

City of Columbus, Department of Technology
Cherwell Service Management software Software Maintenance and Support
Closes November 9, 2020 @ 11:00 A.M.

1.0 SCOPE AND CLASSIFICATION

1.1 **Scope:** It is the intent of the City of Columbus, Division/Department of Technology to obtain formal bids to establish a contract for the purchase of Cherwell Service Management software Maintenance and Support for 70 perpetual licenses and fixed pricing for any additional licenses purchased during the contract to be used by The City of Columbus.

1.2 **Classification:** The contract resulting from this bid proposal will provide for the purchase and delivery of maintenance and support for 70 Cherwell Service Management software perpetual licenses and fixed pricing for any additional licenses that are purchased during the contract.
All Bidders must document the manufacture certified reseller partnership. Bidders are required to show experience in providing this type of license and warranty service as detailed in these specifications.

1.2.1 **Bidder Experience:** The Bidder must submit an outline of its experience and work history in these types of license and warranty service for the past five years.

1.2.2 **Bidder References:** The Bidder shall have documented proven successful contracts from at least four customers that the Bidder supports that are similar in scope, complexity, and cost to the requirements of this specification.

1.3 **Specification Questions:** Questions regarding this bid must be submitted on the Vendor Services portal by 11:00 am Monday, October 26, 2020. Responses will be posted on the RFQ on Vendor Services no later than Thursday, October 29, 2020 at 11:00 am.

1.5 For additional information concerning this bid, including procedures on how to submit a proposal, you must go to the City of Columbus Vendor Services web site at <http://vendors.columbus.gov/sites/public> and view this bid number.

2.0 APPLICABLE PUBLICATIONS AND STANDARDS

N/A

3.0 REQUIREMENTS

3.1 General Information:

3.1.1 **Term:** The initial contract term shall be in effect from 2/1/2021 to 1/31/2022 with an included option to renew for two (2) additional one (1) year terms.

3.1.1.1 **Annual Extension:** Subject to mutual agreement, the period covered by the ensuing contract, under the same terms and conditions stated therein can be extended for a one (1) year term,

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or portion thereof, at the same pricing and the same escalator clause.

- 3.1.2 **Pricing:** Bidders are to bid firm or fixed prices, FOB Destination, Freight Prepaid and Allowed. All pricing must include manufacturer warranty. All manufacturer warranties will be passed on to the City of Columbus.
- Price for maintenance and support for 70 Cherwell Service Management software perpetual licenses for the term of this contract (2/01/2021 – 1/31/2022)
 - Fixed and firm pricing for new perpetual licenses and/or maintenance and support during the term of this contract and during two optional yearly renewals.
- 3.1.3 **Escalator Clause:** No adjustment of the discount shall be granted during the first twelve (12) months duration of an awarded contract. Thereafter no more than two such adjustments may occur during the life of the contract, one in each subsequent contract year. In the event the supplier receives a general price increase in the cost of the finished product contracted for, due to increase in the cost of raw materials, labor, freight, etc., upon giving thirty (30) days prior notice and proper documentation as proof, said adjustment in addition to the price quoted herein, may be permitted, subject to the sole discretion of the City of Columbus Finance and Management Director. In the event any such adjustment is granted, no adjustment shall be permitted on orders received by supplier which are in process or filled but awaiting shipment prior to the increase. All price decreases shall inure to the benefit of the City of Columbus. The written notice and following documentation shall be sent to: City of Columbus Department of Technology Director or designee.
- 3.1.4 **Quantity:** Maintenance and support for 70 Cherwell Service Management software perpetual licenses.
- 3.1.5 **References:** The Bidder shall have documented proven successful contracts from at least four customers that the Bidder supports that are similar in scope, complexity, and cost to the requirements of this specification.
- 3.1.5.1 **Contact Information Required:** The reference contact information shall include the customer name, customer e-mail address, street address, telephone number, fax number, contact name and equipment purchase date.
- 3.2.4 **Specification Questions:** Questions regarding this bid including any exceptions and/or suggested changes to the requirements must be submitted on the vendor services portal by 11:00 am (local time) on Monday, October 26, 2020. Responses and any necessary addenda will be posted as an amendment to this RFQ on the City's Vendor Services portal no later than 11:00 a.m. (local time) on October 29, 2020. The City strongly encourages bidders to submit exceptions and/or changes during this stage of the process. Bidders submitting exceptions and/or changes before this date will greatly reduce the likelihood of their bid being rejected as non-responsive to the specifications. Bidders whom have not

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registered and created a new user on the City's portal
<http://vendors.columbus.gov/sites/public> are strongly encouraged to do so.

3.2.4.1 For further instructions on how to submit "Vendor Questions" through the Vendor Portal, please see Section "Add Vendor Questions" provided on page 16 of the City of Columbus Vendor Services User Guide.

3.2.4.2 The City has instructional videos to assist bidders at the portal. Tutorial videos are available to be viewed through You Tube or by clicking the following link:

https://www.youtube.com/channel/UCTIkkGNM7GHITzoqQVNJIA/videos?shelf_id=0&view=0&sort=dd

3.2.5

3.3 Product Requirement Specifications:

3.3.1 Product Specifications

3.3.1.1 **Alternates:** No alternatives* Bids will be considered on units complying with the specifications.

4.0 SAMPLING, INSPECTION AND TEST PROCEDURES

4.1 N/A

5.0 ORDERING, DELIVERY and INVOICING

5.1 **Ordering Procedure:** A written purchase order will be established by the Director of Department of Technology.

5.2 **Invoicing:** Each invoice shall show the City Purchase Order number, a brief description identifying the item, the unit price, and the total amount. The invoice amount must exactly match the purchase order amount in accordance with the bid proposal. All Invoices should be mailed to the following address to ensure proper payment:

City of Columbus
Department of Technology/Fiscal Office
PO 2949
Columbus, Ohio 43206
or
DoTinvoices@columbus.gov

6.0 NOTES

6.1 **Correspondences:** During the bidding and evaluation process Bidders are strictly prohibited from communicating with any City employees or officers regarding the solicitation. Any communication from the vendor to the City should be limited to only the contact(s) listed in the RFQ and/or below. A violation of this section on the part of the Bidder may lead to disqualification.

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All correspondences regarding this bid should be sent via email to vendorservices@columbus.gov or rqcook@columbus.gov