



# City of Mountlake Terrace

## REQUEST FOR PROPOSAL

### Enterprise Asset Management Software

Technology and Communications Systems  
RCW 39.04.270

**Release Date: June 04, 2026**

**Due Date: July 14, 2026, at 5PM Pacific Time**

# REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by The City of Mountlake Terrace ("City") for an Enterprise Asset Management (EAM) Software Solution consistent with the competitive negotiation process in RCW 39.04.270. All proposals must be submitted electronically to Kenny Gomez [kgomez@mltwa.gov](mailto:kgomez@mltwa.gov). Please refer to the below link for bidding information:

<https://www.cityofmlt.com/Bids.aspx>

## **Due Date and Time: July 14, 2026, at 5:00 PM Pacific Time**

Proposals submitted after the due date and time will not be considered.

Questions regarding this Request for Proposal ("RFP") can be submitted via email to Kenny Gomez [kgomez@mltwa.gov](mailto:kgomez@mltwa.gov)

## **RFP Questions Due Date and Time: June 18, 2026, at 5:00 PM Pacific Time**

The City will post responses to the questions on or before June 25, 2026.

## **Public Disclosure Notice**

To protect the integrity of the contracting process, the status of any proposal will not be disclosed until after the award and signing of any and all contracts that may result from this Request for Proposal.

All responses to this RFP will become the property of the City of Mountlake Terrace upon receipt and will not be returned to the proposer. Once a final award is made, all responses, including financial and proprietary information, become a matter of public record subject to the Washington State Public Records Act, Chapter 42.56 RCW, and shall be regarded by the City as such. Submittals and all documents shall not be marked confidential, trade secret, or any similarly asserted grounds to attempt to resist public disclosure. The City shall not in any way be liable or responsible for the disclosure of any such records or portions thereof if the disclosure is made pursuant to a public records request.

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## **1. PURPOSE**

The purpose of this Request for Proposals (“RFP”) is to solicit proposals from software vendors, implementation partners, or software resellers who can demonstrate that they possess the organizational, functional, and technical capabilities to provide an Enterprise Asset Management (EAM) system that meets the City of Mountlake Terrace’s needs for inventory of assets, work order tracking and management, and preventative maintenance scheduling.

The City intends to follow the competitive negotiation process identified in RCW 39.04.270 and select the vendor providing a solution the City determines is “most advantageous” to the City in accordance with the requirements and conditions included in this RFP.

The ideal vendor shall have experience in successfully implementing and supporting the proposed solution at comparable organizations with similar requirements to the City. The successful vendor shall be responsible for the final approved design, installation, implementation, and commissioning of the EAM system, including development of user acceptance testing scripts, training, system integration and connectivity to existing systems, as well as providing long-term system support.

## **2. BACKGROUND INFORMATION**

The City of Mountlake Terrace is located in Washington State north of Seattle. Mountlake Terrace began with the speculative construction of homes for returning World War II veterans and their young families. Within ten years, the population grew to 5,000 and a group of civic-minded residents took steps to create a municipal government. The City of Mountlake Terrace was incorporated on November 29, 1954, under a Council-Manager form of government. Today, the City is home to over 25,000 people.

The City requires a new Enterprise Asset Management (EAM) solution to track and manage assets held by the City. Departments that may utilize the EAM system include Public Works (Engineering, Sewer, Stormwater, Streets, Water), Recreation and Parks, Facilities, Emergency Management, Compliance, and Finance.

The EAM software previously used at the City was Aktivov Enterprise Asset Management. The City has decided to go to the market to determine the best EAM solution available to meet its current needs and looks to reduce the number of point solutions/disparate systems in use today as much as possible.

Reference Exhibit A, Key Requirements and Pricing Estimates for a complete listing of existing solutions in use.

### 3. EAM SYSTEM SCOPE

The scope of EAM software for this project includes the following areas of functionality:

Functionality	
Asset Management	Work Requests
Inventory Management	Reactive Work Management
Preventative Maintenance	GIS
Reporting	Budgeting

Detailed functional requirements are included in Exhibit A, Key Requirements & Pricing Estimates.

### 4. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. **Section 5, Key Requirements and Pricing Estimates responses must be completed and submitted in PDF or MS Word format. To request the MS Word format, email Kenny Gomez [kgomez@mltwa.gov](mailto:kgomez@mltwa.gov).**

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter of the proposed software and services for the scope of work defined in this RFP. Limit to 2 pages.
Section 2	Company Background	Provide company background and experience. <b>Please limit this to no more than 3 pages. Minimum font size for text is 11 point on 8.5X11" pages.</b>
Section 3	Customer References	Complete the Customer References Form – Exhibit B. <b><u>Complete and submit using the PDF or Word template provided.</u></b>
Section 4	Implementation Methodology	Provide a brief overview of your implementation project team and methodology and the expected timeframe for this project. <b>Please limit this to no more than 5 pages. Minimum font size for text is 11 point on 8.5X11" pages.</b>

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 5	Key Requirements & Pricing Estimates	Complete the Key Requirements & Pricing Estimates Form – Exhibit A. <b><u>Must be completed and submitted in PDF or MS Word format.</u></b>

**5. RFP SCHEDULE**

The following dates are provided as current estimates only and are subject to change by the City with or without notice.

Event	Date
Release RFP	06/04/2026
Questions (if any) Due	06/18/2026
City Response to Questions	06/25/2026
Proposal Responses Due	07/14/2026
Short List Vendor Notifications	August 2026
Short List Vendor Demonstrations	September 2026
Follow Up/Reference Checks	September/October 2026
Contract and Statement of Work Negotiations	October/November 2026
Contract Award	December 2026

**6. RFP COORDINATOR/COMMUNICATIONS**

Upon release of this RFP, all vendor communications to the City should be submitted via email to Kenny Gomez [kgomez@mltwa.gov](mailto:kgomez@mltwa.gov) as provided in this request for proposal.

**PROPOSERS ARE SPECIFICALLY INSTRUCTED NOT TO CONTACT ANY OTHER CITY PERSONNEL BETWEEN THE TIME OF PROPOSAL SUBMITTAL AND AWARD.** Failure to strictly observe the foregoing prohibition may result in rejection of the violating proposer’s submittal, and, at the City’s discretion, rejection of future proposals submitted by the violating proposer. Any oral communication will be considered unofficial and non-binding.

## 7. PROPOSAL EVALUATION CONSIDERATIONS

While the City of Mountlake Terrace will make the final determination on the selected successful vendor, the City has engaged SoftResources to consult with and support the City in evaluating all properly submitted proposals.

City evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the total cost of ownership of the system, and how well the vendor's proposed solution meets the needs of the City, as described in the response to each requirement.

Factors that will contribute to the decision of the selected vendor include but are not limited to:

- Project approach and understanding of the City's objectives and requirements
- A realistic implementation duration
- Ability to meet the City's requirements (software functionality, usability, performance, flexibility, integration and technology)
- Vendor's existing install base and experience with customers similar to the City
- Feedback from customer references
- Vendor's implementation methodology and history of success
- Pricing based on 5-year total cost of ownership
- Ongoing maintenance and support

SoftResources may request additional information, conduct clarifying conference calls, ask for a web demonstration, or take any other action it deems necessary in order to review and clarify submitted information for the City evaluation team. In addition, the City will require a short list of finalist vendors to conduct a scripted product demonstration for its selection team.

Each submittal will be evaluated and given a score based upon the quality of response to each of the following topic areas. Maximum number of points achievable is 100.

- **Ability to Meet the City's Requirements – 40 points maximum.**  
The vendors will be rated on their responses to the items listed in Exhibit A, Key Requirements & Pricing Estimates.
- **Customer Satisfaction and History of Success – 30 points maximum.**  
The vendors will be rated on their history of successful EAM software implementations and feedback from customer references that are provided in the proposals.

- **Total Cost – 25 points maximum.**

Points will be awarded based on the startup and ongoing cost information provided in the proposals.

- **Project Approach, Methodology, and Implementation Duration – 5 points maximum.**

The vendors will be rated on their project approach for implementing the EAM software, implementation methodology, and implementation duration provided in the proposals. Points will also be earned by developing a methodology that clearly demonstrates understanding of the objectives and technical requirements of the EAM software implementation.

## **8. CONTRACT NEGOTIATION**

The City of Mountlake Terrace reserves the right to negotiate with the selected vendor that, in the opinion of the City, has submitted a proposal that is the “best value” and is “most advantageous” to the City. In other words, the City will select a vendor the City determines provides the best functionality in relation to the City’s requirements, price, implementation, and maintenance value – which may result in the City selecting a vendor that does not have the lowest cost. In no event will the City be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer, and the City shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of The City of Mountlake Terrace to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

## **9. CONTRACT AWARD**

The City reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with the City. The City of Mountlake Terrace shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

## Exhibit A – Key Requirements & Pricing Estimates

Please see the separate Key Requirements and Pricing Estimates document in PDF or MS Word format that has been provided as part of this RFP. To request the MS Word format, email Kenny Gomez [kqomez@mltwa.gov](mailto:kqomez@mltwa.gov).

The document does not contain a comprehensive list of all of the City’s EAM software requirements but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contract.

Each requirement has a ranking indicating the importance of the requirement to the City:

- R = Required
- I = Important
- N = Nice to Have
- E = Explore (see if the vendor could support this requirement, but not required)

Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every line item based on the table below**. If the requirement does not pertain to the proposal being submitted, enter “N/A”. The comment should include a **brief 1-3 sentence narrative** describing how the response is supported. (Please do not put long paragraphs of information in the response or insert documents/images.) **Please do not modify the format, font, numbering, etc. of this form in any way. The form MUST be submitted as a separate document in PDF or MS Word format in your RFP response.** If a submitted proposal includes blank responses, the RFP response may be eliminated from consideration. Apply the following rating system to each line-item requirement:

<b>Y</b>	Fully supported by the current release of the software.
<b>3P</b>	Supported with third party software (software not directly owned or controlled by the vendor submitting the proposal).
<b>C</b>	Customization is required to meet the requirement (changes to the underlying code must be made, a report must be specifically developed, tables have to be created or modified, etc.).
<b>F</b>	Future functionality on the product roadmap and supported in the next release of the software (or releases) within the next 1 – 2 years.
<b>N</b>	Not supported.

**Sample Response Format:** Please use the format below when completing your response.

	<b>General</b>	<b>Rating and Comment</b>
<b>R</b>	1. Audit trail with user, date, and time stamp throughout all modules.	Y System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

## Exhibit B – Customer References

Please see the separate Customer References document in PDF or MS Word format that has been provided as part of this RFP. To request the MS Word format, email Kenny Gomez [kgomez@mltwa.gov](mailto:kgomez@mltwa.gov).

Provide at least (3) three references that are similar in size and scope to The City of Mountlake Terrace, and that have implemented the proposed software in the past five years. References should be fully implemented and live on the current version of the software.

<b>Name of Customer:</b>	
<b>Number of Users:</b>	
<b>Contact Name/Title:</b>	<b>Telephone/Email:</b>
<b>Modules/Functionality Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

<b>Name of Customer:</b>	
<b>Number of Users:</b>	
<b>Contact Name/Title:</b>	<b>Telephone/Email:</b>
<b>Modules/Functionality Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

<b>Name of Customer:</b>	
<b>Number of Users:</b>	
<b>Contact Name/Title:</b>	<b>Telephone/Email:</b>
<b>Modules/Functionality Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

# Exhibit C – RFP Terms and Conditions

## 1. Questions Regarding the RFP

Oral interpretations of the RFP specification are not binding on the City. Request for interpretation or clarification of the RFP specifications must be made in writing and submitted via email as outlined in the RFP.

All responses to questions will be posted on the City website at <https://www.cityofmlt.com/Bids.aspx>. It is the responsibility of the proposers to check the City website for the posted responses to questions.

## 2. Amended Proposals

A proposer may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. City personnel will not merge, collate, or assemble proposal materials.

## 3. RFP Amendments

The City may amend the RFP in any manner prior to contract award, or may cancel, postpone, or reissue the RFP at its sole discretion.

## 4. Proposer's Rights to Withdraw Proposal

Proposers will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The proposer must submit a written withdrawal request signed by the proposer's duly authorized representative addressed to the City contact listed in the RFP.

## 5. Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm for 180 days after the due date for receipt of proposals or 60 days after receipt of a best and final offer, if one is requested.

## 6. Right to Reject Proposals

The City reserves the right to reject any and all proposals for any reason, waive minor irregularities within the proposal, and to waive mandatory requirements. This right is at the sole discretion of the City. The City may accept the proposal(s) or parts of a proposal deemed most advantageous to the City.

## 7. RFP Costs

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 a scripted product

demonstration. The RFP does not obligate The City of Mountlake Terrace to accept or contract for any services.

#### **8. Change in Agreement or Representatives**

The City reserves the right to require a change in the selected proposer or assigned representatives thereof, if the selected proposer or assigned representatives are not, in the opinion of the City, adequately meeting City needs.

#### **9. The City of Mountlake Terrace Rights**

The City reserves the right to award the proposal to separate proposers on any of the solutions or services as set forth in the proposer's proposal. It is further understood that if the proposer to whom any recommended award is made fails to enter into an agreement with the City, an award may be made to the next best qualified person or firm, who shall be bound to perform as if they received the award in the first instance.

#### **10. Ownership of Documents**

All documents submitted in response to the RFP and any proposals, reports, studies, conclusions, software modifications and summaries prepared by the vendor for this project shall become the property of the City.

#### **11. Agreement Award**

Proposals will be evaluated by a committee comprised of City staff, with the assistance of and consultation from SoftResources. This agreement shall be awarded to the proposer or proposers with the best qualified/most advantageous proposal, taking into consideration the evaluation factors set forth in this RFP. The City may obtain clarification of any point in a vendor's proposal, and may share the RFP, proposals, and subsequent vendor provided information with its consultant(s) to secure expert opinion. Such clarifications can be in any form such as, but not limited to, conference calls, email communications, web demonstrations, onsite demonstrations, or vendor headquarters visits. The City may conduct investigations with respect to the qualifications and experience of each respondent included in its proposal. The selected proposal will be at the City's discretion and may or may not be the lowest cost proposal.

#### **12. Records and Audits**

Consistent with and subject to the provisions of the resulting contract entered into by the City and the successful vendor, the proposer shall maintain such detailed records as may be necessary to demonstrate its performance of the duties required by the contract, including the date, time and nature of services rendered. These records shall be maintained for a period of three years from the date of the final payment pursuant to the resulting contract and shall be subject to inspection by the

City. The City shall have the right to audit any billings or examine any records maintained pursuant to work performed under the resulting contract both before and after payment. Payment for services provided or work performed under the resulting contract shall not foreclose the right of the City of Mountlake Terrace to recover excessive and/or illegal payments.

### **13. Non-Collusion**

Submittal and signature of a proposal swears that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the Vendor has not induced or solicited others to submit a sham offer, or to refrain from proposing.

### **14. Equal Opportunity Employment**

The successful Vendor must comply with Washington State equal opportunity requirements. The City is committed to a program of equal employment opportunity regardless of race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap.