3.4 Other Participants Account Management [Optional]

EMWD is interested in a long-term, successful contractual relationship if applicable with the system integrator and Third-party providers. To that end, provide information that will support the Vendor(s) desire to establish such a relationship.

1. Describe the designated person(s) that will manage the long-term business relationship with EMWD’s. 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’s?

**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