

ADDENDUM NO. 1 TO AGREEMENT NO. K-1011-133
CONSULTANT SERVICES AGREEMENT

THIS ADDENDUM NO. 1 is made and entered into this ____ day of November, 2012, by and between the City of Norman, Oklahoma, a municipal corporation (hereinafter referred to as the "City"), and RCC Consultants, Inc., a Delaware corporation (hereinafter referred to as "RCC").

WHEREAS, the City and RCC entered into Contract K-1011-133 on the 22nd day of February, 2011, for consultation and assistance in the replacement of the Computer Aided Dispatch (CAD), Police Records management Systems (PRMS), Fire Records Management System (FRMS), Mobile Data Software (MDS) and Field Based Reporting (FBR) applications;

WHEREAS, the parties desire to amend the Agreement as modified in Exhibit "A" Payment Schedule for expenses and costs incurred during the implementation phase, and Consulting Services for pricing of the implementation services for CAD/RMS/MDC applications; and Exhibit "B" Consulting Services for pricing of procurement and implementation of the Mobile Data Network (MDN), attached hereto and made a part hereof; and

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein, it is agreed that said Contract No. K-1011-133 shall be amended in the amounts as set forth in attached Exhibit "A" for initial expenses and costs in the amount of \$5,951.84 which is included in the pricing amount of \$151,340 and Exhibit "B" for expenses and costs incurred during the implementation phase, consultation of pricing the implementation services, and applications to the CAD/RMS/MDC and MDN systems and network in the amount of \$103,000. The amended amount under this Addendum is \$254,340.

IT IS FURTHER UNDERSTOOD AND AGREED by the parties that the remaining terms and conditions of the original Agreement shall remain in full force and effect and are hereby ratified and affirmed by the parties.

IN WITNESS WHEREOF the parties have approved this Addendum and authorized the signatures below as of the dates set out.

RCC CONSULTANTS, INC.

By: Michael W. Hunter
Michael W. Hunter
President and CEO

ATTEST/WITNESS:

By: Steven T. Apicella
Steven T. Apicella
Vice President and Ass't Secretary



CITY OF NORMAN

Approved as to form and legality this _____ day of November, 2012.

Jeanne Snider, Assistant City Attorney

Approved by the City of Norman this _____ day of November, 2012.

ATTEST:

Brenda Hall, City Clerk

Cindy S. Rosenthal, Mayor

EXHIBIT "A"
to
ADDENDUM NO. 1 TO CONTRACT NO. K-1011-133

Phase III Implementation

Task 1: Kickoff and Coordination

The purpose of this task will be to formally initiate the implementation of the new CAD, Police and Fire Records and Mobile Data System. The process will begin with an implementation project kickoff meeting held in City facilities with the City's project team, RCC and the vendor's representatives. The purpose of the kickoff meeting will be to accomplish the following:

- Review and discuss the scope of work contained in the contractual document
- Review and agree upon the implementation schedule and milestones to be completed along the way
- Determine who will be involved from each of the participating organizations throughout project implementation and their level of commitment along with the anticipated timeframes (e.g., which databases will have to be built, who will be responsible for gathering and inputting the required data, when are the databases required to be completed, when will training occur, who will participate, etc.)
- Review and discuss payment terms tied to milestone performance
- Deliverables: Kickoff meeting support

Task 2: Design Review

RCC will provide support for a detailed system design review/configuration session for CAD, Records and Mobile Data to thoroughly discuss the proposed system, hardware and configuration, and to discuss how the systems will function within the City's environment. RCC's experience in the capabilities of the selected systems as well as what is generally available in the industry will be helpful in guiding these discussions to maximize system functionality while avoiding potential project delays, additional changes in the City's business processes, and increased project costs due to unforeseen customization requirements. We have included time for a two-day meeting on-site to support this review.

- Deliverables: Design review support

Task 3: Issue Resolution

The successful installation of the new systems will be a complex process. RCC will work with the City's project team and the selected vendor to monitor, track, and help resolve integration issues that may arise during system implementation. RCC's Project Manager will review and evaluate vendor project progress reports in accordance with the project plan and contract requirements. RCC will work with the vendor to establish an issue tracking system to maintain the status of issues, and ensure timely reporting of issues and issue status.

- Deliverable: On-going support and tracking of design issues.

Task 4: Implementation Oversight

RCC will work with the City and the vendor to make sure that the equipment and systems are configured as specified in the contract to meet the functional requirements. Typically there are many system configuration choices to be made, and RCC will provide assistance and guidance in making the selections as well as understanding the implication of the various choices.

There will be a variety of interfaces to external systems including 9-1-1, OLETS/NCIC, radio and logging recorders, paging systems and fire station alerting. RCC will review the associated interface documents and provide guidance in specifying, documenting and testing these interfaces.

RCC will review the user training materials provided by the vendor, including training plans, training materials and training schedule. RCC can also audit and monitor the vendor training provided.

RCC will review deliverables for quality and conformance with contract requirements. Deliverables include monthly status reports, project schedules, issues lists, acceptance test plans and procedures, as well as documentation identified separately under other tasks.

Data conversion is a very complex process requiring multiple iterations to ensure that the data is converted correctly. The vendor will be responsible for developing a data conversion plan and creating the data validation tables and fields in the new system to house the converted data. RCC will review the plan and work with the City and the vendor to match the data fields between the legacy systems and the proposed new system's databases to ensure that the data are loaded correctly without any data loss. While RCC will advise the City on the validation process, the City will perform the validation of the converted data.

- Deliverables: On-going support

Task 5: Status Meetings/Calls

Status meetings will be conducted either by phone or in person with the Project Committee. Meetings will be conducted in person when other activities are occurring on site, otherwise via teleconference. RCC will review and edit vendor meeting minutes following each status meeting, and track the status of open issues each month.

- Deliverables: Meeting minutes

Task 6: Acceptance Testing

RCC personnel will work closely with the City's project team to ensure that all of the new systems and equipment are fully tested prior to system acceptance. City facilities will be used for the majority of the functional, readiness, throughput, and, of course, the reliability acceptance test. The detailed acceptance test plan that was initially developed prior to contract execution and finalized during the initial stages of the implementation effort will serve as the foundation for the acceptance testing process. The CAD, RMS and Mobile Data systems will be tested to ensure that they meet the performance criteria stated in the Request for Proposal and Contract. In addition, the various system interfaces that link CAD with other external systems, databases, and equipment will be tested to ensure that appropriate functionality is provided on a reliable basis.

The systems will be load tested to ensure that they are capable of meeting the required throughput and reliability performance criteria established in the specifications. Prior to final acceptance, a 90 day performance test will be completed without a major system failure to ensure

that the new system is stable and ready for use by the City and its members. The results of the acceptance testing program will be presented to the City's project team. The vendor will be provided a list identifying discrepancies that require correction. Upon satisfactory disposition of the identified discrepancies, RCC will recommend that the City grant system acceptance. RCC will participate in the system acceptance testing and report results to the Client.

- Functional. RCC witnesses/documents system functional tests.
- Throughput. RCC witnesses/documents system throughput tests.
- Reliability. RCC monitors system reliability after cutover.
- Sign-Off Recommendation. RCC reports on the results of the system functional, throughput and reliability tests. RCC makes recommendations regarding final system sign-off.
- Deliverables: Acceptance Testing support and recommendation for acceptance

Task 7: Cutover Support

RCC will provide support during system cutover/go-live, and monitor system cutover during the first few days of operation. If new system utilization problems occur, RCC recommends solutions to cutover problems. RCC is onsite during system cutover to coordinate a smooth transition to the new system.

- Deliverables: On-site support during cutover (3 days)

Task 8: Closeout

After the system is operational, RCC will work with the client to provide copies of existing documentation that was used or developed throughout the project for archival purposes. Upon completion, the project will be finished.

PROJECT SCHEDULE

Upon notification of authorization to proceed, RCC will begin to coordinate implementation activities with the City and the selected vendor. Overall project completion will be dependent on the final implementation schedule negotiated with the vendor, but it is expected that the project will be complete within twenty-four (24) months of contract signing with the selected vendor.

PAYMENT SCHEDULE

Once the project is approved, an initial invoice in the amount of \$5,951.84 will be issued to the City to cover expenses and costs to be incurred during the Implementation phase of the project. RCC labor and expenses will be charged against this invoice until the credit is expended. At that time, regular monthly invoices will be generated for activities and expenses incurred. Invoices will be provided on a monthly basis for work performed the preceding month. Payments are due within forty-five (45) days of invoice. Payments not paid within forty-five (45) days will be assessed a late fee of 1.5% per month.

PRICING

The tasks and associated hours per task are provided in the worksheets below.

Pricing

The total cost of implementation services as proposed, including travel and per diem expenses, is **\$151,340**.

Pricing Assumptions

This quote is based on our preliminary understanding of the City's desired SOW, and is subject to further definition and revision if we are selected for contract negotiations.

These prices include the estimate for RCC professional fees and direct expenses, including costs to cover all overhead costs. The following assumptions have been included in our pricing:

- 1 Implementation services are highly customizable based on the amount of support desired by the City. The level of support required can be adjusted based on funding, internal expertise and other factors. Professional fees are based on the rates and task hours for the proposed project team members. Hours may be adjusted by agreement by both parties if the level of effort or the scope of work is modified. Hourly rates for professional fees beyond the scope of work will be based on RCC prevailing standard rates.
- 2 RCC proposes to provide invoices on a monthly basis, based on the work performed during that month. Payments are due within thirty (30) days of invoice.
- 3 In order to be more responsive to project requirements, RCC respectfully reserves the right to move professional fees and expenses between project tasks as needed to complete the scope of work, as long as the total amount billed to the Client does not exceed the contract amount.
- 4 Travel and travel-related expenses are estimated based on anticipated travel. Airfare prices are based on two-week advanced notice. Travel, expenses or additional hours required for unforeseen circumstances beyond RCC's control would be billed on a time and materials basis.
- 5 RCC will submit all written deliverables for one comment and review cycle. The customer will have ten (10) business days to review the document. A single set of comments will be provided to RCC for incorporation.
- 6 The implementation schedule will be dependent on the vendor selected. RCC has estimated a 12 month implementation schedule for this project.
- 7 It is expected that the City would pay RCC for cost overages caused by the vendor's failure during implementation and recover costs from the vendor.

EXHIBIT "B"
to
ADDENDUM NO. 1 TO CONTRACT NO. K-1011-133

RCC Qualifications

The planning and development of a comprehensive solution for a wireless communications infrastructure is a substantial undertaking, which must be carefully planned, coordinated and executed. Mission-critical Public Safety and Local Government operations must be fully supported throughout the development and implementation of such a system. Consequently, it is important that the City select the consulting firm that is best qualified to assist it in this important project. RCC's 29 years of corporate experience in the Public Safety communications sector will be of significant benefit to the City and the participating agencies.

RCC has been selected by over 150 cities, counties, and states to provide consulting and engineering services for the development and implementation of their voice and data systems. RCC personnel are constantly developing specifications and reviewing vendors' proposals for such systems. Accordingly, our staff is current on the latest technologies, system configurations and pricing available from the various system providers including, but not limited to:

- Alvarion
- Alcatel-Lucent LTE
- AT&T
- CalAmp/Dataradio
- Cisco Systems
- GE/Microwave Data Systems
- Harris (M/A-COM) Enhanced Digital Access Communication System (EDACS)
- Harris (M/A-COM) OpenSky
- IPMobileNet
- L-3 Communications
- Motorola RD-LAP
- Motorola High Performance Data
- Sprint/Nextel
- Tropos MESH Networks
- Verizon Wireless

RCC has developed some of the industry's most powerful and award winning¹ software tools for the engineering and design of wireless communications networks. Our ComSite Design® tools provide a wide range of capabilities including radio propagation (coverage) analysis, channel capacity analysis, frequency planning, interference analysis, and simulcast time delay analysis. RCC's system design tools allow our staff to be more effective in the development of high

¹ Best Software Product Award – United Telecom Council National Convention, 2003

quality communications solutions for our clients. The development of our own software tools allows RCC to provide better quality control for our client deliverables.

Today, the costs of developing a citywide wireless communications infrastructure can be staggering. There are both risks and benefits to implementing stand-alone data systems, and these alternatives need to be evaluated against shared systems. Consequently, it is important to evaluate the use of existing facilities and resources whenever possible, to help minimize costs. The development of such a system to provide voice, data, imagery communications and provide true interoperability among the participating agencies and jurisdictions will require a strong project team, an appropriate workplan, and a cooperative spirit among the project participants.

Accordingly, RCC has developed an initial project work plan for the City that is provided in the sections that follow. RCC's work plan and project methodology are based on our 29 years of experience in serving clients in the Public Safety and Local Government sector. RCC understands that some discussion and finalization of the work plan and scope of work may be needed prior to execution of a contract for services. We will work with the City's project team to finalize the scope of work as needed.

Our system experience includes system development, implementation and acceptance testing of both private and public network systems in a wide variety of system configurations including:

- Private Licensed
- Private Unlicensed
- Leased Cellular
- LTE
- MESH
- Hybrid Solutions
- Regional and statewide configurations

Our project experience ranges from small, single-site data systems, to a much larger, shared statewide radio system for the Commonwealth of Pennsylvania and other clients.

Scope of Work

Phase 1 – Requirements Gathering

Task 1.1—Project Initiation & Kickoff

The purpose of Task 1 is to initiate the project and conduct a project kickoff and orientation meeting to familiarize the City's project team with the scope of work for the project and project schedule, identify the types of information that will be requested, and establish appropriate lines of communication with representatives of the participating agencies.

The following activities are included in Task 1:

- Development of system user surveys
- Project kickoff and orientation meeting
- Initial facility and site reviews as scheduled

Task 1.2—Evaluate Current Systems & Environment

To understand the current system and assess the needs & requirements for the new system, RCC personnel will work with the City's project team to acquire the needed information through an interview and questionnaire process. The interview process is intended to review, update, and obtain current information on specific program details that will affect the procurement and implementation of an upgraded or replacement mobile data system. It will help identify the needs of the City's departments through the process of interviewing and gathering background reports, studies, and other pertinent documentation to identify specific needs & requirements.

RCC will employ the use of carefully structured user questionnaires and personnel interviews to collect and analyze data pertaining to the current system and current and long-term system requirements. User questionnaires will be distributed to the City prior to the interviews. RCC's understanding of current systems and issues raised by users in questionnaires will be explored in greater detail during the interviews. The interview process will permit RCC an opportunity to observe the existing system and processes to complete their understanding of the City's requirements and current practices. These activities are described in greater detail below.

Mobile Data System Questionnaire & Survey Instrument Refinement

RCC's standard survey forms and questionnaires will be refined as necessary to meet the specific needs of the data system users. Questionnaires will be provided addressing the data systems.

Approximately one week prior to the Project Kickoff and Orientation meeting, RCC will send a set of data collection documents and a checklist of items of documentation that the participating departments and agencies should have on hand in order to effectively participate in the survey and interview process. Agency-specific survey documents will be provided at this time for each agency to complete.

As part of the information gathering process, RCC will also:

- Review a City-provided listing of the communication equipment and networks, including a description of the existing mobile data network, interconnecting links
- Collect relevant forms, reports, statistical data, and existing documentation. This data collection will assist RCC in understanding or verifying:
 - ◆ How major functions are performed
 - ◆ The flow of information through the various departments/ agencies
 - ◆ User perceptions of the overall communications systems effectiveness, and major opportunities for improvement

- ◆ Maintenance problems/concerns relating to the existing systems
- ◆ Traffic/message volume data may be requested during this task

During the interview process, one of the most critical items discussed will be the need for reliable mobile data coverage throughout the user's service area. The amount or level of coverage required by the participating agencies will have a direct impact on the overall cost of system implementation and long-term support. Accordingly, RCC personnel will work carefully with each department to specifically define its need for coverage, including both vehicle and handheld devices throughout the City limits as well as regionally.

Task 1.3—Develop Conceptual System Alternatives & Budgetary Costs

Once RCC personnel have developed a thorough understanding and assessment of the City's current system environment and have completed the gathering of needs & requirements for the new or upgraded systems, RCC will develop conceptual system alternatives for the upgrading or replacement of the current system. Recommendations for improvement will be driven by the user requirements collected during the needs assessment process.

In the development of the mobile data communications system improvements, the following topics will be addressed:

- Amount and types of coverage throughout the service area
- System Infrastructure Requirements
- Technological & Regulatory Issues
- Potential for developing a shared system with surrounding or related jurisdictions.
- Technological considerations
- System capacity to meet the City's current and long-term communications requirements and support emergency communications as needed.
- System reliability - primary & backup Public Safety communications
- System interoperability among the system's primary users and with other neighboring agencies
- System interconnectivity linking repeater sites to the Public Safety communications center facilities

Once the conceptual system alternatives have been developed, RCC will prepare budgetary cost estimates to procure and implement the recommended system improvements.

Task 1.4 – Prepare RFP, Evaluation Matrix, Vendor List

RCC will work with the City's project team to develop a Request for Proposals for the new mobile data system. At this time the type of system to be procured is unknown, and RCC will assist in the identification of various systems and associated risks and benefits. The RFP will then identify the requirements of the system to be procured. Performance requirements will be finalized and the RFP will be structured to enable vendors to submit their most appropriate technology and system configuration.

The RFP will be the basis upon which each vendor's proposal will be evaluated. Each vendor will be required to respond to all sections of the RFP, and include, where applicable, which features and

capabilities are optional and at what cost. A detailed evaluation matrix will be developed to allow proposal evaluators to effectively determine which proposals best meet the specified requirements.

The RFP will address specific technical and procedural areas, as well as support areas such as training and maintenance. These areas will include:

- RFP response procedures
- System functional & operational requirements
- System performance requirements
- System reliability and redundancy requirements
- Expandability of the proposed systems to accommodate future growth
- Optional capabilities & equipment
- Maintenance options & local support
- System/vendor information & qualifications
- System installation & acceptance testing requirements
- Training requirements

Upon completion of the initial draft RFP, RCC will submit it to the City's project team for review and discussions. Once all comments have been received, a single cycle of feedback and suggestions from the project team will be incorporated into the final document. RCC will then finalize the RFP and provide it to the City for issuance to the vendor community. RCC will identify a list of qualified vendors that could potentially respond to the RFP.

Phase 2 - Procurement

Task 2.1 – Pre-Proposal Conference and Questions/Amendments

Within a reasonable period (typically two weeks) after the solicitation for proposals has been released, a pre-proposal conference shall be conducted to ensure that potential proposers understand and can respond to the RFP specifications. RCC will coordinate the scheduling of the pre-proposal conference and assist the City's project team in answering vendor questions about the project. In addition, RCC will assist in the response to vendor questions and issuance of amendments following the proposers' conference.

Task 2.2 – Conduct Initial Evaluation of Proposals

RCC will assist the City's project team in analyzing and evaluating proposals received by the City in response to the RFP.

Typically, approximately four weeks of time are needed for RCC to evaluate the vendor proposals. RCC has included in its cost estimate the evaluation of a maximum of three (3) mobile data system proposals.

The methodology employed by RCC for the evaluation of proposals will include the utilization of a detailed evaluation matrix constructed from the RFP document(s) and designed to indicate the degree of conformance or nonconformance of each proposer's submittal.

The result of the initial evaluations is a preliminary evaluation matrix that may include questions for the vendors, a preliminary ranking of each evaluated vendor's proposal and a tentative set of findings that will be refined as the evaluation process proceeds.

Task 2.3 -Vendor Orals / Demonstrations

RCC personnel will attend the vendor oral presentations to assist the City's project team in understanding each vendor's offering. RCC will also prepare a list of questions as may be required to clarify certain issues not fully explained in the proposals.

For the purposes of RCC's cost proposal, we have proposed one-half day per vendor on-site to attend oral presentations by responding vendors. Upon completion, a debrief will be performed with the project team. (Two days total)

Task 2.4 -Evaluation Report

Upon conclusion of the vendor presentations, RCC will prepare the final evaluation results including findings and recommendations. The results will be forwarded to the Project Team. RCC personnel will work with the Project Team to discuss the findings and recommendations.

Task 2.5 – Contract Negotiations

➤ Assist in Developing Contract Negotiation Strategies

RCC will help ensure that the City receives favorable price consideration for the procured system and, perhaps as important, business and operational terms that will help foster a timely and responsive completion of the installation and system acceptance processes. Some of the more important tasks associated with the negotiation process follow.

◆ Assist the City in Contract Negotiations

RCC will assist the City in direct contract negotiations with the selected vendor. A negotiating team composed of the project team and other officials designated by the City will work with RCC during negotiations. RCC does not provide legal services, therefore, the City's attorney should also review proposed contract documents.

◆ Statement of Work (SOW)

Development of a comprehensive Statement of Work (SOW) is an integral part of contract negotiations for acquisition of the systems. The SOW defines the responsibilities of both the vendor(s) and the City in system implementation and acceptance testing. Further, the SOW process will further define finite number of system parameters which will directly affect the final contract price. RCC will assist the City in reviewing and developing the SOW and negotiating the impact on final contract price due to changes sought by the City and/or the Project Team during the process.

◆ Establish appropriate Acceptance Test Parameters for the system

RCC will work with the City team to develop a stringent acceptance testing program prior to execution of a contract. Acceptance test criteria include coverage, throughput and reliability. System providers are more likely to agree to such performance requirements before a contract for the new systems is executed. The negotiation of testing requirements and pass/fail criteria becomes much more difficult after the contract is signed.

For the purposes of RCC's cost proposal, we have proposed to provide 40 hours of contract negotiation assistance for the mobile data system, with two days (16 Hours) on site. In the event that additional contract negotiation assistance is needed by the City, RCC can provide the additional services at the hourly rates quoted in our cost proposal. The amount of time we have proposed is representative of other projects of similar size and scope.

Phase 3 – Implementation

Task 3.1—Project Kickoff

The purpose of Task 3.1 will be to formally begin the implementation phase of the new wireless data system. The process will begin with an implementation project kickoff meeting with the City's project team, RCC Consultants, and the selected vendors' representatives. The purpose of the kickoff meeting will be to accomplish the following:

- Determine who will be involved from each of the participating agencies throughout project implementation
- Discuss and agree on the scope of work contained in the contractual document
- Review and agree upon the implementation schedule and milestones to be completed along the way
- Review and discuss payment terms tied to milestone performance

Task 3.2 —Vendor Oversight/Issue Resolution

RCC will assist the City in monitoring the work performance of the selected vendor and will review monthly project status reports reflecting the progress and issues that have arisen during the past month. Approximately 3 hours per week are allotted for on-going monitoring of vendor progress, review of status reports and client/vendor communications.

RCC will work with the City team and vendor to monitor, track, and help resolve integration issues that may arise during system implementation. .

Task 3.3—Acceptance Testing

RCC personnel will work closely with the City's project team to help ensure that the new system and equipment is appropriately tested prior to system acceptance. The system will be tested to ensure that it meets the performance criteria stated in the Request for Proposals. Acceptance testing consists of a functional test, a coverage test, a throughput test, and a 90-day reliability test.

Functional testing will ensure that all interfaces are operational, and connectivity is established between the various systems, including the ability to roam between the various sites. Throughput testing will be performed to ensure that the system is capable of handling the specified amount of data passing through the system and still provide an acceptable level of performance. RCC will assist in the coordination of a system coverage test in order to verify that the level of radio coverage requested by the City has actually been delivered.

Task 3.4 – Project Closeout/Reliability Test

Prior to final acceptance, a 90 day performance test will be completed without a major system failure to ensure that the new systems are stable and ready for use by the City. The results of the acceptance testing program will be presented to the City's project team. The vendor will be provided a list identifying discrepancies that require correction.

Once all project deliverables have been successfully provided and all milestones completed, including any discrepancies identified during testing, RCC will recommend that the City grant system acceptance.

PROJECT SCHEDULE

Requirements gathering and Procurement are expected to take place over a 4-6 month period. Overall project completion will be dependent on the final implementation schedule negotiated with the vendor, but it is expected that the project will be complete within 6 months of contract signing with the selected vendor.

PAYMENT SCHEDULE

Invoices will be provided on a monthly basis for work performed the preceding month. Payments are due within thirty (30) days of invoice. Payments not paid within 30 days will be assessed a late fee of 1.5% per month.

PRICING

The tasks and associated hours per task are provided in the worksheets below.

RCC CONSULTANTS, INC. TECHNICAL SERVICES CONTRACT Mobile Data Infrastructure Norman, OK 1, 2, 3						November 12, 2012
TASK	DESCRIPTION	HOURS	LABOR	TRAVEL	TOTAL	
1	Requirements Gathering		\$ -	\$ -	\$ -	
1.1	Project Initiation and Kickoff	8	\$ 1,600.00	\$ -	\$ 1,600.00	
1.2	Evaluate Current Systems & Environment (On site meetings)	24	\$ 4,800.00	\$ 275.00	\$ 5,075.00	
1.3	Develop Conceptual System Alternatives & Budgetary Costs	16	\$ 3,200.00	\$ -	\$ 3,200.00	
1.4	Prepare RFP, Evaluation Matrix, Vendor List	64	\$ 12,800.00	\$ -	\$ 12,800.00	
2	Procurement		\$ -	\$ -	\$ -	
2.1	Pre-Proposal Conference and Questions/Amendments	16	\$ 3,200.00	\$ 875.00	\$ 4,075.00	
2.2	Proposal Evaluation (3)	60	\$ 12,000.00	\$ -	\$ 12,000.00	
2.3	Vendor Orals/Demo	24	\$ 4,800.00	\$ 1,300.00	\$ 6,100.00	
2.4	Evaluation Report	24	\$ 4,800.00	\$ -	\$ 4,800.00	
2.5	Contract Negotiations	40	\$ 8,000.00	\$ 1,425.00	\$ 9,425.00	
3	Implementation		\$ -	\$ -	\$ -	
3.1	Project Kickoff	12	\$ 2,400.00	\$ 1,025.00	\$ 3,425.00	
3.2	Vendor Oversight/Issue Resolution	104	\$ 20,800.00	\$ 1,850.00	\$ 22,650.00	
3.3	Acceptance Testing (Functional, Throughput, Coverage)	72	\$ 14,400.00	\$ 1,850.00	\$ 16,250.00	
3.4	Project Closeout/Reliability Test	8	\$ 1,600.00	\$ -	\$ 1,600.00	
*ON-SITE TASKS		TOTAL	472	\$ 94,400.00	\$ 8,600.00	\$ 103,000.00

Pricing

The total cost of implementation services as proposed, including travel and per diem expenses, is **\$103,000.**

Pricing Assumptions

This quote is based on our preliminary understanding of the City's desired SOW, and is subject to further definition and revision if we are selected for contract negotiations.

These prices include the estimate for RCC professional fees and direct expenses, including costs to cover all overhead costs. The following assumptions have been included in our pricing:

1. Implementation services are highly customizable based on the amount of support desired by the City. The level of support required can be adjusted based on funding, internal expertise and other factors. Professional fees are based on the rates and task hours for the proposed project team members. Hours may be adjusted by agreement by both parties if the level of effort or the scope of work is modified. Hourly rates for professional fees beyond the scope of work will be based on RCC prevailing standard rates.
2. RCC proposes to provide invoices on a monthly basis, based on the work performed during that month. Payments are due within thirty (30) days of invoice.
3. In order to be more responsive to project requirements, RCC respectfully reserves the right to move professional fees and expenses between project tasks as needed to complete the scope of work, as long as the total amount billed to the Client does not exceed the contract amount.
4. Travel and travel-related expenses are estimated based on anticipated travel. Airfare prices are based on two-week advanced notice. Travel, expenses or additional hours required for unforeseen circumstances beyond RCC's control would be billed on a time and materials basis.
5. RCC will submit all written deliverables for one comment and review cycle. The customer will have ten (10) business days to review the document. A single set of comments will be provided to RCC for incorporation.
6. The implementation schedule will be dependent on the vendor selected. RCC has estimated a 6 month implementation schedule for this project.
7. It is expected that the City would pay RCC for cost overages caused by the vendor's failure during implementation and recover costs from the vendor.