Attachment B – Proposal Forms

**CONTRACTOR is to complete each of the Tabs 1 – 13 and submit per the instructions provided in Section 8 of the RFP. Any Exhibits provided by the CONTRACTOR are to be inserted at the end of each applicable tab.**

**CONTRACTOR IS permitted to make changes to the footers, and necessary formatting changes to tables, to optimize the presentation of information.**

**CONTRACTOR is instructed to organize Proposal in a tabbed format, and to insert the completed tab forms (Attachment B) in the corresponding tabs as a part of their Proposal response**. In addition to the information captured through the questions and tables in Attachment B, CONTRACTOR is requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each tab section. Any such information may be provided in CONTRACTOR preferred formatting/branding.

|  |  |  |
| --- | --- | --- |
| **Proposal Tab No.** | **Proposal Section** | **Submitted** |
| **Tab 1** | [Relevant Experience](#_bookmark0) |  |
| **Tab 2** | [Software Solution](#_bookmark1) |  |
| **Tab 3** | [Project Approach and Implementation Methodology](#_bookmark2) |  |
| **Tab 4** | [Key Proposed Personnel and Team Organization](#_bookmark3) |  |
| **Tab 5** | [Project Schedule](#_bookmark4) |  |
| **Tab 6** | [System and Application Architecture](#_bookmark5) |  |
| **Tab 7** | [Data Conversion Plan](#_bookmark6) |  |
| **Tab 8** | [Testing & Quality Assurance Plan](#_bookmark7) |  |
| **Tab 9** | [Training Plan](#_bookmark8) |  |
| **Tab 10** | [Ownership of Deliverables](#_bookmark9) |  |
| **Tab 11** | [Narrative Questions](#_bookmark10) |  |
| **Tab 12** | [Functional and Technical Requirements Response](#_bookmark11) |  |
| **Tab13** | [Attachment D – Cost Narrative](#_bookmark12) |  |
| **Supplements** | Any CONTRACTOR-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked “Supplements” tab of the proposal. |  |

Page **1** of **31**

# Tab 1 – Relevant Experience

## RELEVANT EXPERIENCE

* 1. Please describe your relevant experience working with California governmental entities (State, Counties, Cities, etc.)
	2. Please describe your experience and approach to projects that involve various locations and entities utilizing the same system? What special considerations must be taken to ensure the system is configured to meet the distinct needs of separate organizations?
	3. Identify two recent project implementations that are most comparable to the County’s proposed implementation, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.
	4. Please describe implementation barriers or challenges that have been experienced working within California on implementations. What proactive steps are planned in this proposed project to mitigate against similar challenges?
	5. What sets the product(s) and services that your firm proposes apart from competitors’ products and services? Why should the County select your firm to partner with?

# Tab 2 – Software Solution

## SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

CONTRACTOR to provide a summary description of the capabilities for each functional area contained in **Table 1.0** of the RFP, in narrative format. The purpose of this summary is so that the County has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the **Functional and Technical Requirements in Attachment C**.

Marketing materials should not be submitted on the proposed functionality.

## SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

CONTRACTOR to provide a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

## PROPOSED SOFTWARE MODULES TABLE

CONTRACTOR to complete the table in **Attachment D – Software Solution.** Proposed modules that are required to satisfy the requirements associated with the functional areas identified in **Table 1.0** of the RFP.

## OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products, not included in the scope of your proposal, would the CONTRACTOR recommend to be complementary or optional to the Project Scope?

**Optional and Complementary Modules**

|  |  |  |
| --- | --- | --- |
| **No.** | **Module Name** | **Brief Narrative Description of Functionality Provided** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |

## General

* 1. CONTRACTOR shall clearly indicate the deployment model(s) proposed from among the two categories presented in a-b below. If more than one product is proposed, please clearly identify the deployment model for each product proposed:
		1. Software as a Service (SaaS or subscription-based models)
		2. Vendor Cloud hosted (hosted and managed by the CONTRACTOR, perpetual licenses)
	2. CONTRACTOR shall detail the ability of the proposed system(s) to integrate with Active Directory Domain Services implemented in accordance with published internet standards such as Lightweight Directory Access Protocol (LDAP) and Domain Name System (DNS). If such integration is not offered, CONTRACTOR shall explain the identify management solution that is provided.
	3. If applicable to the proposed deployment model, describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD). (e.g. As users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would the County AD be able to push, and the SaaS applications able to receive, user profiles and groups?
	4. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?

#  Tab 3 – Project Approach and Implementation Methodology

## PROJECT APPROACH

CONTRACTOR to provide a description of the proposed approach for providing the Services described in RFP Section 5.0, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the CONTRACTOR has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

* 1. Based on information provided in this RFP and experience in working with other localities, what is the CONTRACTOR perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?
	2. With what frequency will CONTRACTOR Project Team staff be on-site at the County during implementation? Will staff be on site for full or partial weeks?
	3. Describe any additional assumptions made in the Proposal, not already identified in detail. These should include any assumptions related to the current County technical environment, staffing, project management approach, and County resources available during implementation and support phases.
	4. Please note that space has been provided in **Attachment E (Cost Proposal)** to allow for any particular cost considerations related to the above questions and approach.

Open Comment (if applicable):

## DEPLOYMENT

CONTRACTOR to provide a detailed narrative description of how the implementation approach will vary between the deployment methods proposed (i.e., a vendor cloud-hosted solution or a SaaS solution).

## GO-LIVE AND ONGOING SUPPORT

CONTRACTOR to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. CONTRACTOR shall use **Attachment E – Cost Proposal**, to clearly identify the varying fees based on the varying levels of support that are available.

* 1. Is there a period after implementation during which the project team will stay and provide support?
	2. What are the standard hours that support is offered, and through what means (phone, web ticket submission, online chat, etc.)?
	3. Are after hours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?
	4. Describe the support that is offered to assist in potential situations where the County is unable to conduct certain mission- critical processes, such as processing payroll, due to emergency situations (i.e., inclement weather).
	5. Is product support offered by CONTRACTOR, through the software developer/provider, or sub-contracted?
	6. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs associated with implementing upgrades, etc.? CONTRACTOR to describe the frequency of upgrades and any price ranges for anticipated upgrades.

## RESOURCE HOURS

CONTRACTOR shall include the proposed resource levels for the County Implementation Project Team and CONTRACTOR Project Teams by completing **Attachment D Vendor and County Resource Plans.**

**Contractor Project Team Resources:**

**Instructions**: The CONTRACTOR is asked to provide the number of resources that will be committed to the Project in terms of number of estimated hours. These numbers should be based on the functionality the County desires, included in the detailed Business and Technical Requirements **(Attachment C**) and Scope of Work outlined in Section 5 of the RFP.

**Assumptions:** Any assumptions related to the number of Project Team staff for the CONTRACTOR, roles of staff, and duration of involvement used in the development of the resource hour estimates should be included here:

**County Project Team Resources:**

**Instructions:** The CONTRACTOR is to provide the number of resources that will be required from the County in terms of number of hours. These numbers should be based on the functionality the County desires, included in the detailed Business and Technical Requirements **(Attachment C)** and Scope of Work outlined in Section 5 of the RFP.

**Assumptions:** Any assumptions related to the number of County staff for the Implementation Project Team, roles of County staff, and duration of involvement used in the development of the resource hour estimates should be included here:

## IMPLEMENTATION PLAN

CONTRACTOR to provide their overall objectives and approach to the County’s implementation. Discuss timing as being chronological, in parallel, etc., for all of the modules proposed.

CONTRACTOR shall submit a Sample Implementation Plan as an **Exhibit to Tab 3, labeled as V-Implementation Plan**.

**Exhibit submitted Yes No**

## PROJECT MANAGEMENT

The RFP states the County’s expectation is that the CONTRACTOR will provide Professional Services that will lead and manage the overall Program. CONTRACTOR to describe their overall approach and project methodology to ensuring a successful implementation. CONTRACTOR to include how they envision collaborating with the County IT Project Manager, specifically describe expectations regarding the role and support from the County IT Project Manager throughout the Program.

CONTRACTOR to outline their approach for the County’s project for each of the following project management processes that will be provided. If any of these processes/responsibilities are not being provided by the CONTRACTOR

,CONTRACTOR to identify as such.

* 1. **Scope Management:** CONTRACTOR to describe their approach for managing the Project Scope and the process used to request changes to Project Scope. It is the County’s desire to use the proposed software system “as is” as much as possible to support the Business Requirements and, as such, any changes (i.e., customizations or modifications to the software) must be reviewed and approved by the Implementation Project Team.
	2. **Schedule Management:** CONTRACTOR to provide their approach for managing the County’s Project Schedule and the process used to submit requested changes to the schedule. The CONTRACTOR must ensure that the Project Schedule is kept current and will be responsible for reporting any missed milestones to the County. Include in your response how this requirement will be met.
	3. **Risk Management:** CONTRACTOR to provide their approach for documenting Project risks, providing recommendations for mitigating the risk, and how this will be communicated to the Implementation Project Team. What is the process for monitoring, escalating, and resolving issues that will arise during the Project?
	4. **Quality Management:** CONTRACTOR to provide their approach/policies to assure that all written deliverables have received appropriate reviews for quality before being submitted to the County.
	5. **Communication Management:** CONTRACTOR to provide the approach that will be used to provide the County with a detailed communication plan that includes: key implementation metrics that will be used to track progress; types of communication methods (e.g.,email, meetings, status reports/dashboards); frequency of these communications; and key points of contact with overall responsibility for ensuring these communications are provided as scheduled.

Address how CONTRACTOR will make key personnel and staff available for certain meetings, either on-site or via teleconference or web-conference, which may be required should major issues arise during the implementation that significantly impact the schedule or budget of the selected system.

* 1. **Organizational Change Management:** CONTRACTOR to describe the resources, process, tools, and techniques they will use to manage the people side of change as described below

Verify that County understands the need for the specified change and its effects, and that County possesses the capabilities and motivation to change by:

* + - Accelerating County’s adoption of best practices and the changes required to fully use ERP
		- Reducing the drop in performance that is typically associated with large-scale ERP implementations
		- Helping to verify that County is prepared to work with a new or changed set of processes that are enabled by the technology embedded in the ERP solution.
		- Transferring knowledge to the County, developing methods and content for user adoption and ongoing support of desired job performance
	1. **System Interface Plan:** CONTRACTOR to detail their approach and process that will be used to implement the required County interfaces as listed in **Attachment C**.
	2. **Resource Management Plan:** CONTRACTOR to provide their approach to their resource management plan and managing resource allocation for the County and CONTRACTOR teams.

# Tab 4 – Key Proposed Personnel and Team Organization

## ORGANIZATIONAL CHART

The County requires assurances as to the consistency and quality of CONTRACTOR staffing throughout the project.

CONTRACTOR to provide a project organization chart labeled as **I: Organizational Chart** and insert in Tab 4 highlighting the key staff who will be assigned to the project. Provide a brief summary of the qualifications and experience of each team member who will be assigned to this project, including length of service with the firm and résumés as described in Section II below. If applicable, provide the qualifications and experience of any sub-contractor staff on your project team and include their résumés. Include an organization chart of the staff who will be assigned to the project and the designated Project Manager/Lead for each section. Clearly identify the responsibilities of each team member

## PROJECT TEAM RESUMES (CONTRACTOR)

* 1. As an Exhibit to Tab 4, resumes shall be provided for the implementation team. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Trainer, Conversion Lead, Architect, etc.).
		+ Resumes to include listing of past software implementation projects and certifications held for each team member.
		+ The County anticipates that any staff assigned to the Project will remain assigned to the Project, unless the County deems the services to not meet expectations at which point the Contractor and County will work together to remedy such non- conforming services. In addition, any key personnel may not be removed from the project without the County’s approval.
	2. Summary of Project Team: CONTRACTOR shall complete the table on the following page listing a summary of the Project Team Members.

**Table 4-01: CONTRACTOR Project Team Members**

|  |
| --- |
| **CONTRACTOR Project Team Members** |
| **Name** | **Title** | **Role on Proposed Project Team (e.g., Project Manager)** | **Years of Relevant Experience** | **Years with firm** | **Number of implementations completed within past five years** | **Identify Scope of Services/Tasks this individual will be working on for the County** | **Relevant certifications (PMP, etc.)** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

## III. PROJECT TEAM RESUMES (SUBCONTRACTOR)

1. As an Exhibit to Tab 4, resumes shall be provided for any of the named subcontractor(s) who are part of the implementation team. Resumes shall be specific to the actual personnel be assigned to this Project for all primary roles (e.g., Project Manager, Trainer, Conversion Lead).
	* *Resume to include listing of past software implementation projects and certifications held for each team member.*
2. Summary of Project Team (Subcontractors)

**Table 4-02: Subcontractor Project Team Members**

|  |
| --- |
| **Subcontractor Project Team Members** |
| **Name** | **Title** | **Role on Proposed Project Team (e.g., Project Manager)** | **Years of Relevant Experience** | **Years with firm** | **Number of implementations completed within past five years** | **Identify Scope of Services/Tasks this individual will be working on for the County** | **Relevant certifications (PMP,etc.)** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

## IV. PROJECTED GO-LIVE DATES

The County anticipates that the total implementation process for all modules/products will be approximately 18-24 months in duration, subject to further planning with the CONTRACTOR.

The County anticipates that implementation activities would begin in March 2025. The County follows a July 1 – June 30 fiscal year. CONTRACTORS are encouraged to propose phasing and timelines that best align with the CONTRACTOR’s implementation approach.

**Table 5-01: Projected Go-Live Dates**

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **Functional Areas** | **Potential Start Date** | **Target Go-Live Date** |
| **I** |  |  |  |
| **II** |  |  |  |
| **III** |  |  |  |

# Tab 6 – System and Application Architecture

## GENERAL OVERVIEW

CONTRACTOR to provide a description of the proposed system and application architecture for the proposed application.

## SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

**Table 6-01: System and Application Architecture Questions**

|  |  |
| --- | --- |
| 1.What is the source language(s) of the product? |  |
| 2.How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)? |  |
| 3.Describe how your proposed solutions can support transparency of information to the public (e.g., inquiry into salaries, spending). |  |
| 4. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application. |  |
| 5.Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programminglanguages and tools, and the extent of shared software code across all applications. |  |

* 1. **APPROACH**

# Tab 7 – Data Conversion Plan

CONTRACTOR to detail their approach to developing and implementing the data conversion plan, and what processes will be undertaken by the CONTRACTOR’s project team to convert existing data, as well as to interface with identified source systems. Include methods of quality control and testing that will be utilized specific to data conversion.

## ROLES AND RESPONSIBILITIES

The CONTRACTOR will assist the County in the conversion of both commercially available software-based data, and data maintained in Microsoft Excel or Access (if applicable), to the new system.

It is expected that the County will be responsible for data extraction from current systems and data scrubbing, and that the CONTRACTOR shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). CONTRACTOR should plan to have converted data ready for the User Acceptance Testing (UAT) phase of the Project.

As part of the resulting Project, the CONTRACTOR shall develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g.,through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures). A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by County or CONTRACTOR) for all pertinent legacy data.

* + 1. CONTRACTOR to confirm their proposal includes providing the services identified in this Section (Item II Roles and Responsibilities) and provide any additional services that are also provided as part of your Data Conversion Plan/Program.
		2. CONTRACTOR to specify or provide the format in which legacy system data should be extracted and provided to the CONTRACTOR for conversion activities.

## Responsibility of Data Conversion Activities

CONTRACTOR shall complete the table below based on whether the roles identified are supported by the proposed data conversion methodology and approach. The roles defined in Table 7-01 and Table 7-02 contain the indicators that the CONTRACTOR shall use to report their support of the identified roles. Any conflicts shall be noted with a comment. In the event additional activities are proposed, the CONTRACTOR shall identify the roles for both the County and their Implementation Project Teams.

**Table 7-01: Definition of Roles**

|  |  |
| --- | --- |
| **Role** | **Summary** |
| Lead | The party ultimately responsible for the activity. |
| Assist | The party provides active assistance for the activity. |
| Participate | The party provides passive assistance for the activity. |
| Share | Both parties share equal responsibility for the activity. |
| None | The party has no role in the activity. |

**Table 7-02: Summary of Response Indicators**

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Response** | **Description** |
| **S** | Supports | The CONTRACTOR supports the prescribed responsibility roles with its proposed data conversion methodology and approach. |
| **C** | Conflict | The CONTRACTOR has a conflict with the prescribed responsibility roles and proposes alternate responsibility in its proposed data conversion methodology and approach. |

**Table 7-03: Responsibility of Deliverables**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Data Conversion Activity** | **CONTRACTOR****Role** | **County Role** | **Response** | **Other Comments** |
| **1** | Develop Data Conversion Strategy and Plan as per implementation schedule | Lead | Assist |  |  |
| **2** | Perform Conversion Analysis of Existing Legacy Data | Lead | Participate |  |  |
| **2** | Perform Crosswalk Development of Legacy Data From Legacy System to New System | Lead | Participate |  |  |
| **3** | Provide Conversion Data | None | Lead |  |  |
| **4** | Provide File Layouts/Data Maps of Existing System | None | Lead |  |  |
| **5** | Proof Data Provided | Assist | Lead |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **6** | Analysis of Data to be Converted | Lead | Assist |  |  |
| **7** | Developing and Testing Conversions | Lead | None |  |  |
| **8** | Review and Correct Errors | Share | Share |  |  |
| **9** | Load Converted Data Into Training Non-production Database | Lead | Participate |  |  |
| **10** | Confirmation of Converted Data in Training Database | None | Lead |  |  |
| **11** | Approval/Signoff of Converted Data in Training Database | None | Lead |  |  |
| **12** | Load Converted Data Into Live Database | Lead | Participate |  |  |
| **13** | Confirmation of Converted Data Into Live Database | Assist | Lead |  |  |
| **14** | Approval/Signoff of Converted Data in Live Database | None | Lead |  |  |
| **15** | Other: |  |  |  |  |

 RFP #101-2024

 County of Siskiyou ERP Replacement

#  Tab 8 – Testing & Quality Assurance Plan

## APPROACH

Describe your standard approach to testing and quality assurance. Also include which tools/systems are used to manage and report on the following: Test Scripts, test execution progress, and defects.

## SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the County Project. CONTRACTOR to submit as an **Exhibit, labeled as II. Sample Plan and insert in Tab 8**.

**Exhibit submitted Yes No**

## PLAN DETAILS

The CONTRACTOR will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT).

It is the County’s expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the CONTRACTOR will also provide assistance during each testing phase involving County users.

The CONTRACTOR will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT.

The CONTRACTOR will also provide a plan for stress testing the system, which will occur during or after UAT.

CONTRACTOR to confirm their proposal includes providing the services identified in this Section (Item III Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

**Supported Yes No**

**Additional support provided not identified above:**

## LEVELS OF SUPPORT

What levels of support will be provided by the CONTRACTOR during the testing phases (e.g., parallel and UAT)? Will CONTRACTOR resources be onsite during certain testing phases? Are varying service levels offered for testing support?

## PARALLEL TESTING

Describe the proposed approach to parallel testing, including the number of anticipated parallel tests which would be performed for payroll processes.

# Tab 9 – Training Plan

## PROPOSED TRAINING APPROACH/STRATEGY

CONTRACTOR to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

## TRAINING PLAN AND RESOURCE HOURS

CONTRACTOR to provide a chart detailing the proposed training plan and resource hours allocated for the County project. A *sample format of the chart* is detailed below. Cost Worksheet provided in **Attachment E** to coincide with the hours and resources proposed.

**Table 9-01: Training Plan Legend**

|  |
| --- |
| **Legend** |
| User Types | Core Project Team, End Users, Technology Users, Other (please describe) |
| Training Model | Train-the-Trainer, CONTRACTOR-Provided Training, Other (please describe) |
| Class Format | On-Site Classroom, Webinar/Video Conference, Web Training Service, Other (please describe) |

**Table 9-02: Training Plan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Training topic/course** | **Functional Module Covered** (please specify per proposed module, such as purchasing, payroll, etc.) | **Type of users to attend** | **General summary of number of sessions offered of this course** | **Maximum class size** | **Format for the class** | **Training data that will be used for this topic/course (live, sandbox, etc.)** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**CONTRACTOR to submit as an Exhibit, labeled as II. Sample Training Plan and insert in Tab 9. Exhibit submitted Yes No**

## TRAINING COORDINATION

CONTRACTOR shall complete the table below based on whether the roles identified are supported by the proposed Training Strategy and approach. The roles defined in Table 9-03 and Table 9-04 contain the indicators that the CONTRACTOR shall use to report their support of the identified roles. Any conflicts shall be noted with a comment. In the event additional activities are proposed, the CONTRACTOR shall identify the roles for both the County and their Implementation Project Teams.

**Table 9-03: Definition of Roles**

|  |  |
| --- | --- |
| **Role** | **Summary** |
| Lead | The party ultimately responsible for the activity. |
| Assist | The party provides active assistance for the activity. |
| Participate | The party provides passive assistance for the activity. |
| Share | Both parties share equal responsibility for the activity. |
| None | The party has no role in the activity. |

**Table 9-04: Summary of Response Indicators**

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Response** | **Description** |
| **S** | Supports | The CONTRACTOR supports the prescribed responsibility roles with its proposed data conversion methodology and approach. |
| **C** | Conflict | The CONTRACTOR has a conflict with the prescribed responsibility roles and proposes alternate responsibility in its proposed data conversion methodology and approach. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Training Activity** | **CONTRACTOR****Role** | **County Role** | **Response** | **Other Comments** |
| **1** | Develop Training Strategy/Approach | Lead | Assist |  |  |
| **2** | Training Coordination/Scheduling | Share | Share |  |  |
| **3** | Training Curriculum/Material Development | Lead | Assist |  |  |
| **4** | Training Instruction | Share | Share |  |  |
| **5** | Other | None | None |  |  |

## KNOWLEDGE TRANSFER

CONTRACTOR to detail the knowledge transfer strategy proposed to prepare County staff to maintain the system after it is placed into production.

## SYSTEM DOCUMENTATION

CONTRACTOR to provide a detailed description of system documentation and resources that will be included as part of the implementation by the CONTRACTOR including, but not limited to, detailed system user manuals, “Quick Reference” guides, online support, help desk support, user group community resources, videos, and others as available. CONTRACTOR to itemize optional items on the **Attachment E Cost Proposal**.

CONTRACTOR to check off all that are available and included as part of the RFP response.

**Table 9-05: System Documentation**

|  |  |  |
| --- | --- | --- |
| **Type of Documentation** | **Included in Scope of Proposal to the County****Yes/No** | **Description/Explanation/Optional** |
| Quick Reference Guides |  |  |
| Online Support |  |  |
| Help Desk Support |  |  |
| User Group Community Resources |  |  |
| Annual User Conferences |  |  |
| Videos |  |  |
| Custom User Guides/Manuals |  |  |
| Other: |  |  |

## FACILITIES/TRAINING ROOM ENVIRONMENT

CONTRACTOR to identify the requested analysis/training room environment requirements and any other requirements related to the training facility/room/equipment. Requirements may include any presentation equipment, whiteboards, seating style, number of computers, printers, and other amenities needed to support on-site implementation activities.

# Tab 10 – Ownership of Deliverables

CONTRACTOR shall complete Table 10-03 below based on whether or not the roles identified are supported by the proposed approach and implementation methodology. The roles defined in Tables 10-01 and 10-02 contain the indicators that the CONTRACTOR shall use to report their support of the identified roles. Any conflicts shall be noted with a comment. In the event additional deliverables are proposed, CONTRACTOR shall identify the applicable roles.

The resource hours provided as part of **Attachment D** should be appropriate based on the roles identified for each Project deliverable.

**Table 10-01: Definition of Roles**

|  |  |
| --- | --- |
| **Role** | **Summary** |
| Lead | The party ultimately responsible for the development of the deliverable. |
| Assist | The party provides active assistance in development of the deliverable. |
| Participate | The party provides passive assistance in the development of the deliverable. |
| Owns | The party is solely responsible for the development of the deliverable. |
| Share | Both parties share equal responsibility for the development of the deliverable. |
| None | The party has no role in the development of the deliverable. |

**Table 10-02: Summary of Response Indicators**

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Response** | **Description** |
| **S** | Supports | The Proposal supports the prescribed ownership roles with its proposed implementation methodology and approach. |
| **C** | Conflict | The Proposal has a conflict with the prescribed ownership roles and proposes alternate ownership in its proposed implementation methodology and approach. |

**Table 10-03: Ownership of Deliverables**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Deliverable** | **CONTRACTOR****Role** | **County/ County Role** | **Response** | **Comments** |
| **1** | Project Management Plan to include the below subsidiary management plans: | Lead | Participate |  |  |
| **1a** | Requirements Management Plan | Lead | Participate |  |  |
| **1b** | Schedule Management Plan | Lead | Participate |  |  |
| **1c** | Cost Management Plan | Lead | Participate |  |  |
| **1d** | Resource Management Plan | Lead | Participate |  |  |
| **1e** | Communications Management Plan | Lead | Participate |  |  |
| **1f** | Testing and Quality Assurance Plan | Lead | Participate |  |  |
| **1g** | Communications Management Plan | Lead | Participate |  |  |
| **1h** | Risk Management Plan | Lead | Participate |  |  |
| **1i** | Stakeholder Engagement Plan | Lead | Participate |  |  |
| **1j** | Change Management Plan | Lead | Participate |  |  |
| **1k** | Configuration Management Plan | Lead | Participate |  |  |
| **1l** | Scope Baseline | Lead | Participate |  |  |
| **1m** | Schedule Baseline | Lead | Participate |  |  |
| **1n** | Cost Baseline | Lead | Participate |  |  |
| **1o** | Performance Measurement Baseline | Lead | Participate |  |  |
| **1p** | Project life cycle Description | Lead | Participate |  |  |
| **1q** | Development Approach | Lead | Participate |  |  |
| **2** | Project Schedule | Lead | Assist |  |  |
| **3** | System Interface Plan | Lead | Assist |  |  |
| **4** | Data Conversion Plan | Lead | Assist |  |  |
| **5** | Pre- and Post-Implementation Support Plan | Share | Share |  |  |
| **6** | Training Plan | Lead | Assist |  |  |
| **7** | Organization Change Management Plan | Lead | Participate |  |  |
| **8** | System Documentation | Owns | None |  |  |
| **9** | Other: |  |  |  |  |

# Tab 11 – Narrative Questions

## Narrative Questions

* 1. Describe your organization’s recommended approach toward retention of legacy data. Please describe what options are available, and supported, within your proposed solution. Also, please provide any relevant references of organizations that have successfully addressed legacy data with your solution.
	2. Please describe the database storage capacity of the proposed solution.
		1. Are there limits on the amount of data that can be stored in the proposed solution?
		2. If applicable, what tiers of storage are offered in the Hosted/SaaS environment?

# Tab 12 – Functional and Technical Requirements

**Response**

*Please note Tab 12 does not contain narrative questions. CONTRACTOR is instructed to complete and submit* **Attachment C, Functional and Technical Requirements** as ***Exhibit Attachment C Functional and Technical Requirements****.*

As part of the Project Scope, the CONTRACTOR will develop and provide a detailed System Interface Plan that contains the proposed strategy for interfacing to all applications described in the Interfaces section of **Attachment C – Functional and Technical Requirements**

# Tab 13 - Attachment E – Cost Narrative

CONTRACTOR is instructed to complete and submit the Price Proposal under separate cover as identified herein. CONTRACTOR to use the following sub-header format as provided below.

## PART I: COST WORKSHEETS

CONTRACTOR to submit and complete the Cost Worksheets as contained in **Attachment E – Cost Proposal.** CONTRACTORs shall not modify the worksheets in any way.

The County understands that there will be potentially four primary types of costs associated with procuring a new system: software licensing, implementation services, annual maintenance costs, and annual subscription costs.

The below statements are provided to further guide the CONTRACTOR on how to fill out the cost worksheets.

* 1. **Software Licensing Cost:** Software license costs include all costs related to licensing the software application and include SaaS, Vendor Cloud Hosted, and third-party software license fees, where applicable. In presenting software license fees, the CONTRACTOR shall:
		+ Explain all factors that could affect licensing fees in the Vendor Notes field of Attachment E – Cost Proposal, Licenses.
		+ To the extent possible, the CONTRACTOR shall show any applicable discounts separately from the prices for products and Services.
		+ The County requests that the CONTRACTOR provide separate prices by software/module in the proposed solution.
	2. **Implementation Services Cost:** Implementation service costs typically include all costs related to Professional Services (including general implementation, project management, configuration, and other professional services), data conversion, customization, and training. It is important to note the following:
		+ In the event the product or service is provided at no additional cost, the item should be noted as "No charge.”
		+ In the event the product or service is not being included in the Proposal, the item should be noted as "No bid.”
		+ CONTRACTOR shall make clear the basis of calculation for all fees and costs.
	3. **Annual Maintenance Cost:** Annual maintenance costs include the annual maintenance and support fees for the application environment. **The County expects software maintenance costs will not increase in the first five (5) years upon Go- Live operation and prefers that maintenance costs will not be payable until after Go-Live sign-off.** Unless a standard offering or otherwise included in scope of the Proposal, CONTRACTORs shall list any disaster recovery, enhanced support, or annual hosting server upgrade or other costs as optional.
	4. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The County expects to pre- negotiate any rates of increase in these costs in the first 5 years.

## PART III: PAYMENT AND RETAINAGE TERMS

The County requests that the following Payment and Retainage Terms be utilized for the County’s Project:

* 1. **Software Licensing:** Use of an acceptance-based payment schedule for software licensing. The County expects to not pre-pay, or pay in full, the licensing for the proposed deployment at contract signing.
1. Potential milestones including system deployment, Phase Kickoff, Initial Module/System Configuration, Approval of Phase Go-Live, and Acceptance of System. The County’s expectation is that it will not pay licensing fees for any software modules on functional areas being implemented until formal County acceptance has been provided to approve live processing for the associated Project phase. *For example, the software license fees associated with Payroll will be paid upon County acceptance of the Project phase associated with the Payroll module.*
2. *CONTRACTOR shall fully describe their proposed milestone-based payment schedule for software licensing as part of their Price Proposal.*
	1. **Implementation Services Cost:** Implementation service costs typically include all costs related to implementation, project management, configuration, data conversion, customization, and training.
3. The County prefers that implementation service costs be proposed as “not-to- exceed” amounts and that the County will be charged for Services as incurred up to the not-to-exceed amounts. Establishment of a not-to-exceed amount does not obligate the County to expend the full amount.
4. The County requires that services be invoiced on a deliverable, phased, or milestone basis, and not on a pre-paid basis. For implementation services under a milestone arrangement, the County will pay the CONTRACTOR a fixed amount for the completion of major milestones and deliverables. CONTRACTORs are to describe the work effort and assumptions used to calculate the fixed fee for each milestone. The scope of the project will be defined by the Statement of Work and detailed Functional and Technical requirements included as **Attachment C**. All CONTRACTORS submitting proposals are encouraged to submit the most competitive proposal possible as the failure to do so may lead to elimination prior to software demonstrations.
5. The County prefers that twenty percent (20%) of each invoice for the implementation service costs will be retained (as a “holdback”) until successful completion, and the County’s written acceptance, of the Project.
	1. **Annual Maintenance Cost:** The County’s expectation is that it will not pay maintenance fees on functional areas being implemented until formal County acceptance has been provided to approve live processing for the associated Project phase. *For example, the annual maintenance fees associated with Payroll will be paid upon County acceptance of the Project phase associated with the Payroll module.*
	2. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The County expects that subscription costs for software modules will not be payable until formal County acceptance has been provided to approve live processing for the associated Project phase. *For example, the ongoing software subscription costs associated with Payroll will be paid upon County acceptance of the Project phase associated with the Payroll module.*

CONTRACTOR to submit a brief statement of agreement with the payment and retainage terms identified herein. If CONTRACTOR does not agree with all items, a description should be provided for those items for which an exception is taken.

CONTRACTOR confirms that the RFP proposal is submitted in compliance with the payment and retainage terms provided above in Part III, Payment and Retainage Terms.

Brief Statement:

**OR**

CONTRACTOR takes exceptions to the payment and retainage terms provided in Part III Payment and Retainage Terms as itemized below.

Description of each exception and proposed alternative:

## NARRATIVE DESCRIPTION OF PRICE PROPOSAL

CONTRACTOR are to include a narrative description of the proposed costs, including, at a minimum the following:

* 1. Summarize the pricing/costs that will provide the County with a better understanding of the pricing structure for the solution that is being proposed. **If both SaaS and Vendor Cloud Hosted solutions are being submitted as options for County consideration, outline the key differentiators for the proposed products and services for each option**. For example, what are the benefits and potential limitations for each option. A side-by-side table comparison would be ideal so that the County can easily compare both options.

Detailed Statement:

* 1. Any optional Services or Products being offered. Brief Statement:
	2. Any discounts that have been offered. Brief Statement:
	3. Any projected or anticipated cost savings or cost avoidance considerations related to the proposed software and services (savings in County staff time, savings in ongoing hardware acquisition/maintenance costs, etc.)

Statement:

* 1. A description of any future upgrade costs, including upgrades to hardware, software, and related professional services costs (such as training, configuration, and other anticipated services costs related to upgrades in the future). If none, indicate ‘NONE’ in the Statement section below.

Statement:

* 1. Other topics or statements related to the price proposal that the CONTRACTOR feels will help the County better understand the pricing structure or key differentiators for the proposed products and services not covered above.

Statement:

# Tab 13 – Supplements

Any CONTRACTOR-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked “Supplements” tab of the proposal.

Please list below with a brief description and save with the following file naming convention: “(*CONTRACTOR Name*) Supplement– (*Supplement Document Title*).”