**Attachment A – Respondent Reference Form**

*Respondents shall complete a Respondent Reference Form for each provided reference in accordance with Section 4.15 of the RFP and the details that follow.*

* Respondents shall provide at least five (5) City/municipal government clients with whom the Respondent has worked during the past three (3) years that are of similar size and complexity to the City.
	+ Three (3) references shall be from City/municipal clients that have been live with the current software version for a minimum of two (2) years, and
	+ Two (2) references that have been live with the current software version for less than one (1) year.
* In the event the Respondent cannot provide the required five references, 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. The City prefers sites be located within 150 miles.
* 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.
1. **General Background**

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

1. **Project Scope**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| General Ledger and Fund Accounting  | [ ]  | Grant Management | [ ]  | Inspections | [ ]  |
| Budgeting  | [ ]  | Human Resources | [ ]  | Licensing | [ ]  |
| Purchasing and Inventory | [ ]  | Time Entry | [ ]  | Code Enforcement  | [ ]  |
| Accounts Payable | [ ]  | Payroll | [ ]  | Property Tax Billing | [ ]  |
| Accounts Receivable and Cash Receipts | [ ]  | Utility Billing | [ ]  | Fleet, Facilities, and Work Orders | [ ]  |
| Fixed Assets | [ ]  | Planning | [ ]  | Other: | [ ]  |
| Project Accounting | [ ]  | Permitting | [ ]  | Other: | [ ]  |

1. **Project Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Total Project Budget: |  | Software Version Implemented: |  |
| Project Start Date: |  | Deployment Model: |  |
| Project End Date: |  | System(s) Replaced: |  |
| Respondent Project Manager: |  |

1. **Former Clients**

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

**Attachment D – Resource Hours Forms**

*Vendors shall complete and submit Attachment D as per Section 4.6 of the RFP, and include under Tab 4 of the Proposal response.*

**Table D01: Vendor Project Team Resource Hours**

|  |
| --- |
| **Vendor Project Team** |
| **Instructions:** The vendor is asked to provide the amount of resources that will be 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** |
| General Ledger and Fund Accounting  |   |   |   |   |   |   |  |
| Budgeting  |   |   |   |   |   |   |  |
| Purchasing and Inventory |   |   |   |   |   |   |  |
| Accounts Payable |   |   |   |   |   |   |  |
| Accounts Receivable and Cash Receipts |   |   |   |   |   |   |  |
| Fixed Assets |   |   |   |   |   |   |  |
| Project Accounting |   |   |   |   |   |   |  |
| Grant Management |   |   |   |   |   |   |  |
| Human Resources |   |   |   |   |   |   |  |
| Time Entry |   |   |   |   |   |   |  |
| Payroll |   |   |   |   |   |   |  |
| Utility Billing |   |   |   |   |   |   |  |
| Planning |  |  |  |  |  |  |  |
| Permitting |  |  |  |  |  |  |  |
| Inspections |  |  |  |  |  |  |  |
| Licensing |  |  |  |  |  |  |  |
| Code Enforcement  |  |  |  |  |  |  |  |
| Property Tax Billing |  |  |  |  |  |  |  |
| Fleet, Facilities, and Work Orders |  |  |  |  |  |  |  |
| Interfaces |   |   |   |   |   |   |  |
| **Total Hours By Project Phase:** |  |  |  |  |  |  |  |

**Table D02: City Project Team Resource Hours**

|  |
| --- |
| **City Project Team** |
| **Instructions:** The vendor is asked to provide the amount of resources that will be 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). |
| **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** | **Requirements and Design** | **Data Conversion** | **Configuration and Setup** | **Implementation** | **Testing** | **Training** | **Total** |
| General Ledger and Fund Accounting  |   |   |   |   |   |   |  |
| Budgeting  |   |   |   |   |   |   |  |
| Purchasing and Inventory |   |   |   |   |   |   |  |
| Accounts Payable |   |   |   |   |   |   |  |
| Accounts Receivable and Cash Receipts |   |   |   |   |   |   |  |
| Fixed Assets |   |   |   |   |   |   |  |
| Project Accounting |   |   |   |   |   |   |  |
| Grant Management |   |   |   |   |   |   |  |
| Human Resources |   |   |   |   |   |   |  |
| Time Entry |   |   |   |   |   |   |  |
| Payroll |   |   |   |   |   |   |  |
| Utility Billing |   |   |   |   |   |   |  |
| Planning |   |   |   |   |   |   |  |
| Permitting |  |  |  |  |  |  |  |
| Inspections |  |  |  |  |  |  |  |
| Licensing |  |  |  |  |  |  |  |
| Code Enforcement  |  |  |  |  |  |  |  |
| Property Tax Billing |  |  |  |  |  |  |  |
| Fleet, Facilities, and Work Orders |  |  |  |  |  |  |  |
| Interfaces |   |   |   |   |   |   |  |
| **Total Hours By Project Phase:** |  |  |  |  |  |  |  |

**Table D03: Project Approach Questions**

|  |  |
| --- | --- |
| **Question** | **Response** |
| Based on information provided in this RFP and experience in working with other Delaware localities, what is the Respondent’s perspective on the most significant risks to this Project and how do you plan to mitigate these risks? |  |
| What is your process for monitoring, escalating, and resolving issues that will arise during the Project? |  |
| Provide a clear description of Project management responsibilities between the City and the Selected Contractor. |  |

**Attachment E – Ownership of Deliverables**

Respondents shall complete Table E-03 below based on whether the roles identified are supported by the proposed approach and implementation methodology. The roles defined in Table E-01 and Table E-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 E-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 E-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 proposed alternate ownership in its proposed implementation methodology and approach |

**Table E-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- and Post-Implementation Support Plan | Share | Share |  |  |
| **6** | Training Plan | Lead | Participate |  |  |
| **7** | System Documentation | Owns | None |  |  |
| **8** | Risk Register | Share | Share |  |  |

**Attachment F – Proposed Training Approach Form**

*Respondents shall complete the following Proposed Training Approach Form as part of the submittal as required by Section 4.13 in the RFP.*

|  |
| --- |
| **Proposed Training Approach Form** |
| **What training model is being proposed?** | **Train-the-trainer** | **End-User Training** | **System Administrator Training** | **Other (Describe):** |
| [ ]  | [ ]  | [ ]  |
| **How many staff are permitted to attend each training session?** |  |
| **Does the Respondent have the ability to provide web-based training?** | **Yes** | **No** | **Please provide details related to any web-based training offerings.** |
| [ ]  | [ ]  |  |
| **Question #1: Please identify any optional training offerings such that have not been listed above.** These may include train-the-training, end-user training, system admin 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, etc.) 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 training to address those issues that will 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: |

**Attachment G – Statement of Non-Collusion Form**

The following statement shall be made as part of the Respondent’s proposal.

I affirm that 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 that the attached has been compiled independently and without collusion or agreement, or understanding with any other vendor designed to limit competition.

I hereby affirm that 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 Dover.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Signed

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Print Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Respondent Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Address

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City / State / Zip Code

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone and Fax

**Attachment H - Responsibility of Data Conversion Activities**

Respondents shall complete Table H-03 below based on whether the roles identified are supported by the proposed data conversion methodology and approach. The roles are defined below. 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 Respondent Project Teams.

**Table H-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 H-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 proposed alternate responsibility in its proposed data conversion methodology and approach |

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

| **No** | **Data Conversion Activity** | **Respondent Role** | **City Role** | **Response** | **Other Comments** |
| --- | --- | --- | --- | --- | --- |
| **1** | 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 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 |  |  |

**Attachment I – Transmittal Certification and Company Background**

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

1. The laws of the State of Delaware and is licensed or qualified to conduct business in the State of Delaware
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 that the Proposal submitted was independently arrived at, without collusion
5. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest

If the Proposer 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 I-01: Transmittal Certification and Primary Contact Information**

| **Field** | **Response** |
| --- | --- |
| Name of the Proposer Representative |  |
| Title |  |
| Name of company |  |
| Address |  |
| Telephone number |  |
| Email address and |  |
| Signature of authorized officer of the firm |  |

Respondents shall complete the Company Background and History Table in accordance with Section 4.3 of the RFP. If a partnership with third-party companies is a part of a Proposal, the company background and history form shall be provided for all third-party companies. It is expected that all of the points shall be addressed for each company involved in a Proposal, prime or third-party.

**Table I-02: Company Background and History**

| **Metric** | **Response** | **Metric** | **Response** |
| --- | --- | --- | --- |
| Total number of employees |  | Type and number of employees committed to the product and support being proposed |  |
| Office locations |  |
| Total number of active clients |  | Total number of active government clients |  |
| Total number of active ERP clients |  | Total years offering ERP Systems  |  |
| Total number of active Land Use clients |  | Total years offering Land Use Systems  |  |
| Total number of active Utility Billing clients |  | Total years offering Utility Billing Systems  |  |
| Total number of Delaware 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 SunGard HTE and ADP | SunGard HTE:ADP: |
| Largest active installation including population |  | Smallest active installation including population |  |
| Other products offered by company  |  |

**Attachment J – Proposed Software Modules Form**

Respondents shall complete table J-01 in accordance with Section 4.4 of the RFP. Proposed modules that are required to satisfy the requirements associated with the functional areas identified in Table J-01 cannot be proposed complementary or optional.Proposed modules that are required to satisfy the requirements associated with the functional areas identified in Table J-01 cannot be proposed as complementary or optional.

**Table J-01: Proposed Functional Areas/Modules**

|  |
| --- |
| **Proposed Software Information** |
| Product Component/Suite *(Name and Version)* |  |
| Time on Market | Release date of most current version |
|  |  |
| Next Major Release Date | Next Minor Release Date |
|  |  |
| Licensing Model | Named User | Concurrent User | Enterprise/Site |
| [ ]  | [ ]  | [ ]  |
| 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? |  |
| What other applications will the product being proposed integrate with or have integrated with in the past? |  |
| No. | Functional Area | Proposed Module(s) To Address Requested Functional Area | Third-party Partnerships and/or Solutions Successfully Integrated\* with |
| **1** | General Ledger and Fund Accounting  |  |  |
| **2** | Budgeting  |  |  |
| **3** | Purchasing and Inventory |  |  |
| **4** | Accounts Payable |  |  |
| **5** | Accounts Receivable and Cash Receipts |  |  |
| **6** | Fixed Assets |  |  |
| **7** | Project Accounting |  |  |
| **8** | Grant Management |  |  |
| **9** | Human Resources |  |  |
| **10** | Time Entry |  |  |
| **11** | Payroll |  |  |
| **12** | Utility Billing |  |  |
| **13** | Planning |  |  |
| **14** | Permitting |  |  |
| **15** | Inspections |  |  |
| **16** | Licensing |  |  |
| **17** | Code Enforcement  |  |  |
| **18** | Property Taxes |  |  |
| **19** | Fleet, Facilities, and Work Orders |  |  |

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

*What other system modules or products would the respondent recommend to be complementary to the Project Scope as described in Section 2.0?*

**Table J-02: Optional and Complementary Modules**

| **No.** | **Module Name** | **Functionality Provided** |
| --- | --- | --- |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |

**Attachment K - Vendor Project Team Resumes Form**

Respondents shall complete a Vendor Project Team Resume Form in accordance with Section 4.7 of the RFP. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles.

|  |  |  |  |
| --- | --- | --- | --- |
| 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: |  |
| Additional relevant information: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 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: |  |
| Additional relevant information: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 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: |  |
| Additional relevant information: |  |