

APPENDIX C – VENDOR BACKGROUND INFORMATION-

Information Requested		Vendor Response, Comments or Explanation
OVERVIEW		
1	Vendor Name	
2	Address	
3	Telephone Number	
4	Contact Person	
5	E-Mail Address	
6	Parent Company (If Applicable)	
7	Address	
8	Telephone Number	
9	Provide information about any local branch offices or support centers that might serve an account in Cleveland, OH, including number of employee and type of services provided	
10	Provide name of each principal	
11	Provide the year the company was established and any former firm names	
13	Provide the type of company (public or private)	
14	Provide the financial statements and annual report for past 3 years	
15	Provide the state and type of incorporation	
16	Provide the number of years the company has engaged in similar - type system implementation	
17	Provide information on related services offered by the company	
PERSONNEL		
18	Provide the total number of FTEs in the company	
19	Provide the total number of FTEs that engage in Customer Support	
20	Provide the total number of FTEs that engage in Project Management	
21	Provide the total number of FTEs that engage in System	

Information Requested		Vendor Response, Comments or Explanation
	Implementation and Rollout	
22	Provide average years of experience of professional staff	
23	Estimated number of resources that would be dedicated to the City for the duration of the project	
24	Number of projects currently being undertaken by company	
IMPLEMENTATION HISTORY		
25	Number of year experience the company has in system implementation	
26	Number of Public Sector/Municipal clients (specify clients)	
27	Number of clients in the Greater Cleveland area (specify clients)	
28	Number of clients currently using system proposed for the City	
29	Similar implementation projects the vendor has completed successfully within the past five years (include duration, completion date and accuracy of cost estimate for each)	
30	implementation projects the vendor has undertaken, but not completed within the past five years (include reason project was not completed)	
PENDING LITIGATION		
31	Number of pending litigations that the company has had in the past five years. Please attach a separate document with the details of each situation (client name, date and description/cause)	
32	Number of situations where the company has been subject to liquidated damages in the past five years. Please attach a separate document with the details of each situation (client name, imposed amount, imposed date, collected amount, date collected, description/cause)	