

AAA- 10-05-2018

IBM Tririga Maximo Technology Hosting, Implementation and Licensing Product description, materials numbers, and quantities listed below.

ITEM DESCRIPTION: To perform installation, custom programming and configuration for an Integrated Workplace Management Solution to replace our CMMS work order system and provide for a new internal reservations and space management service. The services must include custom integrations to bi-directionally synchronize work orders and tasks, as well as reserve the relevant spaces attached to them.

TOTAL PROJECT COSTS: [REDACTED]

SOFTWARE: Tririga 2.0 and Maximo XL

SCOPE:

1. This software solution will be deployed on a hosted platform and be comprised of Ibm Tririga & Maximo software and supporting hosted application server and database.
2. Custom programming must result in the following functional requirements:
 - a. Configured location data including rooms, floors, buildings, structures and properties.
 - b. Configured people data including employees, external contacts, internal and external organizations.
 - c. Implemented floor plan graphics for use in visualizing reservation user experience.
 - d. Configured interactive calendars for viewing events by organization, people, and other attributes specified.
 - e. Provide a customized departmental collaboration calendar solution by leveraging Tririga's reservation management calendars.
 - f. Notifications of action items including approvals.
 - g. Reports, portals and portal sections capabilities.
 - h. Event project capability based on facility project form and features.
 - i. Schedule and work task capabilities to plan project dates and track actual task completion results.
 - j. Budget and actuals for analytical reporting in the event project.
 - k. Internal and vendor invoicing to track actuals against budget.
 - l. Request classifications for managing request to project and task creation.
 - m. Event project templates for auto generation of events and event project set up.
 - n. Event project close out processes and configuration.
3. Vendor's implementation methodology must be based on Agile process to accelerate the "define and development" phases while engaging the customer through multiple sprints. This implementation methodology includes the following major tasks:
 - a. Define and document business processes and required workflows.
 - b. Must have a documented product backlog process for quality assurance testing.
 - b. Develop configurations to forms, portals, portal sections, calendar views, workflows, notifications, approvals and reports in accordance with the customer specified product requirements.
 - c. Conduct unit test, system test and conduct User Acceptance Testing in the validate phase.

- d. Provide end user training and documentation.
- e. Must provide development, test and production environments.

VENDOR REQUIREMENTS & FINANCIAL TERMS:

- ✓ Must be an authorized manufacturer VAR (Value Added Reseller) of the products sold to us with credit limits that are adequate to service the order without pre-payment requirements.
- ✓ Must assign a dedicated account representative to our account who is available during normal business hours and is familiar with the products they offer.
- ✓ Must be able to turn around quotes within one hour.
- ✓ Must provide Support/Software Patches and/or updates included and available 24x7x365 (TIER 1 – Incident reporting, Tier 2 Problem Management, Tier 3 Engineering support).
deliver such replacement parts within 24 hours of notice.

TIMELINE:

| Task Name | Duration |
|--|-----------------|
| eSAM, Tririga & Maximo | 70 days |
| Initiate | 10 days |
| Sprint A - Train Build | 10 days |
| Sprint B - Architectural Runway | 10 days |
| Value Stream - Work Management/PM | 39 days |
| Data Loading Stream | 20 days |
| Integration Stream 1 | 11 days |
| Training | 7.5 days |
| Deployment | 70 days |

INSURANCE REQUIREMENTS:

- Vendor shall purchase and maintain during the entire project and for two years after project completion insurance with the minimum limits and coverage shown below from insurance companies acceptable to ██████████ Properties, Ltd. ██████████ has the right to reject unacceptable insurance carriers.

| STANDARD INSURANCE REQUIREMENTS | |
|---------------------------------|--|
| Coverage Type | Limits |
| General Liability | ██████████ Per Occurrence; ██████████ General Aggregate; ██████████ Completed Operations Aggregate |
| Auto Liability | ██████████ for all jobs |

| | |
|-----------------------|---|
| (All Hired Non-Owned) | |
| Worker's Compensation | Statutory Limits; ██████████ Employers Liability |

- Vendor shall carry standard ISO General Liability coverage, written on an occurrence basis including Completed Operations. Coverages on an occurrence basis shall be maintained without interruption from date of commencement of the Vendor's Work until date of final payment or date coverage is required to be maintained after final payment to the Vendor, whichever is later. The coverage must be endorsed to name ██████████ Properties, Ltd., Miami-Dade County, and City of Miami, as additional insures on a primary and non-contributory basis.