Ogden School District Purchasing Department 1950 Monroe Blvd., Room 210 Ogden, Utah 84401 801.737.7314 Fax 801.737.8868

# Request for Proposal:

# For Student Lunch Accounting, Menu Planning,and Inventory Systems RFP # 8-010

Due Thursday, January 18, 2018 2:00 p.m.

Ken Crawford Purchasing Director

#### **SECTION 1 - PURPOSE OF RFP**

1.01 <u>Purpose.</u> The Ogden School District (herein after referred to as the "District") is seeking to enter into a contract with a qualified and experienced company or companies to provide a hosted solution for lunchroom accounting and nutrition systems, to include software and hardware. It is hoped that this RFP will result in an award to a single contractor for a total solution, but if necessary, separate awards may be made. Note: Provider may sub-contract as needed but they must be able to demonstrate that such action provides a seamless operation.

#### SECTION 2 - GENERAL INFORMATION and INSTRUCTIONS

- 2.01 <u>Notice to Providers</u>. This RFP may be conducted in three (3) parts. See steps below:
  - **Step 1. Initial Response** will consist of technical offers and cost, and be an evaluation of:
    - 1) your response to the bid instructions,
    - 2) your assigned staff's experience,
    - 3) your company's financial stability, and history of providing such products,
    - 4) your references' responses to our inquiry,
    - 5) your implementation plan, service support and customer training provided,
    - 6) your products' match to our needs and minimum requirements.

#### Step 2. Cost Proposal – 50 points possible

1) Your general initial and on-going costs

\*Note: Cost - At the time of your response, provide in a separately sealed envelope, your best pricing for the products presented utilizing form "Attachment C". Include an itemized price breakdown of all individual components offered as part of the software, hardware/equipment, installation, maintenance and support.

Providers will be ranked based upon point totals from step 1. A minimum of two (2) of the most acceptable offers will then have their cost proposals evaluated for step 2. If necessary, finalists may be selected to present and demonstrate the products' capabilities in step 3.

- Step 3. Follow-up Product Demonstrations may be conducted by the finalist to demonstrate their:
  - 1) product(s) ease of use,
  - 2) product(s) actual deliverables,
  - 3) product(s) compatibility with our student information system (SIS/Aspire),

The District will detail what is expected in the product presentation by each finalist; including scheduling, detailed questions, time frame for follow-up inquiries, live product demonstrations, etc. Each finalist will be ranked based upon their specified deliverables and final cost.

This Request for Proposal is designed to provide interested providers with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or to exclude any relevant or essential data there from. Providers are at liberty and are encouraged to expand upon the specifications to evidence their products' full capabilities. However, proposals should be concise and to the point, addressing the requested information as the primary focus.

#### 2.02 Background.

- A. Demographics: Ogden School District is an urban district with 6 secondary schools and 14 elementary schools. Districtwide there are about 12,000 students in grades K-12, with 58 percent ethnic minority and 76 percent economically disadvantaged. There are over 41 languages and dialects spoken in the District. All schools are connected to the Internet via fiber connections. The District currently uses Microsoft Active Directory. The District has PC's running Windows 7 as well as iPads. Approximately 8,000 computers/laptops, 100 Apple desktops/laptops, and 6,700 Chromebooks/Chromeboxes are running wireless using CISCO and HP. The District student information system is SIS/Aspire.
- B. Current Software/Hardware Solutions:

#### GROUP "A": Lunchroom Accounting & Point-Of-Sale Management

- 1) PCS Revenue Control Systems
  - a. Operational Software Package
    - i. Rightrak DsMP software (version 17.0.0.5)
    - ii. Fasttrak ScMP software (version 17.0.0.1)
    - iii. Mobility [Comtrak] software (version 17.0.0.5)
  - b. Hardware
    - i. Alana-06 POS terminal (29 each). Consists of keyboard and color display.
    - ii. Cashbox (29 each)
    - iii. POS Data Entry Ports
      - 1. FRED key pad and barcode reader (approx. 44 each)
- 2). PAYPAMS.com [Parent Account Management System for online meal payments]

#### **GROUP "B":** Menus, Nutrition & Inventory Management

- 1). HEARTLAND SCHOOL SOLUTIONS
  - a. NUTRIKids Menu Planning (version 17.4)
  - b. NUTRIKids Inventory (version 7.25)
- 2). School Nutrition Network (ISITE) [View current school meal menus online by school site]

#### **OTHER:** Office Equipment owned & hopefully compatible with new systems

- 1). Desktop Computer (20 schools plus an additional 10 in the District Office) HP Elite Desk 800G1 sff with Windows 7 Professional, 3.2 GHz Core I5 Processor, 8GB memory. Including laptops and iPads.
- 2). HP Laser Jet P2035 Printer (20 schools). HP Laser Jet M604 (1 each). HP Laser Jet 4650. Sharp AR-M455N Network Copier/Scanner.
- 3). Star Food Machine vending (1 each). This requires a network connection using TCPIP.
- 2.03 <u>Issuing office and RFP Reference Number</u>. The Purchasing Department is the issuing office for this RFP and all subsequent addenda relating to it. The reference number for this RFP is **#8-010**. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.
- 2.04 Response Date. In order to be considered for selection, your proposal must be received in the Purchasing Office (Ogden School District, 1950 Monroe Blvd., Room 210, Ogden, Utah 84401) no later than 2 p.m. current Mountain Time on January 18, 2018. 5 (five) paper copies and one (1) electronic copy (either CD or flash drive) must be submitted (You may also submit 1 redacted copy of your proposal). The outside of the submittal must be labeled RFP #8-010. Proposals received after

this deadline will be late and ineligible for consideration. Following the deadline, the names of those responding to the RFP will be available for public inspection. With regard to confidentiality, please see section 2.14 hereof.

- 2.05 <u>Inquiries</u>. All inquiries or requests for clarification or interpretation arising subsequent to the issuance of this RFP must be submitted electronically via SciQuest. <a href="https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=StateOfUtah">https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=StateOfUtah</a>. SciQuest will redirect the question to the appropriate District responder for a response. Questions and answers will be made available via SciQuest to all suppliers on record as having received this RFP. All inquiries must be received no later than 12:00 a.m. current Mountain Time on January 4, 2018.
- 2.06 Important Dates. The following are approximate dates for this RFP.

Request Issued
Inquiry Questions Due
Proposal Response Date
First Evaluation Period
Possible Oral Presentations (if needed)
December 15, 2017
January 4, 2018
January 18, 2018
February 18-26, 2018
February 13-14, 2018

Second Evaluation Period February 14-26, 2018
Selection & Recommendation to Board March 15, 2018

Approval Notification/Start period March 16, 2018
Pilot Implementation, Testing, and Training Districtwide Implementation & Training June 1, 2018 to August 15, 2018

Beginning of Regular School Classes August 20, 2018 (TBD)

- 2.07 Oral Presentation. An oral presentation by the vendor to clarify a proposal and demonstrate the product offering may be required at the sole discretion of the District. Oral presentations will be scheduled by the purchasing department. Any such presentation will be made at the vendor's expense. The tentative date, if needed, will be February 13-14, 2018. All presentations will be limited to 2.5 hours in duration and scheduled between 8:30 a.m. and 3:30 p.m., current Mountain Time. Note: the vendor's original proposal cannot be changed in any aspect at the oral presentation as the purpose of the presentation is to clarify portions of the proposal and evaluate the products' capabilities to meet our needs.
- 2.08 <u>Gratuities</u>. By written notice to all firm(s), the District may disqualify from consideration and subsequent contract any firm if it is found by the District that gratuities, in the form of entertainment, gifts, or otherwise were offered or given by the firm, or any agent or representative of the firm, to any officer or employee of the District with the intent to secure any contract or secure favorable treatment with respect to this RFP and any future purchase.
- 2.9 <u>Award of the Contract</u>. A Purchase Order, based upon this RFP and/or by follow-up negotiations will be issued by the Purchasing Department after the approval of the Board of Education. If a separate contract is also required by your company, it must be attached to your response for our review.
- 2.10 <u>Standard Contract Terms and Conditions</u>. Any contract resulting from this RFP will include, but not be limited to, Ogden School District's Standard Contract Terms and Conditions attached. Offerors requesting exceptions and/or additions to the Standard Terms and Conditions, as set forth in this RFP, must include the exceptions and/or additions with the proposal response. Exceptions and/or additions submitted after the date and time for receipt of proposals will not be considered. Ogden School District reserves the right to negotiate or refuse any exceptions and/or additions.
- 2.11 <u>Contract Period.</u> The contract period will be for one (1) year renewable for up to an additional four (4) years, with subsequent years being awarded based on functional value and performance basis.

- 2.12 <u>Termination.</u> Unless otherwise stated, this contract may be terminated, with cause by the District, in advance of the specified termination date, upon 30 days written notice being given by the District. The party in violation will be given ten (10) working days after notification to correct and cease the violations, after which the contract may be terminated for cause. On termination of this contract, all accounts and payments will be processed according to the financial arrangements set forth herein for approved services rendered to the date of termination.
- 2.13 Price Guarantee Period. All pricing must be guaranteed for 5 years (unless otherwise specified). Any request for price adjustment must be made a minimum of 30 days prior to the effective date, must be supported by sufficient documentation to justify, and may not exceed the original mark up or down percentage of the original offering. Any such adjustment or amendment to the contract will not be effective unless approved by the Director of Support Services. Also, the District will be given the immediate benefit of any price decrease in the market or allowable discount.
- 2.14 <u>Proprietary Information</u>. State procurement rules as well as the Government Records Access and Management Act ("GRAMA"), Section 63-2-101 et seq., Utah Code Ann. (1953), as amended provides that information in the successful proposal(s) submitted may be open for public inspection after the contract has been awarded. If a firm desires to have certain proprietary information contained in its proposal(s) protected from such disclosure, the firm may request that the District consider such treatment by providing a "written claim of business confidentiality and a concise statement of reasons supporting the claim of business confidentiality" with the proposal (GRAMA, Section 63-2-308). Pricing elements of any proposal will not be considered protected. All material contained in and/or submitted with the proposal becomes the property of the District and may be returned only at the District's discretion. Submit claims of confidentiality on the provided form. (You may also submit one (1) redacted copy of your proposal.)
- 2.15 <u>Incurring Costs</u>. The District will not be liable for any cost which firms may incur in the preparation or presentation of their proposals. Responses to the RFP should be concise, straightforward and prepared simply and economically. Expensive displays, bindings or promotional materials are neither desired nor required. However, there is no intent within these instructions to limit the RFP's content or to exclude any relevant or essential data there from.
- 2.16 Addendum to RFP. In the event that it becomes necessary to revise this RFP in whole or in part, an addendum will be provided to all firms on record as having received this RFP. Said addendum(s) will be posted on the District's website <a href="http://www.ogdensd.org/departments/purchasing">http://www.ogdensd.org/departments/purchasing</a> as well as on SciQuest. Respondents are responsible to check these websites for the most current information regarding this RFP.
- 2.17 <u>Authorized Firm Representatives</u>. The RFP proposal will list the name, title, office address, telephone number, and fax number of the person(s) authorized to represent the firm regarding this RFP. The District reserves the right to negotiate a change in the individual assigned to represent the firm awarded any contact if the assigned representative is not supplying the needs of the District appropriately. The right shall carry forward through the response period and during the term of any contract.
- 2.18 <u>Remedies</u>. The laws of the State of Utah shall apply in all disputes arising out of this RFP, without regard to choice. The State of Utah laws rule.
- 2.19 <u>Compliance</u>. The vendor hereby agrees to abide with all applicable federal, state, county and city laws, statutes and regulations and to be responsible for obtaining and/or possessing any and all permits and licenses that may be required.
- 2.20 Acceptance of Services/Products Rendered. The District, through its designated agents and

- representatives, will be the sole determining judge of whether services/products rendered under the proposal satisfy the requirements as identified in the proposal.
- 2.21 <u>State and Local Taxes</u>. The District is exempt from sales and excise taxes. Exemption certification information appears on all purchase orders issued by the School District and such taxes will not apply unless otherwise noted. Contact the Purchasing Department for a copy of the tax exemption certificate: TC-721G.
- 2.22 <u>Anti-Collusion</u>. The submittal of a proposal constitutes agreement that the firm has not divulged its proposal to firms, nor has the firm colluded with any other firms or parties to a proposal whatsoever.
- 2.23 <u>Indemnification</u>. The firm shall hold harmless, defend and indemnify the Purchasing Department, Ogden School District, and its respective officers, employees, and agents from and against any and all claims, losses, causes of action, judgements, damages and expenses including, but not limited to attorney's fees because of bodily injury, sickness, disease or death, or injury to or destruction of tangible property or any other injury or damage resulting from or arising out of (a) performance of any contract, or (b) any act, error, or omission on the part of the firm, or its agents, employees, or subcontractors.
- 2.24 <u>Insurance</u>. The awarded firm shall maintain, during the term of any resulting contract, all appropriate General, Contractual, Professional and Liability Insurances. <u>Please provide proof of your current insurances and amounts.</u>
- 2.25 <u>Restrictions</u>. Responses to this RFP must clearly set forth any restrictions or provisions deemed necessary by the firm to effectively service any proposed contract.
- 2.26 Right to Reject. The District reserves the right to reject in whole or in part any or all RFP's and to waive any formality or technicality in any RFP in the interest of the District. Subsequent procurement, if any, will be in accordance with Ogden School District contractual action. Non-compliance with the conditions of this RFP may result in disqualification of the offending firm.

#### SECTION 3 – SCOPE OF WORK, REQUIREMENTS & QUALIFICATION

3.01 Scope. Based upon our current software/hardware solutions, provide a system that meets or exceeds the essential functions as listed in section 2.02 B, **Group A** (Lunchroom Accounting & Point-Of-Sale Management) and/or **Group B** (Menus, Nutrition & Inventory Management). In doing so, the contractor may provide a hosted or non-hosted solution to include the software and hardware necessary for the District to operate a lunchroom accounting and nutritional system capable of performing the essential functions of the current software/hardware solutions in a more efficient and effective manner. The solution must include the ability to receive and accurately record online payments utilizing a variety of payment methods in a timely manner. The processing and recording of all student data, including all historical meal and payment transactions, must be easily sorted and transferred between computer systems. In addition, it will need to be USDA approved for NSLP requirements.

#### 3.02 Minimal Requirements

#### General:

- Software must be compatible with PC Windows 7 and Windows 10;
- Central Database must either use SQL Server 2008 R2 and above;
- Online Payment processor must be PCI certified;
- Online Payment site must be secure;
- Any transfer of student data must be secure;

- Online Payment website preferably will be able to process other types of payments, i.e. adult;
   community education, student fees, course level fees and other applicable fees;
- Online Payment website preferably will be able to deposit payments into separate accounts:
- Software/hardware must interface securely with Aspire/SIS;
- Data transfer from SIS to meal management system must have the ability to be scheduled using a text file and must be secure;
- System must be able to utilize existing network and power wiring;
- Hardware must be capable of being moveable;
- All application software must be customizable to meet the District, state and federal requirements;
- All software must be easy to use with minimal training requirements by multi-lingual staff;
- All software must be able to provide customizable reports;
- With power available, each individual Point-Of-Sale terminal (software/hardware) must be able to continue normal operations in the event of a lost connection to the District;
- Service support response required (Monday Friday) includes general response within 1 hour and remedy within 24 hours, and emergency response within 15 minutes and remedy within 3 hours or less;
- Proposed time line for product implementation and training must coincide with a fully functional and operational system as of July 01, 2018 and Districtwide beginning of school classes on August 20, 2018 TBD.

#### Group A (Lunchroom Accounting & Point-Of-Sale Management):

- Ability to transfer historical student data, free/reduced benefit status, verification, payments, account balance and other essential data from current software systems to avoid additional work;
- Ability to track students from school to school and provide a combined history;
- Ability to provide annual "rollover" of student pay status w/30 day grace period;
- Ability to provide customizable reports (Provide examples)
  - o Show student day to day pay status and be able to correct if wrong w/reimbursement,
  - Run reports by category, i.e. school, Homeless, USDA, verification, and others,
  - o Run by program, i.e. breakfast, lunch, free, paid, meal count, etc.;
- Ability to efficiently and effectively process <u>up to 10,000</u> free or reduced meal benefit applications each year without additional costs;
- Ability to easily view and update student information at serving station, allowing for display of student ID, Grade and picture;
- Ability to easily verify student debt limits and provided notification to parents;
- Ability to customize pricing by meal, grade, school and/or District;
- Ability to run accurate meal counts.

#### Group B (Menus, Nutrition & Inventory Management):

- Ability to transfer menus, recipes, ingredient labels and other essential data from current software systems to avoid additional work;
- Ability to standardize a variety of recipes for nutrition, portion and cost control;
- Ability to decrease or increase recipes sizes to meet needs;
- Ability to plan and design USDA compliant daily, weekly and monthly menus;

- Ability to develop and control a variety of menu plans and cycles;
- Ability to print daily, weekly and monthly menus with nutrition information paper and on-line;
- Ability to access USDA recipe instructions that include HACCP processes for each recipe and Critical Control Points.

#### 3.03 Qualifications.

The contractor must have a minimum of three (3) years of successful implementation and seamless integration of the revenue control system, the free or reduced lunch application processing software and nutritional management software.

#### **SECTION 4 - RESPONSE to RFP**

- 4.01 <u>RFP Response Outline</u>. RFP's must be concise and in outline format. Pertinent supplemental information should be referenced and included as attachments. All RFP's must be organized and tabbed to comply with the following sections:
  - A. **Executive Summary.** Provide a one or two page executive summary that briefly describes your firm's proposal, highlighting the major features of the proposal. Summary must clearly indicate any proposal requirements that cannot be met by your firm. Proprietary information requests should be identified in this section for consideration.
  - B. Response to Scope of Work, Requirements, and Qualifications (Section 3). Provide detailed information specifically addressing the scope of work, requirements, your firm's qualifications and a proposed schedule of implementation as listed in Section 3. Be concise.
  - C. **RFP Certification Form**. Provide a completed and signed certification form "Attachment A".
  - D. **Organization and Financial Documents:** Provide a brief company history and organization chart showing the person(s) who will be assigned to implement and support your software and hardware products if awarded the bid. Provide your company "Income Statement" and "Balance Sheet" for the past three years. Provide your most current Dunn and Bradstreet rating.
  - E. **References:** Provide contract references from three (3) separate school districts that are currently using each product that you are proposing. Preferably one or more of these districts would be located in Utah. The contact person must be a person who is involved in the actual utilization of the product and cannot be a spokesperson who is unfamiliar with the details of how the software products work. Contact information should include first and last name of the contact, their phone number and email address. The District reserves the right to use any and all references, or contact additional references that will aid in its decision process. Please utilize form "Attachment B" when submitting your references.
  - F. **Costs:** At the time of your response, provide in a separately sealed envelope, your best pricing for the products presented utilizing form "Attachment C". Include an itemized price breakdown of all individual components offered as part of the software, hardware/equipment, installation and implementation, maintenance and support.
- 4.02 Proposals will ONLY be considered if they include all essential features specified in Group A and/or Group B. Vendors may not submit a separate proposal for individual portions of a group. Vendors may respond to both Group A and Group B, or to only one group. If providing a proposal for only one group, you must indicate within your response and on the outside of the response envelope the group you are bidding.

#### **SECTION 5 - PROPOSAL EVALUATION**

- 5.01 Proposal Evaluation Criteria. The criteria to be used to evaluate the RFP:
  - A. Step 1. Initial Response 120 points possible
    - 1) your response to the bid instructions, 5 points
    - 2) your assigned staff's experience, 10 points
    - 3) your company's financial stability, history of providing such products, 20 points
    - 4) your references' responses to our inquiry, 20 points
    - 5) your implementation plan, service support and customer training provided, 25 points
    - 6) your product(s) match to our needs and minimum requirements, 40 points
  - B. Step 2. Cost Proposal 50 points possible
    - 1) your general initial and on-going costs 50 points
  - C. Step 3. (If necessary) Demonstration: 55 points possible
    - 1) product(s) ease of use,- 10 points
    - 2) product(s) actual deliverables 20 points
    - 3) product(s) compatibility w/our Aspire/SIS 25 points
- 5.02 <u>Evaluation</u>. The District reserves the right to be the sole judge as to the overall acceptability of any proposal or to judge the individual merits of specific provisions within competing offers. Upon completion of the evaluation process, all firms will be notified of the selection committee's decision.

#### **SECTION 6 – LEGAL DISCLAIMERS**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint\_filing\_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
(2) fax: (202) 690-7442; or
(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

#### **Attachment A**

### **CERTIFICATION OF PROPOSAL**

We have read the Ogden School District Request for Proposal and fully understand its intent. We certify that we have adequate personnel and resources to fulfill the proposal requirements. We further understand that our ability to meet the criteria and provide the required services/product shall be judged solely by the Ogden School District.

We further certify that, since the receipt of this RFP, no contact, discussion, or negotiations have been made nor will be made regarding this request with any Ogden School District employee or board member other than the listed contact people in the RFP. We understand that any such contact could disqualify this proposal.

We further certify that we are properly licensed to conduct business within the scope of this RFP, in the State of Utah.

We certify that all schedules and addenda contained herein shall be considered part of the entire RFP response and that the complete document submitted shall be considered a legally binding document.

Submitted by:		
Firm Name:		
Authorized Signature:		
Name and Title:		
Telephone #:		
Date:		

#### **Attachment B:**

# **REFERENCES**

Provide a list of three (3) school districts, preferably in Utah or western states, who have a minimum of two years of experience with your product(s) per the information listed below.

۱.	Name of School District:	
	Address Location:	
	Contact Person/Title:	Phone # of Contact:
	E-mail Address of Contact:	
	Number of Students:	
	Product(s) Provided:	
2.	Name of School District:	
	Address Location:	
	Contact Person/Title:	Phone # of Contact:
	E-mail Address of Contact:	
	Number of Students:	
	Product(s) Provided:	
3.	Name of School District:	
	Address Location:	
	Contact Person/Title:	Phone # of Contact:
	E-mail Address of Contact:	
	Number of Students:	
	Product(s) Provided:	

#### **Attachment C:**

## **GENERAL COST PROPOSAL FOR RFP# 8-010 (To be provided separately)**

1. Provide your best pricing for an enterprise solution encompassing both Group A and Group B; sold separately and/or sold as a combined purchase. See Section 3 and Section 2.02 B. <u>Also include an itemized price breakdown of all individual components offered as part of the software, hardware/equipment, installation/implementation, maintenance and support.</u>

Method of purchase	Price Sold Separately	Combined Purchase of A & B
Group A – Lunchroom Accounting & Po	oint-of-Sale Management	
Software Cost	\$	_   \$
Hardware/Equipment Cost	\$	_ \$
Installation and Implementation	\$	
Maintenance and Support Yr. 1	\$	_
Maintenance and Support Yr. 2 Maintenance and Support Yr. 3 Maintenance and Support Yr. 4 Maintenance and Support Yr. 5 Other Fees:	\$ \$ \$	\$ \$ \$ \$
Total Initial Proposed Solution Cost	\$	_
Group B – Menus, Nutrition & Inventory	Management	
Software Cost	\$	_
Hardware/Equipment Cost	\$	_   \$
Installation and Implementation	\$	_ \$
Maintenance and Support Yr. 1 Maintenance and Support Yr. 2 Maintenance and Support Yr. 3 Maintenance and Support Yr. 4 Maintenance and Support Yr. 5 Other Fees:	\$ \$ \$ \$	_   \$ _   \$ _   \$ _   \$
Total Initial Proposed Solution Cost	\$	
Total C	Combine Cost for A and B	\$
2. Provide the cost for additional employ	/ee training and customer su	pport as needed (5 years).
· · · · · · · · · · · · · · · · · · ·	sion, include all associated e or hrs. per person	expenses, i.e. travel, lodging and other: up to persons
b. Via remote on-line training:		
	or hrs. per person	up to persons
c. Any other costs, describe:		
\$ for		