3.3 Software Account Management

EMWD is interested in a long-term, successful contractual relationship with the selected software Vendor(s). To that end, provide information that will support the Vendor’s desire to establish such a relationship(s). Please fill out this section for each software proposed if separate.

1. Describe the designated person(s) that will manage the long-term business relationship with EMWD. Include the same individuals’ information in Attachment M (Résumé).

**RESPONSE FROM OPEN:**

Jeff

1. Where do the individual(s) reside within the organizational structure?

**RESPONSE FROM OPEN:**

Jeff

1. When, where, and how do account management personnel become involved with the project?

**RESPONSE FROM OPEN:**

Jeff

1. Do the individual(s) have a sales quota?

**RESPONSE FROM OPEN:**

Jeff

1. How many other customers do the individual(s) manage?

**RESPONSE FROM OPEN:**

Jeff

1. How often will the individual(s) travel to EMWD?

**RESPONSE FROM OPEN:**

Jeff

1. Are travel and on-site visits client-funded? If so, describe the costs associated with on-site visits.

**RESPONSE FROM OPEN:**

Jeff

1. Describe your methodology for proactively communicating known system deficiencies and errors. How do you ensure these are addressed in a timely manner?

**RESPONSE FROM OPEN:**

Jeff