



Cemetery Management Software and Services

RFP 12-2097

Metro Parks and Environmental Services Department

600 NE Grand Ave.
Portland, OR 97232
503-797-1700

Project Manager

Brian Kennedy
brian.kennedy@oregonmetro.gov
503-797-1908

Department Procurement Staff

Kim Bardes, CPPB
kim.bardes@oregonmetro.gov
503-797-1783

Notice is hereby given that proposals for RFP 12-2097 for Cemetery Management Software and Services shall be received by Metro, 600 NE Grand Avenue, Portland OR 97232 until close of business on May 3, 2012. It is the sole responsibility of the proposer to ensure that Metro receives the Proposal by the specified date and time. Proposals may be mailed, delivered, faxed or emailed. Proposers shall review all instructions and contract terms and condition.

Request for Proposals - Informal (RFP 12-2097)

I. INTRODUCTION

The Parks and Environmental Services Department of Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 NE Grand Avenue, Portland, OR 97232-2736, is requesting proposals for Cemetery Management Software and Services. Proposals will be due as indicated on the RFP cover page.

Details concerning the project and proposal are contained in this document.

II. BACKGROUND/HISTORY OF PROJECT

Metro is an elected regional government that serves more than 1.5 million residents in Clackamas, Multnomah, and Washington counties and the 25 cities in the Portland region. Metro is the only regional government agency in the U.S. whose governing body is directly elected by the region's voters. The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in nonpartisan races. The Council appoints a chief operating officer to carry out Council policies and manage Metro operations. The chief operating officer oversees a diverse workforce of more than 1,600 employees (includes regular, seasonal and temporary). These include specialists such as park rangers, economists, teachers, scientists, designers, planners, zoo keepers, stage hands and cartographers.

Metro's primary responsibility is regional land use planning. However, the Metro charter also recognizes the significant role Metro has in other regional issues such as solid waste disposal, and the operation and development of regional recreation and visitor facilities such as the Oregon Zoo, the Oregon Convention Center, regional parks and open spaces, and 14 pioneer cemeteries.

The Oregon Territory was a strong attraction for early settlers from the East. The promise of a free section of land to homestead and overflow from the California gold rush led to large numbers of people entering the territory. Life was difficult. Without modern medical care, sickness and premature death were common. Most of the pioneer cemeteries managed by Metro were established during the early homesteading period (circa 1850-1870). However, some were founded as early as 1837 during the fur trapping and trading period. Family burial plots often became community cemeteries. Community churches also provided burial grounds for their congregation.

Care of pioneer cemeteries became inconsistent and some were abandoned to revert back to nature. In 1928, the Oregon Legislature mandated the care of 14 pioneer cemeteries to Multnomah County. This was done to assure proper maintenance of the facilities. Now the cemeteries are under Metro's care and fully tended in perpetuity. As Metro became more familiar with the cemeteries as a steward of these properties, it became clear that the approximately 65,000 interment pre-arrangement records transferred to Metro were poorly maintained over the last 100 years.

In 2011, Metro contracted with CPRA Studio (Cemetery Planning Resource Alliance) to prepare an Operations Assessment and Financial Planning Report. One of the major liabilities identified by CPRA involved records management:

Records are not consistent for the fourteen pioneer cemeteries. They were recorded individually because the cemeteries did not start out as one systematic unit and the cemeteries changed ownership several times through the years with different levels of accuracies. This has resulted in inconsistency that threatens sales and operations for some properties. Since Metro assumed management of these

Request for Proposals - Informal (RFP 12-2097)

properties in 1994, it has embarked in a comprehensive effort to resolve these inaccuracies to allow more confidence in sales and burials of remaining inventory.

CPRA recommended that Metro continue to focus on improving its burial records and consider the use of burial records system. While Metro staff has made significant progress in digitizing the extensive historical paper records maintained by the program, most processes are still primarily manual and very labor intensive.

III. PROPOSED SCOPE OF WORK/SCHEDULE

Metro is seeking proposals from qualified firms to perform the following:

Metro would like to improve the operations of the Metro Cemeteries Program by selecting and implementing a cemetery management software solution. Staff has conducted a high-level needs analysis and those anticipated business requirements are listed below.

Functional Requirements

- Tracking of plot sales (with variable price structures based on cemetery and location within the cemetery)
- Generation of deeds and sales contracts
- Documentation of interments
- Comprehensive search information
- Scheduling of interments and other events, including tracking assigned staff member(s)
- Mapping of cemeteries
- Tracking maintenance activities (including work orders)
- Attachment of scanned documents to plots and interment records
- Ability to track multiple cemeteries
- Ability to transfer plot ownership within and between cemeteries
- Ability to track changes in plot ownership
- Ability to track and search ownership by individuals of multiple plots
- Tracking of books, including recordkeeping of deceased details and service arrangements
- Ability to provide internet access of selected historical records for genealogical research
- Field access for staff to the application via mobile devices

The proposed solution must meet the following technical requirements:

- Web-based (preferred)
- Ability to integrate with current ERP product:
 - PeopleSoft Modules App 8.9/Tools 8.47.10 (HP-UX 11.23 64-bit, Oracle 10.2)
 - PeopleSoft Financials App 9.0/Tools 8.48.07 (HP-UX 11.23 64-bit, Oracle 10.2)
- Ability to integrate scheduling functions with Microsoft Exchange and Outlook (preferred)
- Use Metro document management systems (TRIM and SharePoint 2010) if possible
- Integrate with Google Maps and/or existing ESRI GIS systems where possible
- Support Metro's standard web browser (currently Internet Explorer 9)
- Operate effectively using Metro's standard workstation configuration (moving to Windows 7 with Office 2010)
- Solution should be congruent with Metro's current information system architecture. For internal web applications Metro leverages a Microsoft IIS, ASP.NET and MSSQL environment. Leverage Metro Active Directory for authentication

Request for Proposals - Informal (RFP 12-2097)

Metro also seeks to import or convert existing cemetery records into the proposed solution. The schema of current database (Microsoft Access) available is included as Attachment A. The database tracks over 60,000 grave records, nearly 48,000 burial records, and nearly 30,000 contract records. Metro seeks to import these records into the proposed solution.

Current cemetery maps are located for viewing at: <ftp://ftp.oregonmetro.gov/pub/parks/Cemeteries>. Files include:

- Aerial photos with tax lots for each cemetery
- Working maps for each cemetery
- Recorded plats for each cemetery
- Sample greening maps for each cemetery

Selected proposers will be asked to do a scripted demonstration of their product. Demonstrations are tentatively expected to be held the week of May 21st, 2012.

The term of the contract is anticipated to be June 2012 through March 2013.

Metro has set a budget of \$35,000 for the project, however staff anticipates negotiating the final scope of work based on the ability of the software to meet Metro's needs and what budget authority is available at the time.

IV. QUALIFICATIONS/EXPERIENCE

Proposers shall have knowledge of current information systems technology, experience identifying and implementing appropriate information system technologies, and experience with systems designed for use by publicly owned cemeteries.

V. PROJECT ADMINISTRATION

Brian Kennedy is the project manager for Metro. Proposer shall identify one point of contact for the resulting contract.

VI. PROPOSAL INSTRUCTIONS

A. Submission of Proposals

5 copies of the proposal shall be mailed or hand-delivered to Metro, addressed to:
Metro Parks and Environmental Services Department
Attention: Brian Kennedy, RFP 12-2097
600 NE Grand Avenue
Portland, OR 97232-2736

Proposals can also be faxed or emailed to the following:
503-797-1795 Fax
brian.kennedy@oregonmetro.gov

B. Deadline

Proposals will not be considered if received after the date and time indicated on the RFP cover page.

Request for Proposals - Informal (RFP 12-2097)

- C. RFP as Basis for Proposals:
This Request for Proposals represents the most definitive statement Metro will make concerning the information upon which Proposals are to be based. Any verbal information which is not addressed in this RFP will not be considered by Metro in evaluating the Proposal. All questions relating to this RFP should be addressed to Brian Kennedy, brian.kennedy@oregonmetro.gov. Any questions, which in the opinion of Metro, warrant a written reply or RFP addendum will be furnished to all parties receiving this RFP. Metro may not respond to questions received after 3:00 p.m. on April 19, 2012.
- D. Information Release
All Proposers are hereby advised that Metro may solicit and secure background information based upon the information, including references, provided in response to this RFP. By submission of a proposal all Proposers agree to such activity and release Metro from all claims arising from such activity. In Accordance with Oregon Public Records Law (ORS 192), proposals submitted will be considered part of the public record, except to the extent they are exempted from disclosure.
- E. Minority, Women and Emerging Small Business Program
In the event that any subcontracts are to be utilized in the performance of this agreement, the Proposer's attention is directed to Metro Code provisions 2.04.100, which encourages the use of minority, women and emerging small businesses (MWESB) to the maximum extent practical. Copies of these MWESB requirements are available from the Metro Procurement Office, 600 NE Grand Avenue Portland, OR 97232, 503-797-1648.

VII. PROPOSAL CONTENTS

The proposal should contain no more than 15 pages of written material (excluding biographies and brochures, which may be included in an appendix), describing the ability of the consultant to perform the work requested, as outlined below. The proposal should be submitted on recyclable, double-sided recycled paper (post consumer content). No waxed page dividers or non-recyclable materials should be included in the proposal.

- A. Transmittal Letter: Indicate who will be assigned to the project, who will be project manager, and that the proposal will be valid for ninety (90) days.
- B. Approach/Project Work Plan: Describe how the work will be done within the given timeframe and budget. Include a proposed work plan and schedule. Additionally, include the following information:
1. Product information
 - a. Ability to meet the functional requirements outlined in Section III
 - b. Additional functionality that could benefit Metro
 2. Technical Data
 - a. Ability to meet the technical requirements outlined in Section III
 - b. Hardware/software configuration for proposed solution
 - c. Whether the proposed solution will be hosted at Metro or by the proposer
- C. Staffing/Project Manager Designation: Identify specific personnel assigned to major project tasks, their roles in relation to the work required, percent of their time on the project, and special qualifications they may bring to the project. Include resumes of individuals proposed for this contract.

Metro intends to award this contract to a single firm to provide the services required. Proposals must identify a single person as project manager to work with Metro. The consultant must assure responsibility for any subconsultant work and shall be responsible for the day-to-day direction and internal management of the consultant effort.

Request for Proposals - Informal (RFP 12-2097)

- D. Experience: Indicate how your firm meets the experience requirements listed in section IV. of this RFP. Provide at least five (5) client references, three (3) of which must be for publicly owned cemeteries that are similar in size and complexity to the Metro Pioneer Cemetery Program. For each of these projects, include the name of the customer contact person, his/her title, role on the project, and telephone number. Identify persons on the proposed project team who worked on each of the other projects listed, and their respective roles.
- E. Cost/Budget: Present the proposed cost of the project and the proposed method of compensation. List hourly rates for personnel assigned to the project, total personnel expenditures, support services, and subconsultant fees (if any). Requested expenses should also be listed.

Costs may be based on the following information:

Total Cemeteries	14
Total Plots (approximate)	65,000
Total Unsold Plots (approximate)	4,300
Estimated Named Users	4-6

The cost proposal must include the following components, as applicable:

Component	Cost
Application Cost	\$
Application Maintenance (Annual Cost)	
3 rd Party Software	
3 rd Party Software Maintenance	
Data conversion	
Implementation Cost (include estimated hours and hourly rates by individual)	
Total Cost	\$

- F. Diversity in Employment and Contracting:
- Work Force Diversity – Describe your work force demographics (number of employees, race and gender) and the measurable steps taken to ensure a diverse work force, including company policies and practices that promote the hiring and retention of women and ethnic minorities.
 - Diversity in Contracting – Describe your history of working with diverse firms, including any MWESB-certified firms. Describe a project for which you worked with minorities, women or emerging small businesses. Please provide the project name, method used to achieve participation – for example, joint ventures, subcontracts or purchase of equipment or supplies from a certified firm – and the dollar amount or percentage of the project budget expended on such participation.
 - Diversity of Firm – Describe the ownership of your firm and whether or not your firm is certified by the State of Oregon as an MBE, WBE or ESB. Provide certification number, if applicable.
- G. Exceptions to Standard Agreement and RFP: Carefully review the Standard Agreement attached hereto as Exhibit A and incorporated herein. This is the standard agreement that successful respondents to this RFP will be required to execute. RFP respondents wishing to propose any exceptions or alternative clauses to the agreement or to any specified criteria within this RFP must propose those exceptions or alternative clauses in their Proposal; Metro shall not be required to consider contract revisions proposed during contract negotiation and award. Proposed exceptions or alternative clauses should be accompanied by explanatory comments that are succinct, thorough and clear.

Request for Proposals - Informal (RFP 12-2097)

VIII. GENERAL PROPOSAL/CONTRACT CONDITIONS

- A. Limitation and Award: This RFP does not commit Metro to the award of a contract, nor to pay any costs incurred in the preparation and submission of proposals in anticipation of a contract. Metro reserves the right to waive minor irregularities, accept or reject any or all proposals received as the result of this request, negotiate with all qualified sources, or to cancel all or part of this RFP.
- B. Billing Procedures: Proposers are informed that the billing procedures of the selected firm are subject to the review and prior approval of Metro before reimbursement of services can occur. Contractor's invoices shall include an itemized statement of the work done during the billing period, and will not be submitted more frequently than once a month. Payment shall be made by Metro on a Net 30 day basis upon approval of Contractor invoice.
- C. Validity Period and Authority: The proposal shall be considered valid for a period of at least ninety (90) days and shall contain a statement to that effect. The proposal shall contain the name, title, address, and telephone number of an individual or individuals with authority to bind any company contacted during the period in which Metro is evaluating the proposal.
- D. Conflict of Interest. A Proposer filing a proposal thereby certifies that no officer, agent, or employee of Metro or Metro has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of Metro; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Proposer for the same call for proposals; the Proposer is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.
- E. Equal Employment and Nondiscrimination Clause Metro and its contractors will not discriminate against any person(s), employee or applicant for employment based on race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made, or any other status protected by law. Metro fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, see www.oregonmetro.gov.

IX. EVALUATION OF PROPOSALS

- A. Evaluation Procedure: Proposals received that conform to the proposal instructions will be evaluated. The evaluation will take place using the evaluation criteria identified in the following section. Interviews may be requested prior to final selection of one firm. Award shall be made to the highest ranked Proposer based on the stated evaluation criteria. In the event negotiations are unsuccessful, Metro reserves the right to negotiate with the next highest ranked firms.
- B. Evaluation Criteria: This section provides a description of the criteria which will be used in the evaluation of the proposals submitted to accomplish the work defined in the RFP.

		Percentage of Total Score
Project Work Plan/Approach		
1.	Demonstration of understanding of the project objectives	5
2.	Project management methodology	5
Project Staffing Experience		
1.	Project consultant	5
2.	Firm experience with similar projects	10

Request for Proposals - Informal (RFP 12-2097)

Proposed Solution		
1.	Ability to meet desired functional outcomes	20
2.	Technical fit with Metro's architecture and infrastructure	10
Diversity in Employment and Contracting		
1.	Work Force Diversity, Diversity in Contracting, Diversity of Firm	15
Budget/Cost Proposal		
1.	Overall Project Cost	20
2.	Commitment to budget and schedule parameters	10
		100%

At Metro's sole discretion, proposers may be asked to do a scripted demonstration of their proposed solution. Proposers invited for the scripted demonstration may have their total score increased as follows:

		Total Score
1.	Scripted demonstration	10
2.	References	10
		20%

X. NOTICE TO ALL PROPOSERS -- STANDARD AGREEMENT

The attached agreement included herein reflects preliminary, draft contract language and selected, proposed contract terms for this procurement. Proposers should be aware that such language terms and provisions are for illustrative purposes only and that Metro reserves the right, following submission and ranking of all proposals submitted in response to this procurement, to amend, modify or negotiate over any and all such contract language, terms and provisions regarding the agreement arising from this procurement. By submitting a proposal in response to this procurement, proposers acknowledge that they are aware of and do not object to any later, potential amendment and modification of such preliminary, draft language and terms. In addition, by responding to this procurement, proposers acknowledge that they are aware of their ability to offer alternatives to any of the preliminary, draft contract language and proposed contract terms set forth herein.

Request for Proposals - Informal (RFP 12-2097)

Metro Contract No. X

Sample Contract: Personal Services less than \$50,000

THIS AGREEMENT is between Metro, a metropolitan service district organized under the laws of the State of Oregon and the Metro Charter, located at 600 N.E. Grand Avenue, Portland, OR 97232-2736, and Company Name, referred to herein as "Contractor," located at address, City, State Zip.

In exchange for the promises and other consideration set forth below, the parties agree as follows:

1. **Duration.** This personal services agreement shall be effective Month XX, 201X and shall remain in effect until and including Month XX, 201X, unless terminated or extended as provided in this Agreement. IF CONTRACT IS SUBJECT TO RENEWAL OR EXTENSION, INCLUDE SUCH LANGUAGE i.e. This agreement may be renewed or extended for XX additional one-year periods at Metro's sole discretion.

2. **Scope of Work.** Contractor shall provide all services and materials specified in the attached "Attachment A -- Scope of Work," which is incorporated into this Agreement by reference. All services and materials shall be provided by Contractor in accordance with the Scope of Work, in a competent and professional manner. To the extent that the Scope of Work contains additional contract provisions or waives any provision in the body of this Agreement, the Scope of Work shall control.

3. **Payment.** Metro shall pay Contractor for services performed and materials delivered in the amount(s), manner and at the time(s) specified in the Scope of Work for a maximum sum not to exceed XXXXXXXXXXXXXXXXXXXX AND XX/100THS DOLLARS (\$XXXXXX.XX). Payment shall be made by Metro on a Net 30 day basis upon approval of Contractor invoice.

4. **Insurance.** Contractor shall purchase and maintain at the Contractor's expense, the following types of insurance, covering the Contractor, its employees, and agents:

(a) The most recently approved ISO (Insurance Services Office) Commercial General Liability policy, or its equivalent, written on an occurrence basis, with limits not less than \$1,000,000 per occurrence and \$1,000,000 aggregate. The policy will include coverage for bodily injury, property damage, personal injury, contractual liability, premises and products/completed operations. Contractor's coverage will be primary as respects Metro;

(b) Automobile insurance with coverage for bodily injury and property damage and with limits not less than minimum of \$1,000,000 per occurrence;

(c) Workers' Compensation insurance meeting Oregon statutory requirements including Employer's Liability with limits not less than \$500,000 per accident or disease; and

(d) Professional Liability Insurance, with limits of not less than \$1,000,000 per occurrence, covering personal injury and property damage arising from errors, omissions or malpractice. PROFESSIONAL LIABILITY REQUIRED FOR ARCHITECTURAL & ENGINEERING SERVICES - DELETE PROFESSIONAL LIABILITY INSURANCE LANGUAGE IF NOT REQUIRED

Metro, its elected officials, departments, employees, and agents shall be named as ADDITIONAL INSUREDS on Commercial General Liability and Automobile policies.

Contractor shall provide to Metro 30 days notice of any material change or policy cancellation.

Contractor shall provide Metro with a Certificate of Insurance complying with this article upon return of the Contractor signed agreement to Metro. Certificate of Insurance shall identify the Metro contract number.

5. **Indemnification.** Contractor shall indemnify and hold Metro, its agents, employees and elected officials harmless from any and all claims, demands, damages, actions, losses and expenses arising out of or in any way connected with its performance of this Agreement, or with any patent infringement or copyright claims arising out of the use of Contractor's designs or other materials by Metro and for any claims or disputes involving subcontractors.

6. **Maintenance of Records.** Contractor shall maintain all of its records relating to the Scope of Work on a generally recognized accounting basis and allow Metro the opportunity to inspect and/or copy such records at a convenient place during normal business hours. All required records shall be maintained by Contractor for six years after Metro makes final payment and all other pending matters are closed.

7. Ownership of Documents. All documents of any nature including, but not limited to, reports, drawings, works of art and photographs, produced by Contractor pursuant to this Agreement are the property of Metro, and it is agreed by the parties that such documents are works made for hire. Contractor hereby conveys, transfers, and grants to Metro all rights of reproduction and the copyright to all such documents.

8. Project Information. Contractor shall share all project information and fully cooperate with Metro, informing Metro of all aspects of the project including actual or potential problems or defects. Contractor shall abstain from releasing any information or project news without the prior and specific written approval of Metro.

9. Independent Contractor Status. Contractor shall be an independent contractor for all purposes and shall be entitled only to the compensation provided for in this Agreement. Under no circumstances shall Contractor be considered an employee of Metro. Contractor shall provide all tools or equipment necessary to carry out this Agreement, and shall exercise complete control in achieving the results specified in the Scope of Work. Contractor is solely responsible for its performance under this Agreement and the quality of its work; for obtaining and maintaining all licenses and certifications necessary to carry out this Agreement; for payment of any fees, taxes, royalties, or other expenses necessary to complete the work except as otherwise specified in the Scope of Work; and for meeting all other requirements of law in carrying out this Agreement. Contractor shall identify and certify tax status and identification number through execution of IRS form W-9 prior to submitting any request for payment to Metro.

10. Right to Withhold Payments. Metro shall have the right to withhold from payments due to Contractor such sums as necessary, in Metro's sole opinion, to protect Metro against any loss, damage, or claim which may result from Contractor's performance or failure to perform under this Agreement or the failure of Contractor to make proper payment to any suppliers or subcontractors.

11. State and Federal Law Constraints. Both parties shall comply with the public contracting provisions of ORS chapters 279A, 279B and 279C and the recycling provisions of ORS 279B.025 to the extent those provisions apply to this Agreement. All such provisions required to be included in this Agreement are incorporated herein by reference. Contractor shall comply with all applicable requirements of federal and state civil rights and rehabilitation statutes, rules and regulations including those of the Americans with Disabilities Act.

12. Situs. The situs of this Agreement is Portland, Oregon. Any litigation over this agreement shall be governed by the laws of the State of Oregon and shall be conducted in the Circuit Court of the state of Oregon for Multnomah County, or, if jurisdiction is proper, in the U.S. District Court for the District of Oregon.

13. Assignment. This Agreement is binding on each party, its successors, assigns, and legal representatives and may not, under any circumstance, be assigned or transferred by either party without Metro's written consent.

14. Termination. This Agreement may be terminated by mutual consent of the parties. In addition, Metro may terminate this Agreement by giving Contractor seven (7) days prior written notice of intent to terminate, without waiving any claims or remedies it may have against Contractor. Termination shall not excuse payment for expenses properly incurred prior to notice of termination, but neither party shall be liable for indirect or consequential damages arising from termination under this section.

15. No Waiver of Claims. The failure to enforce any provision of this Agreement shall not constitute a waiver by Metro of that or any other provision.

16. Modification. Notwithstanding and succeeding any and all prior agreement(s) or practice(s), this Agreement constitutes the entire Agreement between the parties, and may only be expressly modified in writing(s), signed by both parties. Metro may approve changes and modifications to the original contract, including deletions of work, order of additional materials, and additional services reasonably related to the original work scope. Contractor may propose changes in the work that Contractor believes are necessary, will result in higher quality work, improve safety, decrease the amount of the contract, or otherwise result in a better or more efficient work product. If such changes are approved by Metro, they shall be executed by written contract amendment signed by both parties. Such changes shall not relieve Contractor of any obligation or warranty under the contract. No oral statements by either party shall modify or affect the terms of the contract.



600 NE Grand Ave.
Portland, OR 97232-2736
503-797-1700

Request for Proposals - Informal (RFP 12-2097)

Metro Contract No. X

CONTRACTOR

METRO

By _____

By _____

Print Name _____

Print Name _____

Date _____

Date _____

Request for Proposals - Informal (RFP 12-2097)

Metro Contract No. X

1. Purpose and Goal of Work

2. Description of the Scope of Work

3. Deliverables/Outcomes

4. Payment and Billing

Contractor shall perform the above work for a maximum price not to exceed XXXXXXX AND XX/100TH DOLLARS (\$XXXXXX.XX).

INCLUDE HOURLY RATES OR TASK BASED PAYMENTS IF APPLICABLE

The maximum price includes all fees, costs and expenses of whatever nature. Each of Metro's payments to Contractor shall equal the percentage of the work Contractor accomplished during the billing period. Contractor's billing invoices will include the Metro contract number, an itemized statement of work done and expenses incurred during the billing period, will not be submitted more frequently than once a month, and will be sent to Metro, Attention: Accounts Payable, 600 NE Grand Avenue, Portland, OR 97232-2736 or metroaccountspayable@oregonmetro.gov. Payment shall be made by Metro on a Net 30 day basis upon approval of Contractor invoice.