

*Chairman  
Mark Yarbrough*

*Administrator  
Pam Ball*

***Limestone  
County Commission***



*Commissioners:  
Stanley Hill  
Steve Turner  
Jason Black  
Ben Harrison*

**October 17, 2018**

**INVITATION FOR BIDS  
Proposal No. 2664**

**Facilities Maintenance Online Ticketing System**

Notice is hereby given that the Commission of Limestone County, Alabama will receive competitive bids for facilities maintenance online ticketing system. Please see the attached information and specifications regarding this bid.

**TAX: All applicable taxes must be included in the bid price.**

You are invited to bid on the attached specifications. Any substitutes offered must be submitted in detail. The right to reject any items or materials not of quality or under any provisions of this act is reserved.

Bids will be opened on **Tuesday** the **30th** day of **October 2018**, at **10:00 am** and awarded on **Monday**, the **5th** day of **November 2018**, at **10:00 a.m.**

**Requirement:** Pursuant to Alabama Code 31-13-9, as a condition of the award of any contract, the business entity or employer, and any of its subcontractors, shall provide a sworn affidavit and documentation that it will not knowingly employ, hire for employment, or continue to employ an unauthorized alien; that it is enrolled in the E-Verify program; and, during the contract period, it will participate in the E-Verify program and will verify every employee that is required to be verified under applicable state and federal laws. During the performance of the contract, the business entity or employer shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations.

**All bids must be sealed and the word "BID," name of item, proposal number, and opening date must be marked on the outside of the envelope.**

A handwritten signature in black ink, appearing to read "M. Yarbrough", is written over a horizontal line.

**MARK YARBROUGH, Chairman**  
Limestone County Commission

# Facilities Maintenance Online Ticketing System Bid Proposal No. 2664

## 1.0 OVERVIEW:

This Bid provides interested vendors with sufficient information to prepare and submit proposals for consideration with the intent to provide a facilities maintenance online ticketing system to the Limestone County Commission. The Commission is requesting price quotations and detailed explanations of services offered by the contractor. The contractor must provide all software, billing services, technical and customer support required to provide the system as advertised.

### Definitions

In order to simplify the language throughout this request for qualification, the following definitions shall apply:

**COUNTY** – The County Commission of Limestone County Alabama

**CONTRACT** – An agreement between the County and a Contractor to furnish supplies and/or services over a designated period of time during which repeated purchases are made of the commodity and/or service specified.

**CONTRACTOR** – Company or firm providing supplies and/or services

Release Bid to Vendors	October 17, 2018
Deadline for Questions and Inquiries	October 22, 2018
Proposal Submission Deadline	October 30, 2018 by 10:00a.m.
Award by County	November 5, 2018
Implementation Date	Within 30 days of contract award

## 2.0 GENERAL INFORMATION:

### **Point of contact:**

Casey Wood – Superintendent of County Buildings  
Limestone County Commission  
310 W. Washington St.  
Athens, AL 35611  
256-233-6400  
casey.wood@limestonecounty-al.gov

All questions and requests for clarification or information must be received within 3 days of the receipt of bid. These requests will be received by **E-MAIL ONLY**. Responses will be forwarded to all potential respondents and/or posted as addendum to the bid on the County website (<https://limestonecounty-al.gov>).

**BID OPENING DATE:**

October 30, 2018 at 10:00a.m.

**BID AWARD DATE:**

November 5, 2018 at 10:00a.m.

**RESPONSE COPIES:**

Respondents must submit a minimum of three (3) hard copies of the bid response to Limestone County prior to the stated bid closing date and time.

**INCURRING COSTS**

The County is not liable for any cost incurred by the contractors for preparation of the bid or costs incurred prior to award of a contract.

**BID RESPONDENT'S OBLIGATIONS**

Each response to this bid must be indexed in the **exact same order** as requirements are indicated. Deviations to this required response format may result in the rejection of part or all of a bid submission.

**RIGHT TO REJECT BIDS**

The County reserves the right to reject any or all bids and to waive informalities. No bids will be received after the time set for opening bids. Any unauthorized conditions, limitations or provisions attached to the bid, except as provided herein, will render it informal and may cause its rejection. Unbalanced bids will be subject to rejection. Any bidder may withdraw his/her bid, either personally or by telegraphic or written request, at any time prior to the scheduled closing time for receipt of bids. Telegraphic or written requests for withdrawal must be in the possession of the County prior to the closing time for receipt of bids.

**EXAMINATION OF CONTRACT DOCUMENTS**

Prospective bidders shall examine the contract documents and before submitting a bid, make a written request to the County for an interpretation or correction of any ambiguity, inconsistency or error therein which could be discovered by a bidder. At the bid opening, each bidder shall be presumed to have read and be familiar with the contract documents.

**TERMINATION**

The County may terminate the contract resulting from this solicitation at any time the vendor fails to carry out the contract provisions, if in the opinion of the County, the performance of the contract is unreasonably delayed, or the vendor is in direct violation of the contract conditions. The County shall provide the vendor with notice of any conditions which violate or endanger the performance of the contract and, if after such notice the contractor fails to remedy such conditions within thirty (30) days, to the satisfaction of the County, the County may exercise their option in writing to terminate the contract without further notice to the contractor and order the contractor to stop work or discontinue service immediately. Vendor agrees by its bid submission that the County's decision is final and valid.

### **3.0 INVITATION - BID PROPOSAL:**

#### **GENERAL RATIONALE**

It is the intention of this solicitation to receive bids for a:

#### **FACILITIES MAINTENANCE ONLINE TICKETING SYSTEM**

The contract period will be from November 5, 2018 through November 5, 2021.

Bids are being solicited to provide a facilities maintenance online ticketing system. Bidders are encouraged to fully study this bid proposal before completing and submitting responses on or before the bid due date and time.

***NOTE:** Please return all pages of this bid document. The County reserves the right to reject all or part of the respondent's offer. The County reserves the right to contact references concerning similar cooperative program participants who can attest to the respondent's abilities to meet or exceed the County's requirements. References (names and phone numbers) must be provided with the bid response.*

### **4.0 REQUIREMENTS :**

#### **SITES**

Limestone County (County) has approximately 14 buildings that require facilities maintenance service. For specific site addresses, please refer to <https://limestonecounty-al.gov>. Contractors may also contact County for any clarification on addresses.

#### **USER INTERFACE**

End users should be able to enter facilities maintenance tickets online through a web browser or via mobile application on iOS and Android platform. Facilities staff/technicians should be able to view tickets online, through a web browser or via mobile application on iOS and Android platform. The end-user work request form must be able to be customized by the County. The system shall have a "dashboard" display that presents key performance indicator (KPI) data for facilities management staff. Staff must have the ability to view KPI data in graphical format.

#### **WORK ORDERS**

An unlimited number of work orders shall be included in the monthly/annual fee. Work orders must be able to be shared between technicians, searched, and a history should be maintained. The system must support preventative maintenance by means of scheduling work orders on equipment and automatically generating work orders at the scheduled interval. The system shall allow technicians to attach digital images and drawings to individual pieces of equipment entered in the system. The system shall have the ability to export work orders in PDF or CSV format. The system must support digital signatures on work orders, either captured via touch on a mobile device or uploaded image via web browser. The system must support file uploads and possess the ability for a user to associate the uploaded files to a work order.

#### **OTHER SPECIFICATIONS**

An unlimited number of locations, assets, and parts shall be included in the monthly/annual fee. The system shall support barcode creation and scanning with a mobile device. System must have the ability to track inventory of replacement parts. Technicians must have the ability to view a work order history for a selected piece of equipment in the system.

**USERS**

Fees shall include an unlimited number of end-users who have the ability to enter facilities maintenance requests and view the status of those requests.

**COMMUNICATION**

The system shall support in-app messaging, along with e-mail notifications and push notifications (when applicable).

**TECHNICAL SUPPORT**

Technical support shall be included with the monthly/annual fee. Technical support should be available via chat, e-mail or telephone.

**PRICING AND BILLING**

All proposals should indicate pricing on a per month or per year basis. Any installation/setup costs should be on separate line items and be designated as installation/non-recurring charges.

All invoices are to be sent to:

Limestone County Commission  
Attn: Accounts Payable  
310 W. Washington St.  
Athens, AL 35611

**SERVICE LEVEL AGREEMENT (SLA)**

Proposal shall include the level of availability of the service (in terms of nines). Proposal must also include the response time if a failure occurs.

**CONTRACT TERM**

Limestone County is seeking a 3-year agreement, beginning November 5, 2018 through November 5, 2021.

**REFERENCES**

- The contractor must be a company normally engaged in providing facilities maintenance online ticketing system services.
- List all Counties/Cities with which your firm does business in the State of Alabama as a service provider. Include the length of time your firm has been providing services for that entity.
- Contractor is to provide a minimum of three (3) references. References should be from government institutions with a similar environment.
- The name and address of the organization, the name(s), titles and telephone numbers of the person(s) to be contacted and a general scope of services provided are to be stated in the proposal.

**BID SUBMITTALS**

Submit all bid documentation to:

**Limestone County Commission  
310 W. Washington Street  
Athens, AL 35611**

All bids must be sealed and the word "BID" and name of item being bid marked on outside of envelope along with the proposal number and opening date.

BID RESPONSE FORM

Bid pricing for each service should be independent. If pricing is different when bundled with other requested services, provide separate Bid Response Forms for bundled and unbundled bid pricing. For the bundled response form, indicate "Bundled Pricing" and clearly identify the services included in the bundle as well as the pricing for each service.

	YES	NO
<b>Minimum Bid Package Requirements</b>		
Completed & Signed Bid Response/Certification Forms		
A description of the proposed solution and its capabilities.		
Pricing information		
Service Level Agreement Information		
Three references of comparable size and scope with a summary of services provided		

**NAME OF FIRM:** \_\_\_\_\_

**ADDRESS OF FIRM:**  
\_\_\_\_\_  
\_\_\_\_\_

**NAME (TYPE OR PRINT):**  
\_\_\_\_\_

**\*AUTHORIZED SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **TELEPHONE: (\_\_\_\_) \_\_\_\_\_**

\*Signature certifies the proposed solution and services meet all requirements outlined in Sections 1 through 4 and the Vendor will comply with all specified requirements unless exceptions are noted below.

**EXCEPTIONALITIES TO SPECIFICATIONS AND/OR COMMENTS**

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