

Town of Coventry

Professional Services Scoring

Legend for Completing the Following Requirements

S = Standard functionality out-of-the-box or meets requirement fully

M = Modification required (i.e. stand script or other work-around)

C = Requires customization to the base code/API

N = Unable to provide this feature or requirement

Functionality: Please indicate with an "x"	S	M	C	N	Comments
GENERAL: System Requirements					
The vendor must provide free unlimited training and support throughout the life of the contract at no additional cost.					
The vendor must provide unlimited users at no additional cost to annual fees.					
The vendor will provide software enhancements free of charge whenever released.					
System provides GIS access from any device without any additional fees or licensing.					
"Read-only" licenses must be available for users that will not be creating or editing data without additional licensing's costs.					
System must be hosted in the cloud by the vendor allowing access to users in real-time both in the office and in the field.					
Functionality: Please indicate with an "x"	S	M	C	N	Comments
Users must be able to add multiple photos from field via tablet, laptop, or smart phone of choice (i.e. Android, IOS, Apple, Chrome, Microsoft, etc.).					
User-centric design (ability for each user to customize their own screens and layouts with ability to save user custom configured settings)					
Requires no client-side installation. Requires no browser plugins (e.g. Silverlight, ActiveX). Requires no changes to local workstation security.					
Ability to store, maintain, edit, and populate forms and letters.					

System must provide the ability to configure, add new fields, and the ability to immediately run reports against the new fields created without requiring technical support or knowledge of SQL or Crystal.					
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Functionality: Please indicate with an "x"	S	M	C	N	Comments
GENERAL: Public Works Management System					
Ability to assign work orders, escalate a work order, and confirm work order completion electronically.					
Software must be able to provide time and cost tracking functionality. Store information and automatically calculate based on hours, parts and material, equipment, and personnel assigned. Should be able to output cost and time tracking into a report format.					
Active and completed work orders must be searchable through a various combination of defined fields and terms.					
Must be able to create role-based dashboards easily without having technical knowledge and without having to contact vendor.					
Software must be able to keep and track maintenance history.					
Maintain note history once a work order has been closed.					
Ability to track work orders, labor, equipment, and material costs.					
System must have ability to create custom dashboard providing specific segment details including, but not limited to (last treatment date, type of treatment, functional class, no maintenance, etc.)					
Ability to set up any type of work order with "unlimited" user-defined fields by work order type.					
Must have an integrated report builder to enable our staff the ability to create on the fly ad-hoc reports.					
Search results for road segments must be shown within the database as well as a corresponding GIS map.					
Software must be able to track additional assets managed by the road department, i.e. culverts, sidewalks, curbs, signs, etc.					

Software must be able to setup maintenance and inspection schedules for assets.					
Assets tracked in software should have the ability to tie back into the map.					
Work must be able to tie back to the corresponding asset that the work was performed on, providing a work history for the asset.					
Must include a citizen's portal to report hazards, generate an inspection, confirm receipt of notice to citizens, generate a work order, and respond back to reporting citizen upon completion.					

Functionality: Please indicate with an "x"	S	M	C	N	Comments
GENERAL: Public Works Permit Management System					
Must be able to complete and track inspections for permits.					
Must be able to track contractor information.					

Functionality: Please indicate with an "x"	S	M	C	N	Comments
GENERAL: Fleet Management System					
Must be able to track Fleet vehicles with VIN numbers and have the ability to setup PM schedules based on hours, mileage, and day intervals.					
Must have a vehicle replacement rating system.					
Must be able to track fuel usage and import fuel reports from fuel management systems.					
Must have daily inspection forms that are accessible via a mobile device.					
Must include a live inventory system for fleet parts.					
Must be able to track small equipment, maintenance, and life cycle.					

Functionality: Please indicate with an "x"	S	M	C	N	Comments
GENERAL: Report Management					
Reporting: Software needs to be able to export all reports into a CSV or XLS/XLSX file, word document, or PDF.					
System must provide the ability for end users to easily create saved reports and ad-hoc reports.					
Vendor must provide unlimited custom reports as requested at no additional cost.					

Functionality: Please indicate with an "x"	S	M	C	N	Comments
GENERAL: Facilities Management System					
Track assets location on GIS map.					
Must be able to track HVAC, plumbing, electrical, concrete foundation/slab.					
Must be able to track roofing, windows, doors, masonry, etc.					
Must be able to track grounds, asphalt pavement, sidewalks, curbs, other appurtenances.					

Functionality: Please indicate with an "x"	S	M	C	N	Comments
Inventory Management					
Track quantity on hand with configurable unit types.					
Track stocked/nonstocked, and substitute parts.					
Track quantity allocated to active Work Orders.					
Track Purchase Orders, purchase data, quantity, units, category, vendor, inventory number, and cost of unit.					
Inventory and tracking capability for warehouse operations.					
Ability to set notification based on specified re-ordering amounts.					