

09/29/15

Todd Slatin - Purchasing Director
Lexington-Fayette Urban County Government
Room 338, Government Center
200 East Main Street
Lexington, KY 40507

Dear Mr. Slatin:

We would like to thank you for allowing Maintenance Connection to participate in responding to your RFP for a Computerized Maintenance Management System. We certify the accuracy of all information contained in this response and are available to provide any additional comments and information as necessary.

For over 15 years, Maintenance Connection has been a rapidly growing company leading the way in maintenance management software using pure web technologies. Our solutions are deployable either onsite or hosted online in our secure data center.

Maintenance Connection is a privately held company based in Davis, California. The company originated in 1999 and was incorporated in the State of California having an Employer Identification Number of 68-0482039, and a listing with Dun & Bradstreet (DUNS # 14-212-4275).

Maintenance Connection has been funded by private investors (angel funding) and has enough cash to sustain operations (without any product revenue) for the next 3 years. Maintenance Connection has been cash flow positive each quarter since its launch, and has a client-retention rate of greater than 95%. Information in regard to previous financial statements can be made available at a later date.

Maintenance Connection currently employs over 50 full-time staff members. Our growth has gone from 12 in 2005, 34 in 2010, and 53 in 2015. 29 of our staff members are in support related positions. We have strategic partnerships with many great organizations throughout the state of California as well as 1,000+ locations using MC across the US and internationally.

Please coordinate all scheduling and negotiation efforts through Dan Buljan. If there is anything else required or should you have any questions, please contact him directly at either:

Email: dbuljan@maintenanceconnection.com
Phone: 888-567-3434 x815.

Best regards,



Brad Squires; VP

Table of Contents:

<u>Executive Summary</u>	Page 4
<u>System Overview</u>	Page 5
<u>Scope of Services/CMMS System Requirements</u>	Page 8
<u>Customer Support</u>	Page 14
<u>Implementation</u>	Page 17
<u>Pricing Proposal</u>	Page 27
<u>Insurance</u>	Page 35
<u>Affirmative Action Plan</u>	Page 36

Executive Summary

Headquartered in the greater Sacramento Valley in California, Maintenance Connection has been providing software and solutions since 1999. We have developed a team of 53 employees all over the United States that is dedicated to delivering the most advanced, easy-to-use software for maintenance and facility management. We have over 1,100 customer databases, and that number is growing with deployments in government, water/wastewater treatment, facilities, IT/IS, healthcare, and many other industries.

Maintenance Connection provides a full-featured maintenance management solution that runs entirely inside your Internet browser (without using Java applets, Active-X objects, plug-ins, or proprietary code running on your computer). This allows you to get up and running quickly – without having to install anything on client machines. You can focus on what you do best rather than having to maintain maintenance software.

Employees, Contractors, Requesters, and Management can access Maintenance Connection from wherever they are using an Internet browser. Organizations with multiple sites can easily keep their maintenance records in one place.

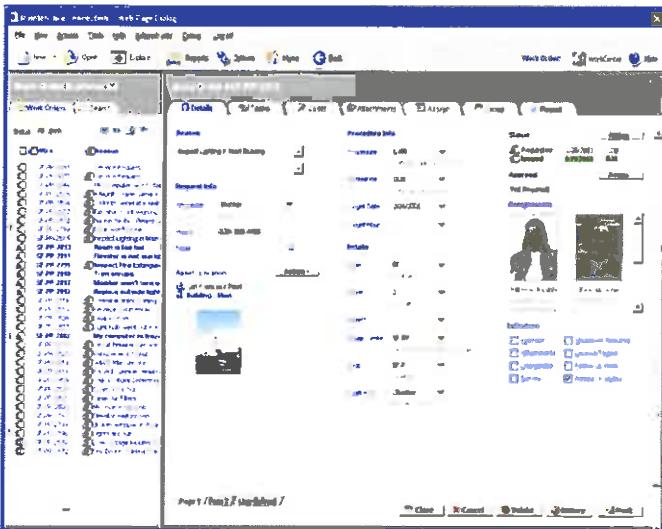
Maintenance Connection is a more reliable and fault-tolerant technology platform that is easily distributable over a whole variety of networks. Because the interfaces are published and open, integration with other systems is seamless and easy to develop.

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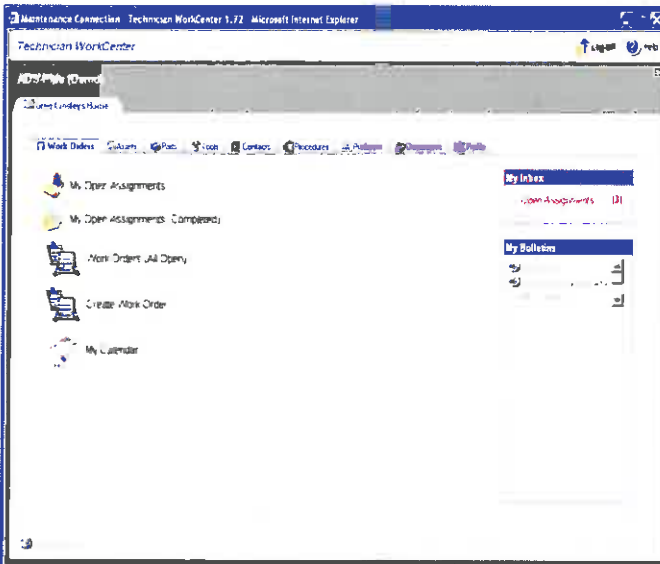
System Overview

Module Overview

We have developed a uniquely tailored application for each aspect of the maintenance organization. The MRO Work Center, Technician Work Center and Reporter are all core applications included in the base licensing of the software.

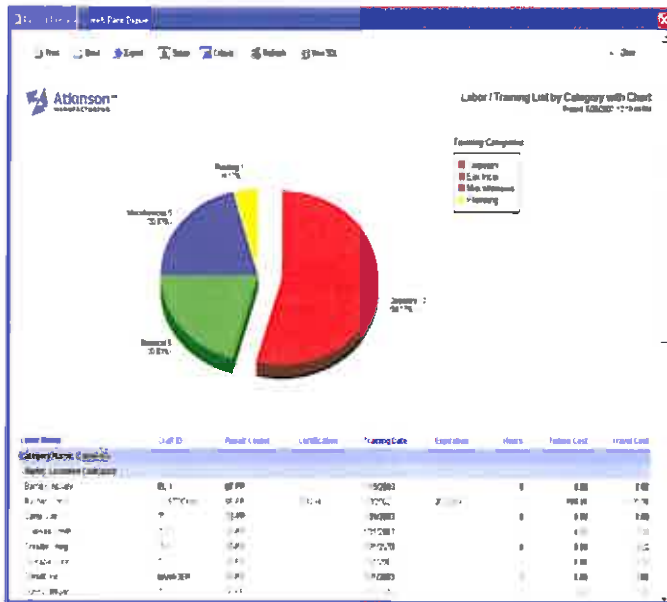


MRO Work Center: Maintenance, Repair and Operation Work Center is the core Maintenance Connection application, designed for maintenance and operations managers to track work order progress, schedule work orders, manage purchase orders and inventory, and track asset maintenance costs. The MRO Work Center application also has built-in access to the Maintenance Reporter application. Use this application to develop a scheduled preventive maintenance program. MRO Work Center contains a suite of over 30 modules to complement and refine your current maintenance management processes.



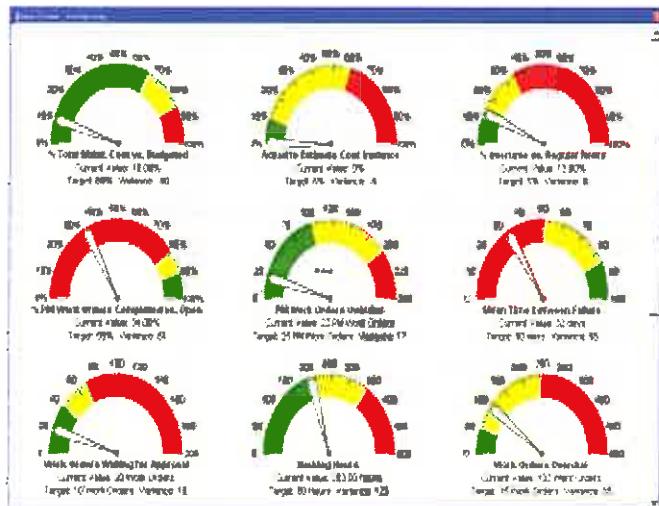
Technician Work Center

The Technician Work Center provides a streamlined view of only the maintenance information that a technician would need to see. Upon logging in to Maintenance Connection, he or she will be presented with a list of the work orders, which have been assigned to them, and a calendar of work to be completed in the future. They have the ability to create new work orders and mark completed the work that has been assigned to them. See the next page for our mobile handheld option called Maintenance Connection Mobile.



Reporter

Maintenance Reporter is the application that gives access to only the reports feature of the MRO Work Center. It is designed for executives or those who may not want access to the MRO Work Center, but would like to download data and reports on demand. Each report may be customized and copied to create groups of your own commonly requested reports. Reports may be displayed with charts and graphs to give a visual representation of the data queried. At the time of implementation, our professional maintenance consultant can help you define the KPI reports that will give you snapshots of how your maintenance department is performing.



KPI Portal

Maintenance Connection's KPI Portal gives you the ability to setup Key Performance Indicators specific to your organization. Track Mean-time between Failures, % Total Cost versus Budgeted, Overtime versus Regular hours, Backlog Hours, and other important indicators for your organization. Coupled with the Maintenance Connection Agent technology, you have the ability to receive notifications when KPI's fall out of range. The KPI Portal is available from within the MRO Work Center application.



Service Requester

Maintenance Requester allows users to request and report maintenance problems. Examples of users are internal employees, tenants, or outside vendors/contractors. This application allows a user to request maintenance for specific assets within an organization (defined by the MRO Work Center). They will have 24/7 access to this application to track the status of their maintenance requests in real time. As new requests are filled out, the system is smart enough to know where to direct various types of work orders. All data entered by requesters may be overridden using the MRO Work Center.



MC Express

Technicians won't miss a single deadline with MC Express. Work Orders, PMs, Inventory and assets are available in the field. From basic to the most complex, all of the tools necessary for success are built into this user-friendly interface. This mobile-ready tool gives your team the ability to work anywhere a wireless or cell phone signal is available. This mobile application was built using the most modern development technologies including HTML 5, asp.net, and Microsoft SQL. IT departments will appreciate the browser-based delivery of the MC Express application which coincides with the rest of the Maintenance Connection suite. This means that it is not necessary to install any software for the end user.

Scope of Services/CMMS System Requirements

Work Order System (Required)

- Unlimited Requesters allowed to submit Work Orders
Yes, the Service Requester module allows for unlimited usage.
- System must have the ability to be accessed remotely
Yes, this can be accomplished through a Cloud-hosted solution, or if hosted on premise, Maintenance Connection is accessed through a browser the external availability of which is configured through the City's IT/IS department.
- Must be able to track expected versus actual time and cost
Yes.
- Work Orders will provide features for setting completion deadlines and reporting back completion information to requestors
Yes, deadlines can be set according to your requirements, and notifications can be configured according to any status changes that you require.
- System should include an escalation process
Yes, escalations can be event-based or accomplished manually.
- Work Orders must be defined according to the type, trouble report, and scope of work involved
Yes.
- Work Orders may be assigned by an administrative staff or automatically by facility
Yes, assignments can occur automatically or through manual action.
- Work Orders can be assigned priorities by Administrators and Requestor without losing Requestor priority
Yes.
- Ability to clone/copy Work Orders quickly and efficiently
Yes, this can be accomplished through Copy/Paste functionality or through the use of templates.
- Work Orders should include comments on creation, close out and indicate the comment author
Yes.
- System must provide the ability to track cost, labor hours, and material tracking
Yes.
- Ability to attach documents
Yes, documents of up to 10MB each can be attached.
- System should allow for the scheduling and processing of Inspections
Yes.
- Inspections with failed items will generate appropriate Work Orders automatically
Yes, this can be automated.

- Must be able to assign and allocate resources
Yes.

Maintenance Scheduling (Required)

- Track all maintenance (Scheduled, Reactionary, Regular)
Yes, this can be tracked via work calendars and search functions as well as through Reports.
- Generate recurring maintenance schedules on a daily, weekly, monthly, quarterly or annual basis as necessary
Yes, Maintenance Connection supports these and additional scheduling intervals.
- The software can maintain the maintenance histories of assets, locations and equipment
Yes, all history can be retained and recalled.
- Interfaces with Work Order module to automatically generate maintenance Work Orders
Yes, scheduled maintenance is integrated in the system according to your classifications and requirements.
- Preventive maintenance activities can be scheduled on specified dates, days of the week, days of the month, and may be restricted to specified seasons
Yes.
- System should allow for groupings of tasks as part of planned maintenance standards and should be assignable to a maintenance program (of tasks)
Yes, task lists can recur in Preventive Maintenance schedules or be applied to Work Orders.
- Adding/removing a grouping from a location or asset should assign/unassigned all tasks associated with the grouping from that location or asset
Yes, this can be accomplished.
- Create Benchmarks
Yes, this can be set according your needs.

MISC (Required)

- Inventory Stock Tracking
Yes, inventory is fully integrated through the rest of the system.
- Dashboard that is configurable by user
Yes.

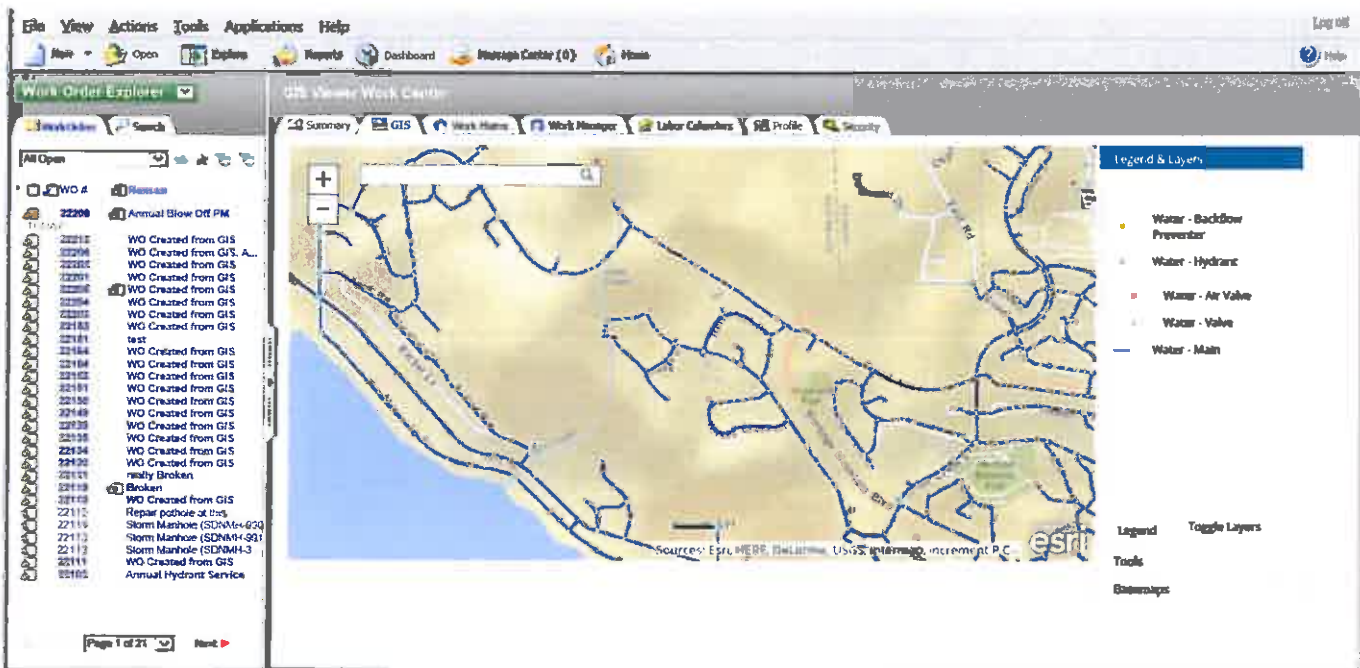
Interfaces (Required)

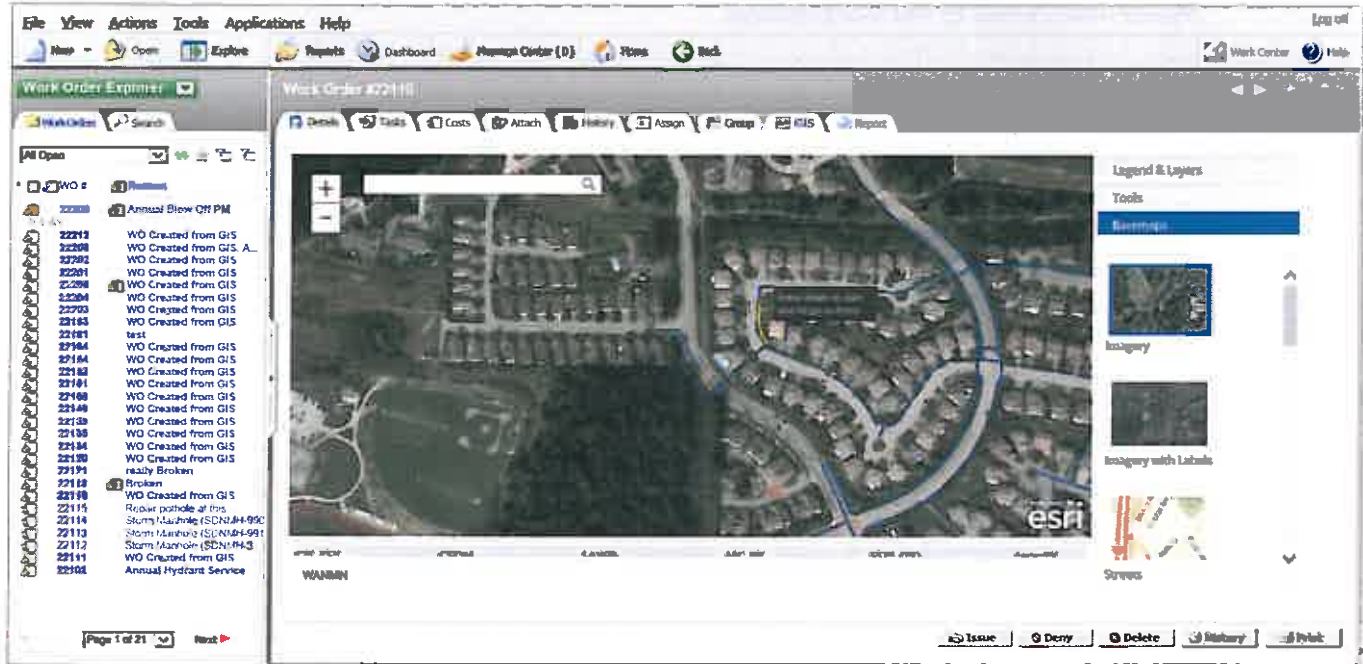
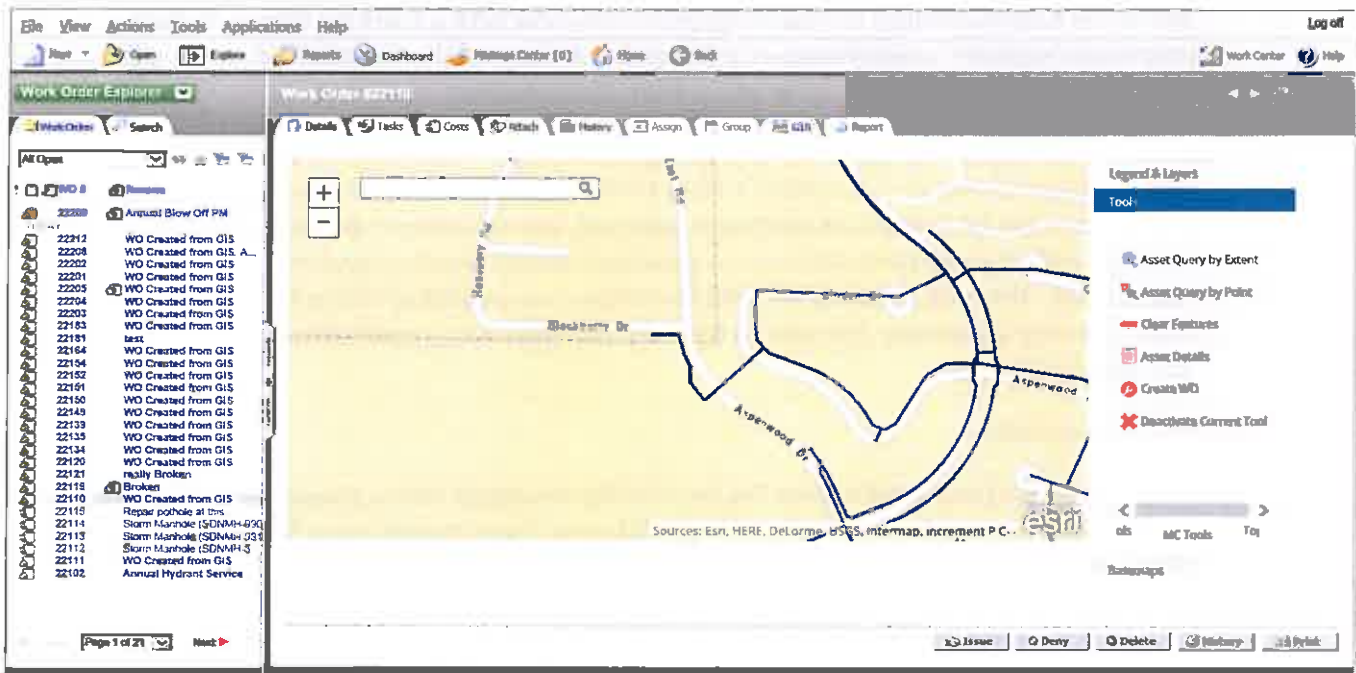
- PeopleSoft HCM and Financials(Required)
Maintenance Connection has completed several PeopleSoft integrations with differing integration points and different technologies utilized based on the integration scope. Uni-directional and bi-directional integrations are supported, and Maintenance Connection will

utilize the best technology for the integration end-goals without writing directly to two databases (typically a middleware or middletable is supported with flat-file data-transfers via .CSV or .XML as well as many other integration technologies).

- Vermont Systems RecTrac (Optional), EnergyCap (Optional), and Chevin Fleetwave (Optional)
- Maintenance Connection also offers a Web API for customer-driven integrations. While custom integrations can be written (at additional expense), our customers have used the API as a valuable tool to integration with many softwares without needing input from Maintenance Connection. That said, because MC's SQL interfaces are published and open, integration with other systems is seamless and easy to develop. We have integrated with a number of these softwares in the past.
- ESRI GIS (Required)

MC's GIS Connector (only available for On Premise deployments) stores geospatial data migrated from the GIS Source data (including ESRI ArcGIS server) and stored in the MC Asset tables and GIS Connector database. A link between the tables allows this data transfer to occur in real-time. Maintenance Connection has developed a GIS Map Solution based on the latest GIS technologies and leveraging key features within Maintenance Connection. The Map Viewer is neatly embedded into the Asset WorkCentre window within Maintenance Connection and is dynamically linked to the GIS database.





Reporting (Required)

- Reports and information shall be easily retrievable and accessible by both administrative and line staff
Yes, canned Reports and user-configured Reports can be saved and recalled very simply through the Reporter or through the menu as a bookmarked item.
- The software can generate reports of overdue orders
Yes.

- Ability to track contract vs. in-house labor
Yes.
- Benchmark reporting capabilities against industry standards and internal LFUCG set standards
Yes, these standards can be configured in Maintenance Connection and used for comparative purposes.
- Trending, forecasting and cost projections
Yes.
- Ability to export reports and system data into multiple formats including Microsoft Excel
Yes, Reports can be exported into .csv, .xls, .xml, .pdf, and .doc file types.
- Ability to query data, graphing, and create reports
Yes.

System Requirements (Required)

- The system shall be intuitive and be easily usable by all levels of staff in the City's parks and recreation division
Yes, the system's intuitive design allows for easy to use functionality, and this ease of use is best shown in a web demonstration.
- In an effort to ease data entry time the system should have easy navigation, field tabbing, and pull down menus
Yes.
- To ensure all necessary data captured the first time, we need the ability to mark fields as required
Yes, this is possible.
- System Security shall allow for multiple levels of user role and configuration (ex: Administrators/Requestors/Field Staff/Data Entry/Approval)
Yes, access can be configured according to user or user type.
- Data entry for the system should be able to pre-populate fields already in the database
Yes.
- The system shall be hosted in a secure environment that includes disaster recovery and back up strategy
Yes, MC's data center includes disaster recovery and regular hot backups. The solution can be hosted on premise, as well.
- Host Solutions must be SSAE 16 compliant
Yes.
- PCI Compliant
No, please note that PCI is not very applicable for a CMMS software vendor because Payment Card Industry Data Security Standard does not typically apply to a CMMS since no Credit Card related data is stored inside a CMMS database. To confirm, the CMMS database does not store anything such as highly sensitive information such as Credit Card information, Social Security Numbers, etc. Typically only maintenance-related data is stored on a CMMS; whereas an ERP would typically store more PCI-related data.

- Web based Risk
Yes, the solution is web-based.
- Security Policies
Our remote servers have access limited to Maintenance Connection personnel in a physically-secured environment with electronic access controls. More information on the nature of our security services can be provided at a later date.
- The hosting cost should include all support and version upgrades
See pricing section below.
- The system should be a web based software
Yes.
- System should have the ability to import data
Yes, this can be accomplished through the use of excel templates.
- System should be assessable on multiple mobile device platforms
Yes, see below.

MC Express – v1




Technician Focused Mobile Application

MC Express was designed for touch devices and is optimally viewed on smaller devices, such as smartphones and tablets. It should be noted that MC Express can also be accessed from larger devices such as computers and laptops.

Recommended:

	Windows Phone / Tablet • Chrome (Tablet only) • Internet Explorer 10+
	iPhone / iPad / iTouch • Chrome • Safari (iOS 6+)
	Android Phone / Tablet • Chrome (Android 4+)
	Kindle Fire • Silk

Also Supported:

	Windows PC • Chrome • Internet Explorer 10+
	Mac • Chrome • Safari
	Chromebook • Chrome

Since both Operating Systems and Browsers are updated quite frequently, users are advised to use the latest version available for their device.

Customer Support

Maintenance Connection Technical Support Services is dedicated to providing timely, thorough and efficient resolutions to your issues.

You can contact us via:

Telephone: 888-567-3434 ext. 2 (M-F 5am PST – 5pm PST)

E-mail: support@maintenanceconnection.com (24/7)

Live Chat ---Note: Live support is also available from within the application under Help > Live Support or through MC User Connect.

Responsibilities

We Will:

- Use best efforts to resolve the incidents you submit
- Document each incident and its resolution
- Track the duration of open incidents and escalate when needed
- Confirm with you that the incident is resolved

You Should:

- Assign an appropriate urgency rating to the incident
- Perform problem determination and diagnostic activities suggested by technical support promptly and completely
- Perform problem resolution activities as suggested by technical support

Support Incident Numbers

Support incident numbers (SI#) are used to track support incidents. This number will be communicated to you when reporting an incident. If the incident is reported by voicemail or email, you will be contacted with the incident number. Please refer to this number whenever contacting us regarding this issue.

Response Time

Response time is defined as the length of time between when a call is received by Technical Support Services and when a Technical Analyst Contacts the client. Although we can't always guarantee response times, a combination of incident severity level and incident urgency level is used to prioritize incidents. Support Services strive to maintain a minimum level of response based on these criteria.

Incident Severity Levels

The severity level is defined by the incident definition and is intended to portray an objective measure of the problem. Severity levels are assigned by the Technical Analyst. Some examples of severity levels:

Critical: The customer's application is down and inoperable. All users are unable to use the system. The customer's productivity is threatened.

High: The customer's application is severely limited. The situation is causing a significant impact to certain portions of the customer's business operations and productivity.

Medium: The customer's application is slightly limited. The situation has impaired operations, but most business operations and user productivity continue.

Low: The customer's application or user productivity are not affected.

Incident Urgency Levels

The urgency level is a way to classify the incident based on the caller's priorities. For example, if there are deadlines or other constraints involved, urgency may be relatively high even though the severity level is relatively low. Urgency levels are assigned by the caller and allow the Technical Analysts to respond in a more effective manner. Urgency levels are as follows:

- 1: most urgent
- 2: normal
- 3: least urgent

Reporting on Incidents

Please ensure you provide the following information:

- Your email address
- Which application used (Project Management or Collaboration)
- Your name
- Company name
- Incident urgency level
- Complete problem description
- Incident number (if reporting on an existing issue)

Via Email

For the best service, always send information to support@maintenanceconnection.com.

- If you are successful in resolving an incident, please ensure you contact us with the details.
- If you are emailing about an unresolved incident, include the incident number in the subject line.
- If email is directed at a particular Analyst, please include their name in the subject line
- If your E-mail is urgent, include the estimation of urgency on a scale of 1 to 3 in the subject line.

Via Phone

Telephone: 888-567-3434

Technical Support Services uses an automatic call distribution system, which queues calls for the next available Technical Analyst. When you call support, a Technical Analyst will greet you. When all Technical Analysts are busy, you have the opportunity to leave a voicemail message or remain in the queue.

- Choosing to remain in the queue when prompted ensures that you do not lose your position in the queue.
- Choosing to leave a voicemail message ensures that your incident report will be entered into the system. A Technical Analyst will contact you to commence work on the issue.
- If you are trying to reach a specific Technical Analyst, you may remain in the queue and be forwarded to the Technical Analyst if they are available, or you can choose to leave a voicemail message, indicating which Technical Analyst you are trying to reach. It will be forwarded to them and you will be contacted promptly.

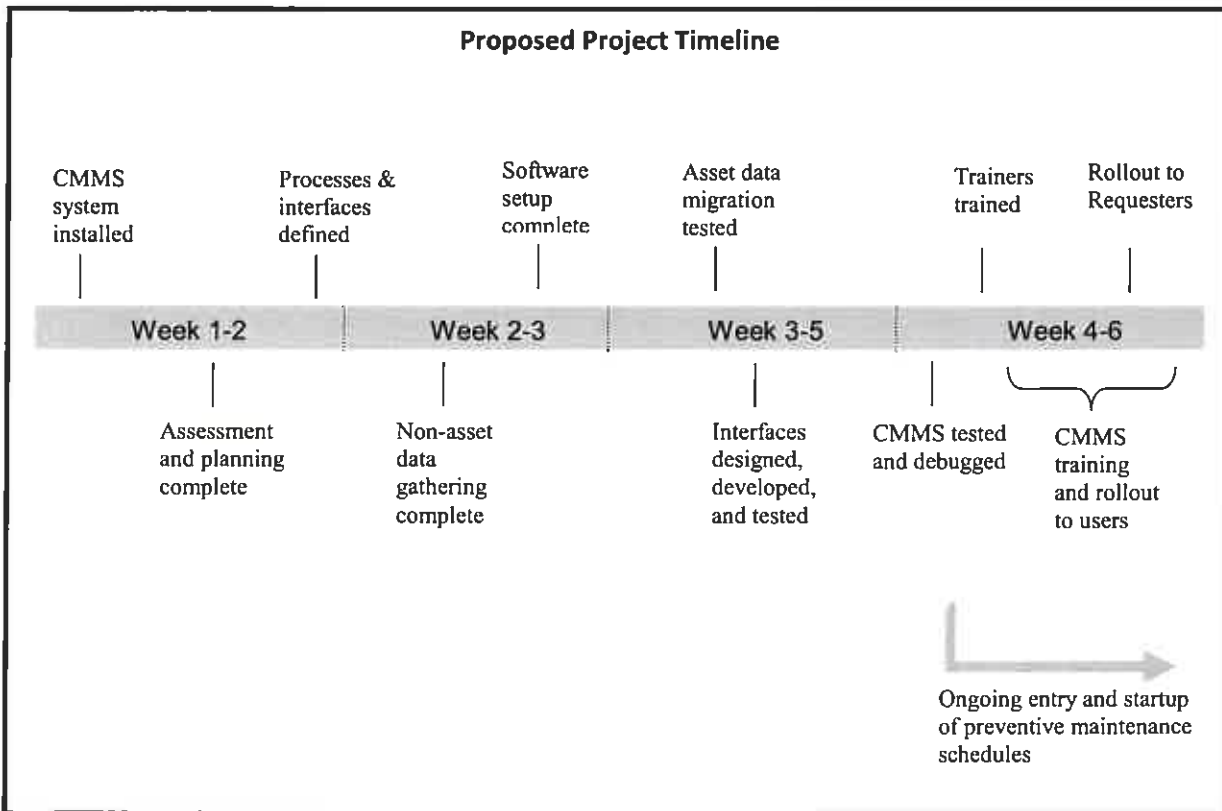
Incident Escalation

The goal of the escalation process is to assist in returning your application to an operational state as quickly as possible. Ultimately, the closure of the incident to your satisfaction is desired. All incidents that cannot be resolved by the Help Desk Analyst (1st level support) or the Technical Analyst (2nd level support) will be promptly escalated to our Product Specialists (3rd level support). Should our third level support be unsuccessful, management will be notified and additional resources may be brought from appropriate departments.

Implementation

Obviously, you should allow for scheduling flexibility in the staffing plan, and even though we will include estimates as outlined in the following pages, we believe it would be advisable to create a staffing plan after your organization has taken more time to evaluate systems and discuss project goals with vendors in more detail. Even though our implementations with previous similar projects provide an estimated look into a model for a staffing plan, each implementation is unique.

A general timeline of project milestones is shown below:



During the initial stage of the project, we will create a detailed project work plan. This work plan will be used to maintain project momentum and to keep project team members focused on critical path activities. A sample preliminary project work plan is shown:

Maintenance Connection Software Initiative

	Responsibility	Target Start Date	Target Complete Date
1) Perform Project Start-up & Planning			
Define and assemble ASU Steering Committee and Project Team			
Prepare and configure server hardware and database software			
Install Maintenance Connection system with separate training/demo database			
Hold project kick-off meeting with all stakeholders			
Introduce implementation team			
Conduct refresher Maint Connection software overview for all potential user departments			
Discuss and document project objectives and expectations of the new software			
Discuss and determine departmental scope of Maintenance Connection software			
For each planned department, list generally how the software will be used			
Discuss phasing plan for addressing needs of all departments			
Conduct detailed implementation team training			
Develop detailed project workplan and responsibilities			
2) Develop & Document Work Processes and Conceptual Interface Plans			
Create DRAFT process flowcharts and/or step by step process narrative			
Review and develop conceptual interface plans			
3) Plan and Configure Maintenance Connection Software			
Discuss how to use Repair Centers and Shops			
Decide on format and framework of asset hierarchy (locations and assets)			
Decide on Location and Equipment standard naming conventions			
Evaluate existing equipment data			
Review Maint Connection functionality and workflow (statuses and responsibilities)			
Review reporting requirements with system stakeholders and management			
Develop and document system requirements and work processes			
Create list and prioritize reports on master report list			
4) Review and Enter Maintenance Connection Core Data			
Enter Repair Centers			
Enter Shops for each Repair Center			
Departments (typically HR Departments)			
Accounts (typically GL Accounts)			
Categories			
5) Review and Enter Work Order Supporting Data			
Work Type (edit Lookup table)			
Problems (Failures module)			
Priority			
Sub-statuses			
Configure Service Requester module (Service Request Configuration tool)			
6) Perform Location and Asset Data Gathering and Migration Testing			
Review and edit Maint Connection Classifications list for locations and equipment items			
Decide which information to capture for each Location			
Gather and enter/upload Locations (buildings and spaces) into Assets module			
Equipment Data Migration Testing (equipment items, procedures, work histories)			
Retrieve electronic download of equipment records from existing systems			
Discuss and determine equipment data formats and policies with ASU			
Populate data upload templates and reformat as needed			
Test data upload into ASU dummy database			
7) Design and Develop System Interfaces			
Develop batch upload interface for Materials transactions			
Develop batch download interface for billing transactions			

Maintenance Connection Software Initiative

	Responsibility	Target Start Date	Target Complete Date
8) Review and Enter Labor and User Data			
Determine and enter Crafts			
Define Labor ID naming convention for employees and vendors			
Enter employees and vendors into Labor module			
Define and create user Access Groups and security rights			
9) Conduct System Testing and Process Walk-throughs			
Validate equipment and location data			
Perform dry-run process walk-throughs			
Conduct stakeholder demonstration of new system data and processes			
Adjust software configuration and data as needed			
10) Develop Training Materials and Procedure Documents			
Define training needs of various subsets of users (administrators, managers, requesters)			
Develop appropriate training materials for each group of users			
11) Perform Final Data Migration and Start-up System			
Gather and upload final Location and Space data			
Gather and upload final equipment data (equipment, procedures, work histories)			
Discontinue use of other systems			
12) Conduct User Training and System Rollout			

Every implementation of Maintenance Connection starts with a solid definition of your organization's business processes and practices. The Maintenance Connection application software service is simply the tool to support your organization's business processes and practices, not the other way around.

Whether your organization is large or small, our team of friendly and experienced implementation professionals will ensure your implementation goes smoothly and turns out a success. The end result is your organization taking ownership of the solution.

To help you attain this self-sufficiency, we've identified a simple eight-phase process for the successful implementation of the Maintenance Connection Maintenance Management service:

Phase 1: On-Site Evaluation and Assessment

- Initial meeting to learn, evaluate, and improve upon current business processes and practices
- Establish a core project implementation team with members from different functional divisions
- Develop key performance indicators (KPIs) linked to business management objectives to measure the effectiveness of the maintenance management solution
- Develop an implementation plan and schedule which includes a timeline with milestones developed specifically to meet your requirements

Phase 2: Data Collection and Transition

- Define Accounts, Categories, Repair Centers, Shops, Failures, Crafts / Trades, Labor (Employees and Contractors), Training, Suppliers / Manufacturers, Contacts, Inventory, Stock Rooms, Tools, Tool Rooms
- Define Asset / Equipment Classifications, Specifications, Asset / Equipment hierarchies
- Define Procedures containing Tasks, Labor, Materials, and Other Costs
- Develop an effective PM program that focuses on known failures

Phase 3: Interfaces / Customization

- Define custom interfaces and/or custom fields that will need to be tracked

Phase 4: Data Entry / Migration

- Data entry and/or data conversion from your old software

Phase 5: System Testing

- Test data validity, data relationships, and all functions of the system

Phase 6: End-User Training (See section 6 of RFP response for more detail on training plan)

- Train and educate end-users on how to use the software with the defined business processes and practices

Phase 7: Roll-out / Go Live

- Maintenance Connection service becomes available for end-user use and is monitored for problems

Phase 8: Periodic Audits

- On-site audits are conducted on how your organization is currently using the Maintenance Connection solution and suggestions are made to make it a more effective management tool
- The defined KPI's from Phase 1 are compared to industry standards and improvement targets are set

Implementation responsibilities will be solidified as the project plan is developed, but the following descriptions contain a high level summary of possible staff responsibilities:

Installation

Maintenance Connection will be installed by Maintenance Connection staff via remote connection, along with the assistance of IT personnel familiar with your network environment and database responsibilities. Prior to installations we distribute a pre-install checklist, outlining any hardware & network requirements. We also issue a pre-implementation doc, which helps document specifics about how each customer intends to use the software, ensuring efficiency in the set-up process.

Data Conversion

Maintenance Connection handles conversion through the use of pre-developed import templates. Maintenance Connection staff will handle the conversion. Your staff will handle gathering and cleaning the data for conversion based on Maintenance Connection recommendations.

The amount and type of data will not be determined by Maintenance Connection. This is a preference of our customers. You control what you want converted-not Maintenance Connection. Just let us know what you want to include in the new system.

Interface Development

Maintenance Connection staff will be responsible for developing any requested interfaces with any existing and future applications. Staff will be responsible for providing information Maintenance Connection needs to successfully create the interface, testing of interface, and assistance in determining data point to share.

Bugs/Patches

Delivered via download. Your staff will be able to apply bugs/patches after receiving instructions from Maintenance Connection staff.

During Implementation

During the implementation, we suggest that you plan to assign a Steering Committee (2-4 members) and a Project Team (1-3 members).

Steering Committee

The importance of a project Steering Committee cannot be overemphasized. A committee comprised of 2-4 management-level individuals from throughout your facilities management organization will be created to oversee and “steer” the project towards success. The Steering Committee is not to be confused with the *project team*. The project team will be conducting the day-to-day project activities. The Steering Committee will only meet periodically (i.e. monthly) through the duration of the project. Duties of the Steering Committee will include:

- Reviewing project progress
- Ensuring stakeholder input into CMMS solution design
- Facilitating project communications throughout facilities management and the organization at large
- Making strategic decisions regarding the project
- Establishing buy-in and promoting the CMMS within their spans of control

Project Team

During the implementation, you should plan to provide one functional and one technical resource on a part-time basis comprising the Project Team. These individuals will work as needed with our implementation team on a day-to-day basis. These individuals will assist with planning and executing the system implementation and data gathering activities. By doing so, they will have direct input into software configuration decisions and will become subject matter experts on the new software solution.

The functional resource should have a working knowledge of CMMS systems and will likely become the key software resource for an ongoing basis. The technical resource should have knowledge of the SQL Server environment, network environment, IIS, File System security, and SMTP Server. These skill sets can be spread between multiple staff members if need be.

Post Implementation

Once the implementation efforts are completed and the system is in use, you should anticipate traditional technical system upkeep for database back-ups and maintenance. For ongoing user training and support, one individual (preferably from the implementation team) should be assigned as needed on a part-time basis.

To continuously improve the software knowledge of your support staff, Maintenance Connection offers 2 user conferences per year, spring and fall, typically at different regional locations. We have been offering conferences for over 5 years. The average client attendance is 60-70, and we offer three different course tracks depending on user levels. Maintenance Connection has made a very strong commitment as an organization to providing service excellence to all customers. Because of this commitment, we are proud to have a 100% customer satisfaction rating. We utilize the dedicated account manager method of support where the account manager is the key point of contact for their customers. Should the account manager be unavailable, each AM has a designated backup account manager. Behind this line of support is a full call center to field calls, receive email, and/or receive live chat communication; should any specific software questions arise.

Because Maintenance Connection has made such an effort in developing user-friendly software applications, the level of ongoing support required is fairly minimal.

We believe that a successful implementation of technology results in a POSITIVE BUSINESS IMPACT, not simply in the widespread use of the new technology. With this in mind, we develop process-centric training programs...focused on how work processes can be carried out using the capabilities of the system. We don't simply train users on how to navigate the software and run reports. Our training is focused on how to utilize the system and its capabilities to the greatest extent possible.

Our training development includes the following activities.

- Identifying and categorizing subsets of the anticipated user population
- Developing appropriate training requirements for each subset of users
- Defining and creating needed training materials
- Developing a high-level training plan and requirements document

Often overlooked in training plans are Executive and Management individuals. While they are not direct system users, they must be made aware of the system capabilities and functionality. To accommodate this, our training plans include a high-level management training session during which we introduce the system and explain the available features and reporting capabilities.

Given that we have a strong background in facilities management and business improvement, our training for clients is not narrowly targeted at the new software. Our training programs could cover any of the following topics depending on the specific needs of our clients:

- General software training
- Training on new processes and management practices
- General continuous improvement strategies and methodologies
- General asset management training (asset management strategies)

A training plan will be developed along with definition behind each role requiring training. Training is a very key element of success with implementing CMMS. Training is available online, onsite with the customer, or at the Maintenance Connection corporate training center in Sacramento, CA.

Group training is typically provided in a classroom environment, complete with training guides, videos, review sheets, tests, etc. In addition we provide a one-on-one “train-the-trainer” approach as well. Users also have the opportunity to participate in regional training seminars, typically held twice a year. Typical training programs may be defined for the user subsets below.

Administrative Training

System administrators and project leads will be trained on every aspect of Maintenance Connection. This will help determine all aspects of the software to be used. Administrative training will cover everything from reports to general work process to part management functions.

Site Administrator Training

Combined training with site-level administrators to be held in a combined format. This training will cover all necessary aspects of administering Maintenance Connection at the site level. This will cover such things as generating PMs, ordering parts, assigning and scheduling work orders, etc.

End-User Training

This training group is focused on functions necessary for the end-users. This will include such things as updating/closing work orders, managing parts, looking up work histories, adding equipment, etc.

See sample two day training plan on the next two pages

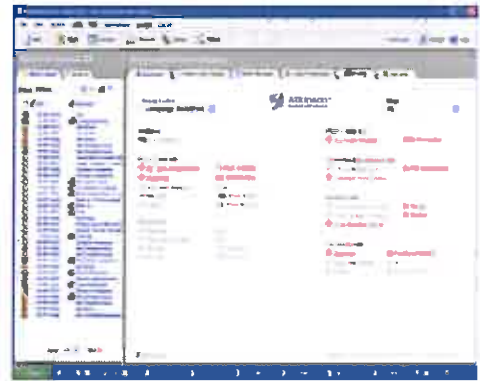
Day One

Introductions

- Definition of individual roles
- Define and document general goals and expectations from the software
- Review of current maintenance management process
- Explanation of new maintenance management process incorporating software

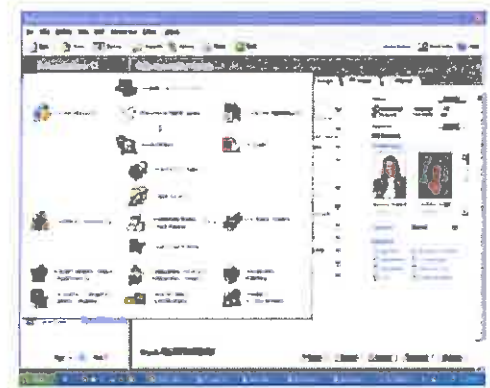
General Product Navigation

- General definition of each area of the application
 - o File Menu, Module Explorer, Toolbar, Module WorkCenter
- Description of each module
- Adding new records
- Editing records
- Deleting records
- Searching for records
- Explore vs. Split View
- File menu, importance of 'Log Off'



Initial Setup of Company Data

- Repair Centers and Shops
- Crafts and Labor
- Access Groups
- Accounts
- Assets – Equipment/Locations, Classifications
- Preventive Maintenance
- Stock Rooms
- Inventory Items



Location and Asset Hierarchies

- How to create a new location or equipment
- Application of each Asset Module tab
- Overview of Classifications Module

General Workflow and Work Order Module

- Creating new requesters using the connection key
- How to create a new work order
- Assigning labor to a work order
- Changing work order status
- How to close out a work order
- Work order status filters
- Review of data filters and search option

Preventive Maintenance and Procedures Modules

- How to schedule preventive maintenance
- Overview of each Preventive Maintenance tab



Wrap up / Q&A

Day Two

Review of Day One

- Review each module's definition and function
- Review asset hierarchy and general workflow
- Review Preventive Maintenance Module

Labor Module and Scheduling

- Overview of Labor Module tabs
- Work Manager and Labor Calendars
- Assign labor on a work order

Members Module

- How to sign up new members
- Approval process and assigning access groups
- Overview of Access Groups Module

Company Module

- Overview of Company Module tabs
- Overview of Contact Module tabs

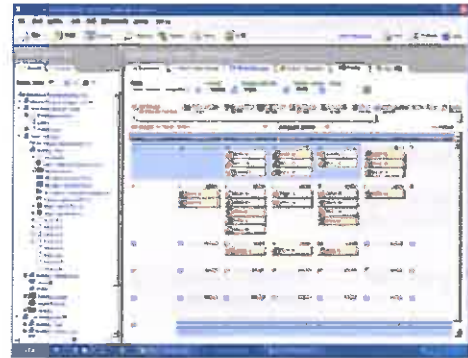
Reports Module

- How to generate a report
- What can you do with a report?
- Report groups and batch reports
- Ad hoc criteria for reporting
- How to copy and modify system reports
- Review Setup Report dialog

System Options (if we have time)

- System Actions
 - o Generate Work Orders
 - o Generate Work Order Projections
 - o Order Inventory Items
 - o Receive Inventory Items
 - o Adjust Inventory Item Quantities
 - o Meter / Mileage Update
 - o Warranty Update
 - o Labor / Craft Rates Update
 - o Asset Configuration
 - o Requester Application Configuration
 - o Survey Manager
 - o Holiday Manager
 - o Reset Asset / Location Costs to 0
- System Preferences
 - o Difference between 'My Preferences' and 'Repair Center Preferences'
 - o Describe the impact of each system preference
 - o Copy Preferences

Wrap up / Q&A



Pricing Proposal



Quote

Maintenance Connection, Inc.
 1477 Draw Ave Suite 103
 Davis, CA 95618
 United States

T: 888-567-3434
 F: 775-255-6324

Date	2015/09/29
Expires	2015/11/30
Quote #	6922 v4
Created By	Dan Buljan

Prepared for Lexington Fayette Parks
 Chris Cooperider
 , Kentucky
 United States
 E: ccooperrider@lexingtonky.gov

Basic Onsite

Type	Item	SKU	Qty	Price	Total
Licensing	Maintenance Connection Concurrent User Licenses Includes concurrent software licenses for all modules within MRO WorkCenter, Technician WorkCenter and access to Reporter application. Modules include asset tracking, PM scheduling, work order tracking, parts inventory management, configurable access groups, and much more.	MCEL	10	\$2,999.00	\$29,990.00
Licensing	Service Requester (Unlimited Licenses) Allow end-users to submit maintenance requests electronically to the maintenance department for review. Service requesters can also check the status of these requests with a web browser.	SRU	1	\$4,999.00	\$4,999.00
Licensing	Agent / Rules Manager (Windows Service) The Agent / Rules Manager is used to manage a number of automated features in the system. When installed, it continuously checks for "actions" that need to be executed. Common outputs include automation for Notifications Emails/Text Defined in the Rules Manager, Scheduled Reports via Email/Saved Files, KPI Trending/Alarms, Work Order Rapid Entry, Database Job Scheduler, and Email to Work Order Manager.	AGENT	1	\$4,999.00	\$4,999.00
Licensing	MC Express - Base Module (Mobile) Includes software licenses to allow users access to a robust yet simple mobile interface. This license can be accessed from most browsers on most modern devices that have access to the web or intranet. The licensing model is on a concurrent basis. The Base Module includes three (3) concurrent user licenses.	MCEXP-B	1	\$4,999.00	\$4,999.00 [†]
Licensing	MC Express - Concurrent Licenses (Mobile) Concurrent Licenses for the MC Express application. The MC Express - Base Module is required to use MC Express.	MCEXP-C	3	\$999.00	\$2,997.00

Maintenance Connection, Inc. - Quote #6922


MAINTENANCE CONNECTION[®]

Quote

Type	Item	SKU	Qty	Price	Total
Annual Support	<p>Baseline Annual Support Contract (16% of Licensing Fees)</p> <p>Support is renewable annually, and is an optional service contract provided by Maintenance Connection. The "Baseline" support includes the following items:</p> <ul style="list-style-type: none"> • Unlimited tech support and software version upgrades • Toll-free Phone, email and chat access to Solution Engineers • Support incidents managed through online ticket system • Online access to self-service MC User Connect community • Complete online documentation and tutorials 	ASC	1	\$9,987.12	\$9,987.12*
Licensing	<p>Yearly Secure Datacenter Hosting - \$1188 per year per concurrent license</p> <p>Yearly hosting service includes nightly database backups, 24-hour access to data online, and redundant RAID disk storage. Access to secure, private company database at www.maintenanceconnection.com.</p>	SEC-HOST	10	\$1,188.00	\$11,880.00†
Professional Services	<p>Comprehensive Setup Package (12 Days)</p> <p>These projects typically have complex requirements which include implementing core CMMS modules (e.g., Assets, PMs, WOs), Inventory management, and complementary modules (e.g., Departments, Accounts) for multiple groups/sites. Upon request, time may be allocated to project documentation, such as, in-person visit summaries and action items. Services are also commonly used for end-user training and hands on rollout assistance. In some cases, services may be utilized to scope and build modifications (customizations or system integrations) that were identified prior to purchase. Common outputs include intermediate project planning, core configuration, process design, go-live and managing results for the core and complementary modules. Services are primarily delivered through in-person visits (travel costs applicable) to include larger groups for discussion and training.</p>	CSU	1	\$19,200.00	\$19,200.00
Professional Services	<p>Additional Implementation Services - \$1,600 / Day</p> <p>Additional implementation services can be added at any time based on the needs of the project. The daily rate will be \$1,600 plus any applicable travel costs.</p>	AIS	1	\$0.00	\$0.00†
Professional Services	<p>Implementation Services - Travel Expenses (Summary)</p> <p>Services delivered in-person will result in travel costs. MC follows standard business travel guidelines and will invoice actual costs incurred following a scheduled visit. Invoiced costs will not exceed \$600 / day (in-person) and includes: flights, hotel, transportation, food / incidentals. Not-to-exceed amount requires trip confirmation 30 days in advance to be applicable.</p>	IMP-SVCS-TRVL	10	\$0.00	\$0.00

MAINTENANCE CONNECTION[®] 11/16/2015 11:52



Quote

Type	Item	SKU	Qty	Price	Total
Professional Services	Optional - Implementation Services - Core Data Migration (Single Site/Source) Services to migrate static information pertaining to known items within a single site/data source. Examples include equipment, employees, departments, and accounts. Typical migration steps include services to Identify Data Sources, Verify Data Quality, Schedule Basic Training, Determine Mapping, Establish ID and Naming Strategy, Populate Modules and/or Import Template, Generate and Run Import Scripts, Validate Results, and Resolve Discrepancies.	IMP-SVCS-CDM-SS	2	\$1,600.00	\$3,200.00
Professional Services	Optional - Implementation Services - Transactional Data Migration (Single Site/Source) Services to migrate information which documents actions taken by the system within a single site/data source. This Data is customarily historic and examples include work orders and purchase orders. Typical migration steps include services to Identify Data Sources, Verify Data Quality, Schedule Basic Training, Determine Mapping, Populate Import Template, Generate and Run Import Scripts, Validate Results, and Resolve Discrepancies.	IMP-SVCS-TDM-SS	5	\$1,600.00	\$8,000.00
Professional Services	Estimate- Integration Services - Integration to PeopleSoft HCM and Financials Services for integrating Maintenance Connection to PeopleSoft. A formal scope and quote will need to be provided, but this is an estimate based on our high level discussions to date.	PRO-SERV-INT	1	\$16,000.00	\$16,000.00 [†]

* Recurring fees billed annually with 1 upfront payment(s).

† Non-taxable item

Please contact us if you have any questions.

Total Due \$116,251.12 USD

Cost Breakdown

Type	Up-front Fees	Recurring Fees
Licensing	\$59,864.00	—
Annual Support	\$9,987.12	\$9,987.12*
Professional Services	\$46,400.00	—
Total	\$116,251.12 USD	\$9,987.12 USD*

* Recurring fees billed annually with 1 upfront payment(s).

Implementation Services

Services may be delivered remotely or in-person, however, in-person training will result in additional travel costs which may include: airfare, accommodations, transportation, and a fixed per diem for meals/incidentals (\$60/Day). MC follows standard business travel guidelines and will invoice incurred costs following an in-person visit. If you prefer to arrange travel on our behalf, please communicate this directly to your Implementation Consultant. Please note that in-person visits are not typically scheduled for a duration of less than two service days and confirmation of purchase is required before scheduling may take place. Finally, purchased services may be utilized for any topics that you request.

To proceed read the following and click below

1) Professional Services may be used for project planning, data migration, core configuration, process design, go-live and managing results for the core and complementary modules. They may also be used for scoping, development, testing, and installation for a modification request. 2)

MAINTENANCE CONNECTION[®] | Quote # 2012

Source code for Maintenance Connection will be provided upon purchase. Upon each new release, if Customer is under support contract, source code for new releases will be provided as well. 3) Payment terms will be NET 30. Invoice will reflect software licensing + implementation services and first year annual support fees. Hosting fees (if applicable) will begin being billed the month after the database is available online.





Quote

Maintenance Connection, Inc.
 1477 Drew Ave Suite 103
 Davis, CA 95616
 United States

T: 888-567-3434
 F: 775-255-6324

Date	2015/09/29
Expires	2015/11/30
Quote #	6922 v3
Created By	Dan Buljan

Prepared for Lexington Fayette Parks
 Chris Cooperrider
 , Kentucky
 United States
 E: ccooperrider@lexingtonky.gov

Basic Onsite

Type	Item	SKU	Qty	Price	Total
Licensing	<p>Maintenance Connection Concurrent User Licenses</p> <p>Includes concurrent software licenses for all modules within MRO WorkCenter, Technician WorkCenter and access to Reporter application. Modules include asset tracking, PM scheduling, work order tracking, parts inventory management, configurable access groups, and much more.</p>	MCEL	10	\$2,999.00	\$29,990.00
Licensing	<p>Service Requester (Unlimited Licenses)</p> <p>Allow end-users to submit maintenance requests electronically to the maintenance department for review. Service requesters can also check the status of these requests with a web browser.</p>	SRU	1	\$4,999.00	\$4,999.00
Licensing	<p>Agent / Rules Manager (Windows Service)</p> <p>The Agent / Rules Manager is used to manage a number of automated features in the system. When installed, it continuously checks for "actions" that need to be executed. Common outputs include automation for Notifications Emails/Text Defined in the Rules Manager, Scheduled Reports via Email/Saved Files, KPI Trending/Alarms, Work Order Rapid Entry, Database Job Scheduler, and Email to Work Order Manager.</p>	AGENT	1	\$4,999.00	\$4,999.00
Licensing	<p>MC Express - Base Module (Mobile)</p> <p>Includes software licenses to allow users access to a robust yet simple mobile interface. This license can be accessed from most browsers on most modern devices that have access to the web or intranet. The licensing model is on a concurrent basis. The Base Module includes three (3) concurrent user licenses.</p>	MCEXP-B	1	\$4,999.00	\$4,999.00 [†]
Licensing	<p>MC Express - Concurrent Licenses (Mobile)</p> <p>Concurrent Licenses for the MC Express application. The MC Express - Base Module is required to use MC Express.</p>	MCEXP-C	3	\$999.00	\$2,997.00

Maintenance Connection, Inc. Quote #6922



Quote

Type	Item	SKU	Qty	Price	Total
Annual Support	Baseline Annual Support Contract (18% of Licensing Fees) Support is renewable annually, and is an optional service contract provided by Maintenance Connection. The "Baseline" support includes the following items: <ul style="list-style-type: none"> • Unlimited tech support and software version upgrades • Toll-free Phone, email and chat access to Solution Engineers • Support incidents managed through online ticket system • Online access to self-service MC User Connect community • Complete online documentation and tutorials 	ASC	1	\$9,987.12	\$9,987.12*
Professional Services	Comprehensive Setup Package (12 Days) These projects typically have complex requirements which include implementing core CMMS modules (e.g., Assets, PMs, WOs), Inventory management, and complementary modules (e.g., Departments, Accounts) for multiple groups/sites. Upon request, time may be allocated to project documentation, such as, in-person visit summaries and action items. Services are also commonly used for end-user training and hands on rollout assistance. In some cases, services may be utilized to scope and build modifications (customizations or system integrations) that were identified prior to purchase. Common outputs include intermediate project planning, core configuration, process design, go-live and managing results for the core and complementary modules. Services are primarily delivered through in-person visits (travel costs applicable) to include larger groups for discussion and training.	CSU	1	\$19,200.00	\$19,200.00
Professional Services	Additional Implementation Services - \$1,600 / Day Additional implementation services can be added at any time based on the needs of the project. The daily rate will be \$1,600 plus any applicable travel costs.	AIS	1	\$0.00	\$0.00 [†]
Professional Services	Implementation Services - Travel Expenses (Summary) Services delivered in-person will result in travel costs. MC follows standard business travel guidelines and will invoice actual costs incurred following a scheduled visit. Invoiced costs will not exceed \$600 / day (in-person) and includes: flights, hotel, transportation, food / incidentals. Not-to-exceed amount requires trip confirmation 30 days in advance to be applicable.	IMP-SVCS-TRVL	10	\$0.00	\$0.00
Professional Services	Optional - Implementation Services - Core Data Migration (Single Site/Source) Services to migrate static information pertaining to known items within a single site/data source. Examples include equipment, employees, departments, and accounts. Typical migration steps include services to Identify Data Sources, Verify Data Quality, Schedule Basic Training, Determine Mapping, Establish ID and Naming Strategy, Populate Modules and/or Import Template, Generate and Run Import Scripts, Validate Results, and Resolve Discrepancies.	IMP-SVCS-CDM-SS	2	\$1,600.00	\$3,200.00

Maintenance Connection, Inc. 1/14/15 11:52



Quote

Type	Item	SKU	Qty	Price	Total
Professional Services	Optional - Implementation Services - Transactional Data Migration (Single Site/Source) Services to migrate information which documents actions taken by the system within a single site/data source. This Data is customarily historic and examples include work orders and purchase orders. Typical migration steps include services to Identify Data Sources, Verify Data Quality, Schedule Basic Training, Determine Mapping, Populate Import Template, Generate and Run Import Scripts, Validate Results, and Resolve Discrepancies.	IMP-SVCS-TDM-SS	5	\$1,600.00	\$8,000.00
Licensing	Integration - GIS Connector - Standard For customers with 1-9 licenses. Sync asset information from geospatial database to MC automatically ? Access locations for work orders and assets instantly right from the interface. ? Integrate with ESRI, AutoCAD, and many standard GIS platforms easily. ? Display dual map options like Google/Bing maps and street views in the same screen.	GISS	1	\$7,500.00	\$7,500.00 [†]
Professional Services	Estimate- Integration Services - Integration to PeopleSoft HCM and Financials Services for integrating Maintenance Connection to PeopleSoft. A formal scope and quote will need to be provided, but this is an estimate based on our high level discussions to date.	PRO-SERV-INT	1	\$16,000.00	\$16,000.00 [†]

* Recurring fees billed annually with 1 upfront payment(s).
 † Non-taxable item

Please contact us if you have any questions.

Total Due \$124,671.12 USD

Cost Breakdown

Type	Up-front Fees	Recurring Fees
Licensing	\$55,484.00	---
Annual Support	\$9,987.12	\$9,987.12*
Professional Services	\$46,400.00	---
Total	\$124,671.12 USD	\$9,987.12 USD*

* Recurring fees billed annually with 1 upfront payment(s).

Implementation Services

Services may be delivered remotely or in-person, however, in-person training will result in additional travel costs which may include: airfare, accommodations, transportation, and a fixed per diem for meals/incidentals (\$60/Day). MC follows standard business travel guidelines and will invoice incurred costs following an in-person visit. If you prefer to arrange travel on our behalf, please communicate this directly to your Implementation Consultant. Please note that in-person visits are not typically scheduled for a duration of less than two service days and confirmation of purchase is required before scheduling may take place. Finally, purchased services may be utilized for any topics that you request.

To proceed read the following and click below

- 1) Professional Services may be used for project planning, data migration, core configuration, process design, go-live and managing results for the core and complementary modules. They may also be used for scoping, development, testing, and installation for a modification request. 2) Source code for Maintenance Connection will be provided upon purchase. Upon each new release, if Customer is under support contract, source code for new releases will be provided as well. 3) Payment terms will be NET 30. Invoice will reflect software licensing + implementation services

MAINTENANCE CONNECTION - RFP - Quote #1102

and first year annual support fees. Hosting fees (if applicable) will begin being billed the month after the database is available online.



Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/8/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Giddings, Corby, Hynes, Inc. PO Box 3231 Modesto CA 95353		CONTACT NAME: Natalie Mata PHONE (AG, Ho, Ext): 209-550-3721 FAX (AG, No): 209-550-3798 E-MAIL: nmata@capax.com ADDRESS:	
INSURED Maintenance Connection Inc. Chris Bucher 1477 Drew Ave Suite 103 Davis CA 95618		INSURER(S) AFFORDING COVERAGE INSURER A: Hartford Insurance Group NAIC # 29424 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES CERTIFICATE NUMBER: 643328768 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL'SUBM ISSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY Exp (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y Y	57SBAAU6988	8/23/2014	8/23/2015	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000 \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION		57SBAAU6988	8/23/2014	8/23/2015	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	57WBCK78388	8/23/2014	8/23/2015	<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E L EACH ACCIDENT \$1,000,000 E L DISEASE - EA EMPLOYEE \$1,000,000 E L DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER Maintenance Connection 1477 Drew Ave. #103 Davis CA 95616	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	--

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Affirmative Action Plan

Maintenance Connection will not be using subcontractors for this scope of work.

AFFIDAVIT

Comes the Affiant, _____, and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is _____ and he/she is the individual submitting the proposal or is the authorized representative of _____, the entity submitting the proposal (hereinafter referred to as "Proposer").
2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.
3. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.
4. Proposer has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.
5. Proposer has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Proposer will not violate any provision of the campaign finance laws of the Commonwealth.
6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

Continued on next page

7. Proposer acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.



STATE OF _____

COUNTY OF _____

The foregoing instrument was subscribed, sworn to and acknowledged before me by _____ on this the _____ day of _____, 2015.

My Commission expires: _____

NOTARY PUBLIC, STATE AT LARGE

EQUAL OPPORTUNITY AGREEMENT

The Law

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.
- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.
- Section 503 of the Rehabilitation Act of 1973 states:

The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.
- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.

Signature

Maintenance Connection

Name of Business

WORKFORCE ANALYSIS FORM

Name of Organization: Maintenance Connection
Date: September 29, 2015

Categories	Total	White		Latino		Black		Other		Total	
		M	F	M	F	M	F	M	F	M	F
Administrators	3	3									
Professionals	12	10	2								
Superintendents											
Supervisors											
Foremen											
Technicians	7	4	2					1			
Protective Service											
Para-Professionals											
Office/Clerical											
Skilled Craft											
Service/Maintenance	29	15	14								
Total:											

Prepared by: Dan Buljan, Enterprise Account Manager
Name & Title

**DIRECTOR, DIVISION OF CENTRAL PURCHASING
LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT
200 EAST MAIN STREET
LEXINGTON, KENTUCKY 40507**

**NOTICE OF REQUIREMENT FOR AFFIRMATIVE ACTION TO ENSURE EQUAL
EMPLOYMENT OPPORTUNITIES AND DBE CONTRACT PARTICIPATION**

Notice of requirement for Affirmative Action to ensure Equal Employment Opportunities and Disadvantaged Business Enterprises (DBE) Contract participation. Disadvantaged Business Enterprises (DBE) consists of Minority-Owned Business Enterprises (MBE) and Woman-Owned Business Enterprises (WBE).

The Lexington-Fayette Urban County Government has set a goal that not less than ten percent (10%) of the total value of this Contract be subcontracted to Disadvantaged Business Enterprises, which is made up of MBEs and WBEs. The goal for the utilization of Disadvantaged Business Enterprises as subcontractors is a recommended goal. Contractor(s) who fail to meet such goal will be expected to provide written explanations to the Director of the Division of Purchasing of efforts they have made to accomplish the recommended goal, and the extent to which they are successful in accomplishing the recommended goal will be a consideration in the procurement process. Depending on the funding source, other DBE goals may apply.

For assistance in locating Disadvantaged Business Enterprises Subcontractors contact:

Marilyn Clark, Division of Central Purchasing
Lexington-Fayette Urban County Government
200 East Main Street, 3rd Floor, Room 338
Lexington, Kentucky 40507
mclark@lexingtonky.gov

GENERAL PROVISIONS

1. Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.

The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, 29 U.S.C. 650 *et. seq.*, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.

2. Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.
3. Addenda: All addenda, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.
4. Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.
5. Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.
6. Changes/Alterations: Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".
7. Clarification of Submittal: LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.

8. **Bribery Clause:** By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.
9. **Additional Information:** While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a substitute for other documentation which is required by this RFP to be submitted with the proposal,
10. **Ambiguity, Conflict or other Errors in RFP:** If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.
11. **Agreement to Bid Terms:** In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.
12. **Cancellation:** If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.

A. Termination for Cause

- (1) LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties
- (2) If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination

if the contractor fails to cure the deficiencies within the specified time.

- (3) A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:
- (a) Failure to perform the contract according to its terms, conditions and specifications;
 - (b) Failure to make delivery within the time specified or according to a delivery schedule fixed by the contract;
 - (c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;
 - (d) Failure to diligently advance the work under a contract for construction services;
 - (e) The filing of a bankruptcy petition by or against the contractor; or
 - (f) Actions that endanger the health, safety or welfare of the LFUCG or its citizens.

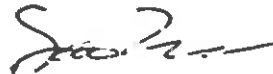
B. At Will Termination

Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

13. **Assignment of Contract:** The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.
14. **No Waiver:** No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall

affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.

- 15. **Authority to do Business:** The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or other action has been duly taken authorizing the Respondent to enter into this Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must be signed by a duly authorized officer, agent or employee of the Respondent.
- 16. **Governing Law:** This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.
- 17. **Ability to Meet Obligations:** Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would, if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.
- 18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.
- 19. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.



Signature

September 29, 2015

Date

