



Eagle River Water & Sanitation District

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Request for Proposal  
for  
**Laboratory Information Management System**

Due Date: **July 29, 2011 3:00pm MST**

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## Part 1: RFP Purpose

The purpose of this request for proposals (RFP) is to receive competitive proposals for qualifications-based selection of a contractor to provide professional services for replacement of the Laboratory's current Excel based Laboratory Information Management System (LIMS).

This RFP does not constitute a contract for services performed or to be performed. After selection of the successful firm (referred to as the contractor), the organization and the contractor will negotiate a contract and a complete scope of services.

This project will include the following key components:

- Software to support the organization's LIMS function
- Installation and implementation of the software package
- Training on the new software package
- Annual maintenance contract to maintain the system, correct deficiencies and provide operational assistance as needed

All proposals submitted become the property of the organization and will not be returned. The organization is not responsible for any costs incurred by the respondent in proposal preparation, presentations, or benchmarks performed.

## Part 2: Project Overview

The purpose of this project is to acquire and implement a flexible, viable software package to support all of the functions of the organization's laboratory information management processes.

The following are some of the primary requirements of the LIMS:

- All laboratory data housed in one central MS-SQL Server relational database- Elimination of repeated data entry
- Project management- scheduling, tasks, auto-log routine samples, sampling notifications
- Customizable system to accommodate long and short term changes both internal and external- i.e. additions of analytes, samples, methods, and assays
- An accounting component- Cost tracking and billing capabilities
- Customizable Reporting and Queries- i.e. averages, by facility, site, sample name, Discharge Monitoring Report (DMR), and state required Drinking Water reports
- Ability to accommodate future electronic reporting of data using Excel or Access formats
- Security of data- multiple user types
- Simplified data management- reviewing , tracking, trending and data analysis
- Ability to add comments to the samples
- Ability to import or export data internally and externally to/from third party tools
- Ability to track and manage QC data easily
- Produces QC charts- refer to page 7 in RFP
- Supports extra QC data for Gas Chromatography for THM/HAA samples and generates reports for GC analysis

- Ability for advanced users to do a quick entry- shortcuts
- Tolerances- alerts for high numbers and violations
- Data uniformity- EPA rounding and significant figure settings

## Part 3: Proposal Instruction

- **Submission Instructions.** Qualified firms desiring to provide the required service must submit one (1) original (clearly marked Original) and three (3) copies for a total of four (4) sets of the entire proposal including cover letter, requested documents and information, by or before the time stipulated below, in a sealed package to the following address:

**Eagle River Water and Sanitation District  
846 Forest Rd. Vail, CO 81657**

Faxed proposals will not be considered  
Proposals must be clearly marked as follows:

**Sealed Proposal for the LIMS, RFP, 7/29/2011**

- **Deadline.** Proposals must be received at the location stated above no later than **3:00 p.m. Mountain Standard Time on July 29, 2011**. Proposals received after the deadline will not be accepted.
- **Presentations.** The organization desires to avoid the expense to all parties of unnecessary presentations. The evaluation team will make every reasonable effort to make recommendations based upon the written submittals alone. If a single number one ranked firm cannot be clearly determined, then the evaluation team shall request the Project Manager to set up any or all respondents to make a scripted demonstration and presentation of their company and product(s). If so, the organization will notify the respondents of the date, time, and location of the demonstration/presentation.

All costs incurred by the respondent in the demonstration/presentations will be the responsibility of the respondent.

- **Proposal Acceptance and Rejection.** The organization reserves the right to accept any proposal, to reject any or all proposals, to waive irregularities or informalities in any proposal, and to make the award in any manner deemed in the best interest of the organization.

### Questions.

If there are any technical questions related to this RFP, please contact:

**Kevin Aoki**     [kaoki@erwsd.org](mailto:kaoki@erwsd.org)

If there are any questions pertaining to the evaluation procedures or the organization's purchasing policy, please contact preferably by e-mail:

**Leah Cribari**     [lcribari@erwsd.org](mailto:lcribari@erwsd.org)

## Part 4: Evaluation of Proposals

The organization intends to select a contractor that demonstrates, in the organization's opinion, the highest degree of technical merit. With that contractor, the organization will negotiate the technical aspects of the scope of work, deliverables, schedule, and fees. However, if a negotiated agreement cannot be reached, the organization may open negotiations with the contractor that demonstrates the next highest degree of merit.

Responses to this RFP will be evaluated in accordance with the organization's Purchasing Policy.

Responses will be rated based on a **870-point** scale based upon the following criteria:

- A. **Compliance with RFP Instructions.** The proposals will be evaluated for general compliance with instructions issued in the RFP. Noncompliance with significant instructions may be grounds for disqualification. *(50 Points)*
- B. **Software Capabilities.** The proposal will be evaluated on the ability of the software to meet the technical specifications and to satisfy the functional requirements of the organization's Laboratory. *(Maximum total of 310 Points) (Appendix A)*
- C. **Technical Expertise.** The proposal will be evaluated on the basis of implementing software environments similar to the technical nature and complexity of the organization's, approach to implementing the system, ability to adequately train users, ability to maintain the system after implementation, and methods in performing the project. *(Maximum Total of 280 Points)(Appendix B)*
- D. **Experience with Similar Projects.** The proposal will be evaluated on the basis of implementing software environments similar to the technical nature and complexity of the organization's Laboratory and ongoing support after implementation is complete. Further evaluation will be made based upon the total number of satisfied clients and number of satisfied clients in our region. *(Maximum Total of 100 Points) (Appendix C)*
- E. **Staff Qualifications and Firm Background.** The proposals will be evaluated on the basis of the contractor's background, including the number of years in the LIMS software business, size and resources of the company and financial stability. *(80 points)*
- F. **Schedule and Availability.** The projected schedule and resource availability will be evaluated in the choice of a contractor, although the organization understands that the actual beginning and completion dates are subject to the notice to proceed. Time is of the essence. *(50 points)*

## Part 5: Proposal Format

All proposals must follow the same format. No exceptions to this format will be accepted. To be accepted for evaluation, the proposal format must address all required components in order.

The aim of the required format is to simplify the proposal preparation and evaluation processes and to ensure that all proposals receive the same orderly review.

All proposals must include the following components:

| Section | Topic                                             |
|---------|---------------------------------------------------|
|         | Cover Letter                                      |
| 1       | Contractor Profile                                |
| 2       | Software Evaluation Worksheet <i>(Appendix A)</i> |

|   |                                                      |
|---|------------------------------------------------------|
| 3 | Technical Evaluation Worksheet ( <i>Appendix B</i> ) |
| 4 | Experience Worksheet ( <i>Appendix C</i> )           |
| 5 | Staff Qualifications and Project Team                |
| 6 | Proposed Schedule                                    |
| 7 | Cost Information                                     |
| 8 | Additional Information                               |

## Part 6: Proposal Components

- **Cover Letter.** Provide a one- or two-page cover letter. Include the original signed cover letter with the original proposal and a copy of the cover letter with each copy of the proposal. The cover letter should provide the following:
  - A brief statement of the respondent's understanding of the requirements
  - The name, title, phone number, fax number, e-mail address, and street address of the person in the contractor's organization who will respond to questions about the proposal
  - Highlights of the contractor's qualifications and ability to perform provide the software and conduct the project services
- **Section 1: Contractor Profile.** Provide the following information about your firm:
  - The firm's name, email address, business address, phone number, and fax number
  - Types of services and products offered
  - Number of years in business and in providing LIMS software
  - Number of total company employees and number of employees dedicated to supporting LIMS.
  - The location of the headquarters office and/or offices that would provide the project services and ongoing support
  - A brief statement of the firm's background, demonstrating longevity and financial stability
- **Section 2: Software Evaluation Worksheet.** Complete the worksheet attached to this document (*Appendix A*) and place in this section.
- **Section 3: Technical Expertise Evaluation Worksheet.** Complete the worksheet attached to this document (*Appendix B*) and place in this section.
- **Section 4: Experience Evaluation Worksheet.** Complete the worksheet attached to this document (*Appendix C*) and place in this section.
- **Section 5: Staff Qualifications and Project Team.** Start the section by introducing the designated project manager and the project team for the software implementation and conversion. Be sure to state the specific qualifications and experience levels of the personnel that would be assigned to this project.
- **Section 6: Proposed Schedule.** Include a brief schedule for the completion of the software implementation, conversion, and training. It is understood that estimating conversion time can be difficult; please estimate based upon your past experience in converting from in-house systems.
- **Section 7: Cost Information.** Your response must contain an estimated cost. This estimated cost is used for the evaluation committee to understand the order of magnitude of your proposal. No points are awarded for this element. Once the actual selection is made, the

organization will negotiate the fees, conditions, and terms of the contract with the selected contractor. Please include in the estimate the cost for the following:

- Instruments that need to be interfaced with the LIMS include:
  1. Flow injection analyzer- Lachat QuikChem 8500
  2. Gas Chromatograph- HP 6890
  3. (In the future) ICP-MS either Perkin Elmer NexION 300X or Agilent 7700x
- Specialized reports that need to be configured:
  1. NPDES permit reports
  2. DMR-QA reports
- The estimate must be provided as follows:

|                                 |    |
|---------------------------------|----|
| Cost of Software                | \$ |
| Cost of Implementation/Training | \$ |
| Annual Service Contract         | \$ |
| Other Cost                      | \$ |
|                                 |    |
| <b>Total Estimated Cost</b>     | \$ |
|                                 |    |
| Annual Maintenance Cost         | \$ |
| Hourly rate for additional work | \$ |

- **Section 8: Additional Information.** At your discretion, include additional information to support your proposal. However, choose the additional information carefully, because this section of the proposal should not constitute the bulk of your submission.

## Part 7: Background and Existing Conditions

### 7.1 Organization Overview

The Eagle River Water & Sanitation District, referred to as “the District”, was formed on July 1, 1996 with the consolidation of the Upper Eagle Valley Consolidated Sanitation District and the Vail Valley Consolidated Water District. Our mission is to provide efficient, effective, and reliable water and wastewater utility services in a manner that respects the natural environment.

The District is a quasi-municipal corporation and a political subdivision of the state. The District encompasses approximately 54,400 acres in Eagle County and includes within its boundaries the towns of Vail, Minturn, and Avon, and encompasses the mixed-use developments served by Arrowhead, Beaver Creek, Berry Creek, Eagle-Vail, Edwards, Bachelor Gulch, and Cordillera Metropolitan Districts as well. The district currently manages a system that serves 24,778 water and 25,155 wastewater single-family equivalent units (SFE’s). While the District’s permanent population is estimated to be approximately 20,000, its population during peak season exceeds 40,500 residents due to the influx of temporary residents for recreation and tourism purposes during the winter and summer seasons.

The Eagle River Water & Sanitation District (District) provides water service within its water service area which includes the Vail Water Subdistrict and properties of the Wolcott area that have included into the District boundary. Water sources include wells and a surface water treatment plant located in East Vail.

The District provides full contract water operations and management (O&M) services to: the Upper Eagle Regional Water Authority, which includes: Town of Avon, Arrowhead, Beaver Creek, Berry Creek, Eagle-Vail, and Edwards, as well as the Bachelor Gulch, Cordillera, and Holland Creek Metropolitan Districts, and the Town of Red Cliff. The District provides billing for water and trash services for the Town of Minturn.

## **7.2 Existing Technology**

### **7.2.1 Current Laboratory Information Management System**

The District primarily utilizes Microsoft Excel as a LIMS. However, because Excel is not a database program, there are significant limitations. The laboratory has been very creative with the use of Excel to manage laboratory data and operations. Due to increased wastewater treatment plant (WWTP) permit requirements, additional drinking water certifications, and an increase in special projects, Excel no longer meets the requirements of the laboratory for data storage and retrieval. Microsoft Access (a database program) is being used for some drinking water data; however its application does not currently include all the laboratory data. For this reason, it is necessary to implement a commercial LIMS, or to look for another solution to the current data management problem.

The District Laboratory manages data for five (5) wastewater treatment plants, three Drinking Water plants, and several groundwater wells. Additionally, the Lab manages data for special projects and systems managed by the District and the Upper Eagle Regional Water Authority.

The District Laboratory also does lab work for other smaller water districts (external customers).

### **7.2.2 Current Systems Overview**

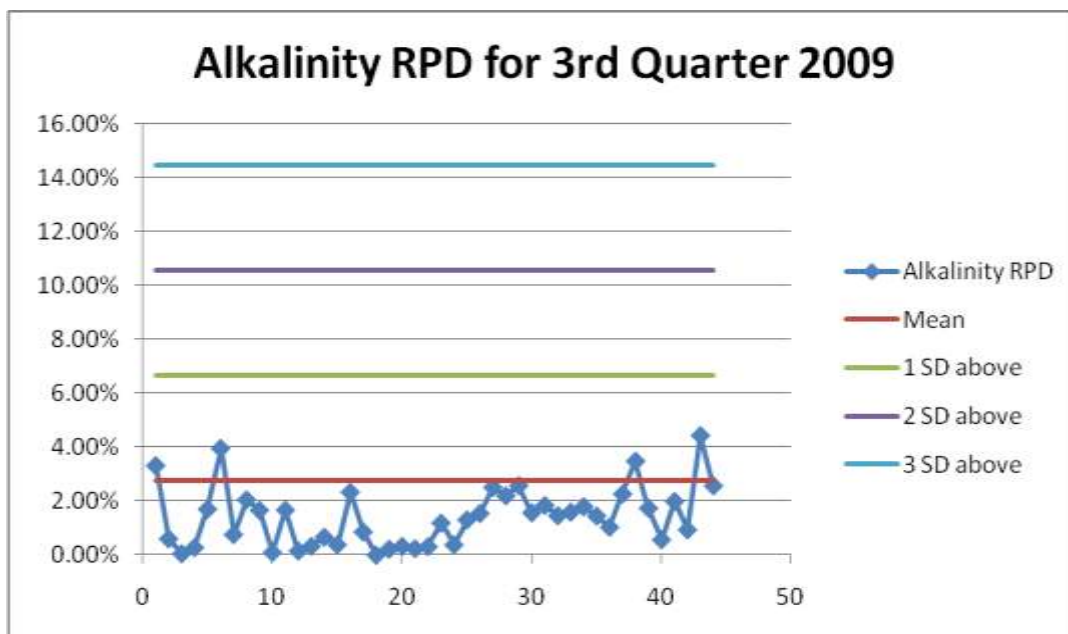
There are currently more than a dozen spreadsheets being used in the Laboratory for data storage, tracking, and reporting. The main concern with the current LIMS are as follows:

- Sequential calculations become very complex in spreadsheet format, increasing the chance for errors.
- State and internal laboratory audits have found errors due to improperly linked and/or misaligned cells; current WWTP data files are very complex
- Each year a new file is created for most spreadsheets, resulting in “data spread” and less control over data storage.
- Data from a single bench sheet is often entered into at least 3 different spreadsheets
- Some numbers must be manually entered into multiple locations (such as Quality Control Charts)
- Due to spreadsheet formats, additions to or changes in analytes are often difficult to accommodate
- Security of the data is limited to the password protection available for Excel files
- Requests for specific data are difficult to accommodate as data is in spreadsheet rather than database format (no ability to query data)
- Loss of data through misplaced files or inadvertent deletion

### Quality Control Chart Requirements:

1. Biological Oxygen Demand- uses a standard(true value), standard result, and standard percent recovery
2. pH- sample, sample duplicate, relative percent difference, and outside standard recovery
3. Alkalinity- sample, sample duplicate, relative percent difference, and outside standard recovery
4. Lachat- uses outside standard for ammonia and nitrate for percent recovery, make sure a spiked duplicate set is performed for every 10 samples, check calibration curve standards, RO blank must be <.03mg/L, check standard ran after every 10 samples and at the end of each run
5. Total Suspended Solids/Volatile Suspended Solids- sample, sample duplicate, relative percent difference, and outside standard recovery
6. Total Solids/Volatile Solids- sample, sample duplicate, relative percent difference, and outside standard recovery
7. Gas Chromatography- Internal Standards, Surrogate Standards, Correlation Coefficients, Continuing Calibration Standards, Spikes, Duplicates, and instrument performance parameters (tailing, resolution, signal to noise)

### Examples of Quality Control Charts:



## Appendix A: Software Evaluation Worksheet

### A.1.a Mandatory Requirements

The following are minimum Proposed requirements. No proposal will be considered without meeting all of the following requirements. Please answer the questions as stated. If you cannot answer YES to all the question in this section, the proposal will not be considered.

| No.    | Requirements                                                                                                                                                                                                                                                                                                                      | Vendor Response<br>YES or NO |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| A 1.a1 | Perform EPA rounding                                                                                                                                                                                                                                                                                                              |                              |
| A 1.a2 | Ability to set desired number of significant figures                                                                                                                                                                                                                                                                              |                              |
| A 1.a3 | Data entry centralized to one screen – for example, one day's ammonia numbers that are analyzed for several WWTPs. This will include many samples, a standard, a duplicate, and a spike. All those numbers need to be entered from one single screen. (Elimination duplicate data entry)                                          |                              |
| A 1.a4 | Data Security – including at least 3 user types to control viewing, editing, and entry of data (Administrator, Lab user, and End User)                                                                                                                                                                                            |                              |
| A 1.a5 | Multi-user data access and update from any facility at the District (located in different towns throughout the valley)                                                                                                                                                                                                            |                              |
| A1.a6  | Customizable system to accommodate long and short term changes both internally and externally- i.e. Additions of analytes, samples, assays and laboratory methods as needed                                                                                                                                                       |                              |
| A1.a7  | Multiple methods of reporting: Generation of results for external customers, internal reports, queries of specific data                                                                                                                                                                                                           |                              |
| A1.a8  | Calculations specific to (NPDES) Discharge Monitoring Reports for multiple facilities and Drinking Water reports as necessary; i.e. Monthly Averages; 7-Day averages based on Saturday to Saturday week; Arithmetic means and Geometric means; percent reduction; reporting of bi-monthly, monthly, quarterly, and annual samples |                              |
| A1.a9  | Quality Control tracking: Entry, tracking, and charting of Duplicates, Standards, and spikes. This includes an extra component for GC QC. Currently housed in Access database.                                                                                                                                                    |                              |
| A1.a11 | Enter comments associated with a sample                                                                                                                                                                                                                                                                                           |                              |
| A1.a12 | Import and export data in a format compatible with Microsoft Excel and Microsoft Access                                                                                                                                                                                                                                           |                              |
| A1.a13 | Ability to enter and manage drinking water and wastewater data generated internally and externally                                                                                                                                                                                                                                |                              |
| A1.a14 | Accounting component- cost tracking and billing capabilities                                                                                                                                                                                                                                                                      |                              |
| A1.a15 | Project Management- scheduling, tasks, auto-log routine samples, sampling notifications                                                                                                                                                                                                                                           |                              |
| A1.a16 | Tolerances- alerts for high numbers and violations                                                                                                                                                                                                                                                                                |                              |
| A1.a17 | Simplified data management- reviewing, tracking, trending, data analysis                                                                                                                                                                                                                                                          |                              |

|        |                                                                                                                                            |  |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------|--|
| A1.a18 | The proposed system must operate on MS-2003 Server with active directory. Is the proposed system able to utilize this technology?          |  |
| A1.a19 | The proposed system must use the SQL 2000/2005 database architecture. Is the proposed system able to utilize this technology?              |  |
| A1.a20 | The proposed system must be able to support Windows XP, VISTA and 7 clients. Is your proposed system able to comply with this requirement? |  |

## A.2. Software Capabilities

Provide a response to each of the following requirements in the appropriate column.

| No.   | Requirement                                                                                                                                                              | Yes, it is in base package<br><i>10 points</i> | No, but we will modify at no cost<br><i>7.5 points</i> | No, we will modify at additional cost<br><i>5 points</i> | No, this function is not available.<br><i>No points</i> | Vendor Comment |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------|----------------|
| A 2.1 | Can software interface with laboratory equipment such as an Agilent Gas Chromatograph Series 8500 and Lachat QuikChem 8500?                                              |                                                |                                                        |                                                          |                                                         |                |
| A 2.2 | Will the software flag results that are outside of an expected range?                                                                                                    |                                                |                                                        |                                                          |                                                         |                |
| A 2.3 | Does the system generate invoices for billing purposes?                                                                                                                  |                                                |                                                        |                                                          |                                                         |                |
| A 2.4 | Can the system auto-log routine samples?                                                                                                                                 |                                                |                                                        |                                                          |                                                         |                |
| A 2.5 | Can the system perform a one-time custom query for data?                                                                                                                 |                                                |                                                        |                                                          |                                                         |                |
| A 2.6 | In what programming language is the software written? Is it open sourced?                                                                                                |                                                |                                                        |                                                          |                                                         |                |
| A 2.7 | Does the system allow Standard Operating Procedures to be stored and associated with a particular analysis method?                                                       |                                                |                                                        |                                                          |                                                         |                |
| A 2.8 | Does the system provide for an electronic review process for data review and release?                                                                                    |                                                |                                                        |                                                          |                                                         |                |
| A 2.9 | Can GPS coordinates be added to sample site information?                                                                                                                 |                                                |                                                        |                                                          |                                                         |                |
| A2.10 | Does the software provide automatic updates for State reporting requirements? Reports that need to be included are NPDES Discharge Monitoring Reports and DMR-QA reports |                                                |                                                        |                                                          |                                                         |                |
| A2.11 | Does the software provide a robust laboratory scheduling function?                                                                                                       |                                                |                                                        |                                                          |                                                         |                |

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| A2.12 | Can the software support the complexity of reporting and QC tracking for TTHM and HAA5 Analyses?<br>*Custom external report format (CDPHE Form 1 and 2),<br>*Custom internal report format that includes all QC parameters and calculations for that analysis,<br>*QC tracking that includes all additional QC parameters and calculations – Internal Standards, Surrogate Standards, Correlation Coefficients, Continuing Calibration Standards, Spikes, Duplicates, and instrument performance parameters (tailing, resolution, signal to noise). |  |  |  |  |  |
| A2.13 | Will the software notify to Microsoft outlook, text messages, or email for scheduling, sample status information, and trigger based automated reports based on alerts or violations                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |
| A2.14 | Can reports be distributed by email?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| A2.15 | Does the software permit the client to customize field names?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |
| A2.16 | Does the software have user-defined fields for client use?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |
| A2.17 | Do you provide data security to the field level?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |
| A2.18 | Do you provide security at the screen level?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |
| A2.19 | Do you provide security at the function level?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |
| A2.20 | Do you provide security at the user level?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |
| A2.21 | Does your system provide workflow capabilities throughout all modules allowing documents to be routed and approved online? If so, describe how this is accomplished.                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |
| A2.22 | Does your system have standard record and file locking capabilities to protect data integrity, if multiple users are changing the same record simultaneously?                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |
|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |

|       | Question                                                                                                                      | Vendor Response |
|-------|-------------------------------------------------------------------------------------------------------------------------------|-----------------|
| A2.23 | Is formal training available for system administrators?                                                                       |                 |
| A2.24 | Do you have any current clients that use your software in connection with SCADA? If so, describe the connection.              |                 |
| A2.25 | Please identify other fully integrated modules that are currently available for future installation with the proposed system. |                 |
| A2.26 | What is the minimum desktop architecture requirement?                                                                         |                 |
| A2.27 | What is the ideal desktop architecture requirement?                                                                           |                 |
| A2.28 | What is the minimum server(s) requirement for 10 users processing 12,000 samples annually?                                    |                 |
| A2.29 | What is the ideal server(s) requirement for 10 users processing 12,000 samples annually?                                      |                 |
| A2.30 | What are your normal help desk hours and location of support for both technical and functional support?                       |                 |
| A2.31 | Describe how ad-hoc reports are generated using your proposed systems data?                                                   |                 |

## Appendix B Technical Expertise Evaluation Worksheet

### B.1. Technical Expertise – Experience and Qualifications

Answer the following questions and provide the necessary documentation for each item listed below:

| No.   | Question                                                                                                                                   | Answer |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------|--------|
| B 1.1 | Specify the number of years the Proposed firm has been in the Laboratory Information Management System (LIMS) business. Maximum Points: 30 |        |
| B 1.2 | Specify the total number of employees within the company. Maximum Points: 20                                                               |        |
| B 1.3 | Specify the number of employees dedicated to research, development, and maintenance of LIMS. Maximum Points: 30                            |        |
| B 1.4 | Specify the number of employees in customer support for LIMS. Maximum Points: 40                                                           |        |
| B 1.5 | Specify the amount of dollars dedicated annually to research and development of LIMS. Maximum Points: 30                                   |        |

## B.2. Technical Expertise – Installed Base

Answer the following questions and provide the necessary documentation for each item listed below:

| No.   | Question                                                                                                                                                   | Answer |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| B 2.1 | Specify the total number of current clients using any of your firm's LIMS. Maximum Points: 40                                                              |        |
| B 2.2 | Specify the total number of local government owned LIMS clients. Maximum Points: 20                                                                        |        |
| B 2.3 | Specify the total number of LIMS clients with small laboratories of less than 15 staff members. Maximum Points: 40                                         |        |
| B 2.4 | If your proposal is short listed, are you willing to provide a complete (all) list of your firm's LIMS clients and may we contact them? Maximum Points: 30 |        |

## Appendix C Experience Evaluation Worksheet

### Customer Reference 1

|                   |  |
|-------------------|--|
| Organization Name |  |
| Contact Name      |  |
| Address           |  |
| Telephone         |  |
| E-Mail            |  |

### Customer Reference 2

|                   |  |
|-------------------|--|
| Organization Name |  |
| Contact Name      |  |
| Address           |  |
| Telephone         |  |
| E-Mail            |  |

### Customer Reference 3

|                   |  |
|-------------------|--|
| Organization Name |  |
| Contact Name      |  |
| Address           |  |
| Telephone         |  |
| E-Mail            |  |

#### Customer Reference 4

|                   |  |
|-------------------|--|
| Organization Name |  |
| Contact Name      |  |
| Address           |  |
| Telephone         |  |
| E-Mail            |  |

#### Customer Reference 5

|                   |  |
|-------------------|--|
| Organization Name |  |
| Contact Name      |  |
| Address           |  |
| Telephone         |  |
| E-Mail            |  |