



Enterprise Resource System (ERP) Acquisition and Implementation Project: Request for Proposal

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1. Introduction

Incorporated in Colorado in 1992 under the name Family Environmental Compliance Services, Inc., we are a full service, licensed, certified and insured environmental firm capable of providing a wide range of environmental services. In 2004, we opened a branch office in Kansas City, Missouri. This office was opened in response to the growing need for quality, commitment, and service to clients of the Midwest Region. In 2008, an additional office was opened in Cedar Rapids, Iowa, in response to the need for a qualified firm to manage environmental cleanup as a result of the flood that devastated the City in the summer of 2008.

Family Environmental has progressively expanded into performing all types of industrial hygiene services, project management, environmental site assessments, oversight of hazardous materials removal, building demolition oversight services, and construction oversight services. Our Project Managers, Project Designers, Inspectors, Industrial Hygienists, Geologists, and Environmental Scientists provide valuable insight and information to ensure safe compliance with all potential environmental hazards and/or challenges that may be encountered. Our professional on-site staff ensures excellent project management and oversight, in addition to accurate advice and timely results.

For more than seventeen years, Family Environmental Compliance Services, Inc. has been providing quality service and innovative solutions to our clients. Quality service has been the trademark of Family Environmental since inception. Staying informed of new changes and developments in Federal, State and local regulations is a top priority for our company. Family Environmental has been and will continue to be committed to providing clients with quality environmental services, utilizing state of the art techniques to address and resolve the client's environmental issues in the most cost effective and environmentally acceptable manner possible.

As our company has had continuous growth, our information systems have lagged. Based on our current growth agenda, it has become essential that our business information systems be brought in line with the need to provide quality customer service and sound business information for making decisions. We are seeking an integrated, single technology platform using a common database and common development environment. The first step in this process is for us to establish a common set of processes throughout our organization. This strategy is particularly focused on implementing a corporate-wide Enterprise Resource Planning package or ERP software system, which will define the core technology, database, and development environment to be utilized by the organization.

2. Statement of Purpose

The purpose of this document is to solicit proposals for supplying an ERP software solution to Family Environmental. This solution is intended to form the basis for all future systems and programs within

Family Environmental for the next five years. All existing systems within Family Environmental will be replaced/updated by the selected ERP system.

The current system(s) in use by Family Environmental are failing to meet the business needs of the organization in the following areas:

1. The system consists of a series of non-integrated, manual processes in which the same information is often transferred to multiple systems by hand.
2. Information generated by the system requires a significant amount of time to be transformed into useful information for making business decisions and does not provide for reliability of that information.
3. The redundancy in manual processing of information provides for the misuse of operational staff's time.
4. Family Environmental is currently unable to meet proper reporting requirements under generally accepted accounting principles (GAAP), appropriate data protection of personally identifiable information provided by employees, nor ensure appropriate levels of access to information that would allow operational management to prepare effective proposal information.

Our primary objectives in implementing a new ERP system are as follows:

1. Define a single technology platform, including infrastructure as well as database and development, which will define the basis for supporting the business objectives of our organization.
2. Improve our ability to provide service to our clients by leveraging technology to achieve a competitive advantage.
3. Improve operational efficiencies throughout the organization.
4. Reduce overall operational costs.

Based upon our initial review, we have selected your organization to receive this formal Request for Proposal (RFP). We are asking that you submit a formal proposal, using the forms provided, which addresses the costs for the procurement and implementation of software from your organization. We have specifically defined certain "structural" items within this RFP. These include items such as hardware configuration, operating system environment, and telecommunications infrastructure. This has been done solely to provide an equitable cost comparison between the various suppliers.

Although the actual operating environment may ultimately differ significantly based upon the specific recommendations of the selected supplier, we ask that you quote the listed configuration explicitly.

3. Existing Environment

3.1 Background

3.1.1 Current Family Environmental Compliance Services, Inc. Locations and Employee Count

Family Environmental has progressively expanded into performing all types of industrial hygiene services, project management, building demolition and construction oversight services. The company has planned an aggressive growth strategy, which is inconsistent with the capabilities of the current business information structure. Family Environmental field offices are located as follows:

Corporate Headquarters: Denver, Colorado

Field Offices: Cedar Rapids, Iowa
Kansas City, Missouri

Family Environmental employs approximately 35 full-time employees for all three locations. We market our services throughout the country and anticipate establishing additional field locations within the Southern Region of the United States. The annual sales of the organization in the most current fiscal year were in excess of \$3 million and are anticipated to grow to \$5 million within the current year. It is our expectation to grow the company revenues approximately 25% each year with total growth of 300% over the next five years.

Additional company and process transactional detail are provided in Appendix A of this document.

3.1.2 Current Computing Environment

The current computing environment includes the utilization of the basic Microsoft Office Suite along with QuickBooks for accounting. Although we have servers in place, they are under-utilized due to fear of unauthorized access to financial data. Additionally, all desktops are running on various versions of Windows Operating System (Windows 2000, Windows 2008, Windows XP, Windows 7).

The current company-wide business system runs on the following infrastructure and platform environment:

- Windows Operating System
- Network Switched Ethernet
- TCP/IP

- Frame Relay
- MS Browser

We are looking for an ERP software system that uses a GUI interface. The ideal system will support both a thin and a thick client environment, as well as allow for internet-based access. The system will also need to support I-PAD technology and applications.

In terms of an integrated business system, it is estimated our company-wide profile of system users would consist of 35 concurrent users (i.e., 20 individuals who would be accessing the ERP application simultaneously). This would consist of approximately 10 full-time (named) users as well as 25 casual users (no more than 25 who would be utilizing the system at any one time).

4. Supplier Requirements & Instructions

Information is to be provided for all elements within this document as defined within each section. On the attached spreadsheet, you will find areas for providing your responses to each of the components within the various sections. Please provide your responses using this spreadsheet and this spreadsheet only. You may include additional supplemental information as part of your proposal. However, it should be clearly separate from your spreadsheet responses. If supplemental information is submitted, this information should follow the outline provided in Appendix B.

It is not necessary to provide any information other than that provided for in the spreadsheet RFPSEP10-01Response.xlsx in order to fulfill the requirements of this RFP.

4.1 RFP Questions

Our objective is to ensure that we provide you with all of the information you need in order for you to provide the most complete response to this RFP as possible. As such, we welcome any and all questions which you might have. Questions or requests for clarification must be e-mailed to: familyenviro@aol.com by September 27, 2010 by 5pm MNT. A copy of all questions and their associated responses will be e-mailed to all participants as they are received and addressed by Family Environmental.

4.2 Response Format, Deadline, and Delivery

4.2.1 Delivery

Responses to the attached spreadsheet should be e-mailed to the address listed below. If you are submitting any supplemental information, please submit a total of three (3) hardcopies and one electronic copy of this material to the address listed below. All RFP responses (both the spreadsheet and any other supplemental information) must be submitted no later than September 30, 2010 by 5pm MNT.

Please submit to:

Family Environmental Compliance Services, Inc.
Attn: Jill Mattingly
3650 Chestnut Place
Denver, CO 80216
E-mail address: familyenviro@aol.com

4.2.2 Presentation

It is requested that any supplemental information accompanying your proposal be bound. Number pages consecutively within a section, using section and page numbering as listed in Appendix B. In addition, the spreadsheet RFPSEP10-01Response.xlsx must be filled-out and form the basis for your response.

4.3 Important Due Dates

Date to be Received	Items to be Returns
September 27, 2010 5pm MTN	Supplier Questions and Clarification Requests Due
September 30, 2010 5pm MTN	Completed Response to RFP Due

5. Terms and Conditions

Suppliers are required to adhere to the below terms and conditions.

5.1 Information Access

The information provided within this, or any other document supplied by Family Environmental Compliance Services, Inc., is to be considered strictly confidential and shall be considered proprietary to Family Environmental. This information is not to be shared with individuals outside of your organization unless Family Environmental has specifically provided either written or verbal consent allowing said individuals access to this information.

If your company decides not to respond to this RFP, please return all materials and any duplicates to Jill Mattingly at Family Environmental.

5.2 General Conditions

5.2.1 Contract Duration

For purposes of this RFP, prices quoted for software and services to be provided by your organization, or contracted through your organization, are to be valid for a minimum period of six (6) months.

5.2.2 Expenses

Any costs incurred by you in preparing and providing a response to this RFP are solely the responsibility of your organization. In addition, should your organization be chosen as one of the organizations asked to provide an onsite demonstration of your software, the costs associated with that process will similarly be the sole responsibility of your organization.

5.2.3 Response Preparation

Your response should clearly state the ability of your organization to satisfy the requirements defined within this document. In addition, you should provide your most aggressive pricing related to the various components of this RFP. It is the intent of Family Environmental to use this pricing both as a key element in the ultimate decision regarding the selection of a supplier, as well as a part the determination of the budget for the project. In each case in which a specific configuration (of hardware, software, network, etc.) is provided, you should quote a price for the defined configuration only. While you may recommend, and we may ultimately end-up with, a configuration substantially different than what is defined within this document, we want to achieve a specific, equitable comparison of pricing. This will help us to ensure that every organization is judged against exactly the same set of criteria.

5.3 Bid Evaluation and Negotiation

5.3.1 Evaluation Criteria

This request for proposal is designed to provide Family Environmental with the ability to make a determination of which potential supplier will best satisfy the requirements of Family Environmental as possible. Each supplier will be evaluated against exactly the same set of criteria, and will be provided a “score” for each category in the evaluation. The categories associated with the evaluation are provided below.

5.3.2 Supplier Ranking

Category	Criteria	Score
1. Software Product	Financials	5

	Customer References	4
	Ease of Use	3
	Compatibility	3
	Fitness for Use	<u>15</u>
	Section Total	30
2. Implementation Services	Implementation Plan & Methodology	10
	Data Conversion	7
	Documentation	5
	Training	<u>8</u>
	Section Total	30
3. Pricing		<u>40</u>
GRAND TOTAL		100

5.4 Formal Presentation

Based upon an evaluation of all of the proposals received, Family Environmental expects to invite one or two suppliers to make a formal presentation regarding their proposal to a team of Family Environmental representatives. These meetings will be arranged in advance by Family Environmental.

5.5 Bid Effectiveness

Your formal response to this RFP shall constitute your official “bid” regarding the defined opportunity presented within this document. The formal bid submitted by the supplier must, in no way, be contingent upon any review or approval by the supplier.

5.6 Acceptance or Rejection

Family Environmental, at its sole discretion, reserves the right to either accept or reject any and all proposals. The existence of this request for proposal shall not, in any way, obligate Family Environmental to take any action regarding any response submitted by a supplier to this request.

5.7 Contract Provisions

In the event that a proposed solution is accepted by Family Environmental, it is the intent of Family Environmental to incorporate the spreadsheet RFPSEP10-01Response.xlsx, as well as any other supplemental material provided as part of this RFP response, in their entirety, into the final contract with the supplier.

5.8 Responsibilities as Independent Contractor

Any personnel provided by the supplier shall be considered to be personnel or agents of the supplier. Under no circumstances will said personnel be considered to be agents or personnel of Family Environmental. However, Family Environmental reserves the right to demand the removal and potential replacement of any one or group of individuals provided by the supplier to work on the project.

If your organization intends to utilize a third party organization to perform any of the tasks associated with any aspect of the proposal, this intent must be disclosed as part of the proposal. For example, if it is your intent to have an organization other than your own perform implementation and project management services as part of the proposed engagement, you must indicate this as part of the proposal. In addition, responsibility for any items or activities provided by any subcontracting or third party entity must be assumed by your organization. For purposes of this engagement Family Environmental intends to contract exclusively with your organization for the support functions required to ensure a successful implementation. This means that your organization will be the sole contact concerning contractual matters, invoicing and associated payments.

5.9 Staffing

As part of this engagement, it is assumed that your organization will assign project personnel that possess the necessary skills to make significant contributions to the completion of the project. Which personnel are assigned to the project shall be completely at the discretion of your organization. However, Family Environmental reserves the right to require the supplier to remove and possibly replace personnel who are not meeting expectations or who do not interact in a positive manner with other project personnel.

5.10 Insurance

In order to provide services to Family Environmental, your organization must maintain the following insurance:

Worker's Compensation and Employer's Liability Insurance in accordance with the applicable laws of the state of Colorado or the state in which the work is to be performed, or in accordance with the applicable laws of the state in which the contractor is obligated to pay compensation to employees engaged in the performance of the work. The policy limit under the Employer's Liability Insurance section shall not be less than one million dollars (\$1,000,000) for any one accident.

Commercial General Liability Insurance covering the work, the performance of the work and everything incidental thereto, with limits of not less than five million dollars (\$5,000,000) per occurrence combined single limit, or in whatever higher amounts as may be required by Family Environmental.

This policy shall be endorsed to cover:

Contractual liability assumed by the contractor under the indemnity agreement set forth below. If any of the work is sub-contracted, independent contractor's liability providing coverage in connection with such portion of the work, which may be sub-contracted, broad form property damage liability, and personal injury liability.

Automobile Liability and Property Damage Insurance, including coverage on owned, hired, and non-owned automobiles and other vehicles, if used in connection with the performance of the work, with bodily injury and property damage limits of not less than five million dollars (\$5,000,000) per occurrence combined single limit.

5.11 Equipment

As part of this proposal, the supplier will be required to submit a quote for a defined hardware, operating system, and infrastructure environment. The various configurations are defined in the spreadsheet RFPSEP10-01Response.xlsx which accompanies this document. We understand that this may not be the operating environment which is ultimately chosen. However, in order to provide a direct comparison between the various supplier proposals, it is important that the specified configurations be quoted. Unless specifically stated, you can choose any supplier you want for the equipment, so long as the quoted equipment meets the stated specifications.

Family Environmental reserves the right to purchase any and all required hardware, operating systems, and infrastructure hardware and services from a supplier of its choice. Awarding of the business for the ERP system to a given supplier should not be construed as an award for procurement of the hardware and associated services from that supplier.

5.12 Intent to Bid

Unless required by the action of a court of law, the supplier agrees that all material which has and will be disclosed regarding Family Environmental, its customers, products, finances, marketing programs, and the like are the confidential and proprietary information of Family Environmental Compliance Services, Inc. As such, the supplier agrees to maintain confidentiality of this information.

In the event that your organization chooses not to respond to this RFP, all material provided with this RFP should immediately be returned to the listed Family Environmental contact individual.

5.13 Contract item Costs

5.13.1 General

We regard this process as one in which Family Environmental will choose a partner to assist it in implementing a new business information system. As such, Family Environmental will look to the

chosen supplier to actively and aggressively pursue those practices which will serve to minimize the cost to Family Environmental both during implementation and in the future operation of its business.

5.13.2 Price Protection

The rates for software and services provided by the supplier in response to this RFP must be valid for a period of six (6) months. Furthermore, once a proposal has been accepted, all defined rates for services to be provided under any resulting agreement must be guaranteed at the proposed rate for a period of two (2) years from the date of project initiation.

6. Scope of the RFP

This RFP is a solicitation for information regarding the purchase, implementation, and maintenance of an ERP software system. As such, our objectives are as follows:

- Identify the software product that has the best “out of the box” fit to our defined business requirements for a new business information system accessed through a quantitative features and functional evaluation process.
- Identify the organization which we feel will represent the best “partner” for our organization in implementing a new business information system by conducting quantitative interviews with current users and customers.
- Utilize the core business processes inherent within the chosen software to provide the basis for changing our existing internal business processes.
- Purchase and implement new software, along-side the re-engineering of the necessary business processes to be in line with the processes of the new system.

The purpose of this section is to provide some additional insight into the information content which should be included in your response to the RFP. This information should be in addition to the response to the specific items detailed in Section 7 of this document.

As you prepare your proposal, it is also important for you to understand that it is our objective to have the option of operating independently of the software supplier at some point in the future, should we desire to do so.

6.1 Product Software Pricing

This section of your response should define the detail of how you price your product. It should include the price to purchase the software as well as any costs associated with installation of the software and training of both users and technical personnel in the use, operation, and maintenance of the proposed

product(s). Costing should also be provided for an unlimited user license of the software with no restrictions on number of installations of the application within our organization.

Also included should be any costs associated with other products (integration tools, development tools, operating system software, etc.) that you believe are required in order to implement and efficiently operate the new business information system.

The warranty period associated with the software should also be defined within this section. Make sure to specify not only the duration of the warranty period, but also the relationship between the warranty period and the onset of a maintenance and support agreement.

If the software is sold with source code, please indicate any incremental cost associated with this feature. In addition, if source code is not available, you should define whether an escrow process for the software and supporting documentation is available as an integral part of the licensing agreement, and the costs associated with this service.

6.2 Project Management

The activities to be provided by the supplier project manager include the following:

- Development of an overall implementation strategy.
- Development of technical standards for modifications, security, conversion, and system administration for all modules.
- Development of a comprehensive implementation plan, including allocation of needed resources.
- Project timeline, staging, and scheduling.
- Task management and tracking.
- Project meetings and documentation.

6.3 Mentoring Technical Staff

As part of the implementation process, we would like our technical personnel to become familiar with the application in the following areas:

- Application programming, including but not limited to development tools, utilities, queries, interfaces, etc.
- System administration especially in the initial stages of testing and implementation.

- Database administration, during the initial stages of implementation and subsequent performance tuning later in the implementation.
- Workflow and GUI customization support.
- Release management support.

6.4 Functional Expertise

During the course of the implementation, we will need to be able to understand how the various aspects of your system can best be utilized by our organization. In order to continue with process improvement exercises after the completion of the implantation, our personnel must develop knowledge in these areas:

- Assistance and guidance with development of the business rules and applying them to the software.
- Fit and gap analysis and systems analysis.
- Assistance in the development of data interfaces to/from external entities.
- Assistance in the conversion of existing data.

6.5 Optional Services

In addition to the standard items listed above, we expect to need assistance in a variety of other areas. These may include, but will not necessarily be limited to the following:

- Where needed and justified, customized design and programming for supported modifications.
- Any other implementation support required for the on time, on budget, and successful completion of the project.

7. Supplier Questionnaire

In order to provide a direct comparison between the various suppliers, a standardized RFP Response form has been provided along with this RFP (RFPSEP10-01Response.xlsx). Please complete this form in detail. This form will be the only means whereby data provided by your organization can be compared to that of other organizations. In addition, it is the only place from which information specific to your organization will be taken from for purposes of evaluating the various potential suppliers. It is important; therefore, that this spreadsheet is completed properly and that the appropriate amount of time is committed to this task.

7.1 Supplier Background

In this section, we are seeking information regarding the background of your organization in order to access the ability of your organization to bring the project to a successful conclusion.

7.1.1 Financial/General Information

The supplier should provide the following information regarding your organization:

- a. Provide company name and headquarters location. Provide length of time in the software product, software services, and consulting business.
- b. Provide the names, telephone, and fax numbers of persons authorized by your company to conduct negotiations with Family Environmental.
- c. Disclose fully all your relationships with any and all subcontractors and other related companies.
- d. If you are a current supplier to Family Environmental, please include current volumes and billable amounts over the past two years.
- e. Indicate whether your company is currently being investigated by any governmental agency.
- f. Indicate whether your company is currently in litigation with any organization regarding fulfillment of contractual obligations, performance, or copyright and patent infringement.
- g. Conflict of interest Certification: certify that your firm has no real or potential conflicts of interest which would prevent the supplier from acting in the best interests of Family Environmental.
- h. If you are a public company, provide audited financial statements for the past 2 years. Include annual reports and 10-K filings if available. If you are the subsidiary of a large corporation, including the holding company annual report. If you are a privately held company and will not disclose any financial information, provide the information indicated using either true dollars or percentage information. If you are providing data on a percentage basis, make sure that you scale everything to total sales. That is, assume total sales represents 100% and scale all sales and cost items as a percentage of this number.
- i. Organization chart and senior management profiles.
- j. Relative size of this project in comparison to current customer base (revenue, processing, etc.).
- k. Any additional information the supplier deems useful for Family Environmental's evaluation of the supplier's qualifications.

7.2 Customer Base and References

Provide a list of three references that have contracted for the same or similar services. Family Environmental will contact these references only at the end of the software selection process as part of the due diligence phase of supplier selection. In addition, Family Environmental will only contact these references after the supplier has specifically been asked to arrange for such contact to occur.

Include for each reference:

- Company name
- Contact name
- Company address
- Contact telephone number and Fax number
- Contact e-mail address

The identified customers should be willing to answer questions concerning your company's performance and services.

7.3 Pricing Structure

All pricing information should reflect a five (5) year cost. Show costs for each of the five years for each cost element, as well as a total five year cost of ownership.

7.3.1 Product Software Pricing

In this section, please define the pricing structure for the associated software costs, which includes license fees or other pricing methods, and other required features such as maintenance, upgrades, consultation and support fees, and post-implementation training costs and services. Identify a breakdown of the pricing elements over the life of the contract. Provide a cost for the stated number of concurrent users as well as a cost for an unlimited user site license for the software. Costs for both options must be included in the proposal. In addition, include a guaranteed cost per user for any incremental user licenses which must be purchased in the future as a result of business growth. If there is any discount available on additional licenses as a result of purchasing these additional licenses in blocks of users (e.g., ten (10) user increments), this should also be stated.

7.3.2 Implementation & Consulting Costs

Since Family Environmental intends to utilize the selected software supplier heavily throughout the implementation process, costs associated with the implementation are expected to represent a significant fraction of the total cost. For the categories listed on the attached spreadsheet

(RFPSEP10-01Response.xlsx), please indicate the total estimate for the number of hours you expect the implementation to consume, the hourly cost for an individual in each category, and the estimated total cost. Please make sure that your cost is both reasonable and verifiable. It is the intent of Family Environmental, as part of its due diligence process, to talk to existing customers and determine how close the actual implementation costs came to the original estimates. It is important; therefore, that your numbers be realistic given the size and transaction volume of our organization.

7.3.3 Hardware and Equipment Pricing

You are asked to define pricing for two hardware and infrastructure configurations. First, we ask that you provide your pricing for the hardware and infrastructure defined in the attached spreadsheet (RFPSEP10-01Response.xlsx). Make sure to quote the configuration exactly as specified. In the second scenario, we ask that you provide pricing for your recommended hardware and infrastructure configuration.

7.4 Implementation Services

7.4.1 Methodology

In this section, we ask that you provide information regarding the implementation methodology which your organization utilizes. This should be framed in terms of the various stages associated with the implementation (e.g., software installation, training, process definition, etc.). In addition, you should identify the tools which your organization utilizes for maintaining the project schedule and required resources.

7.4.2 Technology Transfer

As part of the implementation process, it is the desire of Family Environmental that its existing information systems personnel can gain significant expertise in both the technology used by the application as well as the inner workings of the application itself. Within this section, please identify the steps involved in getting our IT personnel familiar with all aspects of your application. This should include any recommendations which your organization might have regarding training programs.

7.4.3 Documentation

In this section, you should define the type of documentation that is available within your system. Specifically, is there on-line documentation at both the screen and field level? Is there a data dictionary available for the system? To what extent can Family Environmental modify the help text? Are data flow and process flow diagrams available?

7.4.4 Data Conversion

This section should define the approach you plan to take relative to the conversion of existing Family Environmental data to the new system.

This should include:

- Database analysis and data mapping
- Conversion program writing
- Data integrity checking and audit methodology
- Post-conversion clean up
- Methodologies used to keep data in sync between the new and legacy systems during implementation

7.4.5 Project Management

Family Environmental will assign an internal project manager who will be responsible for the overall project management of this process. The Family Environmental designated individual, in concert with the selected supplier Project Manager(s) will provide the oversight to insure the successful implementation of the system. This will include the necessary scheduling of Family Environmental resources to insure their availability at the appropriate time throughout the duration of the project.

7.4.6 Family Environmental Resources

Within this section, we ask that you identify the recommended resources (both technical and functional user areas) that Family Environmental should consider for the successful completion of this project.

This should include:

- By job title, the number and percentage of dedication full-time employees for all Family Environmental employees recommended for this project
- The minimum and optimum recommended resources
- A comprehensive organizational chart and anticipated team reporting structure reflecting both supplier and Family Environmental staff
- Identify the physical resources needed and any other requirements of Family Environmental

7.5 Technology

Define the technology platform(s) used by the proposed solution.

This should include:

- The application development environment
- The database(s) supported
- Database server operating system(s) supported
- Client or end-user operating system(s) supported
- Network environmental(s) supported

7.6 Invoicing

Describe your proposed fee schedule and terms. Indicate payment terms in regard to any available percentage discount for early payment. Family Environmental's standard payment term is net 30 days. Make sure to identify any differences between payment terms and conditions associated with software purchases compared to implementation services, hardware. Within this section, also define any "acceptance" period during which Family Environmental has the opportunity to exercise the software and receive a full refund on software payments made in the event that the software does not perform as specified during the sales process.

7.7 Detailed System Requirements

The supplier is requested to complete the detailed system requirements as part of the RFP response (See Appendix C). The questionnaire further conveys Family Environmental's interests and requirements for system functionality and provides an indication of the software product's current capabilities and future state.

8. Note to Supplier

It is expected that all proposals submitted would be in accordance with what has been clearly outlined in the RFP. Once a bid proposal has been submitted it is final. The time for questions will be from the date you receive the RFP to the date stipulated at the beginning of this request.

Once you have completed your proposal, your signature or that of a duly authorized individual of your company must be affixed, in order for us to acknowledge the fact that you have read the RFP thoroughly and have completed the proposal within the stipulated guidelines.

9. Appendices

9.1 APPENDIX A – Company and Transactional Detail

The following information describes the Family Environmental Compliance Services, Inc. and the number and type of transactions it routinely processes:

Company Name: Family Environmental Compliance Services, Inc.

Address: 3650 Chestnut Place, Denver, CO 80216

Primary SIC: 87489905: Environmental consultant

Field Offices: Cedar Rapids, IA
Kansas City, MO

Company Wide Transactions per Month:

Average Service Calls	62
Average Services Per Call Performed	5
Max Service Calls	110
Max Services Performed	15
Average Purchase Orders	5
Average PO Line Items	5
Max Purchase orders	10
Max PO Line Items	15
Active Customers	90
Active Vendors	50
Active Services	15
Average Service Turn Around	125 days
Minimum Service Turn Around	1 day
Average Services Performed/Year	750

9.2 APPENDIX B – Required Proposal Outline

The following table summarizes the format requirement for your proposal. In addition, attached to this document you should receive an Excel-based spreadsheet (RFPSEP10-01Respons.xlsx) which contains a series of forms for you to complete. There is one tab associated with each section of the proposal. Please complete the information on this spreadsheet and return it in electronic form along with the electronic copy of your proposal.

Section	Section Title	Section Content
0	Executive Summary	Executive Summary
1	Supplier Background & Company Financials	Response to Section 7.1
2	Customer Base & References	Response to Section 7.2
3	Qualifications of Personnel	Response to Section 7.3
4	Pricing Structure	Response to Section 7.4
5	Implementation Services	Response to Section 7.5
6	Technology	Response to Section 7.6
7	Invoicing	Response to Section 7.7
8	Detailed System Requirements	Response to Appendix B

9.3 APPENDIX C – Family Environmental System Requirements

Complete the detailed system requirements by indicating a value for each question based on the following:

- 3 – Currently available
- 2 – Available through a partner
- 1 – Available in the next release (six to nine month window)
- 0 – No planned availability

Use attached spreadsheet entitled Supplier Requirements.