

Request for Proposal Oracle R12 Upgrade

*Date Issued:
July 20, 2011*

*Proposal Submission Deadline:
August 12, 2011, 2:00pm CST*



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1. Overview

1.1 Purpose of RFP

City is issuing this RFP for the upgrade of its Oracle E-Business, HR, CRM and Financial modules to Oracle version R12, fully described in this document (the "Services"). The City of Memphis ("City") seeks comprehensive proposals from the recipient of this RFP ("Vendor") believed to have the capability and capacity to satisfy City's complex requirements and a serious interest in providing the Services. This RFP provides information on the current Oracle environment and preparation and submission requirements for a Vendor submitting a proposal for the R12 Upgrade (the "Proposal").

1.2 Overview of City's current Oracle E-Business and CRM Environment:

(a) Overview: Current Oracle environment:

Installed e-Business Modules

Logistics (installed however not in use)

Order Management (installed however not in use)

Purchasing also add,

iProcurement

iSupplier

Sourcing

Procurement Contracts

Maintenance (installed however not in use)

Projects Public sectors use Grants Accounting and Projects

Financials (AP, AR, GL, Cash Management, Public Sector Budgeting)

HR (Employee self-service, core HR, iRecruitment)

Payroll

Time and Labor

Labor distribution,

Advanced Benefits

CRM (iSupport, Field Service, Service and Universal Work Queue)

UPK for training and reporting out of XML publisher, 6i reports and

Discoverer

Sales (installed however not in use)

Marketing (installed however not in use)

Service (installed however not in use)

Oracle Version

11.5.10.2

Database Version

10g Enterprise Edition Release 10.2.0.3.0

OS

Red Hat Enterprise Linux AS release 4

Customizations, RICE/CEMLI

Host	96
Oracle Reports	221
PL/SQL Stored Procedures	250
Java and Concurrent Program (XLMP)	62
SQL*Loader	70
Discoverer	139

The City's Oracle environment is hosted by IT Convergence and we currently have 4 database instances in production (Prod, Dev, Test, and Test-Dev).

1.3 Structure of RFP

The RFP is structured as follows:

- (a) Section 1: City of Memphis Oracle R12 upgrades RFP overview.
- (b) Section 2: City of Memphis Oracle R12 upgrades RFP requirements and scope.
- (c) Section 3: City of Memphis Oracle R12 upgrades proposal response requirements.
- (d) Section 4: City of Memphis Oracle R12 upgrades RFP process instructions.

- (e) Section 5: City of Memphis Oracle R12 upgrades RFP evaluation criteria and scoring model.

2. City of Memphis Oracle R12 upgrades Requirements (SCOPE)

This Section contains the functional requirements for the City of Memphis Oracle R12 upgrades. The information in this section is intended to aid the Vendor in evaluating the requirements, and in preparing its Proposal in response to this RFP accordingly.

2.1 City of Memphis Oracle R12 upgrades Requirements

Vendor's Proposal shall explain their design approach and solution for the performing and analysis and upgrade to the City's Oracle E-Business module to version R12.

- (a) Identify and analyze the opportunities inherent in upgrading to R12
- (b) Analysis of the most effective way to upgrade, both technically and functionally, creating a detailed R12 implementation.
- (c) Identify any pre-requisites not currently implemented in the current application that are required for the R12 upgrade.
- (d) Review current application configuration values and make recommendations for possible updates.
- (e) Analyze the current customized Oracle reports and recommend which reports to upgrade and what reports are standard in version R12.
- (f) Coordinate with the City's Oracle Hosting provider to ensure hardware and database upgrades are scoped, designed and implemented as part of the overall upgrade process
- (g) Assess readiness of the functional user base and document requirements for R12 training. Include specific and major differences between 11i and R12, such as Sub-Ledger Accounting.
- (h) Perform project management services for the life cycle of this initiative. A dedicated project manager will be provided and the expected services and documentation for the project will include but may not be limited to the following:
 - (i) Project Charter
 - (ii) Project Scope

- (iii) Financial Management/Budget Plan
 - A. Identify and present increase in support cost associated with R12 Upgrade
 - B. Identify and present costs associated with R12 MTP
 - C. Identify and present database upgrade cost
 - D. Identify and present application licensing cost increases with deployment of new modules and or functionality
 - E. Identify and present costs associated with any hardware changes
 - F. Identify and present ancillary project costs (documentation, training, office supplies, etc.)
- (iv) Communication Plan
- (v) Risk Management Plan
- (vi) Quality Management Plan
- (vii) Test Management Plan (Unit, System and UAT)
- (viii) CEMLI Plan
- (ix) Project Schedule and Timeline
- (x) Change Management Plan
- (xi) Functional staffing and resource requirements
- (xii) Technical staffing and resource requirements
- (xiii) Upgrade documentation to include functional changes
- (xiv) Training and education plan for customer groups

- (xv) Post go-live requirements
- (xvi) The City is requesting upgrade paths to R12.1.x, taking into account the City's database version will be 10.2.0.5(11g)

3. Proposal Response

This Section 3 describes the contents of Vendor's Proposal and provides an outline of how Vendor should organize it. Vendor's Proposal will not be considered responsive unless it fully complies with the requirements in this Section, as well as the additional instructions provided at Section 4.5 regarding the required Proposal formats and submission process.

Specifically, Vendor's Proposal shall include each of the sections referenced in the table below. The requirements for each of these Proposal sections are described in more detail in this Section 3. **VENDOR'S PROPOSAL WILL BE DISQUALIFIED FROM THIS RFP PROCESS IF THE VENDOR FAILS TO CONFORM TO THE PROPOSAL INSTRUCTIONS IN THIS SECTION 3.**

Sections and Topics
Section 3.1 - Cover Letter
Section 3.2 – Executive Summary
Section 3.3 – Scope
Section 3.4 – Solution Design
Section 3.5 – Pricing Model
Section 3.6 – References
Section 3.7 – Vendor's Alternative Proposals
Section 3.8 – Vendor's Due Diligence Requirements
Section 3.9 – Insurance and Indemnification

3.1 Cover Letter

Vendor's Proposal shall contain a cover letter acknowledging Vendor's understanding of the RFP process and requirements set forth in this RFP, including its commitment to its Proposal. The cover letter shall be signed by an authorized representative of Vendor's company.

3.2 Executive Summary

Vendor's Proposal shall begin with an executive summary providing an overview of Vendor's solution, with a focus on any new technologies, innovations, processes, and transformation that Vendor will bring to help the City meet its objectives. The Executive Summary should include a description of the following:

- (a) A description of Vendor's solution
- (b) A description of Vendor's pricing approach; including any software license costs, travel costs and any other costs associated with this project
- (c) A description of Vendor's relevant experience to the proposed solution, including customers previous municipal and local government clients with similar population sizes
- (d) A list of key interactions between Vendor and the other involved parties (e.g., the City, City contractors, etc), as well as a description of Vendor's approach for managing and communicating between and among those parties during the development and implementation of the R12 Upgrade
- (e) A summary of any key differentiators that make Vendor uniquely positioned to provide R12 upgrade implementation services to the City

3.3 Scope

In Section 2 of its Proposal, Vendor shall explicitly confirm its agreement with the full scope of Services described in this section. If, however, Vendor believes that it can provide a solution that better fits the City's requirements/objectives/ constraints by not providing all of the Services, Vendor may propose alternatives under the Alternative Proposals section, described below.

3.4 Solution Design

Section 3 of Vendor's Proposal shall describe Vendor's "Solution Design". More specifically, this section of Vendor's Proposal shall include each of the following:

- (a) City of Memphis Oracle R12 Upgrade:
 - (i) Describe the Vendor's solution to provide solutions for the scope/requirements outlined in Section 2 of this RFP.
- (b) Tools and Technology:
 - (i) Identify the tools and technology Vendor proposes to plan and implement the R12 Upgrade.

- (ii) Identify any license fees, implementation fees, or other charges Vendor would propose to pass-through to the City for tools and technology, or any other fees for which the City might be responsible related to technology.
 - (iii) Include any assumptions Services Provider has made about systems and resources available within the City's information technology environment.
- (c) Consultant Experience:
 - (i) Specific recent experience on similar assessment project for each Consultant
 - (ii) Specify if the consultants performing the work are employees or sub-contractors
 - (iii) Specific experience with Oracle E-Business Suite
 - (iv) Experience performing assessments
 - (v) Experience with public sector accounting
 - (vi) Specific experience working the financial modules

3.5 Pricing Model

- (a) In Section 4 of Vendor's Proposal, Vendor shall provide a detailed breakdown of costs. For example, what is the cost for project management, research/inquiry, development, implementation, etc.

3.6 References

- (a) Provide three (3) client references with verified and current contact information
- (b) Provide two (2) EBS R12 Upgrade, including Oracle Financial projects, successfully completed.
- (c) Explain how the reference projects map to the City of Memphis Oracle R12 project.

3.7 Vendor's Alternative Proposals

- (a) In Section 6 of the Vendor's Proposal, Vendor may (at its option) include an alternative solution ("Alternative Proposal") for consideration by the City.

- (b) Alternative proposals shall be accompanied by appropriately adjusted solution descriptions and pricing models.
- (c) For clarity, alternative proposals are intended to be supplements to Vendor's core proposal, and should not be used as a substitute to addressing City's stated requirements.

3.8 Vendor's Due Diligence Requirements

In Section 7 of its Proposal, Vendor should submit a detailed list of any additional due diligence – such as review of specific information, and interviews of particular City personnel – that Vendor would need to perform following down-selection if Vendor were chosen as a down-selected provider, in order to develop and submit a detailed and unqualified best and final offer.

3.9 Insurance and Risk of Loss

- (a) Insurance

Please see Exhibit A-2 for Standard Insurance Requirements.

3.10 Equal Business Opportunity (EBO) Program

Equal Business Opportunity Program

This contract will be subject to the requirements of the City of Memphis Ordinance #5384 which establishes the Equal Business Opportunity ("EBO") Program. It is up to the Respondent to ensure that all requirements of this ordinance are met. The Ordinance may be accessed on the City's website at www.memphistn.gov under "Doing Business". The intent of the EBO Program is to increase the participation of locally owned minority and women owned business enterprises ("M/WBE") in the City's purchasing activities. Toward achieving this objective, the M/WBE participation goal for this solicitation is **40 %**. The percentage of M/WBE participation is defined as the dollar value of subcontracts awarded to certified minority and/or women business enterprises divided by the total proposed base bid amount.

Participation Plan

The Participation Plan must include: (1) level and dollar amount of participation your firm anticipates to achieve in the performance of contract resulting from this RFP; (2) the type of work to be performed by the M/WBE participation; and (3) the names of the M/WBEs the Respondent plans to utilize in the performance of the contract resulting from this RFP.

Eligible M/WBE Firms

To qualify as an M/WBE firm, per the requirements of City of Memphis Ordinance #5384, a firm must be included on the City's list of certified M/WBE firms. One or a combination of several M/WBEs may be utilized to meet the established goal of **40%**. A list of the City's eligible MWBE firms is included in the specifications.

Requests for verification must be submitted to the City's Contract Compliance Office listed below:

Carlee M. McCullough, Esq.
City of Memphis
Contract Compliance Office
125 North Main Street, Suite 546
Memphis, TN 38103
Phone: (901) 576-6210
Fax: (901) 576-6560
Email: carlee.mccullough@memphistn.gov

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CITY OF MEMPHIS

EQUAL BUSINESS OPPORTUNITY PROGRAM COMPLIANCE FORM

PROJECT TITLE: Oracle R12 upgrades

Project M/WBE GOAL: 40%

The following sections must be completed by bidder. A certified subcontractor or supplier is defined as a firm from the list of certified firms provided with this specification.

Bidder's Name

Section A - If the bidder is a certified firm, so indicate here with a check mark.

_____ MBE _____ WBE

Section B - Identify below those certified firms that will be employed as subcontractors or suppliers on this project. By submitting this bid, the bidder commits to the use of the firms listed below.

\$ = Show the dollar value of the subcontract to be awarded to this firm

% = Show the percentage this subcontract is of your base bid

M/WBE = Show by inserting an M or W whether the subcontractor is an MBE or WBE

<u>\$ / %</u>	<u>M/WBE</u>	<u>SERVICE</u>	<u>CERTIFIED SUBCONTR. NAME, ADDRESS, TEL. #</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

\$ %

_____ _____ **Total MBE**

_____ _____ **Total WBE**

THIS FORM and SUPPORTING DOCUMENTATION MUST BE SUBMITTED WITH THE BID OR THE

BID WILL BE CONSIDERED NON-CONFORMING.

Good Faith Efforts Documentation

If a Respondent proposes an M/WBE percentage less than the established goal, the Respondent must, at the time of the response, submit a Good Faith Efforts statement accompanied by the appropriate documentation justifying its submitted M/WBE percentage. The ability of the Respondent to perform the work with its own work force will not in itself excuse the Respondent from making good faith efforts to meet participation goals. The determination of whether a Respondent has made a good faith effort will be made by the City's Contract Compliance Officer, Director of Finance and the Purchasing Agent, prior to the award of the project. The Good Faith Efforts statement must include the following documentation:

GOOD FAITH EFFORT DOCUMENTATION FORM

To The Honorable Mayor City of Memphis, Tennessee

From:

VENDOR NAME

PROJECT TITLE: _____

Enclosed please find the required documents:

- _____ Said Bidder _____ did / or _____ did not attend the project pre-bid meeting.
- _____ Copies of all written notification to City of Memphis M/WBE listed firms. (Please attach list of all firms notified, detail how they were notified and when).
- _____ Said Bidder _____ did / or _____ did not select economically feasible portions of the work to be performed by M/WBE firms.
- _____ List all M/WBE firms with which negotiations took place. (Attach list. If no negotiations were held, please state so.) Provide names, addresses, and dates of negotiations.
- _____ Statement of efforts to assist M/WBE firms, with bonding, insurance, financing, or with document review. (Attach list. If no assistance was provided, please state so.)
- _____ The Bidder _____ did / or _____ did not use all M/WBE quotations received. If the Bidder did not use all M/WBE quotations received, list on attached sheets, as required as to the reasons those quotes were not used.
- _____ List (on attached sheets as required) all M/WBE firms contacted that the bidder considered not to be qualified, and a statement of the reasons for the bidder's conclusions. If no firms were found to be non-qualified, please state so.

THIS SIGNED FORM MUST BE SUBMITTED WITH THE BID IF THE BIDDER DOES NOT MEET THE REQUIRED M/WBE PROJECT GOAL WITH THEIR BID. IF NOT SUBMITTED THE BID WILL BE CONSIDERED NON-CONFORMING.

Contractor's Name

Signature

Printed or Typed Name and Title

4. Instructions on RFP Process

4.1 Use of Information

Vendor may not make any public announcement relating to this RFP or otherwise publicize the existence or contents of this RFP. Any Vendor that discusses this RFP or the Initiative with anyone within or outside the City other than the persons and entities permitted pursuant to this RFP will risk elimination from further participation in the bidding process due to breach of confidentiality, in addition to enforcement by the City of any other remedies available to it. **All correspondence about this RFP and the Initiative should be limited to the Principal Contact described in Section 4.2 or other designated City personnel or agents.**

4.2 Principal Contact and Information Requests

- (a) Brent Nair is the single point of contact (the "Principal Contact") for all matters relating to this RFP. Vendor should direct all inquiries to the Principal Contact at ciorequests@memphistn.gov
- (b) Vendor should not, under any circumstances, contact any City personnel (including senior City management or City employees with whom Vendor has an existing business or personal relationship) to discuss this RFP without the Principal Contact's prior written consent. Utmost discretion is expected of Vendor and all other RFP recipients. Any recipient attempting to circumvent this process will risk elimination from further participation in the bidding process.

4.3 Schedule of Activities

- (a) In order to accelerate the business transformation, service improvements and cost savings the City anticipates, the City has developed an **estimated timeline** for this Initiative. The City will move as quickly and efficiently as possible to determine the feasibility of Vendor's Proposal (and other RFP recipients' proposals), and to move forward with term sheet discussions and ultimately conclude an agreement accordingly.
- (b) As a result, the City requests that Vendor make a dedicated team available to participate in the proposal development and evaluation processes as necessary to participate in the activities and meet the deadlines provided in the table below.

In no event shall the deadline for submission of the proposal be changed except by written modification by the City of Memphis Purchasing Department.

Activity	Date
Publish RFP	July 20, 2011
Vendor Questions Submission	July 27, 2011
City Response to Questions	August 3, 2011
Proposal Submission Deadline	August 12, 2011, 2:00pm CST
Select Three (3) Finalists	August 19, 2011
Finalists Presentations	Week of August 29, 2011 (schedule provided on August 22, 2011)
Negotiations	September 2011
Agreement Finalization	October 2011

(c) Several of the activities identified in the above table are described in more detail in the remainder of this Section 4.

4.4 Initial Questions Submission; Final Questions Submission

- (a) Vendor may submit an initial set of questions based on its review of this RFP, by completing the template provided at Exhibit A-2 (Vendor Questions Template) and sending it via email by **July 27, 2011**. This email should be sent to the individuals described in Section 4.2, with the subject heading: “[*Your company’s name*] – City of Memphis Oracle R12 Upgrade RFP Questions”.

4.5 Proposal Submission

- (a) Proposal Submission and Due Date.
- (i) Vendor shall submit (A) 1 original and 7 complete printed copies of its Proposal (including the signed Cover Letters); and (B) 2 CDs or DVDs containing softcopies of its entire Proposal (including PDFs of the Signed Cover Letters) on or before **August 12, 2011 at 2:00 pm CST**, to the addressee provided below:

**City of Memphis Purchasing Department
125 N. Main Street, Room 354
Memphis, TN 38103**

The label should identify the contents as:

City of Memphis Oracle R12 Upgrade #3645

- (ii) **PROPOSALS SUBMITTED AFTER THE DEADLINE OR WHICH STATE THAT INFORMATION WILL BE PROVIDED 'AT A LATER DATE', OR WHICH ARE OTHERWISE INCOMPLETE OR FAIL TO COMPLY WITH THE REQUIREMENTS SET FORTH IN THIS RFP WILL BE DISQUALIFIED FROM PARTICIPATION IN THIS RFP PROCESS.**
- (iii) **PROPOSALS MAY NOT BE AMENDED AFTER THE SUBMISSION DEADLINE.**
- (iv) Notwithstanding any legends on the Proposal or any other statements to the contrary, all materials submitted in connection with Vendor's response to this RFP will become the property of the City and may be returned only at the City's option.
- (v) With respect to the information contained on Vendor's CDs or DVDs:
 - A. The folders and/or files should be organized in such a way as to preserve the order and labeling of how such information is presented in Vendor's printed copy of its proposal;
 - B. Each document (and file name) should clearly show the name of Vendor;
 - C. Each file should be pre-formatted by Vendor to facilitate on-line viewing and printing in a form consistent with Vendor's printed copy of its proposal;
 - D. All documents should be presented in a native Microsoft Office format (e.g., Word, Excel, PowerPoint, Project) or PDF; and
 - E. Documents should not include embedded files.

(b) Proposal Format:

- (i) The City expects the Proposal to be a compilation of various documents, in particular because Vendor's Proposal must utilize the RFP response templates set forth in Attachment B (Proposal Templates) to this RFP. The Proposal should be structured so that there is a primary, "core" document (organized in accordance with Section 3) that incorporates by reference, as applicable, the other documents.
- (ii) Vendor shall use Microsoft Office 2003 file formats in preparing its Proposal to the maximum extent possible. All pages should be formatted to print on 8 ½ x 11" paper, unless another format is provided by the response template. Vendor responses should be specific, factual, brief and to the point, and should avoid pure sales and marketing content to the extent possible.

(c) Proposal Expiration Date:

- (i) Proposals in response to this RFP shall remain valid for nine (9) months from the Proposal due date. The City may request an extension of time if needed.

(d) Vendor Data:

- (i) The confidentiality of information and data contained in Service Provider's Proposal shall be subject to and governed by the Open Records Act and any other Public Records laws with which the City is legally obligated to comply (including a Freedom of Information Act Request under "FOIA").

(e) General:

- (i) Subject to questions and clarifications raised on specific issues in accordance with Section 4.4, Vendor shall be deemed, by the submission of its Proposal, to have understood fully the meaning of the overall RFP. Any claims of ambiguity after contract award will not be accepted by the City.

4.6 Finalist Selections (N → ~3 Vendors)

The City's current intent is to select approximately three (3) of the RFP respondents who will be asked to give an oral presentation of its proposal to the City. These providers will be selected based on an evaluation of their Proposals against the criteria described in Section 5 of this RFP. RFP recipients that are not selected to progress to the oral presentations likely will be excluded from further consideration. For this reason, Vendor is strongly encouraged to make as complete and compelling a Proposal as possible. The RFP recipient who fails to comply, risks being dropped from further consideration without having an opportunity to improve its offer.

4.7 Recipient Presentations

- (a) Details pertaining to the oral presentation phase of the RFP process will be confirmed after Proposal submission, however the presentations are tentatively scheduled to begin the week of **August 29, 2011**.
- (b) If Vendor is one of the RFP recipients asked to give an oral presentation, Vendor should prepare a comprehensive presentation that concentrates on the business and technical aspects of the Proposal, and should not be marketing discussions. **VENDOR'S PROPOSAL WILL NOT BE ALTERED OR ENHANCED DURING THE ORAL PRESENTATION.**
- (c) Appropriate visual and written materials are expected, but the format will be left to the discretion of the Vendor. A soft copy of all presentation materials must be delivered to the Principal Contact at least one business day before the beginning

of the presentation. Vendor should also bring a sufficient number of printed copies of the materials for the City attendees at the presentation.

- (d) The City may provide a last minute agenda or other direction for the Vendor's presentation based on the City's initial review of the Proposals.

4.8 Negotiations

- (a) The City expects to conduct detailed negotiations with each of the down-selected providers. Details regarding this process will be provided at the appropriate time to Vendor, if it is chosen to be a down-selected provider, and may include discussions based on any aspect of a proposal.
- (b) The City intends to have various representatives participate in all negotiations. The City encourages down-selected providers, as appropriate, to have its legal counsel participate as well. However, the City will not be precluded by the absence of down-selected providers' counsel from having its counsel participate, and down-selected providers will not be permitted to defer or revisit any matter due to the necessity of consultation with counsel.

4.9 Award of Services

The City reserves the right to award the Services to the lowest and best proposer or proposers or to make no such award, in its sole discretion. Notification of the City's intent to award will be publicly announced on the City's website and outside City Council Chambers, located on the lobby floor of City Hall, 125 North Main, Memphis, Tennessee 38103.

4.10 Protests

Any protest of award must be filed in writing with the Purchasing Agent within five (5) calendar days of the award announcement at the following address: City of Memphis Purchasing Agent: 125 North Main, Room 354, Memphis, Tennessee 38103.

4.11 Modification or Termination of RFP Process

Subject to the rules and regulations of the City's Procurement Office, including with respect to providing notification and, where applicable, providing the opportunity to revise proposals, the City reserves the right to, in its sole discretion, discontinue, amend, supplement, or otherwise change this RFP, the Initiative, the process used for evaluation, and the expected timeline at any time and for any reason, and makes no commitments, implied or otherwise, that this process will result in a business transaction with any provider.

4.12 Supplemental Information

If, subsequent to issuance of this RFP, additional relevant material is produced by or becomes available to the City, such material will (where appropriate) be transmitted to all

RFP participants for their consideration. Vendor should consider such information in its Proposal, and the City will assume that all changes or additional requirements transmitted have been taken into account in Vendor's Proposal (including with respect to pricing), unless otherwise specified.

4.13 No Representations or Warranties

- (a) The City makes no representations or warranties regarding the accuracy or completeness of the information contained in this RFP or otherwise provided by the City through the RFP process. Vendor is responsible for making its own evaluation of information and data contained in this RFP or otherwise provided by the City, and for preparing and submitting responses to the RFP.
- (b) The City has attempted to validate the information provided in this RFP, but it is possible that Vendor may detect inconsistencies or potential errors. While Vendor should identify these potential issues in its questions or in an appendix to its Proposal, Vendor should use the information provided on an "as-is" basis for its initial Proposal. Information regarding the City and the Initiative may be revised or updated, and republished for inclusion in a final response.

4.14 Proposal Preparation Costs

Vendor will be responsible for all costs it incurs in connection with this RFP process (including but not limited to Proposal preparation, personnel time, travel-related costs, and other expenses) and any subsequent agreement negotiations.

4.15 Ownership and Intellectual Property

The City will retain all ownership and intellectual property rights before, during and after the Oracle R12 upgrade. Vendor will be responsible for indemnifying the City in the event any claims, lawsuits, or settlements arise or result from Vendor's failure to secure such right, licenses, clearances and other permissions.

5. Evaluation Model

5.1 Qualifying Proposals.

City will review each submitted Proposal to determine whether it is a Qualifying Proposal. A Qualifying Proposal is one that meets all of the criteria set forth below. All Proposals that **ARE NOT** a Qualifying Proposal will be disqualified from this RFP process.

A Qualifying Proposal is a Proposal:

- (a) Submitted (in the form and format required) by the due date as specified in Section 4.5.

- (b) Conforms to the requirements of the RFP (e.g. includes the requisite number of copies, and customer references.
- (c) Provided all required information as stated in the RFP.

5.2 Evaluation of Qualifying Proposals.

City will evaluate each Qualifying Proposal based on the degree to which it complies with City's requirements, as articulated in this RFP. The primary categories to be evaluated are:

- (d) Scope and Solution, including whether Vendor accepted the scope of services presented in this RFP, meet the solution requirements and constraints, proposes an appropriate development plan, mitigates risks, and delivers value added components.
- (e) Pricing, including whether Vendor provides a cost effective pricing methodology.
- (f) Location: including whether Vendor(s) of the proposed solution has a local office in the Shelby county area, preferably in the City of Memphis.

Information on how the City will weight these categories for each down-selection referenced in Section 4 above is set forth below:

Evaluation Category	Down Selection	Award of Services
Scope and Solution	50%	50%
Pricing	40%	40%
Location	10%	10%
TOTAL	100%	100%

List of Attachments and Exhibits for Oracle R12 Upgrade

5.2 Attachment A: Additional Information

- (a) Exhibit A-1: Vendor Questions Template
- (b) Exhibit A-2: Proposed Standard Contract
- (c) Copy of EBO IT Master List

Exhibit A-1

City of Memphis Web Oracle R12 Upgrade

Issue Date: July 27, 2011

Exhibit A-2 (Vendor Questions Template)

	Category	RFP Section	Question
1			
2			
3			
4			
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17			
18			

Exhibit A-2

"Proposed Contract" SERVICE AGREEMENT

SERVICE AGREEMENT FOR

This Agreement is made and entered into as of _____ by and between _____, hereinafter called the "Contractor" and the City of Memphis, a municipal corporation of the State of Tennessee, hereinafter called the "City":

WITNESSETH

WHEREAS, the City has the need for _____; and

WHEREAS, the Contractor has the knowledge and expertise to provide such services; and

WHEREAS, the parties desire to enter into a contract setting forth the terms and conditions under which the Contractor shall provide said services.

NOW THEREFORE, for and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

SCOPE OF SERVICES. The Services to be provided in connection with this Agreement shall include, but not be limited to, those items listed in the Scope of Work, which is attached hereto and incorporated herein as Exhibit A (the "Services").

TERM

This Agreement shall not be binding upon the parties until it has been signed first by the Contractor and then by the authorized representatives of the City in accordance with applicable ordinances, laws and regulations.

The Initial Term of this Agreement shall commence beginning _____ and shall end on _____ ("Initial Term") subject to the availability of funds to finance the same and the successful operation of the program.

The City shall have the option to extend the Initial Term for _____ additional one-year periods (the "Option Periods"), subject to the appropriation of funds by the Memphis City Council. Unless the City gives the Contractor written notice of the City's intention not to exercise an option period at least _____ days prior to the expiration of the then current period, the option will be automatically exercised, and the applicable Option Period will commence immediately upon conclusion of the preceding Initial Term or Option Period, as applicable. The Initial Term and the exercised Option periods are collectively referred to hereinafter as the "Term."

PAYMENT TERMS AND CONDITIONS

INVOICES. The Contractor shall submit original invoices, or copies of original invoices certified as such by the Contractor, on the Contractor's letterhead and in form and substance acceptable by the City and with all necessary supporting documentation, to the City. The invoice shall describe the services, shall reflect any applicable terms of payment, and must show the contract number to which it relates. Unless the contract number is shown on the invoice, it may be returned to the Contractor. Invoices shall be submitted to: _____, _____, Memphis, TN _____, Attn: _____

COMPENSATION. Unless the City has good faith and reasonable objections to the Contractor's invoice(s), the City shall compensate the Contractor, based on invoices submitted by the Contractor, the sum total not to exceed _____ (USD) (the "Fee") during the term of the Agreement, which shall include all reimbursable expenses.

The City shall use its best efforts to remit payment based on the Contractor's invoice within thirty (30) days after receipt of accurate invoice and approval by the City. The City is not obligated to pay, and may withhold from payment, any amounts the City has in dispute with the Contractor based on the Contractor's non-performance, unsatisfactory performance or negligent performance of any services hereunder.

PAYMENT DOES NOT IMPLY ACCEPTANCE OF WORK. The payment of an invoice shall not prejudice the City's right to object to or question any invoice or matter in relation thereto. Such payment by the City shall neither be construed as acceptance of the work nor as final approval of any of the costs invoiced therein, and the City's payment shall not relieve the Contractor from its obligation to replace or correct any work that does not conform to this Agreement, even if the unsatisfactory character of such work may have been apparent or detected at the time such payment was made. Work, data or components that do not conform to the requirements of this Agreement shall be rejected by the City and replaced by the Contractor, without delay or additional cost to the City.

If the Contractor receives payment from the City for a service or reimbursement that is later disallowed or rejected by the City or another governmental entity on the basis of audit or monitoring, the Contractor shall promptly refund the disallowed amount to the City upon the City's request. At its option, the City may offset the amount disallowed from any payment due to the Contractor under this Agreement or any other agreement.

FINAL CONTRACT INVOICE. The Contractor shall submit to the City a final contract invoice within 45 calendar days from the termination date of the contract, for any services provided pursuant to this Agreement. The Contractor further acknowledges and agrees the City will not be responsible for any Contractor invoices, pertaining to this Agreement, submitted to the City after the final contract invoice. The Contractor shall close out its accounting records at the end of the Agreement period in such a manner that reimbursable expenditures and revenue collections are NOT carried forward.

INCORPORATION OF WHEREAS CLAUSES. The foregoing whereas clauses are hereby incorporated into this Agreement and made a part hereof.

REPORTS. Upon request, the Contractor shall prepare and submit reports of its activities, funded under this agreement, to the originating department of the City. The reports shall include an itemization of the use of the City's funds, inclusive of specific services delivered by the Contractor. Any such reports provided to the City shall be prepared with the understanding that the City may make such reports available to the public. The City shall have the right to withhold future disbursement of funds under this Agreement and any future Agreements until the requirements of this provision have been met.

ENTIRE AGREEMENT. This Agreement constitutes the full and final understanding of the parties with respect to the subject matter hereof and supersedes and replaces any and all prior or contemporaneous agreements or understandings, whether written or oral, express or implied, between the parties with respect to the subject matter of the Agreement.

STANDARD OF PERFORMANCE. All services by the Contractor shall be performed in compliance with the specified requirements, in a manner satisfactory to the City, and in accordance with the generally accepted business practices and procedures of the City and pursuant to the governing rules and regulations of the industry, based on the type of services performed hereunder.

HEADINGS. Titles and headings used herein are for the convenience of reference only and shall be disregarded completely in the interpretation and validity of this Agreement or any of its terms.

MODIFICATION AND AMENDMENT. Any changes, modifications or amendments to this Agreement shall not be considered agreed to or binding on the other party, unless such modification(s) have been agreed to in writing and approved by the appropriate City officials in accordance with applicable laws and regulations.

CONFIDENTIALITY. While performing work under this Agreement, the Contractor may gain access to proprietary and/or confidential information that, if disclosed to third parties, may be damaging to the City or its officials or employees. Such information shall include materials considered to be confidential information as a matter of law (e.g., personnel records), and shall also include (i) all materials in any form developed or created by the City related to funding and financial and business information; (ii) all information owned, possessed or used by the Contractor, which is communicated to, learned, developed or otherwise acquired by the Contractor in the

performance of the Services for the City; (iii) the terms, conditions and pricing contained herein; and (iv) any other information that the Contractor has been advised by the City is confidential, privileged or proprietary. Confidential information, as used in this Agreement, shall not include (i) information in the Contractor's possession prior to disclosure by the City; (ii) information generally available to the public or that becomes available to the public through a source other than the City, or (iii) information that was rightfully obtained by the Contractor from a third party who is under no obligation of confidentiality to the City with respect to such information. The Contractor agrees that it will accept and hold confidential information obtained from the City in confidence at all times during and after termination of this Agreement. The Contractor shall neither use nor disclose or communicate such information, except as provided in this Agreement or as required by law, without the prior written permission of the City.

The Contractor acknowledges and agrees that a breach by the Contractor of this section will cause the City irreparable injury and damage; therefore, the Contractor expressly agrees that the City shall be entitled to injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement. The Contractor agrees that it will disclose confidential information only to those employees who have a right to know, and shall require its employees, agents, and subcontractors to comply with the requirements of this provision and the requirements of the provisions titled "Public Statements" and "Rights in Data."

PUBLIC STATEMENTS. The Contractor shall not make any announcement, release any information, or authorize or participate in any interview concerning this Agreement and the Services, without first obtaining written consent from the City. The Contractor shall require its employees, agents, and subcontractors to comply with the requirements of this provision. This provision shall survive the expiration or termination of this Agreement.

RIGHTS IN DATA. The Contractor agrees that all reports, studies, plans, models, drawings, specifications, and any other information or data of any type produced under this Agreement, whether or not the same is accepted or rejected by the City, shall remain the property of the City and shall not be published by the Contractor or any other party without the express prior written consent of the City. In implementing the foregoing, the Contractor hereby grants and assigns to the City all rights and claims of whatever nature, whether now or hereafter, arising in and to any and all of such reports, studies, plans, models, drawings, specifications, and other information or data and shall cooperate fully with the City in any steps the City may take to obtain copyrights, trademark or like protections with respect thereto. The signing of this Agreement shall constitute a complete transfer of ownership, intellectual property and copyright of all documents from the Contractor to the City upon the Contractor's delivery of such documents and/or information to the City or upon completion of the Project, whichever occurs first. The Contractor shall not construe such transfer as a grant for usage nor can the Contractor revoke it.

EMPLOYMENT OF CITY WORKERS. The Contractor shall not engage, on a full, part-time or any other basis during the term of this Agreement, any professional or technical personnel who are or have been at any time during the term of this Agreement in the employ of the City.

CONTRACTOR'S PERSONNEL. The Contractor certifies that it presently has adequate qualified personnel to perform all services required under this Agreement and that all work performed under this Agreement shall be supervised by the Contractor. The Contractor further certifies that all of its employees assigned to perform any work hereunder shall have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Contractor who, in the opinion of the City, is incompetent, whose conduct becomes detrimental to the work, or whom the City deems to be unsatisfactory for any reason, shall immediately be removed from association with the services hereunder per the City's request. Upon such request, the Contractor shall use all reasonable efforts to promptly replace such employee(s) with substitute employee(s) having appropriate skills and training.

The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Agreement, all employee compensation and benefits. The City shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, health, welfare and disability benefits, Federal and local taxes, or other compensation, benefits or taxes for any personnel provided on behalf of the Contractor. In addition, the Contractor shall be solely liable and responsible for any and all workers' compensation benefits to any person as a result of injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Agreement.

INDEPENDENT CONTRACTORS. Nothing in this Agreement shall be deemed or construed to represent that the Contractor, or any of the Contractor's employees or agents, are the agents, representatives, or employees of the City. The Contractor acknowledges that it is an independent contractor over the details and means for performing the services hereunder. Anything in this Agreement which may appear to give the City the right to direct the Contractor as to the details of the performance of its obligations hereunder or to exercise a measure of control over the Contractor is solely for purposes of compliance with local, state and federal regulations and means the Contractor will follow the desires of the City only as to the intended results of the scope of this Agreement.

It is further expressly agreed and understood by the Contractor that neither it nor its employees or agents shall hold itself out contrary to the terms of this paragraph, and the City shall not be liable for any representation, act or omission of the Contractor contrary to the provisions hereof..

TERMINATION

1. It shall be cause for the immediate termination of this Agreement if, after its execution, the City determines that either:

- a. the Contractor or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has plead nolo contendere, or has plead or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, misappropriation of government funds, or any other collusive and illegal activity pertaining to bidding and governmental contracting; or
- b. the Contractor subcontracted, assigned, delegated, or transferred its rights, obligations or interests, voluntarily or involuntarily, under this Agreement without the City's consent or approval; or
- c. the Contractor has filed bankruptcy, has been adjudicated bankrupt, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of the Contractor's assets; or

2. The City may cancel/terminate this Agreement, in whole or in part, upon providing written notice to the Contractor of the City's intention to terminate the Agreement as a result of Contractor's failure to provide the services specified under this Agreement or in violation(s) of any of the terms herein, and the Contractor has failed to cure such breach within _____ business days of such notice. The City may reject the entire services and cancel this Agreement for any services rendered or to be rendered hereunder. In the event of any such rejection/termination, the City shall, at the City's option, have the right to obtain like services elsewhere or to take over the work and prosecute the same to completion, both at the Contractor's expense; and in such event, the City may take possession of and utilize in completing the work, such materials, appliances, etc. as may be on the site of the work and necessary therefore. The Contractor shall be liable to the City for any loss, damage, or additional cost incurred thereby, including but not limited to any difference between the cost for procuring such like services and the price specified herein, attorneys' fees and court costs.

3. Notwithstanding the foregoing or any section herein to the contrary, the contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of the Agreement by the Contractor, and the City may withhold any payments to the Contractor, for the purpose of setoff, until such time as the exact amount of damages due the City from the Contractor is determined.

4. The City may, in its sole discretion, suspend and/or terminate this Agreement for convenience upon giving _____ days prior written notice to the Contractor. In the event of such termination, the Contractor shall be entitled to receive just and equitable compensation, as determined by the City, for any satisfactory authorized work performed in accordance with the Agreement up to the termination date; but in no event shall the City be liable to the Contractor for expenses incurred after the termination date. All services completed by the Contractor prior to the Termination Date shall be documented and all tangible work documents shall be transferred to the City prior to payment for services rendered, and shall become the sole property of the City. Such termination by the City shall not be deemed a Breach of Contract by the City, and the Contractor shall not be compensated for any anticipatory profits, or other damages of any description, that have not been earned as of the date of termination.

5. The Contractor shall deliver to the City all hard copy and electronic files maintained on behalf of the City

within thirty (30) days of termination of this Agreement. Upon reasonable request, the City reserves the right to obtain such information prior to the termination of this Agreement.

COMPENSATION FOR CORRECTIONS. No compensation shall be due or payable to the Contractor pursuant to this Agreement for any of the Contractor's services performed by the Contractor in connection with the City effecting corrections to the services, when such corrections are required as a direct result of negligence by the Contractor to properly fulfill any of its obligations herein.

CITY'S RIGHT TO WITHHOLD CERTAIN AMOUNTS AND MAKE APPLICATION THEREOF. If evidence is produced before the final settlement of all or any balances that the Contractor has failed to pay laborers employed on his work or failed to pay for materials used therein, or if the City has reason to suspect the same, the City may withhold such balances and upon evidence satisfactory to the City as to the amount due for such labor and materials, the City, acting as the agent of the Contractor, may settle and pay for the same and charge the amounts to the Contractor and deduct the same from the said balance or balances.

REMEDIES CUMULATIVE. All remedies available to the City provided herein are cumulative and shall be in addition to all other rights and remedies provided by law. The termination, expiration, or suspension of this Agreement shall not limit the City from pursuing other remedies available at law or in equity.

SUBCONTRACTING, ASSIGNMENT or TRANSFER. The Contractor shall not subcontract, assign, delegate or transfer all or part of its rights, responsibilities, or interest under this Agreement without the prior written consent of the City. Any purported assignment, transfer, or delegation in violation of this Section shall be voidable by the City. No subcontracting, assignment, delegation or transfer shall relieve the Contractor from performance of its duties hereunder; neither shall the City be responsible for the fulfillment of the Contractor's obligations to its transferors or subcontractors. Upon request of the City, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the transfer.

If granted approval to subcontract, the Contractor shall not subcontract more than _____% of the work required hereunder. The computation for percentages will be based on monetary values.

CONFLICT OF INTEREST. Neither party shall engage in any conduct or activity in the performance of this Agreement that constitutes a conflict of interest under applicable federal, state or local laws, rules and regulations.

The Contractor covenants that it has no public or private interest, and shall not acquire, any interest, directly or indirectly, which would conflict in any manner with the performance required under this Agreement, and the Contractor covenants that no gratuities, in the form of entertainment, gifts, or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer, official, agent or employee of the City, in an effort to secure the Agreement or favorable treatment with respect to any determinations concerning the performance of the Agreement. The Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the City as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to the Contractor in connection with any work contemplated or performed relative to this Agreement. For breach or violation of this provision, the City shall have the right to recover or withhold the full amount of such gratuities.

COVENANT AGAINST CONTINGENT FEES. The Contractor warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Contractor any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this provision, the City shall have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

GENERAL COMPLIANCE WITH LAWS. The Contractor certifies that it is qualified or will take steps necessary to qualify to do business in the State of Tennessee and that it shall take such action as, from time to time, may be necessary to remain so qualified and shall obtain, at its own expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Agreement. Such permits and licenses shall be made available to the City, upon request.

The Contractor is assumed to be familiar with and shall comply with all applicable federal, state, and local laws, ordinances, and regulations in performing any of its obligations under this Agreement, including but not limited to the City of Memphis Living Wage Ordinance, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA), and the Americans with Disabilities Act (ADA). The Contractor shall promptly notify the City of any conflict discovered between this Agreement and any applicable laws, rules, regulations, and/or permits and licenses, and await resolution of the conflict.

NON-DISCRIMINATION. The Contractor hereby agrees to comply with Title VI and Title VII of the Civil Rights Act of 1964 and all other federal, state or local laws prohibiting discrimination, which provide in whole or in part, that no person shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Agreement or in the Contractor's employment practices on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, State or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination. In the event the Contractor fails to comply with the City's non-discrimination policy and any and all other laws prohibiting discrimination, this Agreement may be canceled, terminated or suspended in whole or in part by the City.

The City reserves the right to investigate any claims of illegal discrimination by the Contractor and in the event a finding of discrimination is made and upon written notification thereof, the Contractor shall take all necessary steps to cure and rectify such action to the reasonable satisfaction of the City. The Contractor's failure or refusal to do so shall be cause for termination of this Agreement in accordance with the terms of this Agreement.

SEVERABILITY. If any terms or provisions of this Agreement are held to be illegal, invalid or unenforceable as a matter of law, such provision shall be fully severable, and the remaining provisions of this Agreement shall remain in full force and effect and continue to be binding and shall not be affected by such provision or by its severance herefrom. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Agreement a legal, valid and enforceable provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible.

NO WAIVER OF CONTRACTUAL RIGHT. No term or provision of this Agreement, or of any document executed pursuant hereto, shall be held to be waived, modified or deleted unless in writing and executed by the parties hereto. No delay or failure of the City to enforce any right or provision of this Agreement or in any document executed pursuant hereto shall operate as a waiver or relinquishment of the City's right to subsequently enforce and compel strict compliance with such provision or any other provision herein or in any document related hereto.

SUBJECT TO FUNDING. This Agreement is subject to availability and annual appropriation of funds by the Memphis City Council. In the event sufficient funds for this Agreement are not appropriated by the Memphis City Council for any of its fiscal period during the term hereof, then the City shall immediately terminate this Agreement upon written notice to the Contractor. In the event of such termination, the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date. Such termination by the City shall not be deemed a Breach of Contract by the City, and the Contractor shall have no right to any actual, general, specific, incidental, consequential, or any other damages whatsoever of any description or amount.

CONTRACTING WITH SMALL AND MINORITY FIRMS AND WOMEN'S BUSINESS ENTERPRISE. The Contractor shall take affirmative action to ensure that Small and Minority Businesses, which have been certified by the City, are utilized when possible as sources of supplies, equipment, construction and services, and shall, in addition, take similar appropriate affirmative action in support of Women's Business Enterprises.

PUBLIC RECORDS. Notwithstanding anything to the contrary contained herein or within any other document supplied to the City by the Contractor, the Contractor understands and acknowledges that the City is a governmental entity subject to the State of Tennessee Public Records Act.

ORGANIZATION STATUS AND AUTHORITY. The Contractor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the state of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

The execution, delivery and performance of this Agreement by the Contractor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Contractor, any provision of any indenture, agreement or other instrument to which the Contractor is a party, or by which the Contractor's respective properties or assets are bound, in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

Each person executing this Agreement represents that: he/she is lawfully authorized to sign the Agreement on behalf of the party he/she represents and execution of the Agreement was duly and regularly authorized by the party's governing body.

WARRANTY. The Contractor warrants to the City that all goods/work shall be free from defects in design and faulty or improper workmanship and shall be in strict compliance with the terms of this Agreement. This warranty shall be effective for a period of not less than one year from the date of acceptance by the City of such goods and/or services as satisfactorily complete, and shall be in addition to all other warranties, expressed, implied or statutory.

RECORDS AND AUDITS. The Contractor shall make and keep as the same accrue, full and complete books, documents, accounting records and other evidence, that specifically relate to this Agreement, in accordance with generally accepted accounting principles. The Contractor shall retain such records, and shall make available to the City, upon reasonable request, during the term of this Agreement, and for a minimum period of three (3) full years after completion of the contract obligations or from the date of final payment under this Agreement, whichever is later. In the event any litigation, claim or audit is instituted prior to the expiration of the required three-year retention period, such records shall be retained until such litigation, claim or audit finding has been resolved. Copies of said records shall be furnished to the City upon request.

Upon reasonable notice, the Contractor shall permit the City, any other governmental entity, any agency participating in the funding of this Agreement, or any of their duly authorized representatives, to enter the Contractor's offices, during regular business hours, to interview employees and to inspect and/or copy said records and books of accounts together with any and all documents pertaining hereto that may be kept, maintained or possessed by the Contractor. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places.

DISPUTE RESOLUTION. In the event of any dispute(s), controversy, or claim arising out of or relating to this Agreement or the breach thereof, the parties agree that they shall first use their best efforts in an attempt to settle the dispute through negotiations involving themselves or their representatives as they each deem appropriate.

Any dispute concerning a question of fact in connection with this Agreement between the Contractor and the City shall be referred to the Mayor, City Attorney, Purchasing Agent or a duly authorized representative, whose decision regarding same shall be final.

FORCE MAJEURE. The City shall not be deemed in default hereunder, nor shall the City be responsible for any delay, interruption, or cessation in the performance of its obligations under this Agreement where such failure of performance is the result of any force majeure event, including, but not limited to, acts of God, riots, wars, strikes, epidemics, acts, governmental authorities or acts of nature or other similar cause.

SUCCESSORS AND ASSIGNS. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective heirs, legal representatives, successors and assigns.

NOTICES. All notices and other communications required or permitted to be given hereunder shall be written and hand delivered with signed receipt; delivered by facsimile; delivered by a nationally recognized overnight courier; or mailed via certified U.S. mail, postage prepaid and return receipt requested. All notices shall be deemed received and effectively given as follows: (i) if by hand delivery, on the date of delivery; (ii) if by fax, on the day the fax transmission is received at the receiving location and receipt is telephonically confirmed by the sender; (iii) if by delivery via U.S. mail, on the date of receipt appearing on a return receipt card; or (iv) if by overnight courier, on the date receipt is confirmed by such courier service. All notices must be addressed to the respective party at the following addresses or to such other person or address as either party may designate in writing and deliver as provided herein:

To the CITY:

City of Memphis _____

Memphis, TN _____

Attn: _____

Fax: _____

With copy, if requested,

to:

City Attorney

125 N. Main, Room 336

Memphis, TN 38103

To the CONTRACTOR:

Memphis, TN _____

Attn: _____

Fax: _____

CITY LIABILITY. The City shall have no liability except as specifically provided in this Agreement.

INDEMNIFICATION

The Contractor shall indemnify, defend, save and hold harmless the City, its elected and appointed officials, officers, agents and employees from and against any and all suits, claims, liabilities, damages (consequential or otherwise), or losses brought for bodily injury or damage to property (including attorneys' fees) that arise or are alleged to have arisen as a result of any conduct, whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with or in breach of this Agreement or in the performance of the services required hereunder, by the Contractor, its subcontractors, agents or employees, excepting those losses or damages directly caused solely by the acts, errors, or omissions of the City or any of its officers, agents or employees. This indemnification shall survive the expiration or termination of this Agreement.

The Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor shall in no way limit the Contractor's responsibility to indemnify, defend, save and hold harmless the City or its elected or appointed officials, officers, employees, agents, assigns, and instrumentalities as herein required.

The City reserves the right to appoint its own counsel regarding any matter defended hereunder. The Contractor acknowledges that the City has no obligation to provide legal counsel or defense to the Contractor, its employees or subcontractors in the event that a suit, claim or action of any character is brought by any person not a party to this agreement against the Contractor as a result of or relating to obligations under this agreement. The City shall have no obligation for the payment of any judgments or the settlement of any claims asserted against the Contractor or its subcontractors or employees as a result of or relating to the Contractor's obligations hereunder.

The Contractor shall immediately notify the City c/o City Attorney; 125 North Main, Suite 336; Memphis, TN 38103, of any claim or suit made or filed against the Contractor or its subcontractors regarding any matter resulting from or relating to the Contractor's obligations under this Agreement and agrees to cooperate, assist and consult with the City in the defense or investigation thereof.

LIVING WAGE

This agreement is subject to Living Wage Ordinance #5185 as amended by Ordinance #5257 (effective July 1, 2008) that requires contractors who enter into a service contract with the City to pay employees who work under the service contract a living wage. The minimum hourly wage shall be at least \$10.27 per hour with health benefits for employees and their dependents or \$12.32 per hour without health benefits. The City will request all certified payrolls associated with this contract to be forwarded to the City Comptroller, c/o Dwayne A. Jones, Manager, Prevailing Wage Office, 125 N. Main Street, Room 1B-18, Memphis, TN 38103. Copies of the Ordinances are posted on the City of Memphis Website (www.memphistn.gov). Once on the City's homepage, click on the "Business" link, and then click on "Doing Business with the City" link. A link to the Ordinance will be on the top right side under the section "Links". Annual adjustments to the rates will be posted on the side for the next year in February.

GOVERNING LAW, JURISDICTION AND VENUE

The terms and conditions of this Agreement shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, without regard to conflicts of laws principles. In accordance herewith, the parties to this Agreement submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

INSURANCE

A. The Contractor shall not commence any work under this agreement until it has obtained and caused its subcontractors to procure and keep in force all insurance required hereunder. The Contractor shall require all subcontractors to carry insurance as outlined below, in case the subcontractor(s) are not protected by the policies carried by the Contractor. The Contractor shall furnish the City's Risk Manager a Certificate of Insurance and/or policies, upon request, attested by a duly authorized representative of the insurance carrier evidencing that the insurance required hereunder is in effect. All insurance companies must be acceptable to the City of Memphis and licensed in the State of Tennessee.

B. If any of the insurance requirements are non-renewed at the expiration dates of any policy, payment to the Contractor may be withheld until those requirements have been met, or at the option of the City, the City may pay the renewal premiums and withhold such payments from any monies due the Contractor.

C. The Contractor shall maintain, at its expense, at minimum, the following insurance coverage during the life of the Agreement:

1. WORKERS COMPENSATION Employer's Liability in accordance with the statutory requirements and limits of the State of Tennessee and shall require all subcontractors to do likewise.

\$100,000 Each Accident

\$500,000 Disease – Policy Limit

\$100,000 Disease – Each Employee

2. AUTOMOBILE LIABILITY covering owned, non-owned and hired vehicles with minimum limits of:

\$1,000,000 Each Occurrence – Combined Single Limits

3. The Contractor shall be responsible for maintaining any and all PROPERTY INSURANCE on their own equipment and shall require all subcontractors to do likewise.

4. COMMERCIAL GENERAL LIABILITY: Comprehensive General Liability Insurance, including Premises and Operations, Contractual Liability, Independent Contractor's Liability, and Broad Form Property Damage Liability coverage:

General Aggregate	\$1,000,000
Products - Completed Operations	\$1,000,000
Personal & Advertising	\$1,000,000
Each Occurrence	\$1,000,000 (Bodily Injury & Property Damage)
Fire Damage any One Fire	\$50,000
Medical Expense any one Person	\$5,000

D. Each certificate or policy shall require and state in writing the following clauses:

1. "Thirty (30) days prior to cancellation or material change in the policy, notice thereof shall be given to the City of Memphis Risk Manager" by registered mail, return receipt requested to the following address:

City of Memphis

Attn: Risk Management

2714 Union Avenue Extended, Suite 200

Memphis, TN 38112

2. **"The City of Memphis, its officials, agents, employees and representatives shall be named as Additional Insured on all liability policies." The additional insured endorsements shall be attached to the Certificate of Insurance"**

IN WITNESS WHEREOF, the parties, by and through their duly authorized representatives, have executed this Agreement.

CITY OF MEMPHIS

By: _____

AC Wharton, Jr., Mayor

By: _____

Title: Name: _____

Approved as to Form:

City Attorney

Attest: _____

Deputy Comptroller

Terms and Conditions

RFP TERMS

REQUEST FOR PROPOSAL TERMS

The City of Memphis seeks proposals from firms who have the expertise to provide ORACLE R12 UPGRADE in accordance with this RFP document. This is a Request for Proposal that may be modified by the City in the selection process.

THE CITY OF MEMPHIS ENCOURAGES THE PARTICIPATION OF SMALL, MINORITY AND WOMEN-OWNED BUSINESSES IN THE PURCHASING PROCESS.

The City of Memphis is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age or handicap status in employment or in the provision of services.

This procurement may be subject to the requirements of Ordinance No. 5114 which establishes a local preference for local businesses located within the City of Memphis. A copy of your current Memphis and Shelby County Tennessee Business Tax Receipt must accompany the proposal for consideration of this ordinance.

The contract may be subject to the requirements of Ordinance No. 5185, as amended, which establishes a minimum wage for employees of businesses receiving a service or service-related contract from the City of Memphis. The Living Wage ordinance and any amendments thereto, can be accessed on the City's website (www.memphistn.gov). Once on the City's homepage, click on the "Business" link, and then click on the "Doing Business with the City" link. A link to the ordinance will be accessible on the top right side under the section "Links".

Any protest of award must be filed in writing with the Purchasing Agent within five (5) calendar days of the intent to award announcement at the following address: City of Memphis Purchasing Agent; 125 North Main, Room 354; Memphis, Tennessee 38103. Notice will be posted on the City's website and outside Council Chambers, located on the lobby floor of City Hall. The intent to award notification shall be deemed publicly announced on the date specified on the notice.

Only proposals submitted on the provided form(s) with no changes, additions or deletions to the terms and conditions will be considered. Proposals containing terms and conditions other than those contained herein may be considered nonconforming.

No objections with regard to the application, meaning, or interpretation of the specifications will be considered after the opening of the subject proposals. If there are questions or concerns regarding any part of plans, terms, specifications or other proposed documents, a written request for interpretation thereof may be submitted to the City Purchasing Agent prior to the deadline date. The organization submitting the request shall be responsible for the prompt delivery of the request. Any interpretation in response to the written request will be made only by addendum duly issued, and a copy of such addendum will be mailed or delivered to each organization receiving a set of such documents and/or posted on the City's website. The City of Memphis will not be responsible for any other explanation or interpretation of the proposed documents. By submission of its proposal, a vendor shall be deemed to have understood fully the contents and meaning of the RFP.

All proposals must be signed by an authorized representative of your organization. Unsigned proposals will be considered nonconforming.

Any contract resulting from the proposals received in response to this solicitation shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee without regard to conflicts of laws principles.

By order of the Mayor of the City of Memphis, Tennessee.

A C WHARTON, JR., MAYOR

Jerome Smith, City Purchasing Agent

Proprietary and Confidential

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INSTRUCTIONS TO PROPOSERS

Proposers shall submit their signed proposal in a sealed envelope INDICATING ON THE OUTSIDE: THE COMPANY NAME and THE REQUEST FOR PROPOSAL NUMBER.

Proposers must comply with all applicable licensing requirements. Pursuant to the City of Memphis Charter, Article 71, Section 777 et seq., it is unlawful to operate a business within the limits of the city of Memphis without possessing a Memphis and Shelby County business license, excepting non-profit organizations that qualify as tax exempt under Sec. 501(c)(3) of the Internal Revenue Code. Upon award notification and prior to the City issuing a properly executed purchase order or entering into a contract with the vendor, the successful vendor, whose principal business address is located within the limits of the city of Memphis, will be required to submit, along with the required insurance and other required documentation, a copy of (1) the tax-exempt ruling or determination letter from the Internal Revenue Services; or (2) its current Memphis and Shelby County Business Tax Receipt/License.

Issuance of this RFP does not obligate the City to contract, in whole or in part, for services specified herein. The City of Memphis reserves the right to cancel this solicitation, in whole or in part, or to reject, in whole or in part, any and all proposals. Cancellation of this RFP or any subsequent award will be posted on the City's website: www.memphistn.gov under the section titled "Government News."

Any firm receiving a mailed solicitation on the above subject and not bidding will be electronically removed from the City's mailing list used for the above-referenced subject after 3 consecutive non-responses or no bids.

For additional information concerning this solicitation, please contact: Brent Nair at ciorequests@memphistn.gov or via facsimile at n/a.

This solicitation shall be in accordance with the City of Memphis Purchasing Policies and Procedures, which may be amended from time to time.

All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all proposals submitted in response to this RFP shall be kept confidential until the proposals have been evaluated and the intent to award is announced. Until the intent to award is announced, no information regarding any proposal will be released to anyone, except members of the Evaluation Committee who are responsible for evaluating the proposals and other appropriate City staff. All information provided by the Vendor in response to this RFP will be considered by the Evaluation Committee in evaluating the proposal and making an award recommendation to the City.

The Mayor of the City of Memphis is the only individual who can legally sign contracts on behalf of the City. Costs chargeable to the proposed contract shall not be incurred before receipt of a fully executed contract.

Proprietary and Confidential

City of Memphis
EBO List

Company Name	Contact	Street	City	State	Zip	Phone	Fax	Industry Type	Minority	Ethnicity & Gender	Email	Product/Service Offerings
AMERICAN RESOURCE SYSTEMS	Cole Adams	7480 W. Bartlett Corporate Cv.	Bartlett	TN	38133-	(901) 382-0400	(901) 382-0400	ADVERTISING/MARKETING	WBE	White American Female	adamsc@arsinfo.net.com	Mailing, printing, fulfillment, computer services and warehousing.
BIRCHETT & ASSOCIATES, INC.	Tina L. Birchett	90 S. Front Street	Memphis	TN	38103-	(901) 579-9333	(901) 579-8333	ADVERTISING/MARKETING	MBE	Black American Female	tlbirchett@gracemagazine.com	Periodical Publisher, Event Sponsor and Public Relations Agency
CTC Outdoor Advertising	Chester L. Charles	4058 S. Bordeaux Creek Cove	Memphis	TN	38125-	(901) 309-3190	(901) 309-3190	ADVERTISING/MARKETING	MBE	Black American Male	chester@ctcoutdoor.com	Sell Advertising, Buy Advertising, On Premise and Off Premise Sign, Sell Digital Signage solutions, Marketing & Public Relations
Hendrix Advertising, Inc.	Mary Buchignani Hendrix	4711 Poplar Ave., Ste. 214	Memphis	TN	38117-	(901) 761-1666	(901) 761-1666	ADVERTISING/MARKETING	WBE	White American Female	marybhendrix@aol.com	A full service advertising and public relations firm with both national and local clients in eight states providing advertising services, graphic design, public relations, consulting and photography.
Hollingsworth Innovations	Gale Hollingsworth	1063 Island Place East	Memphis	TN	38103-	(310) 489-0552		ADVERTISING/MARKETING	MBE	Black American Female	gale@hollingsworthinnovations.com	advertising
JIM Promotions, Inc	Brenda Curland	3639 New Getwell, Suite 15	Memphis	TN	38118-	(901) 795-7150	(901) 795-7437	ADVERTISING/MARKETING	WBE	White American Female	bcurland@jimpromotions.com	Embroidery & Screen Printing on all types of Apparel, AD Specialty Items and Uniforms, anti fatigue mats, door mats and rags

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McDowell Marketing, Inc.	Carol W. McDowell	3080 Stage Post Dr., #102	Memphis	TN	38133-	(901) 380-2838	(901) 380-5343	ADVERTISING/MARKETING	WBE	White American Female	carol@mcdowellmarketing.com	Corporate apparel - embroidered or silkscreened shirts, jackets, caps, uniforms
Robinson Sign Posting & Cleaning	Jewel Robinson	1600 Stable Park Ct.	Memphis	TN	38016-	(901) 572-1271		ADVERTISING/MARKETING	MBE	Black American Female	1trobinson11@comcast.net	Post and remove commercial advertising copy, minor repair to signs, change of light bulbs/lamps & cleaning
Signet, Inc	Elizabeth Tate	1801 N. Shelby Oaks Dr., Suite 12	Memphis	TN	38134-	(901) 387-5555	(901) 387-5544	ADVERTISING/MARKETING	WBE	White American Female	etate@gosignet.com	Signet, Inc is a comprehensive provider of corporate logo merchandise and apparel, as well as related services - storage, fulfillment, collation, special handling, event support, company stores, online catalogs.
Skillz Entertainment	Marcus Andrews	4216 Monterey Drive	Memphis	TN	38128-	(901) 373-6082		ADVERTISING/MARKETING	MBE	Black American Male	mrandrews@hotmail.com	Skillz Entertainment specializes in providing theowrld with the finest entertainment. We also specialize in providing businesses with dynamic marketing concepts!
SPOTLIGHT PRODUCTIONS, INC.	Fabian Matthews	649 N. Second	Memphis	TN	38107-	(901) 328-6847	(901) 405-1527	ADVERTISING/MARKETING	MBE	Black American Male	fabianmatthews@gmail.com	Television and Video Productions, Website Design and Development
SUMMITT MANAGEMENT CORPORATION	Fred Jones	4466 Elvis Presley Blvd Suite 248	Memphis	TN	38116-	(901) 398-6655	(901) 398-2448	ADVERTISING/MARKETING	MBE	Black American Male	smc@smcentertainment.net	Promoters of Performing Arts, Sports and similar Events with Facilities

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THE CARTER MALONE GROUP, LLC	Deidre Malone	65 Union Avenue, Suite 840	Memphis	TN	38103-	(901) 278-0881	(901) 278-0081	ADVERTISING/MARKETING	MBE	Black American Female	dmalone@cmgpr.com	Public Relations, Advertising and Marketing services.
TRUST MARKETING & COMMUNICATIONS CONSORTIUM, INC	Howard Robertson	44 N. 2nd Street Suite 701	Memphis	TN	38103-	(901) 521-1300	(901) 521-0901	ADVERTISING/MARKETING	MBE	Black American Male	howard@trustmkt.com	A marketing and Public Relations Firm offering Public Relations Services, Production Services, Market Research Services & Advertising Services.
Donelson's Catering	Wendell Donelson II	482 North Hollywood	Memphis	TN	38112-	(901) 454-3600	(901) 324-2009	CATERING	MBE	Black American Male	events@donelsoncatering.com	Catering, foodservice: receptions, banquets, corporate functions, boxed lunches, picnics, reunions
Event World, LLC	Alice Jackson	P.O. Box 18077	Memphis	TN	38181-	(901) 365-4659	(901) 365-9873	CATERING	MBE	Black American Female	EventWorld4@aol.com	Event planning, catering, destination management, party rentals, trade shows, tables, chairs, props, flowers, ballons, event decorations, wedding equipment, tablecloths, dishes, etc.
HK MEM, LLC - d/b/a Lenny's Sub Shop	James Kelly	p. o. Box 241996	Memphis	TN	38124-	(901) 486-8887	(901) 347-3121	CATERING	MBE	Black American Female	ekellygreen@gmail.com	Sub shop located in airport serving hot and cold sub sandwiches and breakfast.
Jim Neely's Interstate Bar-B-Q Restaurant, LLC	Jim Neely	2265 So. 3rd Street	Memphis	TN	38109-	(901) 775-2921	(901) 775-3149	CATERING	MBE	Black American Male	jimbqking@aol.com	Full line of Bar-B-Q Meats, Beans, Slaw and Sauce

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Kelly Green Enterprises, LLC	Edith Kelly-Green	P. O. Box 241996	Memphis	TN	38124-	(901) 486-8887	(901) 347-3134	CATERING	MBE	Black American Female	ekellygreen@gmail.com	Restaurant-Food Service AIRPORT CONCESSIONAIRE ONLY
Marshall Food Service, LLC d/b/a Vito's Deli	Bennie Marshall	2502 Mt. Moriah Suite A-160	Memphis	TN	38115-	(901) 795-7911	(901) 757-9023	CATERING	MBE	Black American Male	benmarshall@prodigy.net	Food Service: Burger Kings
Sips Coffee House, LLC	Shirley Joseph	5543 yale rd.	bartlett	TN	38134-	(901) 848-6895	(901) 373-9751	CATERING	MBE	Black American Female	shirley-sipscoffee@comcast.net	Lattes, cappucinos, smoothies, milkshakes, iced coffees, frozen blended coffee beverages and expresso based drinks.
Sips Coffee House, LLC	Shirley Joseph	5543 yale rd.	bartlett	TN	38134-	(901) 848-6895	(901) 373-9751	CATERING	MBE	Black American Female	shirley-sipscoffee@comcast.net	Lattes, cappucinos, smoothies, milkshakes, iced coffees, frozen blended coffee beverages and expresso based drinks.
Sips Coffee House, LLC	Shirley Joseph	5543 yale rd.	bartlett	TN	38134-	(901) 848-6895	(901) 373-9751	CATERING	MBE	Black American Female	shirley-sipscoffee@comcast.net	Lattes, cappucinos, smoothies, milkshakes, iced coffees, frozen blended coffee beverages and expresso based drinks.
THE MERRY COOK, LLC	Mary Kiepe	2898 S. Perkins	Memphis	TN	38118-	(901) 363-8777	(901) 795-1888	CATERING	WBE	White American Female	mary@merrycook.com	Catering, Wedding Chapel, Banquet Rooms
HW DELIVERY SYSTEMS CORP	Harold Walker	P. O. Box 901197	Memphis	TN	38190-	(901) 362-6777	(901) 201-4064	COURIER SERVICES	MBE	Black American Male	admin@hwdelivery.com	Express local/regional courier with cartage & mail support services.

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AIRFIELD ETC, INC.	Stephanie Poole	3629 Prescott Rd.	Memphis	TN	38118-	(901) 363-9210	(901) 795-5519	ELECTRICAL SERVICES/SUPPLY	WBE	White American Female	stephanie@airfield.comcastbiz.net	Electrical Contractor, grading, drainage-Ark. Contractor-electrical, concrete, grading, drainage-MS Contractor-electrical, highway, street, bridge, grading and drainage
ALL TECH ELECTRICAL PLUS, INC.	James H. Frazier	2364 Kimball Avenue	Memphis	TN	38114-	(901) 743-5401	(901) 743-5411	ELECTRICAL SERVICES/SUPPLY	MBE	Black American Male	alltec_e@bellsouth.net	Electrical Contractor that provides commercial, industrial, and residential wiring. New wiring additions, repairs and general contracting
BRIGHTER DAYS AND NITES, LLC	Dorothy Sinclair	2129 Troyer Avenue, Building 249, Ste 100-B	Memphis	TN	38114-	(901) 775-1915	(901) 775-1905	ELECTRICAL SERVICES/SUPPLY	MBE	Black American Female	dlsinclair@bdnllc.com	Wholesale, commercial, and Industrial lighting distributor, specializing in energy efficient products.
CHIEF ELECTRIC COMPANY	Mark Quinton	1435 National Street	Memphis	TN	38122-	(901) 323-1408	(901) 323-1410	ELECTRICAL SERVICES/SUPPLY	MBE	Native American Male	june@chiefcompany.com	Electrical contractor, fiber optic cabling, fire alarm systems, lighting systems, lighting protection, emergency generators
HERITAGE ELECTRIC, Inc.	Charles Hamlin	2129 Troyer, Bldg. 249, Suite 100	Memphis	TN	38114-	(901) 774-9142	(901) 774-9144	ELECTRICAL SERVICES/SUPPLY	MBE	Black American Male	2129troyer@birc.h.net	Electrical contractors; Commercial, industrial, residential installation. Electrical wiring and lighting, telecommunications.

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OVERTON ELECTRIC CO., INC.	Debra Overton	3389 Fontaine Rd.	Memphis	TN	38116-	(901) 332-2013	(901) 398-1544	ELECTRICAL SERVICES/SUPPLY	WBE	White American Female	doverton@overtonelectric.com	Electrical contractor-commercial and industrial installation repair
Pyramid Electric, Inc.	Anita Haines	7555 Appling Center DR	Memphis	TN	38133-	(901) 382-2000	(901) 377-3200	ELECTRICAL SERVICES/SUPPLY	WBE	White American Female	anita@pyramidelectric.net	Commercial & Industrial electrical contractor
STEELE-BEARD ELECTRIC, LLC	Tina Sowell	1836 Vanderhorn Dr. Ste. 2	Memphis	TN	38134-	(901) 213-3355	(901) 213-3398	ELECTRICAL SERVICES/SUPPLY	WBE	White American Female	sbellc@bellsouth.net	Industrial install for electric food processing-all forms of electrical install.
SURGE ELECTRIC	Reginald Hervey	4381 Walden Cove	Memphis	TN	38125-	(901) 758-1968	(901) 757-7910	ELECTRICAL SERVICES/SUPPLY	MBE	Black American Male	rhervey2@comcast.net	Electrical Contractor, voice & cabling
Telescope Communications, Inc	Tramel Ramsey	80 Flicker St.	Memphis	TN	38106-	(901) 949-5658	(901) 746-9757	ELECTRICAL SERVICES/SUPPLY	MBE	Black American Male	tramsey@tscope.net	Electrical and telecommunication services.
AAP RESOURCE GROUP	Adrian Bond	3249 Winderly Pine Co.	Memphis	TN	38125-	(901) 748-1650	(901) 748-3189	GENERAL CONSULTANTS	MBE	Black American Male	aapresgrp@att.net	Provide Consulting services to federal government contractors and subcontractors. Develop written affirmative and action plans for clients. Secondary services: the facilitation of Diversity, EEO and Sexual Harrassment prevention training.
Consilience Group, LLC	Lee Harness	580 Montaigne Blvd.	Memphis	TN	38103-	(901) 568-6418	(901) 328-1537	GENERAL CONSULTANTS	WBE	White American Female	lee@consiliencegroup.com	Strategic Planning and Implementation.

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KC Logistics, Inc. dba TeamingSolution	Camelle W. Logan	119 S. Main St., Ste. 500	Memphis	TN	38103-	(901) 322-4241	(877) 225-8704	GENERAL CONSULTANTS	MBE	Black American Female	camelle.logan@teamingssolution.com	General Business Consulting
Linx Consulting	Cardell Orrin	915 East McLemore, Ste. 201	Memphis	TN	38106-	(901) 210-2161	(866) 828-8944	GENERAL CONSULTANTS	MBE	Black American Male	cardell@consultlinx.com	Management Consulting: business and strategic planning, technology, assessment/planning, website design, database development,
Small Planet Works, Inc.	Janice Banks	100 N. Main Suite 1029	Memphis	TN	38103-	(901) 521-1129	(901) 521-1834	GENERAL CONSULTANTS	MBE	Black American Female	jabanks@smallplanetnetworks.com	Training, information technology and organizational development.
THE NBM ASSOCIATES	Yi Liu	6867 Gallop Drive	Cordova	TN	38018-	(901) 383-6391	(901) 386-2214	GENERAL CONSULTANTS	MBE	Asian Pacific Female	yliu@the-nbm-associates.com	Market Research, Data Analysis, Technical Reports, Consulting
Protech Webdesign & Development	Tia Jackson	752 Sunstone Ave.	Memphis	TN	38109-	(901) 355-8080	(888) 332-2891	GRAPHIC DESIGN	MBE	Black American Female	info@protechwebdesign.com	web design/software development/ computer repair & support
Mitchell Technology Group, LLC	Marvell R. Mitchell	3331 Kirby Parkway	Memphis	TN	38115-	(901) 363-2448	(901) 363-0563	IT HARDWARE	MBE	Black American Male	marvell@mtgllc.com	Computer-Retail Sales/Service; Printer Sales/Repair;Telephone Systems-Sales/Installation/Repair, IT Solutions, hardware/software-Distributor

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Network Data Source, LLC	Dawn Brasher	1661 Interntional Drive, Suite 400	Memphis	TN	38120-	(901) 730-8949	(888) 665-4764	IT HARDWARE	WBE	White American Female	dbrasher@networ kdatasource.co m	NDS is a network integrator specializing in server, network and maintenance consolidation. We have a full service offering in product deployment and implementation.
TATE COMPUTER SYSTEMS, INC.	Sylvester Tate	3800 Hacks Cross Rd., Suite 103	Memphis	TN	38125-	(901) 377-1901	(901) 159-0185	IT HARDWARE	MBE	Black American Male	state@tatecomp utersystems.com	We provide and work with clients that has the need for quality IT products and services at competitive prices.
Unistar-Sparco Computers, Inc.	Soo-Tsong Lim	7089 Ryburn Drive	Millington	TN	38053-	(901) 872-2272	(901) 872-8482	IT HARDWARE	MBE	Asian Pacific Male	lim@sparco.com	Computer Systems, Monitors & Displays, Printers, Accessories & Consumables, Processors, Memory, Multimedia, Maintenance, Input Devices, Office Supplies, Data Storage, Networking, Security, Power & Cooling, Telephony, IP Surveillance, Document Imaging, RFI

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ASHAUN, LLC	Anthony Tate	5100 Poplar Ave., Suite 726	Memphis	TN	38137-	(901) 312-7025	(901) 312-7039	IT SERVICES	MBE	Black American Male	atate@ashaun.com	Call Center, Help Desk Solutions
CAVU Services, LLC	Lionel Williams	1653 Sutton Meadow Lane	Cordova	TN	38016-	(901) 275-9836	(901) 757-4925	IT SERVICES	MBE	Black American Male	lwilliams@cavusvs.com	Computer software consulting services: project management, integrated hardware solutions, systems migration support, data mgt systems development and information technology solutions
COMPUTER SUPPORT SERVICES CORP.	Valerie Peavy	3885 S Perkins Suite 14	Memphis	TN	38118-	(901) 794-5900	(901) 794-8815	IT SERVICES	MBE	Black American Female	vcpeavy@cssc-memphis.com	Computer hardware and software, computer installation services.
Deltron Technical Resources, Inc.	Ora Denton	P. O. Box 381051	Germantown	TN	38183-	(901) 552-3674	(901) 552-3675	IT SERVICES	MBE	Black American Female	odenton@deltrotechnical.com	Deltron is an employment staffing company. Deltron provides fast reliable technical resources and services to clients that require technical support, software development, telecommunication, consulting services, project management, database management, n

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Genesis Networks Enterprises, LLC	Nicolet Anderson	600 N. Loop 1604 East	San Antonio	TX	78232-	(901) 433-2778	(901) 433-2702	IT SERVICES	MBE	Hispanic American Male	nicolet.anderson@genesisset.com	Provider of Data communications, telecommunications and professional services.Design and install VoIP, Wireless Lan/WAN. IT and data center end to end solutions including reseller of UNIX and INTEL servers and storage. Staff augmentation services.
INTEGRATE TECHNOLOGIES, INC.	Michelle French	284 German Oak Dr # 204	Cordova	TN	38018-7276	(901) 759-5999	(901) 759-5991	IT SERVICES	MBE	Black American Female	reginald@integrate1.com	Information technology consultant, focusing on software developing, cabling and data services.
J & D Resources, Inc.	Jill Herrin	6410 Poplar Ave. #151	Memphis	TN	38119-	(901) 753-0500	(901) 753-0550	IT SERVICES	WBE	White American Female	jdrmail@jdrresources.com	Contract computer programming and permanent staffing.
JDR GROUP, INC. DBA THE HUNTINGTON GROUP	Sandi Hughes	8 S. Evergreen St.	Memphis	TN	38104-	(901) 680-0656	(901) 683-1653	IT SERVICES	WBE	White American Female	shughes@TheHuntingtonGroup.com	it Contract & Permanent Staffing
Lab Four, LLC	Tony Okhiria	6154 Macon Road	Memphis	TN	38134-	(901) 261-1200	(901) 261-1201	IT SERVICES	MBE	Black American Male	tony@labfour.com	Data and Telecommunications Support

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LeSURE COMPUTER SERVICES	Paul Rogers	100 North Main, Suite 902	Memphis	TN	38103-	(901) 521-2777	(901) 521-2872	IT SERVICES	MBE	Black American Male	paul@lesurecomputers.com	Hardware/Software installation, support, maintenance, and sales Network Implementation and Administration Inventory, Auditing and Project Management
Onyx Technology	Rodney Crenshaw	1138 N. Germantown Parkway St. 101-275	cordova	TN	38016-	(901) 201-6161	(831) 417-9878	IT SERVICES	MBE	Black American Male	rodney.crenshaw@gmail.com	Information Technology Professional Services
Prassad	Shoreh Bayat Makhtari	1612 Hunters Rest Lane	Cordova	TN	38016-	(901) 753-6336	(901) 753-6336	IT SERVICES	MBE	White American Female	prassadgroup@me.com	Audio, video services, computer services, rental equipment, construction services and SPA services.
QuadTEK, Inc.	Debra Evans	561 S. Front St	Memphis	TN	38103-	(901) 335-7300	(901) 528-9463	IT SERVICES	MBE	Black American Male	devans@quadtekinc.com	IT Professionals for Enterprise Resource Planning(ERP) projects. Resource support for Oracle, People Soft, JD Edwards & SAP. Services: project management, ERP software implementation, re-engineering of business processes, training & technical support. O

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ReAcxis, LLC	Hal Bland	5100 Poplar Avenue Ste. 2700	Memphis	TN	38137-	(901) 322-6149	(901) 767-4157	IT SERVICES	MBE	Black American Male	hal.bland@reacxis.com	Cabling Infrastructure, Space Management, Landscaping Supplies, Asset management and consultanting, Auto CAD Conversion.
ReAcxis, LLC	Hal Bland	5100 Poplar Avenue Ste. 2700	Memphis	TN	38137-	(901) 322-6149	(901) 767-4157	IT SERVICES	MBE	Black American Male	hal.bland@reacxis.com	Cabling Infrastructure, Space Management, Landscaping Supplies, Asset management and consultanting and Auto CAD Conversion.
Smartsoft Corporation	Bennie Smith	P. O. Box 3385	Memphis	TN	38173-0385	(901) 213-6883		IT SERVICES	MBE	Black American Male	bennie.smith@smartsoftcorporation.com	Software and IT support and development
SOFTWARE RESOURCE CONSULTANTS, INC.	Pinakini Sheth	P.O. Box 38118	Germantown	TN	38183-	(901) 757-1212	(901) 759-1721	IT SERVICES	MBE	Asian Indian Female	pinakini@onlinesrc.com	SRC provides consulting for technology, software engineering, systems integration, product development, life cycle management, technology assessment and strategic planning.
Stragistics Technology	Hughetta Dudley	3107 E. Corporate Edge Dr.	Germantown	TN	38138-	(901) 309-5550	(901) 309-2228	IT SERVICES	MBE	Black American Female	hdudley@stragistics.com	Project initiation, process re-engineering, project management, system integration, touch screen technology, product definition, custom code, network solutions and software development.

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Company Name	Contact	Street	City	State	Zip	Phone	Fax	Industry Type	Minority	Ethnicity & Gender	Email	Product/Service Offerings
THOMAS CONSULTANTS, INC.	Darrell Thomas	4140 e. Raines Road	Memphis	TN	38118-	(901) 398-8426	(901) 398-5749	IT SERVICES	MBE	Black American Male	dkthomas@gotci.com	IT Products and Services
VIASYS TECHNOLOGY, INC.	Roderick DeBerry	516 Tennessee Street	Memphis	TN	38103-	(901) 544-7947	(901) 544-7163	IT SERVICES	MBE	Black American Male	rdeberry@viasystech.com	ViaSys Technology provides information technology staffing, consultant services and software development.
Ewing Moving Service, Inc. & Storage	Charles Ewing	4250 E. Shelby Dr. #101	Memphis	TN	38118-	(901) 774-2197	(901) 942-1368	MOVING SERVICES	MBE	Black American Male	admin@ewingmoving-service.com	Relocation Services specializing in household goods, LTL and climate-controlled storage facility, pack and unpack all dishes and furniture, interstate and intrastate
General Moving Company, Inc.	Sidney Montgomery	5361 Jordan Drive	Memphis	TN	38116-	(901) 398-8696	(901) 722-9839	MOVING SERVICES	MBE	Black American Male	genmoving@aol.com	Relocation, storage and delivery services for local and long distance residential and commercial establishments.
Lanigan Worldwide Moving & Warehousing, Inc.	Lynn L. Lanigan	P.O. Box 140128	Memphis	TN	38114-0128	(901) 744-7070	(901) 744-7011	MOVING SERVICES	WBE	White American Female	llanigan@alliedagent.com	Moving & Storage
Goddess Products Inc.	Leana Godley	3155 Hickory Hill Rd.	Memphis	TN	38115-	(877) 472-4002	(877) 472-4066	PRODUCTS	MBE	Black American Male	info@goddessproductsinc.com	Office supplies, office furniture, computer peripherals, janitorial supplies, safety & promotional products, school supplies, medical supplies & equipment

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WOMANSOURCE SUPPLIES, INC.	Jenny R. Rainey	P.O. Box 11086	Memphis	TN	38111-	(901) 324-2216	(901) 324-2219	PRODUCTS	WBE	White American Female	jrainey@womansourcesupplies.com	Truckload paper, surge protectors, USB cables, RJ11 Telephone cables, printer stands (all in large volume orders). Also promotional products such as high end golf wear, golf bags, and golf accessories (\$2000.00 minimum orders)
BROOKS UNLIMITED	Noble McLeod Brooks, CPS	1278 Davidson Drive	Memphis	TN	38116-	(901) 346-2956	(901) 345-8389	PROFESSIONAL SERVICES	MBE	Black American Female	nmbrooks@bunlimit.com	Virtual services offering services in the areas of secretarial, desktop publishing and bookkeeping.
ELECTRONIC VAULTING SERVICES, LLC	Gayle Rose	5050 Poplar Avenue, Suite 1600	Memphis	TN	38157-	(901) 871-0832	(901) 748-0811	PROFESSIONAL SERVICES	WBE	White American Female	gayle.rose@evscorporation.com	Data storage and disaster recovery. Secondary service offerings: Hardware re-seller (storage), professional services (storage and backup consulting).
SECRETARIAL OUTSOURCING SERVICES (SOS)	Sallie Briggs Tipton	4486 Tanbark Avenue	Memphis	TN	38128-	(901) 380-5255	(901) 377-6848	PROFESSIONAL SERVICES	MBE	Black American Female	sbtipton_2000@yahoo.com	Business support services / consulting
CDA, INC.	Clifton Dates Jr.	1 North Third Street	Memphis	TN	38103-	(901) 526-5313	(901) 526-4797	SECURITY SERVICES	MBE	Black American Male	ddates@cdaglobal.com	Professional armed and unarmed security services, digital video surveillance systems and GPS asset location systems

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Clarion Security	Kim Heathcott	5498 Popular Ave. Ste. 3	Memphis	TN	38119-	(901) 763-3133	(866) 580-3133	SECURITY SERVICES	WBE	White American Female	kim.heathcott@clarionsecurity.com	security
DVS SOLUTIONS, LLC	Dennis Small	6094 Appletree Center, Suite 1	Memphis	TN	38115-	(901) 205-9032	(901) 389-3589	SECURITY SERVICES	MBE	Black American Male	dennis@dvssllc.com	Garrett Metal detectors, Finger Printing & Background Scanning.
QUALITY SAFE & LOCK CO., INC.	Samuel Williams	2001 Winchester Road	Memphis	TN	38116-	(901) 396-0933	(901) 396-0029	SECURITY SERVICES	MBE	Black American Male	lqualitysafe@comcast.net	Sales service and Installation of safes, locks, alarms, customized access control solutions, commercial and residential interior remodeling and construction.
TOP NOTCH SECURITY	Alfred Washington	2504 Mt. Moriah, Suite 304	Memphis	TN	38115-	(901) 547-1144	(901) 547-9020	SECURITY SERVICES	MBE	Black American Male	alfred@topnotchsecurityinc.com	Professionally armed and unarmed officers, patrol services, Access Control
Joyce Signs, Inc	Joyce P. Lower	174 Collins Street Suite 108	Memphis	TN	38112-	(901) 543-1950	(901) 543-1951	SIGNAGE	WBE	White American Female	orders@joycesigns.com	Design, installation and service of custom architectural graphic sign systems for commercial, educational, governmental, healthcare, and church buildings.

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Linco Plant Identification Co., Inc.	Linda Campbell	3095 Director's Row	Memphis	TN	38131-	(901) 795-8288	(901) 795-8890	SIGNAGE	WBE	White American Female	lincosigns@yahoo.com	Manufacture Osha sinage, tags, labels, banners-engrave on brass, metal, stainless, & plastic. We manufacture pipe marking for the mechanical contractors.
THREE POINT GRAPHICS, INC.	Sabrina Whisenant	4937 William Arnold Rd.	Memphis	TN	38117-	(901) 537-0537	(901) 537-0536	SIGNAGE	WBE	White American Female	sabrina@threepointgraphics.com	Custom Printing/Interior : Exterior Signs
A-One Staffing, LLC	Sterlyn Howell	3639 New Getwell Road, Suite 1	Memphis	TN	38118-	(901) 367-5757	(901) 367-7577	STAFFING/ADMINISTRATION	MBE	Black American Female	astaffing2@yahoo.com	Temporary employees for hire
Banquet Staffing, LLC	Nancy Whitaker	367 Meadow Trail Cove	Memphis	TN	38018-	(901) 338-7210	(901) 737-2599	STAFFING/ADMINISTRATION	WBE	White American Female	banqstfng@comcast.net	We provide food service staffing on either a temporary or temp to hire basis. Cooks, cafeteria servers, tray line, wait staff, cashiers etc. to Corporate cafeterias or catered events.
Conexx Staffing & Janitorial Services	Jayton Stinson	3319 Kirby Parkway	Memphis	TN	38115-	(901) 363-7474	(901) 363-3332	STAFFING/ADMINISTRATION	MBE	Black American Female	conexxstaff@bellsouth.net	Temporary Workers, Warehouse Workers, Lift Drivers, Clerks, ITT Personal, Cooks, Pickers Packers.

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CONNECT THE DOTS STAFFING, LLC	Beverly Mullikin	2247 Heatherwood Cove	Memphis	TN	38119-	(901) 598-9132	(901) 328-5533	STAFFING/ADMINISTRATION	WBE	White American Female	veverly@ctdstaffing.com	Full Service Technology Recruiting/Staffing Firm providing qualified resources on a contract, contract to hire and per basis.
MILLENNIUM SEARCH, LLC	Jason Gillum	5384 Poplar Avenue, Ste. 312	Memphis	TN	38119-	(901) 761-6141	(901) 312-9932	STAFFING/ADMINISTRATION	MBE	Black American Male	jason.gillum@millenniumsearch.com	Temporary Staffing Firm
NeMARC PROFESSIONAL SERVICES, INC.	Carmen Bassett	P.O. Box 343366	Memphis	TN	38184-	(901) 365-0500	(901) 365-0587	STAFFING/ADMINISTRATION	MBE	Black American Female	nemarcprofession@bellsouth.net	Staffing services for temporary, temp-to-permanent, part time employees.
Omni Staffing Plus, Inc.	Dinah Terry	80 N. Tillman, #201	Memphis	TN	38111-	(901) 843-8433	(901) 843-8430	STAFFING/ADMINISTRATION	MBE	Black American Female	dterry99@bellsouth.net	Help Supply Service: Warehouse, Clerical, IT and Management.
Priority Placement Services, Inc.	Patrice Joyner	6064 Apple Tree Drive, Suite 12	Memphis	TN	38115-	(901) 367-4800	(901) 367-7444	STAFFING/ADMINISTRATION	MBE	Black American Female	pmh38125@aol.com	Temporary employment placement, primarily for training and placement to do medical insurance coding.
Staffrunner, Inc	Carlos Cardenas	6160 E. Shelby Drive	Memphis	TN	38141-	(901) 672-7640	(901) 672-7649	STAFFING/ADMINISTRATION	MBE	Hispanic American Male	carlosc@staffrunner.com	Temporary Staffing Service
Total Logistics Staffing	Rondavius Milam	6747 Kirby Lakes Drive	Bartlett	TN	38135-	(901) 345-5881	(901) 345-5878	STAFFING/ADMINISTRATION	MBE	Black American Male		Temporary and temp-to-hire staffing
AJ COMMUNICATIONS AND CONSULTING, INC.	Susan Williams	1166 Wilbec Rd	Memphis	TN	38117-	(901) 301-8593	(901) 344-1644	TELECOMMUNICATIONS EQUIPMENT/SERVICES	WBE	White American Female	susan@aj-communications.com	AJ Communications is a low voltage contractor: We install telephone, data, including fiber, CCTV systems and access control systems.

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AJ COMMUNICATIONS AND CONSULTING, INC.	Susan Williams	1166 Wilbec Rd	Memphis	TN	38117-	(901) 301-8593	(901) 344-1644	TELECOMMUNICATIONS EQUIPMENT/SERVICES	WBE	White American Female	susan@aj-communications.com	AJ Communications is a low voltage contractor: We install telephone, data, including fiber, CCTV systems and access control systems.
AUDIO COMMUNICATIONS CONSULTANTS, INC.	Shelby J. Wilhelm	5361 Republic Drive	Memphis	TN	38118-	(901) 332-8888	(901) 795-3263	TELECOMMUNICATIONS EQUIPMENT/SERVICES	WBE	White American Female	swilhelm@audiocominc.com	Install communications systems and sound systems. Intercom systems - Audio/Visual
Madison Group, Inc.	Mary P. Bowen	2785 Summer Oaks Dr, Ste. 201	Bartlett	TN	38134-7310	(901) 791-4116	(901) 791-4129	TELECOMMUNICATIONS EQUIPMENT/SERVICES	WBE	White American Female	mary.bowen@madisong.com	Engineer, furnish and install transport & carrier equipment, power 7 timing products, network management, VOIP, DSL, and legacy switching systems-for companies that own & manage their own networks for internal/external customers
NSIGHT COMMUNICATIONS, LLC	Alandas Dobbins	PO Box 251	Memphis	TN	38101-	(901) 481-3748	(901) 575-9977	TELECOMMUNICATIONS EQUIPMENT/SERVICES	MBE	Black American Female	alandas@nsightmemphis.com	Telephone, cabling installation and professional services.
PROFESSIONAL TECHNOLOGIES GROUP, INC. DBA ProTec	Ana Yambrek	2114 Hillshire Circle	Memphis	TN	38133-	(901) 458-1228	(901) 458-0601	TELECOMMUNICATIONS EQUIPMENT/SERVICES	MBE	Hispanic American Female	ana@protecinc.net	Low voltage - Voice & data cabling, security, fiber-indoor & outdoor

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SYNERGY TECHNOLOGIES GROUP, LLC	ANTHONY MILTON	2701 Union Extended Suite 510	Memphis	TN	38112-	(901) 454-6216	(901) 454-6217	TELECOMMUNICATIONS EQUIPMENT/SERVICES	MBE	Black American Male	tony@synergytechgroup.com	Synergy Technologies Group provides audio, video and telecommunications integration and installation. We are a full service dealer providing design, sales, installation and support.
tel-XL	Linda Hawkins	5462 McGill Rd.	Memphis	TN	38120-	(901) 761-3515	(901) 767-6564	TELECOMMUNICATIONS EQUIPMENT/SERVICES	WBE	White American Female	lhawkins@tel-xl.com	We provide telephone equipment and accessories

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12101741	CTC Outdoor Advertising	Chester L. Charles	4058 S. Bordeaux Creek Cove	Memphis	TN	38125-	(901) 309-3190	(901) 309-3190	ADVERTISING/MARKETING	Black American Male	chester@ctcouthdoo.com	541850	Sell Advertising, Buy Advertising, On Premise and Off Premise Sign, Sell Digital Signage solutions, Marketing & Public Relations
6051610	Hendrix Advertising, Inc.	Mary Buchignani Hendrix	4711 Poplar Ave., Ste. 214	Memphis	TN	38117-	(901) 761-1666	(901) 761-1666	ADVERTISING/MARKETING	White American Female	marybhendrix@aol.com	541430, 541810, 541820, 541830, 541850, 541860, 541890, 541921, 541922, 541990,	A full service advertising and public relations firm with both national and local clients in eight states providing advertising services, graphic design, public relations, consulting and photography.
123285	JIM Promotions, Inc	Brenda Curland	3639 New Getwell, Suite 15	Memphis	TN	38118-	(901) 795-7150	(901) 795-7437	ADVERTISING/MARKETING	White American Female	bcurland@jimpromotions.com	315228, 423910, 424310, 453998, 541890	Embroidery & Screen Printing on all types of Apparel, AD Specialty Items and Uniforms, anti fatigue mats, door mats and rags
2211857	POWER MARKETING COMPANY OF MEMPHIS, INC.	Mitchell Lansky	6750 Poplar Avenue, Suite 208	Memphis	TN	38138-	(901) 767-7006	(901) 767-7599	ADVERTISING/MARKETING	White American Male	mil@msandllaw.com	541860	Advertising media sales and publication.
2281597	Robinson Sign Posting & Cleaning	Jewel Robinson	1600 Stable Park Ct.	Memphis	TN	38016-	(901) 572-1271		ADVERTISING/MARKETING	Black American Female	1trobinson11@comcast.net	541850,	Post and remove commercial advertising copy, minor repair to signs, change of light bulbs/lamps & cleaning

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3101771	Skillz Entertainment	Marcus Andrews	4216 Monterey Drive	Memphis	TN	38128-	(901) 373-6082		ADVERTISING/MARKETING	Black American Male	mrandrews@hotmail.com	541840	Skillz Entertainment specializes in providing the world with the finest entertainment. We also specialize in providing businesses with dynamic marketing concepts!
8251803	THE CARTER MALONE GROUP, LLC	Deidre Malone	65 Union Avenue, Suite 840	Memphis	TN	38103-	(901) 278-0881	(901) 278-0081	ADVERTISING/MARKETING	Black American Female	dmalone@cmgpr.com	541820, 541613, 541810	Public Relations, Advertising and Marketing services.
6041556	TRUST MARKETING & COMMUNICATIONS CONSORTIUM, INC	Howard Robertson	44 N. 2nd Street Suite 701	Memphis	TN	38103-	(901) 521-1300	(901) 521-0901	ADVERTISING/MARKETING	Black American Male	howard@trustmkt.com	541613, 541810, 541820, 541840, 711510,	A marketing and Public Relations Firm offering Public Relations Services, Production Services, Market Research Services & Advertising Services.
5141334	Donelson's Catering	Wendell Donelson II	482 North Hollywood	Memphis	TN	38112-	(901) 454-3600	(901) 324-2009	CATERING	Black American Male	events@donelsonscatering.com	NAICS 722320,	Catering, foodservice: receptions, banquets, corporate functions, boxed lunches, picnics, reunions
503818	Event World, LLC	Alice Jackson	P.O. Box 18077	Memphis	TN	38181-	(901) 365-4659	(901) 365-9873	CATERING	Black American Female	EventWorld4@aol.com	561920, 812990, 722320,	Event planning, catering, destination management, party rentals, trade shows, tables, chairs, props, flowers, ballons, event decorations, wedding equipment, tablecloths, dishes, etc.

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8041451	HK MEM, LLC - d/b/a Lenny's Sub Shop	James Kelly	p. o. Box 241996	Memphis	TN	38124-	(901) 486-8887	(901) 347-3121	CATERING	Black American Female	ekellygreen@gmail.com	722211,	Sub shop located in airport serving hot and cold sub sandwiches and breakfast.
941040	Jim Neely's Interstate Bar-B-Q Restaurant, LLC	Jim Neely	2265 So. 3rd Street	Memphis	TN	38109-	(901) 775-2921	(901) 775-3149	CATERING	Black American Male	jimbqking@aol.com	722110,	Full line of Bar-B-Q Meats, Beans, Slaw and Sauce
531431	Kelly Green Enterprises, LLC	Edith Kelly-Green	P. O. Box 241996	Memphis	TN	38124-	(901) 486-8887	(901) 347-3134	CATERING	Black American Female	ekellygreen@gmail.com	722211,	Restaurant-Food Service AIRPORT CONCESSIONAIRE ONLY
5161215	Marshall Food Service, LLC d/b/a Vito's Deli	Bennie Marshall	2502 Mt. Moriah Suite A-160	Memphis	TN	38115-	(901) 795-7911	(901) 757-9023	CATERING	Black American Male	benmarshall@prodi-gy.net	722211,	Food Service: Burger Kings
12291845	THE MERRY COOK, LLC	Mary Kiepe	2898 S. Perkins	Memphis	TN	38118-	(901) 363-8777	(901) 795-1888	CATERING	White American Female	mary@merrycook.com	722320	Catering, Wedding Chapel, Banquet Rooms
1241485	E & M PONEY TRANSPORTATION	Mary Dabney	253 Dixie Road	Memphis	TN	38109-	(662) 449-0927		COURIER SERVICES	White American Male		492110,	Courier
8291574	HW DELIVERY SYSTEMS CORP	Harold Walker	P. O. Box 901197	Memphis	TN	38190-	(901) 362-6777	(901) 201-4064	COURIER SERVICES	Black American Male	admin@hwdelivery.com	484110 , 484121,484122 , 484220, 484230,493110 ,, 493190,	Express local/regional courier with cartage & mail support services.
2261090	AIRFIELD ETC, INC.	Stephanie Poole	3629 Prescott Rd.	Memphis	TN	38118-	(901) 363-9210	(901) 795-5519	ELECTRICAL SERVICES/SUPPLY	White American Female	stephanie@airfield.comcastbiz.net	238210, 423810, 238990, 238910	Electrical Contractor, grading, drainage-Ark. Contractor-electrical, concrete, grading, drainage-MS Contractor-electrical, highway, street, bridge, grading and drainage

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10101153	ALL TECH ELECTRICAL PLUS, INC.	James H. Frazier	2364 Kimball Avenue	Memphis	TN	38114-	(901) 743-5401	(901) 743-5411	ELECTRICAL SERVICES/SUPPLY	Black American Male	alltec_e@bellsouth.net	238210	Electrical Contractor that provides commercial, industrial, and residential wiring. New wiring additions, repairs and general contracting
3031302	BRIGHTER DAYS AND NITES, LLC	Dorothy Sinclair	2129 Troyer Avenue, Building 249, Ste 100-B	Memphis	TN	38114-	(901) 775-1915	(901) 775-1905	ELECTRICAL SERVICES/SUPPLY	Black American Female	dlsinclair@bdnllc.com	236116, 236210, 237310, 236220, 236115, NAICS 421990, 423610, 421610, 238210	Wholesale, commercial, and Industrial lighting distributor, specializing in energy efficient products.
11051729	CHESTER FREEMAN DBA F & F ENTERPRISE ELECTRIC	Chester Freeman	3212 Thirteen Colony Mall #3	Memphis	TN	38115-	(901) 949-1538	(901) 672-8648	ELECTRICAL SERVICES/SUPPLY	Black American Male	chestz_922@msn.com	238210	Electrical-high voltage , commercial and residential.

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301449	CHIEF ELECTRIC COMPANY	Mark Quinton	1435 National Street	Memphis	TN	38122-	(901) 323-1408	(901) 323-1410	ELECTRICAL SERVICES/SUPPLY	Native American Male	june@chiefcompany.com	236220, 237110, 237990, 238160, 238220, 238350,, 238910, 238990, 561621, 238210, 236115, 236116, 236117, 236118	Electrical contractor, fiber optic cabling, fire alarm systems, lighting systems, lighting protection, emergency generators
930775	HERITAGE ELECTRIC, Inc.	Charles Hamlin	2129 Troyer, Bldg. 249, Suite 100	Memphis	TN	38114-	(901) 774-9142	(901) 774-9144	ELECTRICAL SERVICES/SUPPLY	Black American Male	2129troyer@birch.net	238210	Electrical contractors; Commercial, industrial, residential installation. Electrical wiring and lighting, telecommunications.
9011712	OVERTON ELECTRIC CO., INC.	Debra Overton	3389 Fontaine Rd.	Memphis	TN	38116-	(901) 332-2013	(901) 398-1544	ELECTRICAL SERVICES/SUPPLY	White American Female	doverton@overtonelectric.com	238210	Electrical contractor-commercial and industrial installation repair
603	Pyramid Electric, Inc.	Anita Haines	7555 Appling Center DR	Memphis	TN	38133-	(901) 382-2000	(901) 377-3200	ELECTRICAL SERVICES/SUPPLY	White American Female	anita@pyramidelectric.net	238210	Commercial & Industrial electrical contractor
6221698	STEELE-BEARD ELECTRIC, LLC	Tina Sowell	1836 Vanderhorn Dr. Ste. 2	Memphis	TN	38134-	(901) 213-3355	(901) 213-3398	ELECTRICAL SERVICES/SUPPLY	White American Female	sbellic@bellsouth.net	238210	Industrial install for electric food processing-all forms of electrical install.

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118599	SURGE ELECTRIC	Reginald Hervey	4381 Walden Cove	Memphis	TN	38125-	(901) 758-1968	(901) 757-7910	ELECTRICAL SERVICES/SUPPLY	Black American Male	rhervey2@comcast.net	238210	Electrical Contractor, voice & cabling
6161616	Telescope Communications, Inc	Tramel Ramsey	80 Flicker St.	Memphis	TN	38106-	(901) 949-5658	(901) 746-9757	ELECTRICAL SERVICES/SUPPLY	Black American Male	tramsey@tscope.net	517911, 238910, 325414, 511210	Electrical and telecommunication services.
12141840	COMPLIANCE MANAGEMENT SOLUTIONS, LLC	Carl Reynolds	8751 Wood Mills Cove West	Cordova	TN	38016-	(901) 413-9474		GENERAL CONSULTANTS	Black American Male	creynolds1229@gmail.com	541611	A management and technical assistance firm specializing in compliance, grant management, and project management services for states, municipalities, for profit and non-profit entities
7241628	KC Logistics, Inc. dba TeamingSolution	Camelle W. Logan	119 S. Main St., Ste. 500	Memphis	TN	38103-	(901) 322-4241	(877) 225-8704	GENERAL CONSULTANTS	Black American Female	camelle.logan@teaming solution.com	541614, 611710, 484110, 484121, 492110,, 541611, 541612, 541613,	General Business Consulting
129610	Small Planet Works, Inc.	Janice Banks	100 N. Main Suite 1029	Memphis	TN	38103-	(901) 521-1129	(901) 521-1834	GENERAL CONSULTANTS	Black American Female	jabanks@smallplanetworks.com	541519, 561499,	Training, information technology and organizational development.

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12101742	Network Data Source, LLC	Dawn Brasher	1661 Interntional Drive, Suite 400	Memphis	TN	38120-	(901) 730-8949	(888) 665-4764	IT HARDWARE	White American Female	dbrasher@networkdatasource.com	423430	NDS is a network integrator specializing in server, network and maintenance consolidation. We have a full service offering in product deployment and implementation.
720041	TATE COMPUTER SYSTEMS, INC.	Sylvester Tate	3800 Hacks Cross Rd., Suite 103	Memphis	TN	38125-	(901) 377-1901	(901) 159-0185	IT HARDWARE	Black American Male	state@tatecomputersystems.com	443120, 541511, 541512, 541513, 561311, 561439, 811212, 811213, NAICS 423410, 423420, 423430, 424110, 424120,	We provide and work with clients that has the need for quality IT products and services at competitive prices.
403627	LeSURE COMPUTER SERVICES	Paul Rogers	100 North Main, Suite 902	Memphis	TN	38103-	(901) 521-2777	(901) 521-2872	IT SERVICES	Black American Male	paul@lesurecomputers.com	541519, NAICS 238210, 423430, 541511, 541512, 541513,	Hardware/Software installation, support, maintenance, and sales Network Implementation and Administration Inventory, Auditing and Project Management

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5231438	Prasad	Shoreh Bayat Makhtari	1612 Hunters Rest Lane	Cordova	TN	38016-	(901) 753-6336	(901) 753-6336	IT SERVICES	White American Female	prasadgroup@me.com	532490, 541511	Audio, video services, computer services, rental equipment, construction services and SPA services.
11161732	ReAcxis, LLC	Hal Bland	5100 Poplar Avenue Ste. 2700	Memphis	TN	38137-	(901) 322-6149	(901) 767-4157	IT SERVICES	Black American Male	hal.bland@reacxis.com	541340, 541519, 423610, 561730, 722320, 454210 , 561720	Cabling Infrastructure, Space Management, Landscaping Supplies, Asset management and consultanting and Auto CAD Conversion.
11161732	ReAcxis, LLC	Hal Bland	5100 Poplar Avenue Ste. 2700	Memphis	TN	38137-	(901) 322-6149	(901) 767-4157	IT SERVICES	Black American Male	hal.bland@reacxis.com	541340, 541519, 423610, 561730, 722320, 454210 , 561720	Cabling Infrastructure, Space Management, Landscaping Supplies, Asset management and consultanting, Auto CAD Conversion.
1127064	General Moving Company, Inc.	Sidney Montgomery	5361 Jordan Drive	Memphis	TN	38116-	(901) 398-8696	(901) 722-9839	MOVING SERVICES	Black American Male	genmoving@aol.com	484210, 493110,	Relocation, storage and delivery services for local and long distance residential and commercial establishments.
8301807	Goddess Products Inc.	Leana Godley	3155 Hickory Hill Rd.	Memphis	TN	38115-	(877) 472-4002	(877) 472-4066	PRODUCTS	Black American Male	info@goddessproductsinc.com	424120	Office supplies, office furniture, computer peripherals, janitorial supplies, safety & promotional products, school supplies, medical supplies & equipment

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Cert #	Company Name	Contact	Street	City	State	Zip	Phone	Fax	Industry Type	Ethnicity & Gender	Email	NAICS Code(s)	Product/Service Offerings
7141622	Yuletide Office Supply, Inc.	Todd Miller	1245 Sycamore View Rd.	Memphis	TN	38134-	(901) 372-8588	(901) 843-1659	PRODUCTS	White American Male	michellemiller@yuletideop.com	424120	Office Supplies, Janitorial, IT Supplies, Office Furniture, Printing
728546	BROOKS UNLIMITED	Noble McLeod Brooks, CPS	1278 Davidson Drive	Memphis	TN	38116-	(901) 346-2956	(901) 345-8389	PROFESSIONAL SERVICES	Black American Female	nmbrooks@bunlimi.com	561410, 561499,	Virtual services offering services in the areas of secretarial, desktop publishing and bookkeeping.
5131608	Integrated Learning Solutions Memphis, LLC	Jim Dixon	4775 American Way	Memphis	TN	38118-	(901) 375-1533	(901) 362-9044	PROFESSIONAL SERVICES	White American Male	mpennington@nhmemphis.com	611420	Computer Training
2151856	MEMPHIS CONSULTING GROUP, LLC	Jonathan D. Nyaku	6099 Mt. Moriah Ext., Suite 3F	Memphis	TN	38115-	(901) 791-4643	(901) 791-4653	PROFESSIONAL SERVICES	Black American Male	nyaku@memphiscoconsultinggroup.com	541611, 541211	Turnaround Management Services, Valuation Services, Accounting Services, Internal Control and risk Management and Taxation Services.
8231802	Clarion Security	Kim Heathcott	5498 Popular Ave. Ste. 3	Memphis	TN	38119-	(901) 763-3133	(866) 580-3133	SECURITY SERVICES	White American Female	kim.heathcott@clarionsecurity.com	561612	security
461863	DVS SOLUTIONS, LLC	Dennis Small	6094 Appletree Center, Suite 1	Memphis	TN	38115-	(901) 205-9032	(901) 389-3589	SECURITY SERVICES	Black American Male	dennis@dvssllc.com	334519	Garrett Metal detectors, Finger Printing & Background Scanning.

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908952	QUALITY SAFE & LOCK CO., INC.	Samuel Williams	2001 Wincheste r Road	Memphis	TN	38116-	(901) 396- 0933	(901) 396- 0029	SECURITY SERVICES	Black American Male	lqualitysafe@comca st.net	561622	Sales service and Installation of safes, locks, alarms, customized access control solutions, commercial and residential interior remodeling and construction.
320983	TOP NOTCH SECURITY	Alfred Washingt on	2504 Mt. Moriah, Suite 304	Memphis	TN	38115-	(901) 547- 1144	(901) 547- 9020	SECURITY SERVICES	Black American Male	alfred@topnotchse curityinc.com	561612	Professionally armed and unarmed officers, patrol services, Acess Control
409988	Joyce Signs, Inc	Joyce P. Lower	174 Collins Street Suite 108	Memphis	TN	38112-	(901) 543- 1950	(901) 543- 1951	SIGNAGE	White American Female	orders@joycesigns. com	339950, 423440, 423990,	Design, installation and service of custom architectural graphic sign systems for commercial, educational, governmental, healthcare, and church buildings.
4221325	THREE POINT GRAPHICS, INC.	Sabrina Whisenan t	4937 William Arnold Rd.	Memphis	TN	38117-	(901) 537- 0537	(901) 537- 0536	SIGNAGE	White American Female	sabrina@threepoint graphics.com	323110, 323111, 323112, 323113, 323114, 323115, 323116, 323117, 323119, 423440, 423990	Custom Printing/Interior : Exterior Signs

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3281862	A TOUCH OF KLASS, INC.	Earl Harden	898 S. Highland	Memphis	TN	38111-	(901) 590-7618		STAFFING/ADMINISTRATION	Black American Male	earlharden@yahoo.com	812990, 812930, 488490	ATOK is a concierge service that provide all around services. Major Services - Restroom, Driving & Valet Services.
5041872	C.C.R.E.S., INC.	Shirley Bowser-Newson	6099 Mt. Moriah Extended, Suite 33	Memphis	TN	38115-	(901) 542-3433	(901) 542-3433	STAFFING/ADMINISTRATION	Black American Male	save@ccres911.com	561320, 561330	To secure specialized pesonnel for city and county employment.
7301242	Conexx Staffing & Janitorial Services	Jayton Stinson	3319 Kirby Parkway	Memphis	TN	38115-	(901) 363-7474	(901) 363-3332	STAFFING/ADMINISTRATION	Black American Female	conexxstaff@bellsouth.net	561320	Temporary Workers, Warehouse Workers, Lift Drivers, Clerks, ITT Personal, Cooks, Pickers Packers.
2271301	NeMARC PROFESSIONAL SERVICES, INC.	Carmen Bassett	P.O. Box 343366	Memphis	TN	38184-	(901) 365-0500	(901) 365-0587	STAFFING/ADMINISTRATION	Black American Female	nemarcprofession@bellsouth.net	561320,	Staffing services for temporary, temp-to-permanent, part time employees.
830669	AJ COMMUNICATIONS AND CONSULTING, INC.	Susan Williams	1166 Wilbec Rd	Memphis	TN	38117-	(901) 301-8593	(901) 344-1644	TELECOMMUNICATIONS EQUIPMENT/SERVICES	White American Female	susan@aj-communications.com	513390,	AJ Communications is a low voltage contractor: We install telephone, data, including fiber, CCTV systems and access control systems.
830669	AJ COMMUNICATIONS AND CONSULTING, INC.	Susan Williams	1166 Wilbec Rd	Memphis	TN	38117-	(901) 301-8593	(901) 344-1644	TELECOMMUNICATIONS EQUIPMENT/SERVICES	White American Female	susan@aj-communications.com	513310,	AJ Communications is a low voltage contractor: We install telephone, data, including fiber, CCTV systems and access control systems.

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7281565	NSIGHT COMMUNICATIONS, LLC	Alandas Dobbins	PO Box 251	Memphis	TN	38101-	(901) 481-3748	(901) 575-9977	TELECOMMUNICATIONS EQUIPMENT/SERVICES	Black American Female	alandas@nsightmemphis.com	517910, 541618	Telephone, cabling installation and professional services.
2211595	PROFESSIONAL TECHNOLOGIES GROUP, INC. DBA ProTec	Ana Yambrek	2114 Hillshire Circle	Memphis	TN	38133-	(901) 458-1228	(901) 458-0601	TELECOMMUNICATIONS EQUIPMENT/SERVICES	Hispanic American Female	ana@protecinc.net	541511, 541412, 541413, 514519, 561320, 561621, 561622, 811213, NAICS 237130, 238210, 423610, 517919,	Low voltage - Voice & data cabling, security, fiber-indoor & outdoor
4201504	SYNERGY TECHNOLOGIES GROUP, LLC	ANTHONY MILTON	2701 Union Extended Suite 510	Memphis	TN	38112-	(901) 454-6216	(901) 454-6217	TELECOMMUNICATIONS EQUIPMENT/SERVICES	Black American Male	tony@synergytechgroup.com	238210, 423610, 517911, 517919, 541512, 423490, 423420,	Synergy Technologies Group provides audio, video and telecommunications integration and installation. We are a full service dealer providing design, sales, installation and support.

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