

INTRODUCTION

A. Purpose of Specification

The purpose of this specification is to establish the minimum technical and general requirements for a Computerized Maintenance Management System (CMMS) in the Facilities Planning & Management Department of Eastern Illinois University. The purpose of the CMMS is to preserve the university assets, extend the useful life of those assets, and to improve the quality of maintenance services to Eastern Illinois students, faculty, and staff. Included in the scope of this specification are the requirements for the design, performance, testing, training, and technical support of the CMMS.

B. Scope of the System

The CMMS shall serve to automate the flow and accountability of work order processing for the multiple operating groups within the Facilities Planning & Management Department. It is intended that the proposed system will support the following basic requirements:

- Assure the ongoing ability of the Facilities Planning & Management Department to provide planning, design, construction, and maintenance services in the face of increasing volumes and complexity of work.
- Maintain and improve optimum efficiency and economy in the performance of services.
- Provide facility management services including space management.
- Provide timely facility and equipment repair services.
- Make improvements to facilities and equipment.
- Management of large and small projects.
- Provide a tool for effective planning and scheduling.
- Manage work flow in terms of physical assets, parts and materials, in-house labor, and contract services.
- Provide statistical data for analysis of operational performance.
- Provide detailed accounting information for the Facilities Planning & Management Department of Eastern Illinois University customers, and users.

C. System Configuration and Requirements

The CMMS will operate in a networked system using an Intel x86/Pentium processor as a dedicated file server. The CMMS shall be compatible with IBM hardware running Windows NT Server. It shall also be compatible with Year 2000 requirements, prior to those compatibilities being necessary.

The CMMS shall be accessible to a minimum of 20 users through Intel x86/Pentium personnel computers connected to the network via 4 megahertz token-ring interfaces. The system shall provide for remote printing of work order in craft shops, stores, construction office, and utilities plant.

The system shall be compatible with networked versions of:

- Microsoft Excel
- dBASE IV
- WordPerfect
- AutoCAD
- Microsoft Access

And other software in the Lan Environment which includes:

Lock and key control systems
Andover Infinity system
Timberline Gold Construction Management system

The system shall be able to be linked to UCAN, the Eastern Illinois University campus-wide network. The purpose of the connectivity is:

to provide the capability to create work requests electronically, to allow customer inquiry of work request status, to provide billing and charge-back capability.

This capability is not required during the initial stages of implementation.

D. Facility Description

The Eastern Illinois University campus is located in Charleston, Illinois, a community approximately 180 miles south of Chicago. The campus is comprised of approximately 80 buildings representing 3 million gross square feet.

The Facilities Planning & Management Department is charged with the responsibility to clean, plan, design, construct, repair, maintain, and improve the buildings and assets within the campus. This is accomplished through a staff of approximately 75 operations and 65 custodial personnel. All work requests are processed through the

Facilities Planning & Management Department Work Control Center, comprised of a single staff member. There are an additional 10 administrative staff. There is a computerized work order system presently in place running on an IBM System 36, which will be phased out.

PROPOSAL PROCESS

A. Format

Eastern Illinois University has issued this Request for Proposal (RFP) to select a Computerized Maintenance Management System that best meets the needs as defined herein. To simplify preparation and the Eastern Illinois University analysis, the response should follow the format of this RFP. Where System Requirements are numbered, responses to all system requirements must follow the numbering format provided.

B. Contract Award

The proposal process will follow this estimated schedule:

<u>Action@</u>	<u>Date</u>
RFP Released to Vendors	February, 1998
Proposals Submitted to EIU	No later than March 20, 1998
Proposal Review	March-April, 1998
On-site Demonstrations	February-March, 1998
Purchase Commitment	April, 1998

Eastern Illinois University reserves the right to reject any or all proposals. After selection of the preferred system, Eastern Illinois University will enter into contract preparation activities with the selected vendor. If these activities are judged to be ineffective or unacceptable, Eastern Illinois University may cease activities and begin preparation with another vendor.

C. Inquiries

Inquiries and requests for information affecting the RFP should be directed as follows:

Technical Questions

James Nantz
Business Manager
Eastern Illinois University
Facilities Planning & Management
600 Lincoln Ave.
Charleston, IL 61920
(217) 581-7221

Purchasing Questions

Ms. Kay McElwee
Purchasing Assistant
600 Lincoln Ave.
Eastern Illinois University
Charleston, IL 61920
(217) 581-7268

D. Evaluation Criteria

Proposals will be evaluated by the Facilities Planning & Management Department CMMS Committee. The proposals will be evaluated upon the following criteria. The purchase decision will be based upon the combination of criteria that offer the greatest value.

- Functional Capabilities
- Compatibility with Environment
- Technical Competence of Vendor Staff
- Demonstrated Success in a Similar Environment
- Demonstrated Support Capabilities
- Completeness & Responsiveness to RFP
- Fees and Associated Costs
- Demonstrated Financial Stability

SYSTEM REQUIREMENTS

A. General

Work Control

Requests for work shall be receivable by the Work Control Center from written, telephone, and oral requests. Requests shall also be received electronically via UCAN, E-mail and the Internet.

Requests shall be entered at any network work station by any user. Request logs shall be accessible at any network work station by only users with appropriate password access levels. Work Orders may be originated directly from electronic requests without significant re-entry of data.

Work Orders shall be printed or displayed individually or in groups. Craft personnel shall be able to receive remote printing of new work orders routed to them. Lists of Work Orders shall also be printed without requiring the printing of individual Work Orders.

Asset Management

Asset Management is defined as a means of storing and retrieving information about a physical item worked on and/or maintained by CMMS.

The term Maintenance Record is used to define the total information about the Physical Asset.

A Maintenance Record shall include all relevant information about each asset in a conveniently accessible manner. It shall include technical and non-technical information. Information on work performed shall be automatically added to the Maintenance Record.

The Maintenance Records shall include a detailed description, field specific general data, narrative data, PM schedules and descriptions, PM supply requirements, parts lists, warranty status, service contract status, detailed history of work performed on the items, and cost summations of PM and non-PM work performed on the item for the year-to-date and all years-to-date.

Resource Management

Resource Management controls labor and materials, including in-house labor, purchased labor and services, and materials management. Materials management includes work order bills of materials, parts inventory, inventory restocking requisitions, non-stock and service requisitions, and purchase status tracking and exception reporting for items outside of predetermined stocking levels.

The initial system shall include provision for detailed capture and allocation of all in-house labor information and all transactions or summations of transactions involving materials, purchases, and outside labor.

Labor information for each employee shall be recorded daily on a written form, entered into an error checking screen, stored, and automatically processed, or entered directly into the system. Complete reports shall be available.

Facility Management

Facility Management is the management of the logical uses of physical spaces in a large facility. The maintenance of an inventory of individual spaces following federal and state standards for space coding, areas, uses, and users is required. Individual codes for uses and users will be supplied, data fields must accept these codes and produce periodic reports in different formats.

Other logical and physical data must be linked via facility management. This includes graphic and photographic information, data files, work order histories, asset lists, and resource reports.

B. Specific Modules/Functions

Statement of Compliance

All program shall comply with the needs of Eastern Illinois University as approved by the CMMS Project Committee in accordance with this portion and other portions of this Request for Proposal. All programs shall function completely and interactively to yield a complete system that requires the entry of data only once and stores data within a relational data base.

The CMMS shall include an integrated set of modules for the systematic and efficient operation of CMMS. The software shall include the following integrated programs and other integrated programs as required to conform to the requirements of this document.

Items listed are intended to describe minimum requirements. Statements of compliance are to be entered in Section IV. Vendors are encouraged to add additional items they feel will further enhance the system.

Program Modules

- 1.0 Work Order System Requirements
 - 2.0 Corrective Work Order Tracking & Control
 - 3.0 Preventive ' Maintenance Tracking and Control
 - 4.0 Planning and Scheduling
 - 5.0 Equipment Management
 - 6.0 Parts Inventory., Tracking,-and Control
 - 7.0 Purchase Order Tracking and Control
 - 8.0 Budgeting
 - 9.0 Labor and Materials Tracking
 - 10.0 Project, Tracking and Control
 - 11.0 Standard Reporting Features
 - 12.0 Report Writer Capabilities
 - 13.0 Facility Management
 - 15.0 Data Transfer
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- 1.0 Work Order System Requirements
 - 1.1 The system shall provide for ease of operation and be capable of being operated by maintenance staff. System information must be organized in an easy to understand format. No data processing experience or knowledge must be required for normal use.
 - 1.2 The system structure shall provide for and use clear, recognizable maintenance terms.
 - 1.3 The software system shall include screen prompting and provide a context sensitive "Help" function.
 - 1.4 The system shall be user friendly, menu driven.
 - 1.5 The software system shall support multiple concurrent users.
 - 1.6 The software system response time shall not degrade with increased data base size.
 - 1.7 The software system modules shall be integrated so that a single entry updates all relevant files.
 - 1.8 The software system shall be supported by representatives who have had extensive experience in both facilities maintenance, operations, and computer programming.
 - 1.6 No-obligation on-site inspections of customer installation shall be possible.

- 1.10 The system shall allow for multi-craft work orders.
- 1.11 The system shall allow for multi-account charge-back.
- 1.12 The system shall have a proven history of successful performance in a variety of college and university environments and references of such shall be supplied with the proposal.
- 1.13 The system shall have archiving and backup capability.
- 1.14 The system shall support the capability to allow the user to construct custom screen and report formats within the overall system configuration.
- 1.15 The system shall be supported with an ongoing program of well organized and documented enhancements.
- 1.16 All pertinent data required by the user can be displayed and printed out per user needs.
- 1.17 System features or modules shall be integrated, but shall also be able to be accessed independently.
- 1.18 Users shall be able to populate/update system data bases with bulk data input via network or transportable media.
- 1.19 Users shall be able to import and/or export from external system data bases directly or in ASCII format.
- 1.20 System shall contain a minimum of 4 levels of password security capability at multiple menu, screen, and field levels.
- 1.21 System shall allow for tracking of equipment costs by equipment hierarchy, craft, and materials.
- 1.22 System shall be capable of providing active access to information for a minimum of one and one-half years.
- 1.23 The system shall be capable of comparisons of YD and previous fiscal year.
- 1.24 The system shall run in the IBM Lan Manager Environment and or windows NT Server.
- 1.25 The system shall have the ability to track service contracts.
- 1.26 The system shall project estimated costs for labor and materials.

- 1.27 The system data base shall be directly accessible using Microsoft Access.

- 2.0 Corrective Work Order Module

The Corrective Work Order Module shall allow for the following:
- 2.1 Each work order shall, at a minimum, specify the requester, equipment to be worked on, the task to be accomplished, procedures to accomplish the task, parts required, work order type, priority, trade employed, status, department, building, floor, room, and projected completion date.
- 2.2 The Work Order System shall be capable of processing both Preventive Maintenance (PM) and Corrective Maintenance (CM) work orders.
- 2.3 The Work Order System shall be capable of processing Emergency Maintenance (EM) work orders after work is completed.
- 2.4 The Work Order System shall provide a password approval security system.
- 2.5 The Work Order System shall be capable of automatically determining spare parts availability for each work order.
- 2.6 The Work Order System shall be capable of tracking work orders (CM, PM, and EM) from conception to completion.

- .1 Creation of up to 80,000 work orders annually.
- .2 Generate daily, weekly, or monthly work schedules for each craft.
- .3 Ability to sort and display work orders by a variety of parameters such as priority, date requested, cost center, equipment number, craft, etc.
- .4 Ability to generate management control reports such as itemizing open or backlogged work order, work load by craft, time and cost by work order and equipment number, craft, etc.
- .5 System shall be able to charge materials and parts against individual work orders and equipment piece, and this function shall be interactive with the inventory control program for automatically determining parts availability.
- .6 System shall be capable of automatically generating sequential work order numbers.
- .7 System shall have the ability to access a Safety Procedures Database which can be printed in conjunction with the work orders.

- 2.7 Easy access to CM work order system and allow for easy entry of pertinent work order data.

- 2.8 Ability to generate a hard copy of CM work order.

- 2.9 Sufficient space to list multiple crafts (up to 12) on CM work order.
- 2.10 Listing of crafts must be predominately displayed on work order.
- 2.11 Ability to sort and print by craft.
- 2.12 Ability to track multiple-crafts.
- 2.13 Ability to print problems and/or procedure in words, not code.
- 2.14 Ability to assign work orders to a project.
- 2.15 Work order information can be updated between opening and closing.
- 2.16 Work order includes material, labor, and contractual expense associated with the cost of each.
- 2.17 Work order includes contractor cost.
- 2.18 Ability to automatically schedule CM work orders based on priority, required completion date, and available resources.
- 2.19 Ability to enter cause and failure codes.
- 2.20 Ability to produce estimated costs for labor and materials.

3.0 Preventive Maintenance Tracking and Control

The Preventive Maintenance tracking and control system shall allow for the following:

- 3.1 The entry of PM procedures from a library which can be attached to any defined class of equipment.
- 3.2 Input of all needed PM activities into the data base.
- 3.3 Recall individual PM activities for screen editing and review.
- 3.4 Automatically generate hard copy work orders as PM activities become due and automatically update the active work order file.
- 3.5 Generate various status reports that can be used to identify delinquent activities and determine the cost of preventive maintenance.

- 3.6 Generate PM activity lists, detailing the description, labor, and parts requirements for each activity due in a given time interval.
- 3.7 Auto-scheduling based on priority, required completion date, and available resources, or upon request.
- 3.8 Ability to provide hard copy of specific PM procedures upon request or with each PM work order.
- 3.9 PM task printed in words, not code.
- 3.10 Scheduling flexibility (calendar, last date, elapsed time, etc.)
- 3.11 Multiple PM work orders for any piece of equipment.
- 3.12 Date or day specific scheduling.
- 3.13 User specified schedule lead time.
- 3.14 Integrate upcoming PM with required CM.
- 3.15 Offer an annual PM forecast and load leveling of scheduled requirements by craft.
- 3.16 Full equipment History.

4.0 Planning & Scheduling Module

The Planning & Scheduling Module shall allow for the following:

- 4.1 Offer to complete Work Order Planning system capable of prioritizing work orders, assigning labor and materials and refining job steps.
- 4.2 Implement a reservation system to insure availability of parts and/or frequently used equipment needed for completion of a work order.
- 4.3 Provide the option to bypass the scheduling process when needed to generate emergency and critical work orders.
- 4.4 Select the scheduling interval desired by day, week, or month.

- 4.5 Will calculate planned manpower availability by date, by craft.
- 4.6 Print out needed documents for the schedule period and craft or foreman including work orders, material issue tickets, and safety procedures.

- 5.0 Equipment Management
 - The equipment management tracking and control system shall allow for the following:
 - 5.1 Ability to store equipment records in a hierarchical structure (i.e.: Plant, building name, building location, building floor number, major equipment groups, pieces of major equipment, major equipment components, component subassemblies, subassembly parts).
 - 5.2 Bill of Materials descriptive data on all equipment.
 - 5.3 Recall up to 1,000,000 active equipment records for screen editing, review or print.
 - 5.4 Generate reports of required spare parts, cross reference parts/equipment substitute parts, vendors for each piece of capital equipment, and listing of equipment location.
 - 5.5 Track equipment downtime and maintenance cost history.
 - 5.6 Easy entry and editing of equipment data.
 - 5.7 Search and sort ability by number or key word.
 - 5.8 Permit accumulation of a complete equipment cost history.
 - 5.9 Warranty and service contract periods.
 - 5.10 Complete maintenance and repair history.
 - 5.11 Shall provide a Standard Procedures Library for application to classes of equipment.
 - 5.12 Shall provide a complete Failure History.
 - 5.13 Class Coding - User Defined.
 - 5.14 Shall provide for a cross-reference spares availability.

- 5.15 Shall provide for assemblies and subassemblies maintenance repair tracking.
- 6.0 Parts Inventory and Tracking and Control
The inventory tracking and control system shall allow for the following:
 - 6.1 Input pertinent information (i.e. parts number, etc.) about each controlled part of material.
 - 6.2 Input supply requisition data and automatically update balance on hand, year to date issues, date last issued for parts, cost, etc.
 - 6.3 Recall active parts records for screen editing or review.
 - 6.4 Delete parts from inventory record.
 - 6.5 Generate parts catalog listing for parts by type/description, location, part manufacturer number, etc.
 - 6.6 Generate physical inventory list for verification of stock and location.
 - 6.7 Generate stock deficiency lists indicating those items below minimum stock level.
 - 6.8 Ability to cross reference inventory to equipment and equipment to inventory.
 - 6.9 Offer search and sort capability by part numbers or key words.
 - 6.10 Cross-index classes of equipment with all parts used on that equipment.
 - 6.11 Spot-Purchase of non-stock items.
 - 6.12 Automatic decrement of inventory.
 - 6.13 Parts reservation against specific work orders.
- 7.0 Purchase Order Tracking and Control

The Purchase order tracking and control system shall allow for the following:
 - 7.1 Ability to automatically or manually create purchase requisition based upon pre-determined limits for stock or non-stock item.
 - 7.2 Ability to generate a hard copy of purchase requisition.

- 7.3 Ability to cross reference purchase requisition to purchase order.
- 7.4 Full editing capabilities and unlimited line item capability for purchase requisitions.
- 7.5 Capability to update partial receipt through purchase requisition/purchase order tracking.
- 7.6 Ability to provide vendor information files with full editing capability.
- 7.7 Ability to create various reports on above items.
- 7.8 Ability to automatically group together into a single purchase requisition, various parts from the reorder list, which will be purchased from the same vendor.
- 7.9 Ability to track blanket purchase orders.
- 7.10 Ability to cross reference work order number with purchase order number.'
- 7.11 On-line view of purchaser history.
- 7.12 Each line in a purchase order can be associated with a separate cost center and/or a separate work order.

8.0 Budgeting

The budgeting system shall allow for the following:

- 8.1 Import budget amounts by account from mainframe system.
- 8.2 Decrement one set of budget totals by account by month for scheduled work orders.
- 8.3 Decrement another set of budget totals by account when work orders are authorized.
- 8.4 Decrement another set of budget totals by account when work orders are costed with separate amounts for labor, materials, and equipment. This set of totals should be updated on a real-time basis as time reports are entered or inventory is issued.
- 8.5 Update another set of budget totals by account based on actual amounts reported from accounting each month.
- 8.6 Report cost details for labor, materials and equipment by facility or by work order or by craft by month to document changes to budget orders.

9.0 Labor and Materials Tracking

The Labor and Materials Tracking System shall allow for the following:

- 9.1 The system shall store with appropriate security a file of pertinent personnel records with vacation schedules, overtime records, training records, and skill levels.
- 9.2 Allow time to be charged, to a work order or to a non-work order related special code by using any combination of regular or premium hours.
- 9.3 Post time and materials entered as a dollar cost against a work order.
- 9.4 Report sick time, overtime, in days or costs.
- 9.5 Generate time sheets for individuals for payroll purposes.
- 9.6 Group human resources by foreman and by craft.
- 9.7 Track overhead expense: vacation, holidays, sick, training, meetings, and other non-productive time.
- 9.8 Provide for overtime planning.
- 9.9 Allow for multiple overtime rates.
- 9.10 Allow for short differentials.
- 9.11 Allow for daily labor/hours distribution report by account, or by work order.

10.0 Project Tracking and Control

The Project Tracking and Control functions shall provide for the following:

- 10.1 Ability to assign project numbers.
- 10.2 Ability to assign work order to projects for craft personnel and vendors.
- 10.3 Ability to estimate total project costs.
- 10.4 Ability to compare current expenses against estimates and compute ratio.

- 10.5 Ability to track change orders.
- 10.6 Ability to track approvals against change orders.
- 10.7 Ability to track excess - change order amounts against estimates.
- 10.8 Ability to create a completion checklist.
- 10.9 Ability to create a project cost summary to include invoice vouchers, work orders and management fees.
- 10.10 Ability to predefine: phase codes, task codes, job descriptions, and multiple clients.
- 10.11 Ability to account project through: general ledger, purchase order tracking, invoicing/accounts receivables, reconciliation, assigned overhead, budgeting capability.
- 10.12 Ability to report on projects by: project summary, project detail, office earnings, labor analysis, income statement, and account receivables.
- 10.13 Ability to track field orders, shop drawings, and pay requests.

11.0 Standard Reporting Features

The standard reporting system shall have the capability to draw information from all system modules and assemble such information into a standard reporting format to generate reports such as, but not limited to, the following:

- 11.1 Closed work orders by quantity, hours, labor dollars, material dollars, and total dollars.
- 11.2 Open employee, account, priority, location work orders by craft.
- 11.3 PM Schedule by craft.
- 11.4 Work load by craft.
- 11.5 PM work load by period.
- 11.6 Past due PM by craft.
- 11.7 Past due PM by equipment.

- 11.8 Maintenance history by equipment and equipment groups to include PM, CM, and EM.
- 11.9 Maintenance cost by equipment and equipment groups to include labor and materials.
- 11.10 Spare Parts Order Status.
- 11.11 Spare parts reorder report.
- 11.12 Spare parts activity report.
- 11.13 Spare parts report by equipment piece and equipment piece by spare parts.
- 11.14 Spare parts by usage frequency inventory value equipment history, spare parts and inventory value reports automatically updated with closed work orders.
- 11.15 Variance reports for estimates vs. actual.
- 11.16 Ability to compare estimates versus actual costs for corrective, preventive and project work orders.

12.0 Report Writer Capabilities

The report writer shall have the following capabilities:

- 12.1 Readable system to inquire into data base to access and sort information and produce one-time only or recurring reports containing any combination of data within the database.
- 12.2 Ability to draw on information from all systems modules and assemble into custom report and formats.
- 12.3 Ability to name and retain custom reports.
- 12.4 Conversion to graphic output
- 12.5 Export capabilities in ASCII format.

13.0 Facility Management Capabilities

The Facility Management section shall have the following capabilities necessary to adequately track the use of facilities:

- 13.1 Space data information including: building, room number, size, use code, type code, department, sub-department, occupant, last update.
- 13.2 Classroom schedules shall be maintained identifying whether a room is scheduled for use or is vacant during any ½ hour interval, 24-hours/day, 7-days/week.
- 13.3 Physical space data including: surface types, surfaces, multiple surface materials, surface areas, and orientation.
- 13.4 Physical information about room contents: furniture, fixtures, equipment, and other fixed minor assets.
- 13.5 Surface repair histories.
- 13.6 Equipment repair histories.
- 13.7 Replacement value of facilities based on periodic inspections.

IV. VENDOR INFORMATION

Please provide responses to the following in as complete a detail as possible. Attachments, copies, documentation, literature, and contract documents are acceptable for further elaboration.

1. When was your company or department selling the facility maintenance software founded?
2. How long have you been selling facility maintenance software?
3. Installed Base
 - a. How many organization are using your facility maintenance software?
 - b. How many colleges and - universities are using your facility maintenance software?
 - c. Provide 6 contact names, addresses, and phone numbers for college and university references.
4. How many total employees do you have?
5. How many employees do you have that only provide support?
6. How many employees do you have that only provide maintenance?
7. How many employees do you have that only provide updates or enhancements?
8. Users Group
 - a. Do you have a User's Group?
 - b. If yes, how often does it meet?
9. If you are selected, can you offer a minimum of 20 references?
10. Customization:
 - a. Do you offer services to modify your software?
 - b. If yes, please outline procedures and costs.
11. What documentation is offered with the system? What is the additional cost for additional copies of the documentation?
12. What programming language(s) is (are) used?
13. What database is used?

14. Source Code
 - a. Is source code available?
 - b. Is it included in the purchase price?

15. Training
 - a. How is training provided?
 - b. Is there an on-line tutorial?
 - c. Are training guides/workbooks provided?

16. Support
 - a. Is -there telephone support?
 - b. Is it part of the purchase price?
 - c. Is it an 800 number?
 - d. What hours is support available?
 - e. Is there a per-call charge?
 - f. Guaranteed response time?

17. Upgrades
 - a. How are upgrades or new releases provided?
 - b. Is there a charge?
 - c. How often are new releases or versions distributed?
 - d. How is testing of the new release or version performed?
 - e. Provide a history of the software identifying dates of new versions and major upgrades.

18. Staff
 - a. Specify the name and address of business location which would support Eastern Illinois University.
 - b. Identify name, title, background, and experience of personnel who would support Eastern Illinois University.

19. Please state what, if any, unique experience or qualifications you possess that might be specific to this installation.

20. Statement of Compliance or Exception.

Please state your compliance with the requirements outline in each section.

Please note any exceptions and options, if any, to non-compliance.

- a. Work Order System requirements.
- b. Corrective Work Order Module
- c. Preventive Maintenance Tracking and Control
- d. Planning and Scheduling Module
- e. Equipment Management
- f. Parts Inventory and Tracking and Control
- g. Purchase Order Tracking and Control
- h. Budgeting
- i. Labor and Materials Tracking
- j. Project Tracking. and Control
- k. Standard Reporting Features
- l. Report Writer Capabilities
- m. Facility Management Capabilities
- n. Computer Hardware
- o. Data Transfer.

V. FINANCIAL

Pricing and description of the work and deliverable shall be provided for each of the elements described herein. Pricing shall include travel expenses and shipping costs. Delivery terms should be outlined. Payment will be made in accordance with the Illinois State Prompt Payment Act.

A. Software

Standard \$ _____
Customization \$ _____

B. Initial Training

Provide estimated hours and costs required.

Systems Maintenance Training	Hrs. _____	Cost \$ _____
User Training	Hrs. _____	Cost \$ _____

C. Implementation Services Hrs. _____ Cost \$ _____

D. Support Services Cost \$ _____

E. Source Code Cost \$ _____

F. Warranty/Annual Maintenance Cost \$ _____

G. Data Transfer/input Cost \$ _____