

## **Addendum No.2, IFB 16-81**



**CITY OF SOMERVILLE, MASSACHUSETTS**  
**Department of Purchasing**  
**JOSEPH A. CURTATONE**  
**MAYOR**

To: Prospective Bidders IFB 16-81, Comprehensive Integrated Pest Control Program, Baiting and Management

From: Orazio DeLuca, MCPPO  
Contract Manager

Date: May 6, 2016

Re: Information Inclusion to the Bid Package

### **Addendum No. 2 to IFB 16-81**

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The City is issuing this addendum #2 to IFB 16-81, Comprehensive Integrated Pest Control Program, Baiting and Management to include the following information into the bid specifications:

- **The City of Somerville Work Order Service System**  
**Please see the attached specifications.**

**\*\*PLEASE BE SURE TO ACKNOWLEDGE THIS ADDENDUM ON BID PRICING PAGE\*\***



## **SERVICE REQUEST AGREEMENT**

The section details the terms and conditions of the Vendor's usage of the City's Service Request/Work Order management system as it pertains to the administration of work to be completed by Vendor on behalf of the City

### **SECTION 1: Definition of Terms**

- A. Confidential Information – a record, or information contained within a record that is limited from public disclosure by applicable law or regulation.
- B. Data Records – facts maintained in electronic form for communication or processing, which may include Confidential Information.
- C. Web Portal – A website will be made available through the City's Work order/Service Request management system and all eGovernment services and applications provided by the City's designated vendor for the City of Somerville.
- D. Service Request – the electronic notification of a request made by any agent of the Department of Public Work that describes the scope of work sought by the City
- E. Service Level Agreement (SLA) – a predetermined estimated time of completion assigned to all work assigned to Vendor by the City of Somerville

### **SECTION 2: Term of Service Request (SR) Agreement**

This SR Agreement shall be effective on the date it is approved by the last party necessary to make it effective, and shall end on a date concurrently and automatically upon the termination of the Contract for any reason.

An SLA may be assigned to any request type assigned to Vendor to allow the City to provide an estimated time of completion if work related to the Service Request.

Vendor is responsible for electronic documentation of receipt of request, closure of request, as well as any status updates to the request relevant to its completion in a timely fashion.

Vendor will be provided a unique Account ID and Password to access the Service Request/Work Order management system. Training will be provided on an as-needed basis to ensure Vendor is able to properly manage and document the web portal and all service requests related any particular issues assigned.

During the term of this SR Agreement, Vendor will work diligently to accomplish each such task according to the SLA scheduled in accordance with the relative priority of request.

Data records will not be shared with anyone outside of the Vendor's staff and every effort will be made by Vendor to ensure privacy of this information.