

Appendix A - Company Profile

Vendor Executive Summary Response Chart	
Vendor and Software Information	
1. Contact Information	
▪ Company Name	
▪ Name and Title of Contact Person	
▪ Address	
▪ Phone, Fax, Email	
▪ Company Website	
2. Company Information	
▪ Year Founded	
▪ Private vs. Public (Listing Exchange and Listing Code)	
▪ Parent Company (If separate)	
▪ Genealogy of Organization (Changing business, name changes, acquisitions/mergers, etc.)	
▪ Are there any planned acquisitions or mergers in the future?	
▪ Disclose any recent litigation (and outcomes) and litigation currently underway.	
3. # of Vendor Employees	
▪ Total Worldwide	
▪ Total in U.S.	
▪ # dedicated to the proposed solution	
▪ U.S. # dedicated to the proposed solution	
▪ Location of office that will be supporting us & # of employees	

4. Number of Customers Using the Proposed Solution	
▪ Total Worldwide	
▪ Total in U.S.	
▪ # cities using the proposed solution	
▪ # cities using the proposed version	
5. List City customers similar to City of San Carlos (similar functional and technical requirements, applications, size, permit volumes, and users)	
6. Vendor's Target User Profile	
▪ Segments (Industries, Federal govt., State, County, City, etc.)	
7. Implementation Model – Direct, VAR, Implementation Partner, etc.	
8. User protection plans – briefly describe. For example: <ul style="list-style-type: none"> • Source code held in Escrow • No charge to migrate to a similar new software (e.g. new technology) • Other options 	
9. Briefly describe your customer service and support. <ul style="list-style-type: none"> • Options and related cost • Hours/time zones • Proposed location providing support • What is covered and what isn't 	
10. Briefly describe your training: <ul style="list-style-type: none"> • Approach and philosophy • Options (Learning center, interactive Web courses, onsite, train-the-trainer, etc.) • What do you offer after the Software has gone live (e.g. for refresher, new hire and upgrade training) • Prices/rates 	