

Attachment A – Proposal Response Forms

Instructions to Respondents

Respondent is to complete each of the Tabs 1 – 17 and submit per the instructions provided in Section 4 of the RFP.

Respondent shall not make any changes to the questions or the format of Attachment A.

Respondent is instructed to organize the Technical Proposal in a format that follows the structure presented below. Respondent shall insert the completed tab forms (Attachment A) in the corresponding Proposal Section **as a part of their Proposal response**. In addition to the information captured through the questions and tables in Attachment A, Respondent is requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each tab section.

The City expects Respondents will include additional proposal content beyond simply completing the forms and worksheets provided through this RFP.

Any such information may be provided in Respondents preferred formatting/branding.

Proposal Tab No.	Proposal Section
Tab 1	Company Introduction
Tab 2	Software Solution
Tab 3	Project Approach and Implementation Methodology
Tab 4	Key Proposed Personnel and Team Organization
Tab 5	Project Schedule
Tab 6	Functional and Technical Requirements Response
Tab 7	System and Application Architecture
Tab 8	Data Conversion Plan
Tab 9	Software Hosting
Tab 10	Testing and Quality Assurance Plan
Tab 11	Training Plan
Tab 12	Ownership of Deliverables
Tab 13	References
Tab 14	Response to Narrative Questions
Tab 15	Exceptions to RFP Requirements and Terms and Conditions
Tab 16	Report Development Form
Binder #2	Price Proposal

Tab 1 – Company Introduction

I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Respondent certifies it complies with:

1. The laws of the State of North Dakota and is licensed or qualified to conduct business in the State of North Dakota
2. All applicable local, state, and federal laws, codes, and regulations
3. All terms, conditions, and requirements set forth in this RFP
4. A condition the Proposal submitted was independently arrived at, without collusion
5. A condition the offer will remain open and valid for the period indicated in this solicitation; and any condition the firm and/or any individuals working on the contract do not have a possible conflict of interest
6. The following Non-Collusion Affirmations
 - I affirm I am the Respondent, a partner of the Respondent, or an officer or employee of the Respondent's corporation with authority to sign on the Respondent's behalf.
 - I also affirm the attached has been compiled independently and without collusion or agreement, or understanding with any other Vendor designed to limit competition.
 - I hereby affirm the contents of this Proposal have not been communicated by the Respondent or its agent to any person not an employee or agent of the City of Minot.

If the Respondent fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the Proposal, terminate the contract, or consider the Respondent in default.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Respondent Representative	
Title	
Name of Company	
Address	
Telephone Number	
Email Address	
Signature of Authorized Officer of the Firm	
<i>A signature provides the City with the Respondent's acknowledgement and acceptance of the RFP terms, requirements, and conditions, and the execution of same during the discharge of any succeeding contract.</i>	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Respondent, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s).

III. COMPANY BACKGROUND AND HISTORY

- i. Respondents shall include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Section 2.0 – Project Scope, in the RFP.

Narrative will need to include the following information:

1. What are the key differentiators of your company and its proposed solution?
2. What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?
3. What strategic alliance have you made to further strengthen your product and services?
4. How do you guarantee the services provided by your company?
5. What is your niche in the marketplace and your preferred customer size?
6. How does your company keep up regulatory and technology changes?
7. Please describe your experience to providing solutions for the public sector marketplace.
8. Please describe your portal strategy.
9. How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?

North Dakota Nationally

Local government

Other public sector

Other non-public sector

Overall:

10. How many fully operational customer installations, in total, has the Vendor completed?

North Dakota Nationally

Local government

Other public sector

Other non-public sector

Overall:

11. How many current system implementations of your solution are *in-process* within both the State of North Dakota and the region of the Country that includes the State of North Dakota?

Current in-process Implementations

State of North Dakota

Region

Total:

12. Please state the year the Vendor started in the business of selling the proposed solution to local governments:
13. Where is the Vendor's company headquarters? Location of support and development services and agents? Location of support centers?
14. Please list the Vendor's sales in the previous three years:

Year Sales

2021

2020

2019

15. How many total employees does the Vendor have in each of the following categories:

Area	Number
Sales/Marketing	
Management/Administration	
Help Desk Staff	
Development Staff	
Other	
Total:	

16. What is the Vendor's hourly rate for implementation assistance beyond that which is included in the Vendor bid by skill set?

Rates for Additional Implementation Assistance	
Skill Set	Hourly Rate
	\$ / hr.
	\$ / hr.
	\$ / hr.

17. What would be the Vendor's preferred comparably sized, site visit location?

- ii. Respondents shall complete the Company Background and History Table in accordance with Section 4 of the RFP. If a partnership with third-party companies is a part of a Proposal, the Company Background and History table shall be provided for all third-party companies. It is expected all of the points shall be addressed for each company involved in a Proposal, prime or third party.

Table 1-02: Company Background and History

Metric	Response
Office locations (City and State)	
Total number of active clients	
Total number of active government clients	
Total number of active human capital management (HCM) clients	
Total years offering HCM systems	
Total number of North Dakota City/Town clients	
Total number of City clients	
Total number of completed implementations of the proposed product and version	
Total number of active government clients using the proposed product version	
Total number of clients converted to the proposed product from legacy systems, (Central Square, Sungard/Naviline)	
Largest active government installation, including population	

Metric	Response
Smallest active government installation, including population	
Other products offered by the company	

IV. USE OF SUBCONTRACTORS

The Proposal shall identify any of the required services proposed to be subcontracted, if any.

Table 1-03: Subcontractor Questions

Does your firm complete the implementations of the product being proposed or is this effort outsourced?	
Has or will any portion of the proposed work be completed by subcontractors?	
If subcontractors will be used, please provide the following:	
Summary of service	
Reasons for subcontracting	
Proposed subcontractor (name, location, experience)	
Detailed subcontractor responsibilities	
Previous use of subcontractor	
Any additional relevant information	

If a Proposal with subcontractors is selected, the Respondent must provide the following information concerning each prospective subcontractor within five (5) working days from the date of the City's request:

- Complete name of the subcontractor
- Complete address of the subcontractor
- Type of work the subcontractor will be performing
- Percentage of work the subcontractor will be providing
- A copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to the City for all Services contracted by the Respondent and the subcontractor under this RFP

The Respondent's failure to provide this information, within the time set, may cause the City to consider its Proposal nonresponsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City.

V. PENDING AND RECENT LITIGATION

Respondents must disclose any pending or recent litigation involved in as a company. Recent is defined as the past three (3) years. Information provided should include the timeline of the litigation history, the subject of the litigation, and the current status of the litigation. Proposals must also disclose any pending litigation of any third-party partners in the Proposal.

Table 1-04: Pending and Recent Litigation Questions

Does your firm have any pending litigation? Please describe the timeline, subject, and status.	
Does your firm have any recent litigation (within 3 years)? Please describe the timeline, subject, and status.	
Do the proposed third-parties have any pending or recent litigation (within 3 years)? Please describe the timeline, subject, and status.	

VI. ACKNOWLEDGEMENT OF ADDENDUMS

Respondents shall submit signed acknowledgements of any Addenda issued, per Section 1k, of the RFP.

Tab 2 – Software Solution

I. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Respondent to provide a summary description, using Respondent’s preferred formatting, of the capabilities for each functional area contained in Section 2a of the RFP, in narrative format. The purpose of this summary is so the City 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 B.

Marketing materials should not be submitted on the proposed functionality.

II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Respondent to provide, using Respondent’s preferred formatting, 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.

III. PROPOSED SOFTWARE MODULES TABLE

Proposed modules required to satisfy the requirements associated with the functional areas identified in Table 2-01 cannot be proposed as alternates.

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information			
Product Component/Suite <i>(Name and Version of the Proposed Software Solution)</i>			
Total Product Time on Market			
Release Date of Most Current Version			
Next Major Release Date			
Next Minor Release Date			
Named User Licensing	Concurrent User Licensing	Enterprise/Site Licensing	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Deployment Models Proposed to the City <i>(Corresponding Attachment C Worksheets Shall Be Completed)</i>	City-Hosted	Vendor-Hosted	SaaS (subscription)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often are releases provided, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment? Does the system have the ability to roll back updates should challenges or bugs be encountered?			

What strategic decisions or direction is your firm taking or making related to the product being proposed today?			
List applications the product being proposed will integrate with or has integrated with in the past.			
No.	Functional Area	Identify the Name of Proposed Module(s) to Address Requested Functional Area	Identify Any Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	Budget Preparation and Publishing		
2	Payroll and Benefits Administration		
3	Applicant Tracking and Onboarding		
4	Workforce Management		
5	Time Entry		
6	Risk Management		

*Successful integration should include only those instances where both the software and the client are in production environments.

Tab 3 – Project Approach and Implementation Methodology

I. PROJECT APPROACH

- i. Respondent to provide a description of the proposed approach for providing the Services described in Section 2 – Project Scope, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Respondent has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in Section 2 – Project Scope.
- ii. Respondent to include a sample Implementation Plan, per the detailed instructions in Section 4 of the RFP. **Exhibit submitted** **Yes** **No**

II. DEPLOYMENT

Respondent to provide a detailed narrative description of how the implementation approach will vary between the deployment methods proposed (i.e. a traditional City-hosted model, a Respondent-hosted and/or a subscription-based solution, etc.)

III. GO-LIVE AND ONGOING SUPPORT

Respondent 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 proposed. Respondent shall use Attachment C, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support available.

- i. What are the standard hour's support is offered, and through what means (telephone, web ticket submission, etc.)?
- ii. Is product support offered by Respondent, through the software developer/provider, or sub-contracted?
- iii. Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
- iv. Do you limit the number of City staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?
- v. Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.

Will the vendor contractually agree to:

Contractual Inquiry			
Term / Condition		Yes	No
Provide on-site staff for training and implementation			
Non-performance hold-backs?			
Payment hold-backs until fully operational and formally accepted?			
Allow the City to approve Vendor staff assigned to help with implementation?			
One-year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires			

- vi. **Sample Service Level Agreement/Maintenance Agreement:** Respondents are encouraged to submit a sample Service Level Agreement and/or Support/Maintenance Agreement applicable for this project based on the **proposed** service levels.

Exhibit submitted **Yes** **No**

IV. RESOURCE HOURS AND MANAGEMENT

- A. Vendors shall include the proposed resource levels for the City Implementation Project Team and Selected Vendor Project Teams by completing the tables below.

Table 3-01: Vendor Project Team Resource Hours

Vendor Project Team							
Instructions: The Vendor is asked to provide the amount of resources committed to the Project in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B).							
Functional Area	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Budget Preparation and Publishing							
Payroll and Benefits Administration							
Applicant Tracking and Onboarding							
Workforce Management							
Time Entry							
Risk Management							
Total Hours by Project Phase:							

Table 3-02: City Project Team Resource Hours

City Project Team								
Instructions: The Vendor is asked to provide the amount of resources required from the City in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B). Vendors are also asked to include detailed assumptions in the field that follows.								
Assumptions: Any assumptions related to the number of City Implementation Project Team staff, roles of City staff, and duration of involvement used in the development of the resource hour estimates should be included here:								
Functional Area	Total Users (Estimated Per Functional Area)	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Budget Preparation and Publishing								
Payroll and Benefits Administration								
Applicant Tracking and Onboarding								
Workforce Management								
Time Entry								
Risk Management								
Total Hours by Project Phase:								

B. **Sample Resource Management Plan:** Respondents are encouraged to submit a sample as part of the response to this tab.

Exhibit submitted **Yes** **No**

V. SAMPLE CONTRACT:

Respondents shall include a sample software and licensing agreement and/or professional services agreement.

Exhibit submitted **Yes** **No**

VI. PROJECT APPROACH QUESTIONS

- i. Based on information provided in this RFP and experience in working with other North Dakota localities, what is the Respondent's perspective on the most significant risks to this Project and how do you plan to mitigate these risks?
- ii. What is your process for monitoring, escalating, and resolving issues that may arise during the Project?
- iii. Provide a clear description of Project management responsibilities between the City and the Selected Contractor.
- iv. With what frequency will Vendor Project Team staff be on-site at the City during implementation? Will staff be on-site for full or partial weeks?
- v. Describe any assumptions made in the Proposal in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during implementation and support phases.
- vi. Provide detailed information on the anticipated level of effort required of the City Team during the implementation process. This shall include any assumptions surrounding the number of staff involved in the project on a day-to-day basis, as well as the amount of time staff may expect to spend committed to the implementation effort
- vii. Provide the resource and configuration requirements for the Vendor's staff during the implementation:

Number of workstations
Number of desks
Number and size of dedicated rooms for the project
Parking
Telephones
Network accessibility needs
White boards
Flip charts
Power requirements
Other resource needs

Tab 4 – Key Proposed Personnel and Team Organization

I. ORGANIZATIONAL CHART

- i. Respondent to submit as an Exhibit, labeled as I: Organizational Chart and insert in Tab 4.
- ii. The Organizational Chart is to include subcontractors and reporting structure of the entire team.

II. PROJECT TEAM RESUMES

- i. Using Table 4-01, resumes shall be provided for the implementation team, as well as for any additional personnel involved in live operation and ongoing support and maintenance. 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).
 - Resumes to include listing of past software implementation projects and certifications held for each team member including third-parties proposed.
- ii. The City anticipates any staff assigned to the Project will remain assigned to the Project, unless the City deems the services to not meet expectations at which point the Contractor and City will work together to remedy such non-conforming services.

Table 4-01: Project Team Resumes

Name and Title		Description of Project Roles and Responsibilities	
Role on the Project			
Home Office Location		Listing of Past Projects Where Resource Implemented the Proposed Product	
Educational Background			
Professional Registrations and Memberships		Listing of Past Projects Where Resource Implemented Other Software Products	
Professional References (from previous implementations)			
Additional Relevant Information			

Tab 5 – Project Schedule

I. PROJECT SCHEDULE

- i. Respondent shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in Section 2 of the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- The City requests the sample Project Schedule be in a Gantt chart format developed in Microsoft Project.
- The City endeavors to have all functionality implemented by July 1, 2021.
- Respondent to submit as an Exhibit, labeled as I. Project Schedule and insert in Tab 5

Exhibit submitted **Yes** **No**

II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

- i. Respondent to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of the City.
- ii. Respondent to submit their payment schedule, tied to the deliverables and milestones for review by the City. This schedule shall be consistent with the terms provided in Section 4.
- iii. Respondent to submit as an Exhibit, labeled as II. Project Deliverables, Milestones, and Payment Applications and insert in Tab 5

Exhibit submitted **Yes** **No**

III. PROJECT SCHEDULE QUESTIONS

Table 5-01: Project Schedule Questions

Based on current obligations, what is the earliest you can begin implementation after contract signing?	
What activities would the Respondent expect to occur within the first 30 days of contract signing?	
How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	
What is the total project duration (by months) you are proposing?	

The City endeavors to have all functionality implemented by July 1, 2023, subject to further planning with Respondents. Respondents are encouraged to indicate the ability to meet this target implementation milestone, and propose phasing and timelines that best align with the Respondents implementation approach.

Table 5-02: Potential Phasing and Target Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
1			
2			
3			

If Respondents are not able to meet these anticipated go-live dates, Respondents should discuss suggested implementation timelines. Similarly, if Respondents are proposing alternative phasing or grouping of modules, this should be clearly specified.

Tab 6 – Functional and Technical Response

As part of the resulting Project Scope, the Awarded Respondent 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 B – Functional and Technical Requirements**.

1. Identify the communication protocols and networking requirements required for implementation and operation of the proposed system. In the event there are multiple communication systems and/or protocols available, list all options. Take into account the City's current WAN and remote computing requirements and indicate what changes are required or recommended.
2. What database are you proposing? If your proposed database is not MS SQL, do you support MS SQL and what are the limitations of that support? What databases is your software compatible with?
3. Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities, architecture, and licensing requirements.
4. Describe the system administration tools used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.
5. Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.
6. Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop.
7. Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the City can determine the extent to which existing computers must be upgraded or replaced.
8. Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?

Tab 7 – System and Application Architecture

I. GENERAL OVERVIEW

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

II. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

Table 7-01: System and Application Architecture Questions

What is the source language(s) of the product?	
How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?	
Describe how often major and minor software updates are provided, as well as the level of City resources required for a major update, and the level of resources required for a minor update.	
Please describe the major/minor upgrade process required if the solution requires a client based installation.	
List all browsers certified for use with the application, and describe any required browser add-ons, function enablement, etc.	
The underlying architecture of the application design is important to the City. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.	
Please describe how PCI compliance is supported within your proposed software solution. Please also include information about merchants supported by your proposed solution.	

Please describe how your proposed solutions can support transparency of information to the public (e.g., inquiry into salaries, spending).	
Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application	
List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist the City in budgeting for and acquiring hardware. List which industry standard benchmarks or guidelines measures are used to establish this recommendation	
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 programming languages and tools, and the extent of shared software code across all applications	
System response time must not impede the ability for departmental staff to perform their required job functions using the system. If hosted, will your system be available 99.5% of the time, except for planned downtime?	
What are your guarantees on system performance?	
How does the Vendor define customization versus configuration?	

The City has a goal of not customizing the software. However, in the event customizations are necessary, how can the City customize or configure the software directly without Vendor involvement?	
How are local customizations or configurations maintained when installing new releases of the Vendor's software?	

Tab 8 – Data Conversion Plan

I. APPROACH

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

II. ROLES AND RESPONSIBILITIES

The Awarded Respondent will assist the City in the conversion of electronic data to the new system.

The Data Conversion Plan shall include estimated work levels as well as roles and responsibilities related to data conversion, for both the City and the Selected Vendor, organized by module. The City expectation is data conversion shall occur when migrating to the new application. The Respondent is expected to assist the City in the conversion of data to the new system.

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

As part of the resulting Project, the Selected Vendor 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 City or Selected Respondent) for all pertinent legacy data. Data conversion shall occur when migrating to the new application.

Respondent to confirm their proposal includes providing the services identified in this Section (Item II Roles and Responsibilities) and provide any additional services provided as part of your Data Conversion Plan/Program.

III. RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

Respondents shall complete the table below based on whether or not the roles identified are supported by the proposed data conversion methodology and approach. The roles defined in Table 8-01 and Table 8-02 contain the indicators Respondents 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 Respondent shall identify the roles for both City and Implementation Vendor Project Teams.

Table 8-01: 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.
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Table 8-02: Summary of Response Indicators

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

Table 8-03: Responsibility of Deliverables

No	Data Conversion Activity	Vendor Role	City Role	Response	Other Comments
1	Perform Conversion Analysis of Existing Legacy Data	Lead	Participate		
2	Perform Field Accounting 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 Database	Lead	Participate		
10	Confirmation of Converted Data in Training Database	None	Lead		
11	Approval/Sign-Off 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	None	Lead		
14	Approval/Sign-Off of Converted Data in Live Database	None	Lead		
15	Other:				

Tab 9 – Software Hosting

I. GENERAL OVERVIEW

Respondent to provide a description of the proposed system deployment model if a Respondent-hosted or SaaS model has been proposed for the application, including technical and operational capabilities for software hosting. The Respondent shall provide relevant documentation related to any recent certifications pertaining to their hosting technical and operation capabilities

II. SOFTWARE HOSTING QUESTIONS

Respondent to respond to the following questions regarding their software hosting platform proposed for the City.

Table 9-01: Software Hosting Questions

Where are the data center and storage facilities?	
Total number of active clients currently served by hosted solutions provided by your company.	
How many years has your company provided hosted solutions?	
How are hosted software applications deployed for use by numerous customers?	
What availability and response time do you guarantee?	
How many instances of unplanned outages have any of your customers experienced within the past five (5) years?	
What has been the duration and scope of such unplanned outages?	
In how many instances has your firm had to pay client relief for unplanned outages?	
What is your process for notification of standard maintenance and downtime?	
What data security and system redundancy capabilities are available at Respondent's data center and storage facilities?	

How many years has your company provided SaaS solutions?	
Total number of active clients currently utilizing the proposed software as a SaaS deployment provided by your company.	
Please detail your disaster recovery services, including whether these services are optional or included in the scope of your standard offering.	
Describe the identification and authorization capabilities of your proposed solution for users.	
Describe how your system interoperates with Active Directory.	
Describe the security audit capabilities of your proposed solution.	
What functions does your proposed system have to protect the privacy of information designated “private” (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?	
What will you do to address vulnerabilities in your product, or third-party components, discovered subsequent to us deploying your code? In what time interval will they be fixed (critical & non-critical)? At what cost to the City?	
Does the proposed solution software depend on unpatched third party software such as Acrobat., Java., .net., windows, or others to maintain compatibility? How long would such requirements be in place for? Does the vendor work proactively with those third party providers to insure future compatibility?	
What is your process for notifying the customer and fixing bugs once they have been identified?	
Do you currently, or have you in the past, required any of your customers to run unpatched third-party component to keep your software running as designed. Describe those requirements and how long such requirements where needed	
Describe the use of Active Directory in controlling access within the application/single sign-on. Can access levels be controlled through Active Directory security groups or are they handled natively within the application?	

Tab 10 – Testing and Quality Assurance Plan

I. APPROACH

Describe your standard approach to testing and quality assurance.

II. SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the City's Project. Respondent to submit as an Exhibit, labeled as II. Sample Plan and insert in Tab 10.

Exhibit submitted **Yes** **No**

III. PLAN DETAILS

Awarded Respondent will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used, which may include: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is the City's expectation the Testing and Quality Assurance Plan govern all phases of the Project and the Respondent will also provide assistance during each testing phase involving City users.

The Awarded Respondent will develop the initial UAT plan, provide templates and guidance for developing test scripts, and in the response identify if the vendor will provide onsite support during UAT.

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

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

IV. LEVELS OF SUPPORT

What levels of support will be provided by the Respondent during the City testing phases (e.g., parallel and UAT)? The City expectations are the Respondent will be onsite during testing phases. Are varying service levels offered for testing support?

Tab 11 – Training Plan

I. PROPOSED TRAINING APPROACH/STRATEGY

Respondent 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.

II. PROPOSED TRAINING APPROACH TABLE

Respondents shall complete the following Proposed Training Approach Table as part of the submittal as required by Section 4 in the RFP.

Table 11-01: Proposed Training Approach Table

Proposed Training Approach Table				
What training model is being proposed?	Train-the-Trainer <input type="checkbox"/>	End-User Training <input type="checkbox"/>	System Administrator Training <input type="checkbox"/>	Other (Describe):
How many staff are permitted to attend each training session?				
Does the Respondent have the ability to provide web-based training?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Please provide details related to any web-based training offerings.	
Question #1: Please identify any optional training offerings not listed above. These may include train-the-trainer, end-user training, system administrator training, etc.				
Response:				
Question #2: What provision will the Respondent make for having a system environment available for training exercises, and when? What data (e.g., live, sample) will be used for training City staff on the use of the system?				
Response:				
Question #3: What provision does the Respondent have for providing primary training for the proposed system? Training shall be adequate to the needs of the typical systems user and administrator.				
Response:				

Question #4: What provision does the Respondent make for training the typical system user to address issues that may be encountered during day-to-day use? Be sure to include training on all system functionality—including screen and report use—and ad hoc report creation and use.

Response:

Question #5: What provision does the Respondent make for administrator training to address those issues involved with the administration of the system? Should it be a separate training session?

Response:

Question #6: What provision does the Respondent make to provide technical training to City IT staff, as necessary? Please address how the Respondent will address training on the responsibilities related to system operation and management, security, problem identification, and problem resolution.

Response:

Question #7: Describe what training facility configuration and equipment requirements are sufficient to deliver the training being proposed.

Response:

III. SYSTEM DOCUMENTATION

Respondent to provide a detailed description of system documentation and resources included as part of the implementation by the Respondent 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. Respondent to itemize optional items on the Attachment C Cost Worksheets. Respondent to check off all that are available and included as part of the RFP response.

Table 11-02: System Documentation

Type of Documentation	Included in Scope of Proposal to the City Yes/No	Description/Explanation
Quick Reference Guide		
Online Support		
Help Desk Support		
User Group Community Resources		
Annual User Conferences		
Videos		
Other:		

Tab 12 – Ownership of Deliverables

Respondents shall complete Table 12-03 below based on whether or not the roles identified are supported by the proposed approach and implementation methodology. The roles defined in Table 12-01 and 12-02 contain the indicators Respondents 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, Respondents shall identify the roles for both City and Respondent Project Teams.

Table 12-01: 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 12-02: Summary of Response Indicators

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

Table 12-03: Ownership of Deliverables

No	Deliverable	Respondent Role	City Role	Respondent Response	Comments
1	Implementation Project Plan	Lead	Assist		
2	System Interface Plan	Lead	Assist		
3	Data Conversion Plan	Lead	Assist		
4	Testing and Quality Assurance Plan	Share	Share		
5	Pre-/Post-Implementation Support Plan	Share	Share		
6	Training Plan	Lead	Participate		
7	System Documentation	Owns	None		
8	Risk Register	Share	Share		
9	Other:				

Tab 13 - References

I. RESPONDENT REFERENCE CONSENT

Respondents shall provide an affirmative statement the Respondent grants its consent for the City to contact the Respondent's references for purposes of evaluating the Respondent for this Project and acknowledges any information obtained from the Respondent's references will not be disclosed to the Respondent.

Statement of Consent:	
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II. RESPONDENT REFERENCE FORM

- Respondents shall provide at least five (5) City/municipal government clients with whom the Respondent has worked during the past five (5) years that are of similar size and complexity to the City.
 - Three (3) references shall be from City/municipal clients live with the proposed software for a minimum of two (2) years, and
 - Two (2) references live with the current (proposed) software version for less than one (1) year.
 - The City has a preference for client references located within North Dakota.
- In the event the Respondent cannot provide the required five references, the Respondent may substitute other organizations to ensure five (5) total references are provided. Respondents shall indicate how these substitute references deviate from the requested characteristics.
- If possible, the City prefers references that utilized the same Project Manager as will be used for this Project, and the same scope of functional areas.
- Respondents should also include the contact information for three (3) similarly sized City/municipal governments with which the City may conduct site visits.

Reference Form

1. General Background

Name of Client:		Address:	
Number of Employees:			
Operating Budget:			
Project Manager/Contact:		Title:	
Phone Number:		Email Address:	
Summary of Project and Current Status:			
Include as a Site Visit Reference? (yes/no)			

2. Project Scope

Budget Preparation and Publishing	<input type="checkbox"/>
Payroll and Benefits Administration	<input type="checkbox"/>
Applicant Tracking and Onboarding	<input type="checkbox"/>
Workforce Management	<input type="checkbox"/>
Time Entry	<input type="checkbox"/>
Risk Management	<input type="checkbox"/>

3. Project Information

Total Project Budget:		Software Version Implemented:	
Implementation Start Date:		Deployment Model:	
Go-Live Date:		System(s) Replaced:	
Vendor Project Manager:			

IV. FORMER CLIENTS

Respondents shall provide the name and contact information of three (3) former clients that have elected to leave the Respondent. The Respondent should describe why the client left, and what steps the Respondent has taken to correct the issues that resulted in the client's departure.

Former Client #1

Name of Client:		Date of Client Departure:	
Reason for Departure:			

Former Client #2

Name of Client:		Date of Client Departure:	
Reason for Departure:			

Former Client #3

Name of Client:		Date of Client Departure:	
Reason for Departure:			

Tab 14 – Response to Narrative Questions

Narrative Questions

<p>Please identify two recent project implementations most comparable to the City, 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.</p>	Project 1:
	Project 2:
<p>What sets the product your firm proposes apart from competitors' products?</p>	
<p>Please 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 the solution.</p>	
<p>Please identify any third-party software or hardware required, or suggested for use, in supporting the solution proposed. This should include a description of the product and the way in which it supports the use of the system.</p>	
<p>Please describe any relevant experience assisting a client with migrating from the City's legacy product to the proposed product. Provide the client name, and the date of the project. This should include a description of the data conversion approach used, as well as any lessons learned.</p>	
<p>Please describe the database storage capacity of the proposed solution.</p> <ul style="list-style-type: none"> - Are there limits on the amount of data that can be stored in the proposed solution? - If applicable, what tiers of storage are offered in the hosted/SaaS environment? 	

Tab 15 – Exceptions to Project Scope and Contract Terms

The City reserves the right to disallow exceptions it finds that are not in the best interest of the City. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

Note: Deviations to the payment and retainage schedule to be provided with the Price Proposal. Deviations to functionality to be provided in Tab 6 (Attachment B) through the use of the Requirements Response Indicators.

I. DEVIATIONS TO SCOPE OF WORK

- i. The Respondent is to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to the City, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.
- ii. Respondent to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

II. DEVIATIONS TO SECTION 5, TERMS AND CONDITIONS FOR CONTRACT AS PROPOSED BY THE CITY

As an Exhibit to Tab 15, Respondent to provide any deviations to the sample contract language proposed by the City in RFP Section 5. Each item to be listed along with the requested alternative language for review by the City.

If no deviations taken, state as such. Substantive exceptions to the City's terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

No deviations taken: ☐

Tab 16 – Report Development Form

What is the query tool and report writer that Vendor is proposing?

What is your definition of a report?

What reports are available out of the box? Provide a list and samples at the end of this section.

Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?

It is expected the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?