City of Kirkland

Request for Proposal

Constituent Response Management (CRM) Software and Implementation Services

Job # 09-18-CMO

Issue Date: February 22, 2018
Due Date: March 20, 2018 – 4:00 p.m. (Pacific Time)

REQUEST FOR PROPOSALS

Notice is hereby given that proposals will be received by the City of Kirkland, Washington, for:

Constituent Response Management (CRM) Software and Implementation Services

File with Purchasing Agent, Finance Department, 123 - 5th Ave, Kirkland WA, 98033 as follows:

Proposals received later than **4:00 p.m. March 20, 2018 will not** be considered.

A copy of this Request for Proposal (RFP) may be obtained from City's web site at http://www.kirklandwa.gov/. Click on the Business tab at the top of the page and then click on the Request for Proposals link found under "Doing Business with the City".

The City of Kirkland reserves the right to reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an onsite scripted product demonstrations. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

A vendor response that indicates that any of the requested information in this RFP will only be provided if and when the supplier is selected as the apparently successful supplier is not acceptable, and, at the City's sole discretion, may disqualify the proposal from consideration.

The City of Kirkland assures that no person shall, on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Kirkland further assures that every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs are federally funded or not.

In addition to nondiscrimination compliance requirements, the Supplier(s) ultimately awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

The Supplier(s) ultimately awarded a contract will be required to sign and comply with City of Kirkland Information Technology Vendor Security policy and a Non-Disclosure Agreement. Supplier(s) that provide a hosted or cloud solution will be required to sign and comply with City of Kirkland Information Technology Cloud Security policy.

Dated this 22nd Day of February, 2018

Greg Piland
Purchasing Agent

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General RFP Information

Section I: General RFP Information

I.1 RFP PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from software Vendors, systems integrators, implementation partners and/or Value Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Constituent Response Management (CRM) solution that meets the City's needs. The City's preference is to select and begin implementation of a CRM solution in the early second quarter of 2018.

I.2 INTRODUCTION

The City of Kirkland (City) is located across Lake Washington from Seattle, Washington, just north of Bellevue with some contiguous borders. The City is the second largest city on the east side of Lake Washington, and the thirteenth largest in the State of Washington, with a population of approximately 84,000. A full community profile can be found at www.kirklandwa.gov.

I.3 BACKGROUND

The City currently does not utilize a centralized Constituent Response Management (CRM) application. Individual departments and City functions record their interactions with citizens, businesses, customers and employees in a variety of means, using different desktop applications and isolated systems.

I.4 OBJECTIVES AND SCOPE OF WORK

The City is seeking a Software-as-a-Service (Saas), cloud solution that will meet its core requirements out of the box with minimal modifications. The City expects the Vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration and report development) in a timely and professional manner. The desire is to phase into a centralized system to take advantage of workflow, reporting and improved customer interaction tools such as mobile and web forms. Successful vendor must complete the IT Vendor Security Policy and IT Cloud Vendor Security Policy (Exhibit G).

The City will consider proposals from single Vendors or from multiple Vendors working as a team. In the event multiple Vendors submit a proposal together, the City expects that there will

be one prime contact that will be responsible for the whole project and for coordinating the work of the other Vendors.

The ideal Vendor(s) shall have experience in successfully implementing the proposed solutions at local government agencies of similar size to the City and/or in larger agencies. The successful Vendor shall be responsible for the final City approved design, installation, implementation and commissioning of the CRM system, including development of mobile and web forms, user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to find the best overall solution for the City for this investment. The award shall be made to the qualified Vendor whose proposal is most advantageous to the City with price and other factors considered. Other factors that may contribute to the selection process include but are not limited to the following:

- ❖ Project approach and understanding of the City's objectives and requirements.
- ❖ Supplier's implementation methodology and implementation success.
- ❖ Feedback from customer references.
- ❖ Compliance with the City's terms and conditions.
- ❖ Supplier's installed base and experience with municipalities similar to the City
- ❖ Supplier's installed base with similar municipalities in the State of Washington
- ❖ Ability to integrate with other City systems
- ❖ Cost and quality of ongoing maintenance and support

Overall the CRM system must provide the following:
a. Compatibility with the City's Technology strategic objectives.
b. A complete solution that has been successfully implemented in the last 18 months for public agencies of comparable size and that follows best practices offered by the software.
c. Alignment with the functional requirements as defined in this RFP.
d. A solution that requires no modification to base code, but is configurable to meet the needs of the City now and into the future.
e. An intuitive interface and an easy learning curve to facilitate rapid adoption and minimize the need for external on-going training services.
f. A system that is stable, secure and accessible and supports business processes, service delivery and transparency.
g. Vendor must have an ongoing and sustainable product and corporate strategy to avoid obsolescence.
h. Easy access to the City's data for integration with other systems, reports and data analysis.
i. Comprehensive library of standard reports and tools for end user ad hoc reporting and queries.
j. Foster collaboration and process efficiencies between departments.
k. Easy integration with other systems including open integration technology such as Web Services or prebuilt API's to 3rd Party solutions.

General RFP Information

The following chart lists other City applications used that will may be interfaced or integrated to the CRM solution:

Application	Function	Integrate/Interface
Tyler Munis	Financials, Budgeting HR, Payroll, timekeeping	Possible
Tyler EnerGov	Permitting, Code Enforcement, currently Business License	Yes
Lucity	Asset Management, Work Management, Planning and Budgeting	Yes
REC1	Recreation Registration and Facility Booking	Possible
GovQA WebQA	Public Records Request	Possible
Accela Springbrook	Utility Billing, Cashiering	Possible
Assetworks FleetFocusFA	Fleet Maintenance Management	Possible
ESRI Enterprise ArcGIS Platform	GIS System	Possible
HP TRIM	Document Management and retention	Possible
City Website http://www.kirklandwa.gov	Content management (Currently ActiveCMS)	Possible
SharePoint Online	Intranet with some external applications	Possible
VueWorks	Asset Management for private storm water systems	Possible
Latitude Geographics Geocortex	GIS Browser (KirklandMaps)	Yes
HP Omega	Crime mapping	Possible
Social Media	Various	Yes

The City has identified a team of individuals that will be assigned to the implementation of the systems. The City wants Vendors to indicate level of staffing needed for implementation and ongoing.

I.6 CURRENT ENVIRONMENT

The City has approximately 573 full time employees, 591 PCs and 75 servers. City employees are located at 4 primary locations, all connected by fiber. There are also 9 additional locations which house City employees. Voice and data needs for these sites are served by fiber.

The City's standard network operating system is Windows Server 2008/2012. The standard desktop operating system is Windows 7 and mobile computers on Windows 10. The City will migrate to Office 365 in 2018. SharePoint is used to generate dashboard views for some

General RFP Information

Management data outside of the financial system. The data backbone is Cisco 10/100/1000 and 10 gigabit switches, firewalls and routers.

City servers are split between a small internal server room in the City Hall building the Kirkland Justice Center and five leased racks in the City of Bellevue data center. Both data centers are configured as limited access, raised floor and controlled environments. The standard configuration is rack mounted Dell servers with redundant power supplies, SCSI controllers and built-in Ethernet 10/100/1000 and a few dedicated 10G network cards. There are a total of seventy five servers. Forty six servers are hosted by three VMWare host servers. Twenty one servers (a mix of virtual and stand-alone) are connected to a NETAPP3220 SAN with replication to a NETAPP2240. The typical configuration on the SAN consists of two mirrored RAID 1 sets for direct attached storage and redundant path fiber channel connectivity. The Network is a managed TCP/IP switched Ethernet architecture with fiber connectivity between geographically dispersed locations. All servers are backed up on a regular schedule utilizing a CommVault backup to disk system with the disk target located on a NETAP2240, and all have Microsoft Forefront Endpoint Protection and Microsoft SCCM management agents/software installed.

The City also maintains a wireless network. The wireless network is a CISCO solution consisting of fifteen 1500 series outdoor mesh and forty-eight 2600 series indoor access points. There are two primary SSID's (one for public access, one for corporate access). All configuration and management is handled centrally via CISCO WLC5508 controllers configured in an HA pair. The 2600 series access points are located throughout all City owned buildings and the 1500 series MESH access points are located in the downtown business area and nearby parks.

I.7 OFFICIAL CONTACT AND PROPOSAL SUBMISSION ADDRESS

Upon release of this RFP, all Vendor communications concerning the RFP should be directed to the City's RFP Coordinator listed below. Unauthorized contact regarding this RFP with any other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Suppliers should rely only on written statements issued by the RFP Coordinator. The City's RFP Coordinator for this project is:

Name:	Sara Mallamo
Address:	City of Kirkland, Customer Service Program Lead
	123 5th Avenue, Kirkland, Washington 98033
E-mail:	smallamo@kirklandwa.gov

Proposals must be received at the following address by no later than 4:00 pm PDT on March 20, 2018:

City of Kirkland
Attn: Purchasing Agent-Job #09-18-CMO
123 5th Ave
Kirkland, WA 98033

I.8 PROCUREMENT SCHEDULE

The procurement schedule for this project is provided in the following table. The City reserves the right to adjust this schedule as necessary:

Milestone	Deadline
RFP Issue Date	February 22, 2018
Vendor Letters of Intent due	March 2, 2018
Submit Questions Regarding RFP	March 2, 2018 by 4:00 PM
City Response to Questions	March 9, 2018
Proposals Due from Participating Vendors	March 20, 2018 by 4:00 PM
Vendor Notification and Delivery of Short List	April 3, 2018
Software Demos	April 9 – 13, 2018 (please reserve these dates)
Due Diligence Phase – Finalist Vendors	April 2018
Contract Negotiations	April 2018
Implementation Kick-off	May, 1 2018

I.9 EVALUATION PROCEDURES

The RFP coordinator and other staff will evaluate the submitted proposals. The initial Technical and Functional Evaluation will be based on written responses to this RFP.

It is important that the responses be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal. The City is not interested in unnecessary sales verbiage.

The evaluators will consider the completeness of the proposal, how well the Vendor complied with the response requirements, responsiveness of Vendor to requests, the number and nature of exceptions (if any) the Vendor takes to the terms and conditions, the total cost of ownership and how well the Vendor's proposed solution meets the needs of the City as described in the Vendor's response to each requirement and form.

EVALUATION CRITERIA

- ❖ Quality and completeness of understanding, approach and overall proposal – 20%
- ❖ Quality of match between qualifications/capabilities and experience, project scope and requirements – 20%
- ❖ Expertise of project team – 20%

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❖ References – 20%
❖ Cost – 20%

As part of the evaluation, the City reserves the right to request additional information, ask for a Web demo, and conduct conference calls to review the response, or take any other action necessary to perform a thorough and objective evaluation of each Vendor's response. This evaluation includes, but is not limited to conducting customer reference checks, and reviewing any other information about the Vendor and its solution (e.g. performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The evaluation process is intended to help the City select the Vendor with the best combination of attributes, including but not limited to total cost of ownership, ease-of-use, performance, reliability, vision, flexibility, stability, sustainability, Vendor viability and Vendor capacity to successfully implement the selected applications.

The City also reserves the right to require that a subset of finalist Vendors make a presentation and conduct a scripted product demonstration to its selection team at a location and time chosen by the City.

I.10 TERMS AND CONDITIONS

RFP AMENDMENTS
The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

PROPOSAL ACCEPTANCE
The City reserves the right to accept the bid, bids or parts of a bid deemed most advantageous to the City. If applicable, the City reserves the right to request from the software Vendor a different implementation provider, systems integrator and/or Value Added Reseller than the one proposed, or, at its sole discretion, select a different implementation provider, systems integrator and/or Value Added Reseller on its own.

COOPERATIVE PURCHASING
RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City of Kirkland may purchase from City of Kirkland contracts, provided that the supplier agrees to participate. The City of Kirkland does not accept any responsibility for purchase orders issued by other public agencies.

RECORDINGS
The City reserves the right to record and/or videotape all Webinars, Web demos, conference calls, demos or other communications relative to this RFP.

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VENDOR'S COST TO DEVELOP PROPOSAL

Costs for developing proposals in response to the RFP are entirely the obligation of the Vendor and shall not be chargeable in any manner to the City.

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES

The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City.

PROPOSAL VALIDITY PERIOD

Submission of the proposal will signify the Vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful Vendor.

CITY LICENSE

The Vendor awarded said contract will be required to purchase a City Business License.

PUBLIC DISCLOSURE NOTICE

Under Washington State law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this request for proposals (the "documents") become a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence.

If the City receives a request for inspection or copying of any such documents provided by a Vendor in response to this RFP, it will promptly notify the Vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the Vendor of the date the City intends to disclose the documents requested and affording the Vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. The City assumes no contractual obligation to enforce any exemption.

Any information contained in the proposal that the Supplier desires to claim as proprietary or confidential, and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The City will try to respect all material

identified by the Supplier as being Proprietary or Confidential, but requests that Suppliers be highly selective of what they mark as Confidential. The City will make a decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary.

Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will NOT be accepted or honored and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City's possession, the information is obtained from third parties without restrictions on disclosure or the information was independently developed without reference to the Confidential information.

ACQUISITION AUTHORITY

This RFP and acquisition are authorized pursuant to KMC 3.85.200 and RCW 39.04.270.

CONTRACT AWARD AND EXECUTION

♦ The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the Vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.

♦ The general conditions and specifications of the RFP and as proposed by the City and the successful Vendor's response, as amended by agreements between the City and the Vendor, will become part of the contract documents. Additionally, the City will verify Vendor representations that appear in the proposal. Failure of the Vendor's products to meet the mandatory specifications may result in elimination of the Vendor from competition or in contract cancellation or termination.

♦ The Vendor selected as the apparently successful Vendor will be expected to enter into a contract with the City.

♦ The Vendor agrees that this RFP, the Vendor's response to the RFP (proposal) and a mutually agreed upon Statement of Work will be included as part of the executed contract.

♦ If the selected Vendor fails to sign the contract within five (5) business days of delivery of the final contract, the City may elect to cancel the award and award the contract to the next-highest-ranked Vendor.

♦ No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract or unless otherwise agreed to in writing by both parties.

OTHER COMPLIANCE REQUIREMENTS

In addition to nondiscrimination and equal opportunity compliance requirements, the Proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances

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relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

OWNERSHIP OF DOCUMENTS

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

CONFIDENTIALITY OF INFORMATION

All information and data furnished to the Proposer by the City, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

Section II: Vendor Instructions

II.1 LETTER OF INTENT

Vendors wishing to submit proposals are encouraged (but not required) to provide a written Letter of Intent to propose by March 2, 2018. An email attachment sent to smallamo@kirklandwa.gov is acceptable. Please identify the name, address, phone and email address of the person who will serve as the key contact for all correspondence regarding this RFP.   A Letter of Intent is required if a Vendor would like to be directly notified with a list of the questions and answers that will be generated from the pre-proposal process.

II.2 VENDOR QUESTIONS

Suppliers who request a clarification of the RFP requirements must submit written questions to the RFP Coordinator by 4 p.m. Pacific Time on March 2, 2018 by 4:00 PM via email to: smallamo@kirklandwa.gov. Responses to all questions submitted by this date will be posted to our website by 12:00 p.m. on March 9, 2018. The list of questions and answers will also be sent to those submitting a Letter of Intent to the City.

II.3 RFP RESPONSE FORMAT

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content, cost effectiveness of the proposal, and adherence to the presentation structure required by this RFP and not on volume. All proposals

Vendor Instructions

and accompanying documentation will become the property of the City and will not be returned. Proposals shall be easily recyclable; plastic and wire bindings are discouraged.

Proposals must be delivered by the date and time indicated in Section I.8 to the Purchasing Agent noted in this RFP. Proposals must be delivered in the following format:

a. One original plus one hard copy, double-sided and bound with section separators on 8 ½ x 11 inch paper. No 3 ring binders.
b. One USB drive containing the full RFP response, plus the Requirements Section 3 separately in MS Word format.

Vendor responses should be provided in the order and format outlined in the chart below. Your response should include each section detailed below in the order presented, separated with tab dividers. Use the numbering system noted in this table including Section and Sub-Section (e.g. 2.a, 2.b, 2.c, etc.).

Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration.

Section	Milestone	Deadline
--	Table of Contents	A Table of Contents that identifies the sections included in the RFP response.
1	Cover Letter	A transmittal letter addressed to the contact person on the cover of the RFP. The Proposal must be signed by an official authorized to legally bind the Vendor.
2	Vendors Qualifications and Experience	A review of the qualifications and experience of the Vendor including the following: a. An overview description of the Vendor's qualifications related to the requirements described herein. b. Number of years the firm has provided the products and services outlined in the RFP. c. Name of the Principal or Project Manager who will have direct and continued responsibility for the project. This person will be the City's staff contact on all matters dealing with the project and will handle the day-to-day activities through completion. d. Resumes for all persons assigned to the proposed implementation team, including a listing of their job responsibilities for this project. e. Identify any services that will be outsourced to a sub-contractor. The Vendor will be responsible for verifying the experience and qualifications for any outsourced work to sub-contractors. The Vendor is also responsible for paying its employees and any sub-contractors the Vendor hires.

Vendor Instructions

Section	Milestone	Deadline
3	Requirements	Using the form provided as Exhibit A, complete the Requirements document following the instructions provided on the form. Each item should have a ranking and a specific qualitative comment about how the software supports the requirement. Vendors should not modify the document format, font or layout in their response.
4	Pricing	Using the form provided as Exhibit B, complete the pricing summary. Pricing must be complete and list any available discounts. Pricing information supplied with the response must be valid for at least 180 days. All one-time and recurring costs must be fully provided. Provide estimates of total hours and hourly rates associated to each line item for services costs for implementation. Estimates for implementation services should include but not be limited to: a. Implementation of the software b. System configuration c. Training d. Interfaces or integration e. Travel estimate f. Post Go-Live Support Additional backup documentation that supports the pricing summary page should be provided in this section.
5	Implementation	An overview of Vendor's implementation methodology including but not limited to the following: a. MS Project Plan: defining all Phases, Tasks and Timeline. b. Recommendation as to an implementation by phase all at one time. c. City Resources: IT and business roles, responsibilities, average estimated time per month by functional area. Indicate any additional resources needed. d. Vendor resources: roles, responsibilities, average estimated time per month. e. Process Improvement: approach to process improvement through implementation. The City's preference is to modify processes where necessary to leverage best practices offered by the software. f. Testing: approach, resources available, documentation provided, etc. g. Training: approach, on-site, online, resources available, documentation provided. The City prefers a hybrid mix of training services; Vendor led and train the trainer. h. Integration: approach, tools, experience. i. Post Go-Live Implementation Support.
6	Support	Support services offered and recommended including: a. System Administration: performance monitoring, tuning, loading of patches and version releases. b. User Groups, Conferences, Community Forums, Knowledge Base, etc. c. End User Support: number of staff offering user support, hours of service, average and guaranteed response time, ticketing system used, escalation process, user forums, etc. d. Software Upgrades: timing, support provided, documentation.

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Section	Milestone	Deadline
		e. Documentation: description and examples of user, administrator, and technical system references and help materials, e.g. procedures, definitions, configuration, ERD, API's, etc.
7	Information Technology	Specific Technology topics to review for the proposed solution include: a. Cloud or Hosted solution. b. If Cloud or Hosted, where does data reside? What are the City's options to access or retain data for the long term? c. Database diagrams and data dictionary d. Mobile hardware and operating system specifications. e. Support for Service-Oriented Architecture. f. API's offered and languages supported. g. Languages, structures or frameworks used e.g. .NET architecture, SQL, etc. h. Define maintenance responsibilities; Vendor and City for Cloud or Hosted. i. Estimated IT Department support time per month after go-live.
8	Training: Post Go Live	Training resources provided for technical and user training post go-live; approach to delivery, training materials provided and available online tutorials, etc.
9	References	Using the form provided as Exhibit C, provide five references that are similar in size and project scope to the City. Indicate the degree to which the references have implemented your solution. Three references shall be current customers and two references shall be past customers.
10	Contract Performance	Indicate if during the past five years the Vendor has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situations including name and address of contracting party and circumstances.
11	RFP Exceptions	Using the form provided as Exhibit D, specifically identify exceptions to this RFP from any section. Identify a preferred workaround or alternative to each exception.
14	Non-Collusion Certificate	Complete the Non-Collusion Certificate form provided as Exhibit E.
15	Non-Disclosure Agreement	Complete the Non-Disclosure Agreement form provided as Exhibit F.
16	IT Vendor Security and Cloud Security Policies	Review and complete the IT Vendor Security Policy. For hosted or SaaS solution review and complete the Cloud Security Policy provided as Exhibit G.

Late proposals will be kept but not considered for award. Proposals must be sealed and clearly addressed and marked with the RFP number and title. Proposals may be mailed to the City, but

Vendor Instructions

must be received by the purchasing agent no later than the above stated date and time. Hand delivered proposals will be received at the Cashier in the main lobby of the City.

Section III: Exhibits

Exhibit A – Key Functional and Technical Requirements

Exhibit B – Pricing Proposal

Exhibit C – Customer References

Exhibit D – Acceptance of Terms and Conditions of RFP

Exhibit E – Non-Collusion Certificate

Exhibit F – Non-Disclosure Agreement

Exhibit G – City of Kirkland IT Vendor Security Policy and IT Cloud Security Policy

Exhibits

Exhibit A – Key Functional and Technical Requirements

This section includes the Requirements to be evaluated in this RFP. This document will become Section 3 of your RFP response. **Use the electronic format provided with this RFP package**. This is not a comprehensive list of all of the City's requirements, but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Each item has been provided a ranking of R, I, N or E. A ranking of "R" indicates a feature is preferably Required, "I" indicates the feature is Important to the final decision, a ranking of "N" indicates the feature would be Nice to Have in a solution, and a ranking of "E" represents areas to Explore in the overall solution. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must provide a rating for every item for Core Modules. If the requirement does not pertain to the proposal being submitted, enter "N/A". In addition, **each line item should include a brief explanation of how the required item is supported**. Do not modify the format, font, numbering, etc. of this section.   If a submitted RFP includes blank responses the document may be considered in violation and rejected. Vendors are encouraged to respond by either providing a response to requirements based on Vendor-offered solutions, or by identifying third party partnership solutions.

Use the following rating system to evaluate each requirement:

Rating	Definition
3	**Standard and available in the current release**. Software supports this requirement and can be implemented with minimal configuration at no additional cost. No source code modification is required.
2	**Meet requirement with minor modification**. Modification maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
1	**Available with 3rd party software application.** Indicate name of the application recommended and number of installs jointly completed.
0	**Not available.** Software will not meet requirement.
F	**Future Release.** Requirement will be available in future release. Indicate anticipated release date: month and year.

Sample Response Format: Please use the format below when completing your response. The rating should be on one line and the comment should follow on the second line. Comments such as "Standard Functionality" or "In the CRM system" are not acceptable comments.

	General	Rating and Comment
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	3 System logs all transactions and stamps them with user, date, time and before/after values.

Exhibits

Rating	Vendor Background	Comments
	1. **Company**	
	▪ Company Name	
	▪ Contact Person Name and Title	
	▪ Contact Address, Phone, Email	
	2. **Company Information**	
	▪ Public vs. Private	
	▪ Year Founded	
	▪ Revenue and Income: Current and Prior Year	
	▪ Office Locations: Headquarters, Implementation, Support, Development	
	▪ Nearest regional office to Kirkland, WA	
	▪ Website	
	▪ Employee Count	
	▪ Data center location and provider (owned vs. leased)	
	3. **Number of Customers**	
	▪ Total Customers	
	▪ Total Customers on Proposed Application	
	▪ Total Cities	
	▪ Total Washington Cities	
	▪ Total Customers Our Size	
	4. **Target Customer Profile**	
	▪ Target Industries	
	▪ Sizing - Users and Population	
	5. **Version Schedule**	
	▪ Current version and Release Date	
	▪ Proposed Version and Release Date	

Table header:
City of Kirkland
CRM Software Requirements

R = Required
I = Important
N = Nice to have
E = Explore

Exhibits

Rating	Pricing Summary - Details in RFP Pricing Section 4		Comments
	All Costs – Required Modules		
	6.	**Software License :**	
		▪ Named vs. Concurrent licensing ▪ Mobile licensing (if different)	
	7.	**Implementation:** Total cost for implementation, data conversion, training, report development, integration, travel, etc.	
	8.	**Maintenance:** Total cost - Years 1-10.	
	9.	**Other Costs**	
	10.	**Total First Year Cost – Required Modules**	
	11.	**Total Ten year Cost – Required Modules**	
Rating	Technology		Rating/Comments
R	12.	Integration across all modules in the system; enter data once, updates all records.	
R	13.	For web clients: Web-enabled or Web-based architecture with published open API's and browser and platform agnostic. List of current browsers supported and the version you support.	
R	14.	Describe functions supported by mobile technology, e.g. workflow approvals, data look-up's, etc. Include what devices and mobile OS's are support (iPads vs Surfaces, iOS vs. Android)	
R	15.	Available SaaS and hosted options which allow more than one environments, e.g. production, test	
R	16.	Role-level security to menu and screen level.	
I	17.	Provide the ability to translate information into multiple languages. Please explain you method.	
I	18.	Comply with ADA WCAG 2.0 AA or higher or have a roadmap for this.	
R	19.	Comply with institutional data security requirements including: a. PHI security	
R	20.	Single sign-on: MS Active Directory; LDAP compatible.	
R	21.	Microsoft Outlook and Exchange Server integration for Email and workflow approval.	
R	22.	Office 365 integration.	
R	23.	Import/Export to Microsoft Word, Access and Excel; ability to filter data for export.	
R	24.	List integration technologies, e.g. Web Services, SOA, XML, etc. Flat file not preferred.	

Exhibits

Rating	Technology	Rating/Comments
I	25. Describe compliance with Service Oriented Architecture (SOA).	
I	26. Indicate experience integrating and proposed method to other City applications and services (e.g. Web Services, API, etc.):	
	a. Tyler Munis	
	b. Tyler EnerGov	
	c. Lucity	
	d. REC1	
	e. VueWorks	
	f. Accela Springbrook	
	g. GovQA WebQA	
	h. Esri Enterprise ArcGIS Platform	
	i. Assetworks Fleet FocusFA	
	j. HP TRIM	
	k. City Website http://www.kirklandwa.gov	
	l. SharePoint Online	
	m. Latitude Geographics Geocortex	
	n. HP Omega	
	o. Social Media	
R	27. Scan and attach PDF, JPEG, wav, MP3, TIF, etc. and MS Office files to records throughout all modules. System provides the capability for the requester to attach photos or other files from an external source when submitting a service request. Specify what image types are supported. Is there a file size limit?	
R	28. Online Readable Data Dictionary or database schema.	
I	29. Indicate tools and utilities available for data purge, archiving processes and retention rule implementation.	
I	30. Ability to use special characters (including keyboard [`|!@#$%^&*"] vs. non-keyboard①☺▱☐) in notes, emails approvals, passwords, etc.	
Rating	**General Requirements**	**Rating/Comments**
I	31. Configurable role-based dashboards to present reports, tasks, notifications.	
R	32. Audit Trail with user, date and time stamp throughout all modules, with before/after history.	
I	33. User configurable menus, screens, and fields, e.g. hide unused fields, set tab order, define mandatory fields, etc.	

Exhibits

Rating			Rating/Comments
I	34.	Flexible description field widths throughout the system. Describe what is supported.	
R	35.	User-defined fields that can be used in queries and reports; indicate where available and limitations.	
I	36.	Configurable electronic forms that can be filled in, routed online for approval and update the database.	
I	37.	Context sensitive field help.	
R	38.	Rules-based workflow routing to multiple approvers that can be concurrent or consecutive with prioritization, alerts.	
R	39.	Visibility to Workflow queue.	
R	40.	Activity or date triggered alerts, flags, and messages.	
R	41.	Effective dating of transactions throughout all modules; input change today that is effective at a future or past date.	
N	42.	Searchable notes fields by key word across records and modules.	
I	43.	Indicate strategy for document management within the application including retention.	
R	44.	Ability to group contacts	
N	45.	Generate letters, mailing labels, emails, faxes, consolidate communications.	
Rating	**Core Business Functionality**		**Rating/Comments**
R	46.	Provide a web portal for submission of customer requests. Proposed solution is a "software as a service" (SaaS) licensing and delivery model. This must be integrated with the City Website.	
R	47.	Provide native smart device applications for submission of customer requests. Specify platforms the applications are available in.	
R	48.	Software is a web-based solution and allows staff to access the organization's data from anywhere at any time with just a browser, internet connection, and user ID and password.	
R	49.	The customer interface is obvious, intuitive, user friendly, and easy to navigate by the requestor.	
R	50.	Relational Database for storage and maintenance of requests / cases / activities / requestors / responders.	
R	51.	Ability to inactivate a service request category and related data without deleting any previously created requests/cases.	
R	52.	Provides a back end application that allows staff to manage and support the applications and users.	

Exhibits

R	53.	Ability to identify a responsible person, department and/or workgroup for each case/request.	
R	54.	Must have a locked-out, read only and other field level specific access control features based on individual user ID and password.	
R	55.	Ability to send pre-programmed or template responses to individual requests based on the category or type of request. System can provide automated feedback to the requester regarding acknowledgement of the contact.	
R	56.	Ability to send/receive emails to City of Kirkland staff from within the application and have this data captured within the request/case. (Replies to system emails are added to case).	
R	57.	The ability to establish response times, with email reminders to assigned staff if cases are not closed. Ability for staff to respond back to email and details will be captured within the case.	
R	58.	Individuals using the application can submit requests without registering and creating a profile.	
R	59.	Ability to record geolocation of a case and view data geographically.	
I	60.	Ability for City Staff to modify and provide and accurate GIS location if the request is inaccurate.	
R	61.	The ability to establish the escalation to additional staff members if the request/case has not been closed within the approved timeline window.	
R	62.	The ability for individuals to see in a geographical way issues that have already been reported. As well as seeing the status of communications on the issue.	
R	63.	The ability for individuals to see what has been reported and the status of those items. (non map view)	
I	64.	System allows the customer to view/recall any past request and/or response.	
R	65.	System can provide automated feedback to the requester at various stages in the workflow process.	
I	66.	Ability to provide knowledge base of frequently requested topics.	
N	67.	The ability to use voice for keyword searches.	
R	68.	System provides for notes/alerts/etc. to be tagged to a customer account, such that upon next staff access of that account the customized alert is displayed.	
R	69.	Ability to define and configure validation lists and categories in req #18	
R	70.	System is compliant with Washington State Public Records laws.	

Exhibits

Rating	Reporting	Rating/Comments
R	71. Non-proprietary open reporting tools. List tools offered that are integrated with the system.	
I	72. User-level query and reporting tools that allow for presentation ready formatting of data, headers, graphs, charts, etc.	
R	73. Filterable date-range or point-in-time reporting and queries. Drop down lists or drag and drop criteria selection preferred.	
R	74. Define queries and save with refresh capabilities.	
R	75. Deliver library of prebuilt reports.	
I	76. Modify standard report and save with permissions.	
R	77. User-level security to field level flows through to queries and reports.	
I	78. Schedule generation of reports and distribute via e-mail, to a shared folder, dashboard, or portal.	
I	79. Generate reports in multiple formats, e.g. HTML, PDF, Excel, Word, etc. Please specify the formats you support.	

Exhibits

Exhibit B – Pricing Proposal

Use the Pricing Summary forms for pricing information (hours and $) for proposed solutions. This form will become Section 4 of your RFP response. Additional documents can be provided as supporting information to the summarized information on these pages. Pricing must be fully comprehensive, complete and list any available discounts.

City of Kirkland Pricing Summary			
CRM Software			
Software	**Hours**	**$**	**Assumptions/Comments**
Sub-Total Software			
Implementation			**Assumptions/Comments**
Implementation			
Project Management			
Training			
Design and Configuration			
Report Development			
Integration			
Travel			
Other Costs			
Sub-Total Implementation			
On-Going			**Assumptions/Comments**
Year 1			
Years 2 through 5			
Years 6 through 10			
Sub-Total On-Going			
Total – All Costs			

Exhibits

Exhibit C – Customer References

Using the template provided, provide references for each software solution proposed, including three current customers. Please include at least three references where your client has integrated this product with back-end systems such as work order or service request systems, GIS, and websites.

CUSTOMER REFERENCES - EXISTING LIVE CUSTOMERS

Item	Vendor Response
Client Reference No. 1 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Rationale for including the specific reference	
Client Reference No. 2 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Rationale for including the specific reference	
Client Reference No. 3 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	

Exhibits

Go Live Date	
Rationale for including the specific reference	

Exhibit D – Acceptance of Terms and Conditions of RFP

ACCEPTANCE OF TERMS AND CONDITIONS

It is the intent of the City to contract with a private Vendor. All Vendor representations, whether verbal, graphical or written, will be relied on by the City in the evaluation of the responses to this Request for Proposal. This reliance on the Supplier's represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

PRINT THE WORDS "NO EXCEPTIONS" HERE _____IF THERE ARE NO EXCEPTIONS TAKEN TO ANY OF THE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS.

IF THERE ARE EXCEPTIONS TAKEN TO ANY OF THESE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS, THEY MUST BE CLEARLY STATED IN THE TABLE BELOW ("RFP EXCEPTIONS") AND RETURNED WITH YOUR PROPOSAL IN THE APPROPRIATE SECTION.

IF YOU PROVIDED A SAMPLE COPY OF YOUR CONTRACT(S) YOU STILL NEED TO IDENTIFY IN THIS DOCUMENT ("RFP EXCEPTIONS") ANY AND ALL EXCEPTIONS YOU HAVE TO THE CITY'S TERMS AND CONDITIONS.

Company	
Authorized Individual Name and Title	
Telephone	
Email	
Address	

AUTHORIZED SIGNATURE

_____

DATE   _____

OTHER NOTES:

Exhibits

RFP EXCEPTIONS

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	Reference	Exception	Reason	Alternate Approach
1				
2				
3				
4				
5				

Exhibits

Exhibit E – Non-Collusion Certificate

NON-COLLUSION CERTIFICATE

STATE OF ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯)

                                                            ss.

COUNTY OF ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the City of Kirkland for consideration in the award of a contract on the improvement described as follows:

CRM Software

⎯⎯⎯

⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯
                      (Name of Firm)

By: ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯
                (Authorized Signature)

Title ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

Sworn to before me this⎯⎯⎯⎯day of⎯⎯⎯⎯⎯⎯⎯⎯,⎯⎯ .

Notary Public

CORPORATE SEAL:

Exhibits

Exhibit F – Non-Disclosure Agreement

NONDISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("the Agreement") is made this _____ day of _____, 201__, by and between the City of Kirkland, a municipal corporation of the State of Washington (the "City"), and _____ , a __ corporation ("the vendor").

Whereas, the Vendor <is the successful candidate/wishes to submit a proposal>for the <project name>; and

Whereas, the Vendor will need to review confidential information ("the Confidential Information") belonging to the City in order to be able to <prepare its proposal/complete this project>, which the City does not want disclosed; and

Whereas, in consideration for being allowed to see the Confidential Information so that it can prepare a proposal, the sufficiency of such consideration being hereby acknowledged, Vendor is willing to enter into this Non-Disclosure Agreement,

Now therefore, as evidenced by their signatures below, the parties hereby agree as follows:

1. The Vendor shall maintain and protect the confidentiality of the Confidential Information, the Vendor shall not disclose the Confidential Information to any person or entity and shall not challenge, infringe or permit or assist any other person or entity to disclose the Confidential Information or challenge or infringe any of the City's license rights, trade secrets, copyrights, trademarks or other rights respecting the Confidential Information.

2. Except pursuant to a written agreement between the parties, the Vendor shall not directly or indirectly, i) provide, make, use or sell, or permit or assist any other person or entity to provide, make, use or sell any services, devices or products incorporating any protected feature embodied in any of the Confidential Information; ii) apply for or seek to register, or otherwise attempt to create, establish or protect any patents, copyrights or trademarks with respect to any of the Confidential Information; or iii) use any name used by the other party, whether or not subject to trademark protection, or any confusingly similar name.

3. The Vendor shall not disclose the Confidential Information except to those persons employed by the Vendor, or its affiliates or subsidiaries, who have reasonable need to review the Confidential Information under the terms of this Agreement.

4. Vendor shall not make any copies, drawings, diagrams, facsimiles, photographs or other representations of any of the Confidential Information.

Exhibits

5. Upon request by the City, Vendor shall immediately return any Confidential Information in its possession, including all copies thereof.

6. Notwithstanding other provisions of this Agreement, the Agreement does not restrict the Vendor with respect to the use of information that is already legally in its possession, that is available to the Vendor from other sources without violating this Agreement or the intellectual property rights of the City or that is in the public domain. Notwithstanding other provisions of this Agreement, this Agreement also shall not restrict the Vendor from providing, making, using or selling services, devices or other products so long as the Vendor does not breach this Agreement, violate the City's intellectual property rights or utilize any of the Confidential Information.

7. The covenants in this Agreement may be enforced a) by temporary, preliminary or permanent injunction without the necessity of a bond or b) by specific performance of this Agreement. Such relief shall be in addition to and not in place of any other remedies, including but not limited to damages.

8. In the event of a suit or other action to enforce this Agreement, the substantially prevailing party shall be entitled to reasonable attorneys' fees and the expenses of litigation, including attorneys' fees, and expenses incurred to enforce this Agreement on any appeal.

9. The Agreement shall be governed by and construed in accordance with Washington law. The King County Superior Court or the United States District Court for the Western District of Washington at Seattle (if federal law is applicable) shall have the exclusive subject-matter jurisdiction of matters arising under this Agreement, shall have personal jurisdiction over the parties and shall constitute proper venue for any litigation relating to this Agreement.

10. For purposes of this Agreement, all covenants of the Vendor shall likewise bind the officers, directors, employees, agents, and independent contractors of the Vendor, as well as any direct or indirect parent corporation of the Vendor, direct or indirect subsidiary corporations of the Vendor and any other person or entity affiliated with or related to the Vendor or to any of the foregoing persons or entities. The Vendor shall be liable to the City for conduct of any of the foregoing persons or entities in violation of this Agreement to the same extent as if said conduct were by the Vendor.

11. The Vendor shall not directly or indirectly permit or assist any person or entity to take any action which the Vendor would be barred by this Agreement from taking directly.

12. This Agreement shall bind and inure to the benefit of the heirs, successors and assigns of the parties.

IN WITNESS WHEREOF, the parties have duly executed this Agreement on the day and year first written above.

CITY OF KIRKLAND   _____

                                                   <Company Name>

Exhibits

By:_____   By:_____

Its:_____   Its:_____

Exhibits

Exhibit G – City of Kirkland IT Vendor Security Policy and IT Cloud Vendor Security Policy

IT Vendor Security Policy

Scope: This policy applies to all vendors who do any form of work with the City of Kirkland that requires them to log into and utilize networked city systems. This is regardless of who the vendor is and which department they are working for or with. It also applies to staff with other municipal, county, state or federal entities.

Provision: When possible, this policy should be an addendum to existing contracts that require access to City of Kirkland networked systems. It may be signed separately when necessary.

Duration: This policy applies from the time a vendor signs its contract with the city through project completion or support contract termination.

1. Vendors with access to City data or systems shall provide their services in manner consistent with this policy and with standard security and related compliance policies such as PCI and/or HIPPA. If vendors have remote access into systems with City data, vendors shall ensure that the remote access is conducted from IT systems which have the latest security patches, anti-virus updates, and malware signatures using a secure connection (e.g. VPN).

2. Vendors should only expect to be provided with the minimum security levels required for the particular tasks that they are responsible for. Vendors should not anticipate an "always on" connection, and in most cases will have to request that any connection to the city's network be turned on when they need to gain access.

3. Except in the case of an approved security audit and with prior written permission, vendors must not test, or attempt to compromise computer or communication system security measures. Incidents involving unapproved system cracking (hacking), password cracking (guessing), file decryption, software copying, or similar unauthorized attempts to compromise security measures may be unlawful, and will be considered serious violations of City of Kirkland policy. This includes hardware or software tools that could be employed to evaluate or compromise information systems security. Examples of such tools include, but are not limited to, those that defeat software copy protection, discover secret passwords, keyloggers, identify security vulnerabilities, or decrypt encrypted files. Similarly, without this type of approval, vendors are prohibited from using "sniffers" or any other hardware or software that monitors the traffic on a network or the activity on a computer.

4. Vendors shall abide by the following policies for passwords:

    a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
    b. Passwords must be changed every 90 days.
    c. The same password cannot be re-used within twenty password changes.

Exhibits

    d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.
    e. Passwords must not be shared among vendor staff.
    f. Vendors should not use the same passwords for city and personal needs.
    g. Other password protected systems will comply with above network login password policy when technically possible.

5. Vendors must report all security incidences to the appropriate City of Kirkland IT personnel, including any serious security breaches on their own network during the time they have userid/password access to the City of Kirkland's network within 24 hours of identifying the security incident.

6. City of Kirkland IT will provide an IT point of contact for vendors. This point of contact will liaise with the vendor to ensure they are in compliance with these policies.

7. Vendors working on certain types of systems or with certain data will need to have formal background checks completed. This includes but is not limited to all systems that fall under the purview of the Criminal Justice Information Services policies. It is the responsibility of the City of Kirkland IT to notify vendors who need a background check.

The following signature block must be completed any time that this agreement stands alone and is not a formal addendum to a current contract.

_____   _____
Signature   Signature

_____   _____
Name   Name

_____   _____
City of Kirkland   Organization

_____   _____
Date   Date

Exhibits

IT Cloud Vendor Security Agreement

This IT Cloud Vendor Security Agreement ("Security Agreement") is entered into by and between the City of Kirkland, ("City"), and _____ ("Vendor")

Scope: This policy applies to all Vendors who do any form of work ("Contract") with the City of Kirkland that includes possession, storage, processing, or transmission of Personally Identifiable Information (PII), Sensitive Personal Information (SPI) or Personal Health Information (PHI) for City of Kirkland employees, volunteers, contractors, and/or citizens in any location that is outside of the City of Kirkland Firewalls. This includes public and private cloud infrastructures and Vendor's own infrastructure on their premises. This is regardless of who the Vendor is and which department they are working for or with, and it applies to all locations where the Vendor stores information.

If this Contract covers only PII or SPI, then only this addendum must be signed.

If this Contract covers PHI, then this addendum must be signed and a HIPAA Business Associates Agreement must also be signed and incorporated as an addendum to this document or as an addendum to the Contract.

This policy does NOT apply to CJIS data (criminal justice data). There is a separate federally mandated addendum that covers protection of CJIS data, which must also be signed if the Contract includes such information.

Provision: When possible, this policy should be an addendum to existing contracts with vendors. It may be signed separately when necessary.

Duration: This policy applies from the time a vendor signs its Contract with the city through such point in time that all data which was in the vendor's control is returned to the city and destroyed at the city's request, including but not limited to backups, test sites, and disaster recovery sites.

Definitions:

Personally Identifiable Information (PII), or **Sensitive Personal Information (SPI**): Information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

Protected Health Information (PHI): any information about health status, provision of health care, or payment for health care that can be linked to a specific individual, which is more particularly defined under HIPAA (Title 45, CFR) and the Health Care Information Act (RCW Chapter 70.02).

Vendor: Includes owners and employees, volunteers, subsidiaries, and any subcontractors who might reasonably have access to this data.

Options:

Option 1: A vendor can verify that they have a high level of security certification that is satisfactory to the City of Kirkland. Examples include but may not be limited to FedRamp.
  If this option is selected, print the mutually agreed upon certification level below and attach appropriate documentation:

Exhibits

Option 2: Vendors can agree to follow the following security best practices:
1. All customer data will be stored on servers physically located in the United States.
2. All customer data will be stored in a location with reasonable physical controls where data will not be visible to anyone not covered by this policy.
3. Access to data will only be provided on a need to know basis in order for the vendor to complete this work.
4. Data will not be shared with an outside third party without explicit written consent of the city.
5. Data will be encrypted prior to and during any transfer from one location to another.
6. Data will be disposed of appropriately, including shredding or burning of any printed versions and destruction or secure erasure of any electronic medium on which data has been stored.
7. Vendor agrees to the appropriate internal certification for vendor staff who access the data (for example, PHI must only be handled by vendors who have HIPPA training).
8. Vendor staff with access to City of Kirkland data covered by this policy must pass a criminal background check prior to accessing that data.
9. Vendors must perform internal and/or external security auditing on a regular basis that is no less common than once per year.
10. Vendors shall abide by the following policies for passwords:
    a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
    b. Passwords must be changed every 90 days.
    c. The same password cannot be re-used within twenty password changes.
    d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.
    e. Passwords must not be shared among vendor staff.
    f. Vendors should not use the same passwords for city and personal needs.
    g. Other password protected systems will comply with above network login password policy when technically possible.
11. Vendors must report all security incidences to the appropriate City of Kirkland IT personnel, including any serious security breaches on their own network, within 24 hours of identifying the security incident.
12. In the event of a data breach, Vendor must have an internal policy to provide for timely forensic investigation of affected and related servers and must follow all state, local, and federal requirements for notifying individual's whose PII or PHI has been or may have been breached.

Exhibits

13. Vendor's servers must be patched on a regular and timely basis with all security-related patches from application and infrastructure vendors.
14. Data must be kept in at least two different physical locations. One location can be in a compressed format (e.g. as a backup file).
15. Vendor must enable logging as follows:
    a. Logs are enables for common third party applications
    b. Logs are active by default
    c. Logs are available for review by the City of Kirkland for up to one year
    d. Logs are retained for up to one year

Any deviation from the above best practices must be described here and mutually agreed upon (Signatures on this policy will constitute mutual agreement).
Description of any area where vendor is requesting a waiver, an agreement to a different method, or any other change to this policy:

A breach of this Security Agreement also constitutes a breach of any agreement to which it is appended and the City may terminate either or both because of such breach as soon as it must to mitigate that breach or others that may then be apparently forthcoming. The City agrees to work with the Vendor to avoid such termination if reasonably possible but protection of the information held by the Vendor cannot be compromised in the process.

Description of data in the Vendor's care (attach additional sheets if necessary):

_____

_____

_____

Is this an addendum to an existing or new contract (Y/N): _____
If yes, name and duration of contract: _____

City business person responsible for contract and vendor management:

Name   Title   Department

City IT person responsible for contract and vendor management:

Name   Title   Department

Exhibits

The following signature block must be completed. By signing this agreement, vendor warrants that they are responsible for the security of the PII, SPI, and/or PHI in their care.

VENDOR NAME.	City of Kirkland
Signature	Signature
Printed Name	Printed Name
Title	Title
Date	Date