

Company Name	Original Bid Price	Total Implementation Cost	Purchase price plus Soft Costs	Notes	City Staff Hourly Rates
InfoNet	\$25,270	\$69,020.00	290 hours of custom development by City staff brings this price to \$69,020	Non Responsive. No working installations in the USA. This would be a Beta installation for Helpdesk solution	Maria's Hourly rate \$30.60; Rocky \$30.60, Dianna's Staff \$17.43; RichW \$20.00, AIW \$27.12, Donna \$25.11
Zorion, inc.	\$60,000	\$103,750	290 hours of custom development by City staff brings this price to \$103,750	Needs 3 add on products to meet Critical requirements Knowledge Sync for Knowledgebase. CTI for Agent Busy. Scribe for Import Asset Management	
DK Systems Lowest Responsive Bidder	\$67,160 Hard cost to the City	\$73,193	40 hours of custom development by City staff brings this price to \$73,193	3 days implementation and consulting with company and 2 days independent screen and field development if necessary. Lowest Responsive Bidder	
TeamShare	\$32,742	\$79,167	290 hours of custom development by City staff brings this price to \$79167	City develops the product after 2 days of consultation with Teamshare staff	
HEAT 30 licenses Out of our price range	\$75,532	\$81,565	40 hours of custom development by City staff brings this price to \$81565	5 days consulting price includes customization of screens	

Service Space	\$86,840	\$86,840	Out of our price range	Active Server Pages, no need to buy a server. All customization and development is done by Service Space. We are totally dependant on their web site being up and their staff being available. Proprietary
Clientele	\$92,040	\$92,040	Out of our price range	An out of the box solution. We would add 40 hours of City staff time to development costs
ISNet	\$50,875	\$94,625	290 hours of custom development by city staff brings this price to \$94625	We can not run this on our existing 5.5 Exchange server because it is at capacity. We will not want to purchase a brand new 5.5 because we are moving to Exchange 2000 sometime next year.
Magic	\$114,102	\$157,852	Out of our price range	A web interface product. We would add 290 hours of City staff time to the development costs.

NO BID

Blue Ocean
Sparta
Systems
InfraCenter
Advanced
Marketplace
Avensoft
JPH
International
Siemans
Gator
technologies

**No
Response**

LotuSphere
2001
Helpstar
2000

Company	Quoted Price	# of Licenses	License Cost	# of Customization Hrs.
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TeamShare Total Custom Development by Us	\$32,742.80 plus \$2,675 for OnSite workflow and screen development Total \$35,417.80	30 user licenses	\$15,560 Yr. 2-5 at 18% Maintenance fees are \$2,800.80	Calculated on 290 hours of customization, the same as ISNet. Vendor gives us 26 hours interactive II workflow help for two workflows included in the bid. These are templates and we would create whatever else we need. Could purchase a 2day on- site Quick Start for an extra \$2,675 above the \$5,300 instead of doing the interactive Quick Start II	8,8 = : 29(2!
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ISNet Total Custom Development by Us in Outlook	\$50,875 plus \$10,000 for upgrade to 2000 This product runs in Outlook	Runs on existing Outlook	\$5,000, Yr. 2-3 \$5,000, Yr. 4 \$6,000 Yr. 5 \$6,500	290 Hrs of customization included in the price to meet all critical needs.	8,8 = : 29(2!
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Heat Out of the Box with 5 Day development costs	\$63,224 for 20 licenses and \$75,532 for 30 licenses	20 licenses. It would cost \$48,424 plus \$8,474 for annual maintenance to get to 30 licenses	Approx. \$7,000 Yr. 2-5. 17.5% of license fee	5 days consulting price includes customization of screens	12: 122 \$1, = 40 : = 8
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DK Systems Out of the box with 5 day development costs	\$63,660	30 Licenses	18% of License Yr 2-5 is \$8,460	2 days implementation and consulting with company and 3 days independent screen and field development	12: 122 \$1, = 40 : = 8
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Maria's Hourly rate
\$30.60

Diana's Staff Hourly rate \$17.43

Donna's Hourly Rate
\$25.11

Rocky \$30.60 and Al
1/3 of time at \$27.12

Rich Wheeler hourly rate \$20.00

Software Name	Firm Fixed Total Costs	Maintenance costs year 2-5	Yearly Support	Web based	Met all critical criteria without customization \$	Met all critical criteria with customization \$	Met all critical criteria with separate module \$
Heat \$63,224.71	\$63,224.71 Decide on Colorado training of \$2,590 subtract \$7,200 for in-house training; Delete \$3,600 for installing client server (included in the \$9,000), add \$2,000 for travel and expenses for the week	17.5% of License Costs for Yrs. 2-5	Included in Maintenance Costs	No , Web separate module	Some customer customization of existing fields	Consulting 5 days \$9,000	Knowlix for knowledge base \$5,995 plus \$1,049 yr support

Clientele \$92,040	\$92,040 includes an \$8,000 discount and no Web piece	\$11,520 Yrs 2- 5 ea year		NO Web piece extra \$10,000	No	Consulting 12 days \$16,320	Use Access to import contacts. City has Access on some PC's
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DK Systems \$63,660	\$63,660 Includes Software, Maintenance, Training, Escrow, T&E \$63,660	18% of License Fee	Included in Maintena nce	No	Some customer customizat ion of existing fields	Create our own knowledge base	
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InfoNet Demo 7/13/00 10:00 AM \$25,270	\$25,270 includes software, maintenance, custom dev, training, travel	\$2,000 per year	Included in Maintena nce Costs	Yes, Total Web Solution. We would design it from scratch	No	All screens must be customize d	
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Magic Solutions Web Based \$114,102.50	Confirmed true cost \$114,102.50	15% of Purchase price \$12,127.50	\$400 - \$500 per seat	Yes	No	Business Rules Optional \$5,626.00 not in original price	API data import module \$2,500 per day (2 days)
ServiceSpace Just ASP Module \$86,840 plus \$100 an hour customization	\$176,480 with 20% discount on Application	\$19,880 per year. Fixed 20% of total SW costs		Yes ASP model	No		
TeamShare \$32,742.80	\$32,742.80 Includes \$1,250 for travel. No Outlook interface. LDAP and Active Directory in next release	18% of License	Included in price	Yes Selling just a web interface and you have to design blank page	No	Use Reporting tools or business rules	Integration with Outlook not available till Dec. 2001
ISNet - Runs on Exchange Server \$50,875 Plus \$10,000 to bring up to 2000	Confirmed price \$50,875 This product runs in Outlook as part of Exchange. Uses Outlook Web	Yr. 2 = 5,000 Yr. 3 = 5,000 Yr 4 = 6,000 Yr 5 = 6,500		No Runs in Outlook	No	310 Hrs customization included in price	Created from Outlook forms
Zorion, inc. \$60,000	\$60,000	\$10,200 per year. Yr 2-5		No	No	1.16 Needs Modification	Knowledge Sync for Knowledgebase. CTI for Agent Busy. Scribe for Import Asset Management

NO BID

Blue Ocean
Avensoft
InfraCenter
Trackwise
JPH International
Siemens
Gator technologies

No Response

LotuSphere 2001
Helpstar 2000