed under this contract shall be under the direction of MID's Project Manager and provided at times convenient to MID operations. Vendor employees may be required to submit to background checks in order to work in secured areas of MID. These costs will be paid by the Systems Integrator.

1.11. SYSTEMS INTEGRATOR PERSONNEL REQUIREMENTS

The Systems Integrator shall have a written contract with any subcontractor prior to their use to deliver services under this contract. All services and liability for any work completed by any

subcontractor is the sole responsibility of the Systems Integrator. Upon issuance of contract, the Systems Integrator will work with MID personnel to determine timetables for implementation.

The Systems Integrator shall work with Representatives of MID to develop a comprehensive plan to ensure the completion of a successful implementation of this project.

The Systems Integrator's personnel have successfully provided the services requested by this RFP. They must also have the leadership, management, technical, and other skills that will enable them to work with MID in fulfilling the requirements of this RFP.

The Systems Integrator shall provide a project manager as a single point of contact for MID. A detailed resume for this contact person shall be submitted as part of the proposal. In the event the Systems Integrator's project manager is unresponsive, unprofessional, or otherwise not fulfilling his/her duties to the satisfaction of MID, MID reserves the right to request a new project manager be appointed.

The Systems Integrator shall have adequate staff to complete the project in the timeframe specified. The Systems Integrator shall provide, within the proposal, a professional resume for each lead staff member (e.g., functional lead, technical lead, training lead, etc.) designated to work on the project that details past experience on similar projects. In addition, the Systems Integrator shall notify MID if additional key personnel, not approved as part of the original contract, are assigned to the project.

In the event MID feels that any staff member is unresponsive, unprofessional, or otherwise not fulfilling his/her duties to the satisfaction of MID, MID reserves the right to request that the Systems Integrator's Project Manager promptly resolve the issue and/or replace that staff member.

1.12. SYSTEMS INTEGRATOR RESPONSIBILITIES

The successful proposer must have a minimum of five (5) years of experience in providing similar services as outlined in this RFP. Travel and expenses for this contract shall be included in all rates and services. The Systems Integrator will provide subject matter experts to support the implementation as determined by the RFP and the attached contract for software licensing and services and be under the direction of MID's Project Manager.

The successful Systems Integrator will be required to furnish a 100% Performance and Payment bond. The bond will be due at contract execution, and shall remain in effect for the duration of the contract.

1.13. MID RESPONSIBILITIES

MID shall provide a dedicated Project Manager as point of contact, executive support for the project, clearly defined process owners and technical infrastructure and staffing to support the project.

1.14. DELIVERY DATES AND EXCLUSIONS

Any delivery dates and/or exclusions shall be duly noted in vendors RFP submission and clearly defined in the resulting contract with MID.

1.15. MID'S RIGHT TO INSPECT

MID shall have the right to inspect any facility or project site where the services performed under the resultant contract are performed.

1.16. TERMS AND CONDITIONS OF CONTRACT FOR RFP GOODS AND/OR SERVICES

A contract resulting from this RFP shall be subject to the terms and conditions set forth in the attached Contract. As part of the Contract, MID and the successful Systems Integrator will execute a detailed Scope of Work, including a timeline for implementation and training, specific milestones for testing and acceptance, and a payment schedule for the term of the contract.

1.17. OPEN ACCESS TO PROCUREMENT DOCUMENTS

MID is governed by the California Public Records Act, a public information law, which permits access to procurement records and documents. All information submitted in response to this RFP becomes MID property and shall become public record upon completion of the evaluation. Proposers should not submit confidential or proprietary information with their proposal.

1.18. COMPLIANCE WITH THE RFP

Proposals must be in strict compliance with this Request for Proposals. Failure to comply with all provisions of the RFP may result in disqualification.

1.19. ACKNOWLEDGMENT OF INSURANCE REQUIREMENTS

By signing its proposal, Respondent acknowledges that it has read and understands the insurance requirements for the proposal. Respondent also understands that the evidence of required insurance must be submitted within fifteen (15) working days following notification of its offer being accepted; otherwise, MID may rescind its acceptance of the Respondent's proposal. The insurance requirements are included in the attached Contract.

1.20. DELIVERY OF INITIAL PROPOSALS

All vendor proposals are to be delivered before **2:00PM, Monday, January 8, 2018** Merced local time to:

Merced Irrigation District
Attn. Vanessa Lara

744 W 20th Street
Merced, CA 95340

MID will not accept any proposals received after 2:00 P.M. and shall return such late proposals to the Respondent.

The Finalists should submit an RFP Response, which **includes a one-page cover letter plus a comprehensive response to address all items in the following sections of this RFP.** The cover letter shall include an affirmation that there is not a conflict of interest of the firm and the proposed team, including subcontractors in performing work for MID or identify any possible conflicts that might impair their ability to perform if awarded the contract, including any familiar or business relationships that the firm, the proposed subcontractors, and their principals have with MID, its Board, and its employees.

Proposers must **submit one (1) signed original**, and **one (1) electronic copy** of the complete proposal response including the functional responses in Excel and any attachments, on a WINDOWS PC compatible USB drive. **Proposer's cost proposal should be included in a separate sealed envelope clearly labeled as "MID CIS Cost Proposal".**

Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, only names of the Proposers will be read aloud.

Specify "MID CIS RFP Proposal" on the outside of the box or envelope and note "Request for Proposal enclosed."

1.21. EVALUATION OF PROPOSALS (PROCEDURE)

MID will first examine proposals to eliminate those which are clearly non-responsive to the stated requirements. Therefore, Respondents should exercise particular care in reviewing the Proposal Format required for this RFP.

All proposals will be scored based upon the evaluation factors detailed herein. Upon completion of the scoring, MID may develop a short list of the proposals that are potentially acceptable.

The detailed evaluation that follows the initial examination may result in more than one finalist. At this point, MID may request presentations by Systems Integrator(s), carry out contract negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short-listed proposers.

MID reserves the right to contact any and all references to obtain, without limitation, information regarding the Systems Integrator's performance on previous projects. A uniform sample of references will be checked for each short-listed Systems Integrator.

MID reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.

Receipt of a proposal by MID or a submission of a proposal to MID offers no rights upon the Respondent nor obligates Merced Irrigation District in any manner.

MID reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of MID. Any such waiver shall not modify any remaining RFP requirements or excuse the Respondent from full compliance with the RFP specifications and other contract requirements if the Respondent is awarded the Contract.

In order to complete the evaluation process faster, provide the following information for the person capable of answering any questions that may arise during the evaluation process:

Company Name: _____

Attention: _____

Address: _____

City/State/Zip: _____

Phone Number: _____

Fax Number: _____

E-mail Address: _____

1.22. AMBIGUITY, CONFLICT, OR OTHER ERRORS IN THE RFP

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, it shall immediately notify MID of such error in writing and request modification or clarification of the document. MID will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP from MID.

The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.

1.23. PROPOSALS AND PRESENTATION COSTS

MID will not be liable in any way for any costs incurred by any Respondent in the preparation of its proposal in response to this RFP, nor for the presentation of its proposal and/or participation in any discussions or negotiations.

1.24. REJECTION OF PROPOSALS

MID reserves the right to accept or reject in whole or in part any or all proposals submitted. MID shall reject the proposal of any Respondent that is determined to be non-responsive. The unreasonable failure of a Respondent to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

1.25. CONSIDERATION OF PROPOSAL

MID shall receive and consider all proposals that are submitted properly. However, MID reserves the right to request clarifications or corrections to proposals.

1.26. REQUESTS FOR CLARIFICATION OF PROPOSALS

Requests by MID for clarification of proposals shall be in writing. Said requests shall not alter the vendor's pricing information contained in its cost proposal.

1.27. VALIDITY OF PROPOSALS

All proposals shall be valid for a period of one hundred and eighty (180) days from the opening date of the Request for Proposal.

1.28. RESPONSE FORMAT

Please refer to Section 3 for the format that vendors must follow for their proposal to be submitted.

Please be aware of the following issues that need to be addressed in any proposal:

Acceptance of Conditions

Indicate any exceptions to the general terms and conditions of the RFP and to insurance requirements and any other requirements listed in the RFP. Exceptions to the attached Sample Contract are business concerns for MID. If your company takes exception to any clause in the contract, please identify what that exception(s) is and how your firm suggests phrasing that clause(s). Depending upon the value of the exception(s) to MID, your evaluation score **may** be lowered.

SECTION 2: EVALUATION/SELECTION PROCESS

Below is a summary of MID's proposed methodology for the evaluation of proposal responses, however, MID reserves the right to modify the evaluation methodology if determined to be in the best interest of MID. The relative weights for the evaluation criteria will not be changed after receipt of proposals.

The RFP submittals will be evaluated in a three-phase approach. Phase 1 will address system functionality, technical requirements, company data, proposed staff, and service level capabilities. Phase 2 will focus on demonstrations, reference checks, client and corporate site visits (optional). Phase 3 will address Amended Cost and Technical Proposal, company financial information, implementation schedule, and Statement of Work. Only shortlisted Systems Integrator(s) will be required to submit Amended Cost, company financial information, project schedule, and Statement of Work. MID retains the right to ask for additional information and additional on-site demonstrations of software to aid in the final selection.

2.1. PHASE 1 – EVALUATION OF PROPOSAL SECTIONS 4 & 5

Phase 1 – Parts A&B: Company Data and Technical Requirements (Section 4)

The RFP submittals will be evaluated in this section based on the written response to questions on specific topics. MID will evaluate the answers provided by the submitter on a consensus basis. A consensus evaluation score for this sub-section of Phase I will be calculated separately for the Company data and the Technical information supplied by the vendor.

Phase 1 – Part C: Functional Requirements (Section 5)

Section 5 will be evaluated using the scoring criteria illustrated below. Vendor responses to the questions should be as they pertain to a version of the product or system that is in production use in an environment that is comparable to MID as of the proposal due date.

Each requirement has been assigned a priority code as defined below:

S	Strategic	This requirement has been deemed as strategic to MID's future direction. MID must have this feature to fully accomplish its business objectives.
H	High	MID must have this feature to fully accomplish its business objectives.

- M Medium Including this feature will provide significant benefits to MID in accomplishing its business objectives
- L Low Including this feature will provide some benefits to MID in accomplishing its business objectives.
- I Information Only No anticipated value to MID, for information only.

Submitters are to indicate the proper response code in the space provided to the right of the priority code. Definitions are listed below:

- A This requirement currently exists in a version of the product that is in production use in an environment that is comparable to MID and can be demonstrated.
- B This requirement will be available for production use prior to unit testing at MID and will be incorporated at no additional charge as part of the baseline product.
- C This requirement is not currently available, but can be provided as an enhancement to the baseline product or as a modification.
- D This requirement is not included in the proposal.

Vendor response to these items will be evaluated and scored as indicated below:

PRIORITY	YOUR RESPONSE	POINTS SCORED
S (Strategic)	A	25
	B	10
	C	0
	D	-25
H (High)	A	10
	B	6
	C	0
	D	-10
M (Medium)	A	6
	B	4
	C	0
	D	-6
L	A	2
	B	1
	C	0

(Low)	D	-2
I (Information Only)	A	0
	B	0
	C	0
	D	0

In order to have equality in what's important to MID, major sections of the Functional Requirements may be weighted differently in the total calculation based on their maximum possible score (un-weighted) versus the other major sections. The submitter's score for this section will be based on their corresponding percentage of total possible weighted points. For example, if the total possible points for this section is 10,000 and the submitter scores 8,000 then that is 80% of the total possible so they will receive 80% of the possible 300 points for this section or 240 points.

2.2. PHASE 2 – EVALUATION OF DEMONSTRATIONS & REFERENCES

Phase 2 – Part A: On-site Demonstrations

Based on the sum of the total point scores from Phase 1, a short list of the highest scored proposals (preferably two or three) will be selected to do on-site (Merced) demonstrations. All submitters will be advised accordingly.

The areas of focus for the evaluations will be specifically as follows:

- Completeness of Coverage of Proposal Response in Sections 4 & 5
- Clarity of Presentation
- Ability to Demonstrate System Functionality
- Verification of Accuracy of Proposal Response in Sections 4 & 5
- Adherence to Presentation Agenda and Time Schedule

At the on-site product demonstrations, submitters will be asked to make an oral presentation and provide a demonstration of their proposed solution. This demonstration will be evaluated based on the functional requirements as stated in Sections 4 and 5 of this RFP. The presentation will provide submitters with an opportunity to explain the functional and technical capabilities of their product. Submitters shall also be prepared to answer detailed questions regarding their response to the MID's functional requirements identified in the RFP. All demonstrations must be presented by staff that are familiar with the functional, technical and design constraints of the product.

This presentation will be conducted in Merced. Please refer to **Section 1**, for the range of dates scheduled for submitter's presentation to MID.

Phase 2 – Part B: Reference Checks & Client Site Visits

At least 3 customers from the vendor's customer list will be contacted for a reference check. Each site will be asked a number of predetermined questions. The reference site's response to these questions will be scored by MID using a 5-point (1 to 5) rating scale.

Additionally, the finalists may be required to update the list of all current users of their products and indicate which users have functional requirements, transaction levels, services, and organization size similar to MID. MID will select the preferred site and the vendor shall be responsible for coordinating the site visit. All of MID's costs associated with the client site visits will be paid by MID. During this visit, MID Representatives should have an opportunity to meet with the customer's key users, CIS project managers and team, and technology department representatives, independent of the submitter. No vendor representatives will be present during the site visits. The site visit will also be scored by MID using a 5-point (1 to 5) scale.

An example agenda for an MID site visit is:

1. Familiarization
 - Site Background
 - System Environment
 - Applications Implemented and In-Process
 - Interfaces
 - Implementation Plan Followed
 - Introduction to User's Key Personnel
2. Software Demonstration (possible time with each unit)
 - Customer Service
 - Call Center
 - Finance
 - Cashiers
 - Billing & Collections
 - Purchasing
3. Meet with User's Key Personnel
 - System Support Representatives (Technical Issues)
 - Key Users (Functional Issues)
 - Project Manager(s) & Team
4. Conduct Discussions with User Personnel
 - Implementation Experience
 - Strengths and Weaknesses
 - Application Functionality
 - Ease of Use
 - Screen Flow
 - Reporting Capabilities
 - Support
 - Documentation
 - Training
 - Degree of Modifications
 - Ability of System to Support Growth

Corporate Site Visit (informational purposes only)

At MID's option, a corporate site visit may be conducted at the submitter's corporate office and service center. All MID costs associated with the corporate site visits will be paid by MID. During this visit, the submitter will be required to provide full financial records for review by a designated representative of MID. Also, MID Representatives should have an opportunity to meet with key staff that will be responsible for this project.

2.3. PHASE 3 – EVALUATION OF COST & STATEMENT OF WORK

Vendor Fact Finding – Finalists Only (not evaluated - no point value)

An information gathering meeting with duration of up to two (2) days, referred to as the Fact Finding, will be held for each submitter finalist. The purpose of this session is to (a) review the Vendor's implementation approach and services and (b) to provide the submitter an opportunity to view MID's existing systems, processes and procedures, and gather all of the necessary information, details and clarifications that will assist the submitter in the preparation and finalization of the cost section of their proposal. Upon request, MID will conduct a tour of the Utility Customer Service Department. Based on the submitter's own request and agenda for the week, MID staff will be available as needed during the week for each finalist in order to answer questions and provide clarification concerning MID's requirements. It is up to each finalist to determine how they would like to spend their time and submit an agenda two (2) weeks prior to their onsite visit.

Each finalist's updated and **final** cost proposal including the associated Statement of Work and Project Plan (i.e., vendor's response to Section 6 of this RFP) will be due fourteen (14) calendar days from the last day of their Fact Finding. To not provide any finalist an undue advantage, each finalist will have the same length of time to complete this task, and their final proposal will remain sealed until all responses have been received.

Phase 3 – Part A: Cost

The vendor's evaluation of their cost proposal will be determined through a cost analysis to include the following: itemized and total submitted costs, the incremental increase in functionality compared to the incremental cost, baseline functionality vs. modifications, implementation costs, annual maintenance costs and additional projected costs to MID as a result of implementation requirements or assumptions stated by the vendor. This may include the hiring of additional personnel and/or the re-training of existing personnel.

Phase 3 – Part B: Statement of Work / Project Plan

MID will also evaluate the vendor's Statement of Work considering implementation project plan (schedule, deliverables, and task resourcing), project phase detail, proposed staff, post-implementation support, and potential scheduling issues.

2.4. EVALUATION SCORING VALUES

The factors to be considered in the evaluation of proposals and the points awarded to vendors based on their ranking are listed below:

PHASE/ PART	DESCRIPTION	1st Place	2nd Place	3rd Place	4th Place	5th and Higher
1/A	Company Data	75	50	25	0	0
1/B	Technical Requirements	75	50	25	0	0
1/C	Functional Requirements	200 (all valid responses receive a %)				
	Maximum Phase 1 Points	350				
2/A	Software Demonstration	200	100	50		
2/B	Reference Checks & Site Visit	100	50	25		
	Maximum Phase 2 Points	300				
3/A	Cost	200	100			
3/B	Statement of Work	150	75			
	Maximum Phase 3 Points	350				
	Maximum Total Points	1,000				



SECTION 3: PROPOSAL SUBMISSION REQUIREMENTS

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposal shall include all of the following:

3.1. TITLE PAGE

Show the RFP number and subject, the name of your firm, address, e-mail address, telephone number(s), name of contact person, and submission date. **Proposal must contain acknowledgement of Addendum receipts by reference number.**

3.2. TABLE OF CONTENTS

Clearly identify the materials by section, page number, and tabs.

3.3. LETTER OF TRANSMITTAL (LIMITED TO TWO PAGES)

Briefly state your firm's understanding of the products to be provided and the services to be performed and make a positive commitment to provide services as specified. Give the name(s) of the person(s) who is/are authorized to make representations for your firm, their title, address, e-mail address, and telephone number(s).

This letter must be signed by a corporate officer or other individual who has the authority to bind the firm.

3.4. PROPOSAL CONTENTS

Proposals should contain a clear and comprehensive response to all requirements/questions in Sections 4 through 6 in the order contained herein. All responses should be identified by the corresponding section and item number. Additional information may be added as attachments. **Section 5 should only reference the Excel file name and be returned in Microsoft Excel 2016 in the exact format released to the responders.**

SECTION 4: GENERAL QUESTIONS

MANDATORY: All Respondents must complete this Section. The Prime Vendor must provide a response to every numbered line item in this Section. Provide comparable information for all subcontractors and application software providers utilized in your proposal. If an item does not apply, indicate so with an “N/A” (not applicable).

4.1. COMPANY PROFILE

Provide:

- (a) A brief history of company(s) including a summary of all products and services offered. Also include any information on parent/holding company that is relevant to this proposal.
- (b) Number of years the organization(s) has been in business as a CIS software vendor/implementer?
- (c) The address and phone number of the U.S. based corporate office(s) as well as the primary corporate office.
- (d) A full CIS client list indicating number of active utility accounts by type of service for each, initial implementation date and current version of the product(s) in use. Highlight any California clients.
- (e) A list of six (6) reference sites comparable to MID where the vendor has provided the services and products proposed herein. For each reference site, list the site name, location, primary contact name, phone number and e-mail address. Please provide the number of customers by type of service for each and which of the proposed products are in production.
- (f) A list of five (5) potential site visit locations of comparable size to MID including name, address, version number of product, point of contact, e-mail address, and phone number. Please provide the number of customers by type of service for each and which of the proposed products are in production.
- (g) A list of all active projects that are expected to be completed prior to June 1, 2018.
- (h) Information on any recent or pending changes in ownership or acquisitions.
- (i) Disclosure and description of any and all litigation, arbitration, or mediation that you have been involved in for the last ten (10) years.
- (j) Disclosure of any contracts that you have had terminated by the client within the last ten (10) years.
- (k) Any other information you feel is pertinent to this proposal.

4.2. ORGANIZATIONAL INFORMATION

Provide:

- (a) An organizational chart for the division of the company(s) directly responsible for the product or services proposed in this RFP. Indicate total employees in the development, sales, support and

service (implementation support) departments. Indicate the total number of employees and their distribution by function. Indicate (by function) total employee head count by year for the last five (5) years. Identify, with an asterisk, those categories comprised of people serving multiple roles.

- i. Total Employees
- ii. Sales
- iii. Technical Support
- iv. Research and Development
- v. Maintenance
- vi. Implementation
- vii. Management

4.3. FINANCIAL CONDITION & PERFORMANCE BOND

Only the selected finalists will be required to provide:

- (a) Annual reports and/or audited financial statements for the division(s) of the company directly responsible for the product or services proposed in this RFP for each of the last three (3) fiscal years or other pertinent financial information requested that would assure MID the vendor has the financial ability to perform the requirements of this RFP.
- (b) A statement indicating your willingness to comply in a timely manner with this requirement and any special conditions (proposed method of providing this information) affecting MID's ability to review the requested financial information during the RFP process is required for this section.
- (c) MID will require a 100% Performance Bond for the implementation project. Before work can begin, the vendor shall provide a Performance Bond in the amount of 100% of the contracted cost. That bond shall remain in place until the completion of post go-live support. **Please indicate your ability and willingness to completely comply with this bond requirement. Your failure to do so may result in disqualification of your proposal.**
- (d) The performance bond shall guarantee the repair of all damage due to faulty materials or workmanship provided or done by the Contractor. This guarantee shall remain in effect for a period of one year after the date of final acceptance of the job by MID.

4.4. USER GROUP INFORMATION

Provide following information regarding user groups:

- (a) When was the user group organized?
- (b) How many members belong to the group?
- (c) How often does the user group meet?

- (d) What were the attendee registration costs, where were the locations of the last three (3) meetings, user attendance, staff attendance, and number of organizations represented?
- (e) Name, phone number and e-mail address of the group president.
- (f) Are there membership fees? If yes, how much?
- (g) Is there a user group bulletin board/newsgroup/blog on the Internet?
- (h) How often is this bulletin board/newsgroup updated?
- (i) Does the user group provide input concerning product enhancements?
- (j) What percentage of your product enhancements come from user group suggestions?
- (k) Two examples of enhancements as a result of user group input.
- (l) Is the user group a national organization?
- (m) Does the user group have regional chapters?
- (n) If regional chapters, what are the locations and which is the closest chapter to Merced?
- (o) Please provide a copy of the agenda(s) for the most recent national and regional (if applicable) meeting(s).
- (p) Is there a Web Conference option for attending national and/or regional meetings?
- (q) Is the user group governed by the end users or by the product company?

4.5. NUMBER OF SYSTEMS IMPLEMENTED

Provide:

- (a) The number of implementations on the version being proposed (or comparable product). Include each application implemented only where your company was the prime contractor responsible for the project. For each application implemented, include the number contracted in the last twelve (12) months, total number contracted to date, and total number of live sites.

List only the number of implementations on the version being proposed where client was converted from an existing legacy or commercial application (upgrades should not be included in this count and should be identified separately in the second table). Please add additional rows to the table below if proposing multiple applications.

Application	Number in Last 12 Months	Total Number to Date	Number Live to Date
1.			
2.			

List only the number of upgrades to the version being proposed.

Application	Number in Last 12 Months	Total Number to Date	Number Live to Date
1.			
2.			

Provide the number of implementations of the version being proposed (or comparable product) for each sub-contractor product being proposed. Please duplicate the tables below for multiple sub-contractors if needed. For each application/product implemented, include the number contracted in the last twelve (12) months, total number contracted to date, and total number of live sites for each sub-contractor.

List only the number of implementations of the version being proposed where client was a “new install” (upgrades should not be included in this count and should be identified separately in the second table). Please add additional rows to the table below if proposing multiple applications.

Application	Number in Last 12 Months	Total Number to Date	Number Live to Date
1.			
2.			

List only the number of upgrades to the version being proposed.

Application	Number in Last 12 Months	Total Number to Date	Number Live to Date
1.			
2.			

4.6. PRODUCT LINE PROFILE

Provide:

- (a) The original development date as well as the date and version number of the last two releases (#1 most current) for each application proposed.

Application	Original Development Date	Release #1 and Version Number	Release #2 and Version Number
1.			
2.			

4.7. POLICIES REGARDING REGULATORY REQUIREMENTS

Describe:

- (a) How you monitor federal tax/regulatory proposals and mandates in order to identify required changes to application code.
- (b) How you monitor state tax/regulatory proposals and mandates in order to identify required changes to application code.

4.8. R & D ACTIVITIES/STRATEGIC PRODUCT DIRECTION

Provide:

- (a) A description of your current research and development activities for the product lines being proposed. Include percentage of total revenue reinvested in product development annually and provide the actual dollar figure invested/reinvested annually for each of the past five years.
- (b) A statement of your strategic direction for each of the product lines being proposed, including a development timeline through the life of the current version.
- (c) A statement to describe your licensing policy regarding all costs associated with relicensing a next generation product when the currently licensed product is deemed end-of-life.

4.9. ON-SITE FACILITIES REQUIREMENTS

Please provide:

- (a) The maximum number of cubicles/desks required for on-site staff and the anticipated time needed.
- (b) Any hardware requirements for the on-site staff (e.g., copiers, printers, etc.).
- (c) On-site training requirements.

- (d) Any other on-site requirements.

4.10. IMPLEMENTATION SERVICES

The Vendor must describe its proposed implementation approach and services. The proposed solution must include a comprehensive implementation plan for the CIS Solution (included in MS Project format), complete with a description of all activities, activity schedule and resources proposed for a successful product(s) implementation.

MID will provide project management, test management, technical resources, business process reengineering, quality assurance resources and user resources to support MID's obligation under the project contract in accordance with the vendor's installation approach and associated activities. However, if the vendor expects MID to provide other resources in addition to those mentioned above, MID may ask the vendor to provide those supplemental onsite resources during the implementation process.

Provide your views and description (# of staff, project roles and time commitment) of your proposed implementation team as well as your expectations for the MID provided project staff. Please be candid in your response.

Please provide 2 examples of implementations where your recommended implementation team has provided similar services.

The implementation of the proposed solution will need to include the following deliverables at a minimum, and if not proposed, justification will need to be provided for any items omitted. Address the following in your proposed implementation services:

(a) Initiation Phase

- i. Installation of all applications on MID's hardware and certification that the applications are ready for use.
- ii. Creation of all the environments recommended in your methodology below (e.g., Seed, Configuration, Development, Conversion, Training, and Production).
- iii. Vendor will present a high-level overview of each functional area covered by the licensed software.
- iv. Vendor will identify all the appropriate functional areas and interfaces to be analyzed in the Analysis Phase, and determine to what extent the analysis should be carried out.
- v. Interfaces will be identified, the current systems' environment will be presented, and a future state will be defined as the goal of the Project. Vendor will deliver any appropriate standard interfaces. If modifications are needed or "one off" interfaces required, custom development hours for each interface should be included in your RFP.
- vi. Initial drafts of strategy documents will be prepared for conversion and interfaces. Vendor will provide all standard reports from within the product.

- vii. Review of operating requirements, hardware configuration and requirements, processing speed and capacity based on any revised requirements required for initial demo, configuration master, conversion, training and other required environments.
- viii. The scope of the Project and results of the Initiation Phase will be documented in a report.

(b) Analysis Phase

- i. Conduct an overview of functionality with end user departments.
- ii. Vendor will lead functional workshops in which the appropriate focus groups are taken through business processes supported by the standard configured software, and issues regarding the use of the software at Client's site are identified. The functional areas and interfaces to be analyzed will be those identified in the Initiation Phase.
- iii. Review of business processes as supported by the base product. Any functional modifications or interface changes resulting from changes in requirements are out of scope and will need to be documented by a change request.
- iv. Review with the functional SME's the standard configuration of codes, rates, and control tables.
- v. For each business process, review of internal procedures to identify issues and define a resolution plan.
- vi. Identify, suggest and incorporate preferred business practices consistent with other implementations of the application software product.
- vii. Each issue will be documented, including potential solutions, typically either: business process re-engineering; configuration of the base modules; specialized configuration through a customized algorithm or building a workflow or work list; or submitting a product enhancement request for additional functionality to be built into a future release of a module. All specialized configuration through a customized algorithm or building a workflow or work list will have to be documented and cost justified by MID and will be submitted to MID management for change control approval.
- viii. Review of all related data for conversion mapping.
- ix. Review of and definition of data cleansing activities. All data cleansing will be done by MID.
- x. Review of related Reporting Requirements for go-live.
- xi. Identify related workflow, work list, and script building requirements.
- xii. Review of operating requirements, hardware configuration, processing speed and capacity based on any revised requirements.
- xiii. Review and publish vendor provided test plans and operational readiness plans.
- xiv. Review the Vendor and overall project schedules at the end of the Analysis Phase.

(c) Assembly Phase

A number of different areas should be focused on during the Assembly Phase. Primarily, the team should be getting configuration and code-based extensions (if needed) ready for testing and implementation. The following topics should be addressed and deliverables developed as needed, at a minimum:

- i. Application Functionality checked and cross referenced to MID's documented Requirements
- ii. Business Transformation/Business Consulting/Public Relation activities
- iii. Conversion and Conversion Balancing
- iv. Vendor provided interfaces
- v. MID-side interfaces
- vi. Client-side Interfaces
- vii. IT Infrastructure
- viii. Training
- ix. Testing including an overall testing plan and schedule

(d) Acceptance Phase

- i. Application functionality is confirmed to be substantially as described in product documentation, Vendor's response to the functional checklist, the Analysis Report and any subsequent approved Change Requests based on test scripts developed during Analysis and Assembly.
- ii. Interfaces are tested and confirmed to perform substantially as specified in the Analysis Report.
- iii. Conversion procedures are run to provide current data for testing as required. This also enables the conversion procedures to be tested.
- iv. Vendor provides End User training per the agreed Training Plan.
- v. Acceptance testing is conducted according to the Acceptance Test Plan.
- vi. Trial cutovers are performed as appropriate (minimum of two).
- vii. Final Hardware platform requirements for live operations are installed.
- viii. Contingency and Cutover/Rollout plans are finalized.

Note: The system will be deemed to have passed the Acceptance Test at the earlier of (a) when all acceptance criteria defined in the Acceptance Test Plan have been satisfied, or (b) MID puts the complete system into commercial operation.

(e) Pre- Go-Live

The preparations for formal cutover will be included in the Cutover Plan. Most of the activities will have started during earlier phases of the Project but must be completed before the cutover can be accomplished. The following list includes the minimum types of activities that are necessary for this preparation.

- i. MID end users complete application training and training in business and operating procedures as delivered by the agreed upon Training Plan.
- ii. MID notifies customers of any anticipated changes in communication procedures or documents.
- iii. MID provides end users the information needed for responding to customer inquiries.
- iv. MID Management and/or Board approve enabling policies and procedures as needed.
- v. MID notifies outside vendors as needed.
- vi. MID prepares system for live operation, including migration of system to production environment.
- vii. MID reviews deployment (Organizational Readiness) and contingency plans.
- viii. Outstanding defects are at an acceptable level (number and severity) consistent with all entry/exit criteria defined in the Cutover Plan.

(f) Cutover

The actual cutover will probably be scheduled to take place over a long weekend and will be on mutually agreed upon dates. The Cutover Plan will include hourly scripting of the activities that need to take place. The Acceptance Phase will include a minimum of at least two (2) Mock Go-Lives (practice runs), so by the time it actually happens, there will be no surprises.

- i. Vendor will lead in developing the software Cutover Plan.
- ii. Vendor will provide on-site assistance during the cutover.
- iii. The objective of cutover is to perform those conversion and support activities necessary to begin operation of the new system in a production environment. By the end of this task, the application system should be formally operational in the production environment.

(g) Post Go-Live

- i. MID is supported onsite by the complete implementation team for 30 calendar days. After that, and for the next 60 calendar days, the vendor shall provide a reduced onsite support team consisting of (at a minimum) a Functional Architect and a Technical Resource. After this onsite Post Go-Live support, application support will transition to the vendor's normal offsite support team.
- ii. Final System Acceptance occurs upon the completion of 90 calendar days of production use of associated Phase applications without any outstanding Priority 1 or 2 issues and at least 30 calendar days since the last Severity 1 or Severity 2 issue resolution. For this document, priorities are defined as:

Severity 1 - System down and/or required functionality is not functioning and no usable work-around is available;

Severity 2 - Required functionality is not functioning with an unsustainable work-around;

Severity 3 - Required functionality is not functioning with a work-around;

Severity 4 - A non-essential or cosmetic issue.

- iii. Outstanding monies retained by MID are released to Vendor
- iv. MID signs off on the Certificate of Project Completion.
- v. A follow up report is completed.
- vi. The transition takes place between the Project team and the customer support services group.

Provide:

- (h) The positions and names of your proposed implementation team. Include a resume for each team member showing qualifications, experience, and base location, including the name and contact phone number for the last two (2) sites worked by each proposed team member and their role at that location.
- (i) Describe, by individual (name and title for leads), the general tasks your personnel will perform during implementation.
- (j) The typical delivery lead-time from contract execution to (a) the delivery of the Application Documentation and (b) the onsite installation of the base Application Software.
- (k) The anticipated conversion/implementation time in weeks. Conversion of existing data to the new system is mandatory. Conversion activities will include (but not be limited to): data mapping, development of conversion specifications, conversion programming, conversion testing, data clean-up, intermediate conversions, as needed, and production conversion for up to 120 months of MID history from all of the aforementioned systems.
- (l) A suggested implementation schedule for the proposed system (e.g., a time-phased Gantt chart). Include installation, planning, fit analysis, conversion, training, testing, interfaces, and system modifications noted in the functional requirements, critical milestones, and data conversion tasks (all of the activities identified above). Include the MS Project plan used to generate the Gantt chart.
- (m) MID's responsibilities and client manpower requirements for each implementation task.
- (n) The type of implementation support you provide as part of your proposed implementation services. Include site preparation, system testing, user training, data conversion, parallel running, custom/specific documentation, and any other implementation items.
- (o) A Software Specification/Requirements Document outline that will be used in any proposed custom modification process. Also provide a description of your standard requirements definition/approval procedures used for custom work.

- (p) A Software Specification/Requirements Document outline that will be used in the custom interface process. Also provide a description of your standard requirements definition/approval procedures used for custom work.
- (q) How vendor staff assesses and defines business processes to ensure that technological solutions meet best business practices for MID.

4.11. VENDOR SUPPLIED TRAINING

Provide:

- (a) A list of available training courses. The training must be comprehensive enough to ensure that MID's staff can effectively use and maintain the system. Areas that should be included (but not limited to) in the training are:
 - i. Overview of the system.
 - ii. System administration and operations.
 - iii. System configuration, including workflow & dashboard creation/ maintenance.
 - iv. Record inquiry, data entry, and similar routine operations.
 - v. All CIS functions (e.g. Billing and payments, adjustments, meter reading, rates, new accounts, CIS maintenance and inquiry, device inventory and maintenance, letter generation, Service Orders, Work Orders, and credit and collections).
 - vi. Routine and ad hoc report generation.
 - vii. Year-end and other periodic processing.
 - viii. Interfacing with other systems and programs.
 - ix. System configuration including workflow and dashboard creation and maintenance.
- (b) The following details for each available course (onsite or offsite; functional or technical):
 - i. Target Audience.
 - ii. Maximum number of attendees per session.
 - iii. Course contents.
 - iv. Prerequisites.
 - v. Instructional Medium (class room, self-study, computer tutorial, on-the-job instruction).
 - vi. Duration.
 - vii. Materials required other than manuals (e.g., audiovisual equipment).
 - viii. Describe any individual evaluation assessment of training success provided.
 - ix. List training facility requirements by course type:
 - 1) MID facility – Training/conference Room.

2) Vendor's facility - Specify location.

- (c) The amount of on-site training included in your proposed implementation, given the following audience:

The audience to be trained in a phased approach includes at a minimum: 3 Information Services staff, 3 Core CIS Team members, 2 supervisory staff or key personnel, 4 special function staff (full system users maintaining control tables and troubleshooting system problems or enhancements), and 12 end users.

- (d) A suggested schedule for user training. **A “train the trainer” approach is not acceptable.** MID requires the vendor to provide all team and end user training prior to final system acceptance. An appropriate MID Core Team member will participate in each training session in an effort to support the vendor supplied training and address business related questions that may occur

4.12. MAINTENANCE AND TECHNICAL SUPPORT

Provide:

- (a) Verification that your company will provide product corrections, without charge, for any implementation/conversion errors including but not limited to programs, configuration, data, objects, interfaces, etc. discovered after installation of the application. Will this support continue for the contract warranty period and as long as MID maintains an active Maintenance/Support Agreement with Vendor?
- (b) Verification that your company will provide corrections (e.g., patches) for MID's system if program errors are discovered at another user's site. Explain in detail.
- (c) A list of all known outstanding errors/system deficiencies and the anticipated schedule for their resolution.
- (d) A description of how customer requested enhancements to the system are handled. Include any applicable pricing structure.
- (e) The date you anticipate the next update of your current release.
- i. How long do you support each version?
 - ii. What is your policy for updating the CIS application(s)?
 - iii. How often do you provide new product version releases? Is this on a scheduled or flexible basis?
 - iv. Describe and include any policies related to ancillary products (e.g., cash receipting, bill printing) included in your proposal.
- (f) A description of the policy for updating and/or certifying the application when new releases of system software become available (e.g., new releases of the database, Windows, UNIX).
- (g) A description of the policy for updating and/or certifying the application when new releases of third party application software become available (e.g., ESRI).

- (h) An explanation of how a new version or release of the product is implemented. Provide a detailed explanation of the upgrading process (e.g., overall implementation timeframe, vendor effort/time/resources, MID effort/time/resources, and estimated cost).
- (i) A description of cost considerations (if any) to your current customers when an application undergoes major redesign and a customer wishes to implement a new release.
- (j) A description of your product licensing policy including base product(s) and any customized code. MID requires a perpetual license for the proposed product.
- (k) An explanation of procedures to retrofit all (if any) customizations made by the vendor, for MID, into new releases of the application. Describe regression-testing procedures used to ensure previous changes are not impacted by the new release.
- (l) Verification that your company provides telephone support on an on-going basis. What are the times during the day that it is available? Is the cost of this support included in the maintenance costs? What is the geographic location of the telephone support staff?
- (m) A guaranteed response time for support calls: during work hours (7:30am to 4:30pm PST), both average and guaranteed response time, and during off-hours (7pm to 6am CST), both average and guaranteed response time. Describe any off-hour and weekend availability including any incremental costs. Describe any "on call" support available (e.g., a migration weekend).
- (n) Verification that the Vendor will provide on-site support if there is a "production down" situation and the remote diagnostics prove inconclusive. Provide your escalation procedures for this situation.
- (o) Your company's Web site capabilities. What customer service/support features are available at this site?
- (p) Verification that all point releases are made available to all customers under maintenance.
- (q) Verification that all patches are made available to all customers under maintenance.
- (r) Verification that all modifications performed for any customer is made available to all customers.
- (s) Specify how your customers are notified of available patch releases, enhancements, and critical issues.
- (t) Are patch releases cumulative or do they have to be sequentially implemented (i.e., patch release 3 includes releases 1 & 2 or assume 1 & 2 are already installed)?
- (u) An explanation of how problems are classified according to degree of urgency. For example: (very urgent) is responded to within two (2) hours; (urgent) within eight (8) hours; (somewhat urgent) within forty-eight (48) hours; and, (not critical) within five (5) working days. Who determines the priority of the problem?
- (v) Verification that the Vendor has escalation procedures if they are unable to resolve a problem within the established response times. Describe the process.
- (w) The minimum and recommended staffing levels including expertise and roles needed to support your CIS applications for a client of the size and complexity of MID.
- (x) The monthly and annual cost for your organization to provide the recommend level of technical staff to support your CIS products if MID was unable to provide the in-house support staff recommended above. How long is your organization willing to lock in pricing for these services?
- (y) Verification (or not) that your organization is able to provide such services (described above) on a contract basis.

4.13. TECHNICAL ENVIRONMENT REQUIREMENTS

MID utilizes a VMware Vsphere virtual environment. Multiple physical servers are used to run Windows and Linux virtual servers in 32- or 64-bit mode. EqualLogic disk arrays are used for storage. MID maintains a disaster recovery site with identical hardware to the primary site. The disk storage at the disaster recovery site is directly connected to the disk storage at the primary site and is updated immediately to keep the two (2) units in sync.

- (a) Describe your product’s support of server virtualization.
- (b) Describe your product’s support of a clustered configuration.
- (c) Describe how your product would fit into the MID environment above.
- (d) If your product cannot operate in the MID virtual environment above, please describe your recommended environment.
- (e) Specify any component of your proposal that cannot run under the environment above.
- (f) Based on your implementation approach, please provide your recommendations for the application and/or database instances to serve specific purposes (e.g., Training, Production, Conversion, Test, Configuration, Sandbox, etc.) where:

Required (REQ) are the minimum instances without adding any undue risks on the project;

Recommended (REC) are the instances for an “ideal” implementation of the software; and

Phase is when the instance must be available in the project lifecycle.

INSTANCE & DESCRIPTION	REQ	REC	PHASE

- (g) Based on MID’s size and complexity (assuming eight (8) years of production data), and preferably MID’s virtual environment, provide the following hardware recommendations and software requirements by server for each of the instances proposed (specify if any of the requirements are shared between instances) in the table above:

INSTANCE:	(e.g. TRAINING)
SERVER:	(e.g. Database Server, Application Server)
HARDWARE REQUIREMENTS	
Processor MHZ	
Number of CPUs and Cores	
Virtual RAM	
Hard Disk capacity	
Other hardware requirements	(e.g., additional network cards, drives, etc.)
SOFTWARE REQUIREMENTS	
Operating System and minimum version	(e.g. Linux, UNIX, Windows)
32 and/or 64-bit version support	
Network Protocols Supported	(e.g. TCP/IP)
Database Software, edition and minimum version	(e.g., SQL 2008 standard edition)
Other Software requirements*	

***Specify if other software is supplied or needs to be acquired by MID**

(h) Based on MID’s size and complexity (assuming eight (8) years of production data), and preferably MID’s virtual environment, provide the following hardware recommendations and software requirements for the customer web access servers:

INSTANCE:	PRODUCTION
SERVER:	Web Server(s)
HARDWARE REQUIREMENTS	
Processor MHZ	
Number of CPUs and Cores	
Virtual RAM	
Hard Disk capacity	

Other hardware requirements	(e.g., additional network cards, drives, etc.)
OPERATING SYSTEM REQUIREMENTS	
Operating System and version	(e.g. Linux, UNIX, Windows)
32 and/or 64-bit version support	
Network Protocols Supported	(e.g. TCP/IP)
Other Network requirements	
Web Server software requirements	(e.g., Apache, IIS Server, etc.)
Other Software requirements*	

***Specify if other software is supplied or needs to be acquired by MID**

- (i) Provide the following hardware recommendations and software requirements for the client PCs/Workstations. Provide both minimum and recommended configurations. Duplicate the table if different user profiles have different requirements:

INSTANCE:	ALL
USER PROFILE:	e.g., Customer Service Representative
HARDWARE REQUIREMENTS	
Processor MHZ	
Number of CPUs and Cores	
RAM	
Hard Disk capacity	
Other hardware requirements	(e.g., video card specifications)
OPERATING SYSTEM REQUIREMENTS	
Operating Systems and minimum version	(e.g., Windows 7, Windows 8, Windows 10)
32 and/or 64-bit version support	
Network Protocols Supported	(e.g. TCP/IP)

Software requirements	(e.g., run-time libraries, DLL's required, Oracle client version, license fees for the run-time environment)
Browsers Supported	
Other Software requirements*	

***Specify if other software is supplied or needs to be acquired by MID**

Provide:

- (j) Information on any middleware required between the Client and the Database server.
- (k) Verify that your product supports distributed processing in a client/server environment.
- (l) Identify Antivirus Software products that are compatible with your product.
- (m) Required Modifications to Client:
 - a. The changes required to the existing Client control files (e.g., config.sys, autoexec.bat, win.ini). Provide examples if possible.
 - b. A description of the Client installation (initial and new release) procedures.
 - c. Can your product be executed on a workstation without the user having administrative rights?
 - d. Is your product MS Windows certified?
 - e. The list of required drivers and their memory requirements.
- (n) Any other Hardware and Software Recommendations and/or Requirements not included above.
- (o) A description of the recommended back-up and recovery procedures for all servers, including recommended hardware, configuration, software, and frequency.
- (p) A description of batch job scheduling requirements including any third-party software.
- (q) A description of the recommended hardware and software to support an OCR reader for processing of payments.
- (r) A description of the recommended hardware and software to support a BAR Code reader for processing of payments.
- (s) Describe any APIs or Web services that are provided with the application to facilitate integration with other products.
- (t) In addition to the other questions in this section, a list of all platforms, operating systems, RDBMS, and other appropriate hardware/software (e.g., barcode scanners, printers, e-mail, imaging), which you certify your application to run on.
- (u) Verification that your product uses a browser based front-end. Describe your client/workstation technology.

- (v) List all compatible browsers supported.

4.14. PERFORMANCE AND AVAILABILITY

Provide:

- (a) Verification that the system will be available 24 hours per day, seven days per week for update and inquiry.
- (b) Verification of Performance and Scalability. Include a description of your system's typical on-line transaction response times given the following assumptions:
- i. 20,000 active and a total of 50,000 customer accounts for the purpose of developing response benchmarks.
 - ii. The system is billing for electric (metered)
 - iii. MID has multiple billing cycles to segment service areas and commercial accounts, with all cycles billed concurrently once a month.
- (c) Batch processes are run during the on-line day. Indicate the typical complete batch window time. Include specific run times for backup, batch payment postings, handheld downloads, handheld uploads, bill calculations, service orders, delinquency, financial feed, recommended daily reports, and bill file generation. Use the assumptions listed under (b) above with the on-line system active. Describe impact on system response times in (b) above during the batch window.
- (d) Indicate any limitations on running processes during normal business hours.
- (e) A description of how your solution will allow MID to perform ad hoc inquiries and reports without adversely affecting the performance of the system. Use the assumptions listed under (b) above.
- (f) An explanation of full backup procedures.
- (g) An explanation of your recommended operation/monitored thresholds to be used by MID for determining when action is needed.
- (h) A description of any tools provided to monitor performance, processes, and licensing thresholds. Provide any additional cost for these tools.
- (i) Describe your product's archiving/purge/restore procedures and capabilities.
- (j) An explanation of batch processing performance (e.g., backup, postings, billing procedures) based upon recommended hardware.

4.15. APPLICATION SOFTWARE CHARACTERISTICS AND FEATURES

Provide and/or answer the following:

- (a) What programming language(s) are your products written in?
- (b) Is your product's source code provided and licensed to MID? Include additional costs in the pricing table in Section 6.

- (c) What development tools are required to support configuration and/or modifications to the system? Include any additional costs for these tools.
- (d) Is your product based on a two or three-tiered or N-tiered client/server architecture? Describe in detail.
- (e) Is your product a 32-bit or 64-bit application?
- (f) Does your product fully use the Microsoft SQL Server relational database (i.e., all required application data is stored in the Microsoft SQL Server database)?
- (g) Describe all relational databases and versions that are supported by your product. What is your recommended database?
- (h) Does your product utilize a normalized database (N3 or above)? If so, describe.

4.16. DOCUMENTATION

For each of the following documents, is the document provided in electronic format:

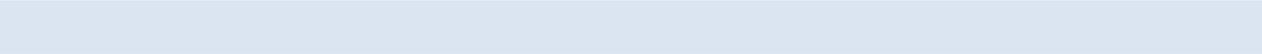
- (a) Major system overviews for all components?
- (b) System flowcharts and/or Data Flow Diagrams?
- (c) Entity Relationship Diagrams?
- (d) Work Flow Diagrams?
- (e) Data Dictionary?
- (f) Program documentation?
- (g) Program source code documentation?
- (h) Installation and configuration procedure manuals for servers and workstations including the setting of the server environment. (Please specify ports to be defined and space limitations)?
- (i) Manuals describing the use of the application software (User's Manual)?
- (j) Training materials (two complete sets, including one reproduction-ready copy)?
- (k) Input screen/panel documentation with data entry explanations?
- (l) Samples of all standard reports with narrative descriptions of all fields displayed on the report, input parameters and an explanation of how to execute each report?
- (m) Samples of bill formats?
- (n) All error codes, messages and their explanations displayed on-line and/or on reports with action required or options available?
- (o) Samples of all on-line screens with a narrative description of all fields displayed on the screen?
- (p) System Administration and Security Manuals?
- (q) Computer operations documentation? (e.g., scheduling information, job and restart/recovery information, error codes, and job dependencies).
- (r) Procedures for updating technical and user documentation for new releases?
- (s) Standardized user exits/plugin-ins for custom enhancements?

In Addition:

- (t) Help desk documentation for internal user support?
- (u) Is all updated system documentation available concurrent with the release of new software updates?
- (v) Will MID be authorized to make or print additional copies of the documentation for their own use without incurring any additional fees?
- (w) Is all the documentation available in Microsoft Word or Adobe Acrobat so it can be modified by the client?
- (x) May vendor-training classes be videotaped for MID use at no additional cost?

4.17. HOSTED/CLOUD SOLUTION

Hosting is not a component of any of the scores or rankings, but MID is considering a hosted option as part of the implementation and would like the following information for consideration:

- (a) Do you offer a hosted/cloud option? Please describe.
 - (b) Which third parties have provided your proposed solution in a hosted environment?
 - (c) For each of the above please provide customers, their original go-live date, and the location of the hosting data center?
 - (d) Which hosting option above would be your recommended provider? If possible, please provide hosting estimates on the hosted solution sheet in Section 6 for your recommended party.
 - (e) Describe the estimated bandwidth requirements to network MID to the hosting facility.
- 

SECTION 5: FUNCTIONAL REQUIREMENTS

5.1. RESPONSE REQUIREMENTS

Responses to the questions should be as they pertain to the proposed version of the product or system that is in production use in an environment that is comparable to MID as of the proposal due date.

Each requirement has been assigned a priority code as defined below:

S	Strategic	This requirement has been deemed as strategic to MID's future direction. MID must have this feature to fully accomplish its business objectives.
H	High	MID must have this feature to fully accomplish its business objectives.
M	Medium	Including this feature will provide significant benefits to MID in accomplishing its business objectives.
L	Low	Including this feature will provide some benefits to MID in accomplishing its business objectives.
I	Information Only	No anticipated value to MID, for information only.

Vendors are to indicate the proper response code in the space provided to the right of the priority code in the **Vendor Response** column. There can be only one answer per question and any unanswered questions will be considered a "D" for evaluation purposes. Enter only the letters A, B, C, or D based on the following criteria:

- A This requirement currently exists in the proposed version of the product that is in production use in an environment that is comparable to MID and can be demonstrated.
- B This requirement will be available for production use prior to unit testing at MID and will be incorporated at no additional charge as part of the baseline product.
- C This requirement is not currently available, but can be provided as an enhancement to the baseline product or as a modification.
- D This requirement is not included in the proposal.

In the **Product and Version*** column:

For "A" responses, enter the proposed product and version that satisfies the requirement.

For "B" responses, enter the proposed product and version that **will** include the requirement in a baseline release.

For “C” responses, enter the proposed product and version that will be modified.

For “D” responses, leave the entry blank.

* If the requirement is being satisfied by a module of the product that has separate pricing or an unbundled pricing option, also include the proposed module name. Naming conventions should also match the product names, versions, and modules on the Pricing Sheet in Section 6.

In the **Reference/Comments** column:

The Vendor is to provide an explanation for each functional requirement that the Vendor feels has restrictions, limitations, or needs clarification, or where additional details were requested by MID. Include if the requirement is satisfied by a configuration change through a rule or system table, a configuration change through a user exit, or a custom modification.

Further, the Vendor is to provide a brief explanation of each enhancement or modification with a cross-reference to the Enhancements & Modifications Cost Sheet in Section 6. Feel free to use a separate attachment for details, provided the detail is easily identifiable back to the appropriate requirement(s).

Any modifications should also be reflected in the project plan time line.

The response for this section must be returned in the Excel spreadsheet provided. Inclusion in printed form is not required.

SECTION 6: COST

Please Note: This section (Section 6: Cost) should be submitted twice if you are selected as a finalist. Once with the regular RFP response (submitted by all responding vendors) providing an initial cost estimate for the MID project (products & services all inclusive). Then, the short-listed finalists will submit the Cost Section a second time. After each finalist completes their on-site Fact Finding, they shall again complete Section 6 with their “best and final” fixed price proposal. This Final Pricing & associated Statement of Work shall be due fourteen (14) calendar days after the proposer’s on-site Fact Finding. In addition to the cost information forms below each proposer shall submit a draft Project Plan and a draft Statement of Work as a part of Section 6’s final submission. Failure to do so may result in the proposer being deemed non-responsive.

Instructions:

All prices quoted must be a fixed price for software, training, customization, implementation, and support services. MID, at its sole discretion, may elect to add additional features or remove requested features prior to finalizing costs during contract negotiations. MID will require the proposer to submit a brief statement of understanding for each modification/configuration and interface with their final costs. Modification Costs should be itemized (per customization) and also indicate hours/cost per hour. All costs or hourly rates quoted herein shall be inclusive of all travel and living expenses for the entire project.

The proposer may include any additional price sheets or pricing information as deemed necessary to fully inform MID of all costs and options associated with the Project.

ALL COSTS ARE TO BE QUOTED IN U.S. DOLLARS.

6.1. APPLICATION SOFTWARE

Indicate below the one-time base product license fee and annual maintenance costs for each of the products (including application software, database, and 3rd party software, etc.) included as part of this proposal.

APPLICATION NAME	ONE-TIME LICENSE FEE	SUPPORT & MAINTENANCE COSTS FOR EACH APPLICATION				
		1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
TOTAL COST:						

6.2. ONE TIME IMPLEMENTATION SERVICES COST SUMMARY

Indicate below the implementation services included as part of the proposal package. Costs are by area of service (remember to use inclusive hourly rates).

SERVICE CATEGORY	HOURS	HOURLY RATE	TOTAL COST
1. Software Installation			
2. Business Process/Gap Analysis			
3. Table Setup/System Configuration			
4. Data Conversion			
5. Interface(s) Provided			
6. Customization/Modifications			
7. Report/Query Development			
8. Testing/Testing Support			
9. Training			
10. Post-Implementation Support			
11. Project Management			
12. Other (please specify):			
TOTAL COST OF IMPLEMENTATION SERVICES:			

6.5. ITEMIZED TRAINING COSTS

List below, by course, number of sessions proposed, the maximum number of attendees per session, the total hours, and total cost of the proposed training services.

COURSE	# SESSIONS	MAXIMUM ATTEND.	TOTAL HOURS	TOTAL COST
TOTAL COST OF TRAINING:				

6.6. HOSTED/CLOUD SOLUTION ESTIMATES

Indicate below any incremental (+ or -) cost (e.g., hosting fee, hardware, products, database, and 3rd party software, network, etc.) that would be required to operate the proposed application in a hosted or cloud environment.

COST ITEM	ONE-TIME COST	ANNUAL COST				
		1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
TOTAL COST:						

6.7. HOURLY RATES

Indicate below the hourly rates for any additional out-of-scope work that may be required. Rates should be by job position (remember to use inclusive hourly rates where appropriate).

POSITION	HOURLY RATE
1. Project Manager	
2. Functional Consultant	
3. Technical Consultant	
4. Trainer	

SECTION 7: LEGAL MATTERS

7.1. OVERVIEW

This section discusses legal matters regarding this Request for Proposals and the procurement process. Any exceptions to these requirements and the attached contract sample should be specifically noted in the response.

7.2. EXAMINATION AND INTERPRETATION OF DOCUMENTS

Each Respondent is responsible for ensuring that it has all the information necessary to respond to this Request for Proposals and for independently informing and satisfying itself with respect to any and all information contained in this Request for Proposals, and any or all conditions that may in any way affect its Submission. Proposal must contain acknowledgement of Addendum receipt by reference number.

7.3. USE OF INFORMATION

By delivering a Proposal in response to this Request for Proposals, the Respondent acknowledges that it has received all information and conducted all analyses it deems necessary to make a Proposal. In furnishing this Request for Proposals, MID undertakes no obligation to provide Respondents with access to any additional information or to entertain negotiations regarding the contract except as specifically set out herein.

MID shall not be liable for any information or advice or any errors or omissions that may be contained in the Request for Proposals or the addenda, appendices, data, materials, or documents disclosed or provided to the Respondent pursuant to this Request for Proposals or otherwise. MID makes no representation or warranty, either express or implied, in fact or in law, with respect to the accuracy or completeness of this Request for Proposals or such addenda, appendices, data, materials, or documents, and MID shall not be responsible for any claim, action, price, loss, damage, or liability whatsoever arising from the Respondent's reliance of use of this Request for Proposals or any addenda, appendices, data, materials, or documents provided by MID.

The Respondent is responsible for obtaining its own independent financial, legal, accounting, engineering, environmental, technical and other advice on any information included in this Request for Proposals and in any addenda, appendices, data, materials, or documents provided or required by MID.

7.4. TREATMENT OF INFORMATION

MID will consider each Proposal as confidential, subject to the provisions and the disclosure requirements of the State of California public record laws, and to any other disclosure requirements imposed by law.

All information included in the response to the RFP containing proprietary or trade secret information shall contain a cover sheet stating in bold type "DOCUMENT CONTAINS CONFIDENTIAL PROPRIETARY OR TRADE SECRET INFORMATION". As a public agency, MID is subject to the Public Records Act and anyone submitting a proposal should know and understand that. If vendors want certain information kept secret, they can request that, but MID cannot guarantee it unless the information actually is proprietary or a trade secret. If MID receives a PRA, MID at its discretion, may notify the vendor and give them an opportunity to object to disclosure. Responses to PRA's are required within ten (10) days.

MID will, however, have the right to make copies of all Proposals for its internal review process and to provide such copies to the staff, Advisors, and representatives of the utility, and other parties as they deem fit. Other than as expressly permitted or required in this Request for Proposals, Respondents or their representatives must not make any public comment, respond to questions in a public forum, or carry out any activities to publicly promote or advertise their qualifications, Proposal, or interest in this procurement.

7.5. CONFIDENTIALITY

Respondents must not at any time before, during or after completion of this procurement, divulge any confidential information communicated to or acquired by the Respondent or disclosed by MID in the course of carrying out this procurement.

7.6. OWNERSHIP OF DOCUMENTS

All correspondence, documentation, and information provided to the staff of MID by any Respondent in connection with, or arising out of, this Request for Proposals, will become the property of MID.

The Respondents further acknowledge that, if they become the Successful Respondent, all reports, data, documents, materials and information of any kind whatsoever prepared in the course of fulfilling the Contract are the sole and exclusive property of MID and must not be disclosed or released to any person or organization without the prior written consent of the utility.

7.7. COSTS AND EXPENSES OF RESPONDENT

All costs and expenses incurred by a Respondent in the preparation and delivery of its Proposal or in its involvement in facility visits (if any) or in providing any additional information necessary for the evaluation of its Proposal shall be borne solely by the Respondent.

7.8. CHANGES TO RESPONDENT

If there is any addition, deletion, or change in the members of a Respondent's team, or a change in the effective control in a Respondent or in any of the members of a Respondent's team, or a material adverse change to a Respondent or any member of a Respondent's team, at any time after a Submission of the Proposal to MID, the Respondent shall notify MID in writing by delivery or facsimile at the address set forth in this Request for Proposals within five (5) business days of such addition, deletion, or change. MID reserves the right to disqualify such Respondent or disallow such addition, deletion, or change in the members of the Respondent's team if, in the sole opinion of MID, the addition, deletion, or change would have a material impact on the ability of the Respondent to carry out its obligations under the Contract, or on the Proposal submitted by the Respondent to MID.

7.9. RIGHTS OF MERCED IRRIGATION DISTRICT

It is required that all submissions made pursuant to this Request for Proposals shall be in accordance with the laws applicable of the State of California and the United States of America.

Notwithstanding anything else in this Request for Proposals, MID has the right to change the dates, schedule, deadlines, process, and requirements described in this Request for Proposals or to reject any or all of the Proposals or to change the limits and scope of the procurement, or to cancel this Request for Proposals or the procurement for any reason whatsoever, without incurring any liability for costs and damages incurred by any Respondent.

In particular, MID reserves the right to reject any Proposal whether or not completed properly and whether or not it contains all required information. MID is not bound to evaluate or accept any Proposal. MID may proceed as, in their sole and absolute discretion, they determine, following receipt of the Proposal, including, without limitation, issuing a second or modified Request for Proposals for the procurement.

MID expressly reserves the right to require clarification or accept new or additional information from any or all of the Respondents without offering other Respondents the opportunity to amend their Proposals or to provide new or additional information and to conduct facility visits with any or all Respondents.

MID reserves the right to waive any irregularity, nonconformity, or non-compliance in or by any Submission.

MID reserves the right to consider or not consider comments made in any Respondent submission and to make changes at the sole discretion of MID.

7.10. NO LOBBYING AND POINTS OF CONTACT

Other than as expressly permitted or required in this Request for Proposals, Respondents or their representatives must not make any public comment, respond to questions in a public forum, or carry out any activities to publicly promote or advertise their qualifications, their proposal, or their interest in this competitive procurement process.

Other than as expressly permitted or required in this Request for Proposals, any attempt on the part of any Respondent or any of its employees, servants, agents, contractors, or representatives to contact any of the following persons, directly or indirectly, with respect to this procurement, will lead to disqualification:

- Any member of the working group or evaluation team;
- Any expert or other advisor assisting MID or the evaluation team;
- Any member of MID;
- Any MID Board member;
- Any other persons connected in any way with this procurement.

For greater certainty, Respondents may not communicate with MID regarding this procurement except through the single point of contact as identified in this Request for Proposals.

7.11. NO COLLUSION

No Respondent shall discuss or communicate with any other Respondent (or any employee, representative, or agent of any other Respondent) about the preparation of the Proposals. Each Respondent's Proposal shall be prepared without any connection, knowledge, comparison of information, or arrangement with any other Respondent (or any employee, representative, or agent thereof) and each Respondent will be responsible to ensure that its participation in this Request for Proposals process is conducted fairly and without collusion or fraud.

7.12. NO CONFLICT

Respondents are required to disclose in their Proposals and on an ongoing basis thereafter, any conflict of interest, real or perceived, that exists now or may exist in the future, with respect to this procurement.

Other firms or persons that may be contracted or retained by MID to work on the project will also be ineligible.

MID reserves the right to disqualify any Respondent that, in the sole opinion of MID, has a conflict of interest with respect to this competitive procurement process, whether such a conflict exists now or arises in the future.

7.13. LITIGATION

At the discretion of MID, MID reserves the right not to accept or evaluate a Proposal or to enter into the Contract where:

The Respondent, any member of the Respondent's team identified in its Proposal, any corporation that is an affiliate of or successor to the Respondent or member of the Respondent's

team, or an officer, director or shareholder of any of the foregoing, has been involved in litigation with MID, within the five-year period immediately preceding the date on which this Request for Proposals was published;

MID has made a claim against the Respondent, a member of the Respondent's team identified in its Proposal, any corporation that is an affiliate of or successor to the Respondent or member of the Respondent's team, or an officer, director or shareholder of any of the foregoing, under a Proposal bond, performance bond or a warranty bond within the five-year period immediately preceding the date on which this Request for Proposals was published;

In the opinion of Legal Counsel or its staff, there are reasonable grounds to believe that it would not be in the best interest of MID to enter into a Contract with a Respondent or any person or entity including (without limiting the foregoing) the conviction of that Respondent or any person or entity with whom that Respondent is not at arm's length within the meaning of the Laws of the State of California and the United States of America of any offence.

7.14. FAILURE TO COMPLY

FAILURE TO COMPLY WITH ANY REQUIREMENT OF THIS REQUEST FOR PROPOSALS (INCLUDING ATTACHMENTS) MAY RESULT IN DISQUALIFICATION OF THE RESPONDENT, AND REJECTION OF ITS PROPOSAL IN MID'S SOLE AND ABSOLUTE DISCRETION.

EXHIBIT A: MID TARIFFS

Please refer to the link below:

<http://www.mercedid.com/index.cfm/power/energy-rulesfeesrates/electric-rates/>

EXHIBIT B: SAMPLE CONTRACT

CONTRACT

This agreement, made and concluded this ____ day of _____, 20____, between Merced Irrigation District (District), party of the first part, and _____, CONTRACTOR, party of the second part.

Article I. Witnesseth, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the said party of the first part, and under the conditions expressed in the two bonds bearing even date with these presents, and hereunto annexed, said party of the second part agrees with the said party of the first part, at his own proper cost and expense, to do all the work, and furnish all the materials except such as are mentioned in the specifications to be furnished by said party of the first part, necessary to complete in a good, workmanlike and substantial manner the [Project Name] for the party of the first part, in accordance with the contract documents, specifications, plans, and per District specifications and regulations and Merced County specifications and regulations therefore which are hereby made a part hereof.

Article II. And the said CONTRACTOR agrees to receive and accept the following prices as full compensation for furnishing all materials and doing all the work contemplated and embraced in this agreement, also for all loss and damage arising out of the nature of the work aforesaid, or from the acts of the elements, or from any unforeseen difficulties of obstructions which may arise or be encountered in the prosecution of the work until its acceptance by the party of the first part, and for all risks of every description connected with the work; also for all expenses incurred by or in consequence of the suspension or discontinuance of work; and for well and faithfully completing the work, and the whole thereof, in the manner and according to the plans and specifications and requirements of the Engineer under them to wit:

BID ITEMS

BASE BID (everything included in the Contract Documents)

[project name]: \$ _____

FOR THE SUM OF:

_____ DOLLARS
(\$ _____)

Article III. The said party of the first part hereby promises and agrees with the said CONTRACTOR to employ, and does hereby employ the said CONTRACTOR, to provide the

materials and to do the work according to the terms and conditions herein contained and referred to, for the prices aforesaid, and hereby contracts to pay the same at the time, in the manner, and upon the conditions above set forth; and the said parties for themselves, their heirs, executors, administrators, successors, and assigns, do hereby agree to the full performance of the covenants herein contained.

Article IV. Construction of this project to begin upon the receipt of a "Notice to Proceed", and unless amended by Merced Irrigation District.

Work required beyond the established date of completion for this project will be assessed liquidated damages at the rate of \$1,000 per day.

Article V. It is further expressly agreed by and between the parties hereto that should there be any conflict between the terms of this instrument and the bid or proposal of said CONTRACTOR, then this instrument shall control, and nothing herein shall be considered as an acceptance of the said terms of said proposal conflicting herewith.

Article VI. By signature hereunder, CONTRACTOR certifies that he/she is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and he/she will comply with such provisions before commencing the performance of the work of this agreement. Contractor and sub-Contractor will keep workers' compensation insurance for their employees in effect during all work covered by this agreement.

Article VII. Permits required by governmental authorities will be obtained at CONTRACTOR'S expense, and Contractor will comply with local, state and federal regulations and statues including the Cal/OSHA requirements.

In Witness Whereof, the parties to these presents have hereunto set their hands the year and date first above written.

MERCED IRRIGATION DISTRICT:

CONTRACTOR:

By: _____

By: _____

Title: Deputy General Manager-
[Department] _____

Title: _____

Date: _____

Date: _____