

LAKELAND AREA MASS TRANSIT DISTRICT (LAMTD)

Office of Purchasing and Contracts
P.O. Box 1687, Lakeland Florida 33802

AMENDMENT OF SOLICITATION

1. SOLICITATION No. 12-004	2. AMENDMENT No. 1	3. EFFECTIVE DATE: 04/26/2012
4. ISSUED BY: Lisa Harris, Contracts Specialist Direct Dial: (863) 327-1314 Email: LHarris@ridecitrus.com		5. NUMBER OF PAGES: 20
6. AMENDMENT OF SOLICITATION: <p>The solicitation identified in Block 1, is hereby amended as described in Block 9. Except as provided herein, all other provisions of the solicitation, as hereto amended, shall remain unchanged and in full force and effect.</p>		
7. REQUIREMENT TO ACKNOWLEDGE AMENDMENT: <p>Failure of an offeror to acknowledge receipt of this amendment may result in offer rejection. Offeror must acknowledge receipt of this amendment prior to the deadline specified in the solicitation for receipt of offers and by one of the following methods:</p> <p>A. by signing Block 8 and returning this amendment to the District with your Proposal; B. by separate letter or e-mail which includes a reference to this solicitation and amendment numbers.</p>		
8. OFFEROR'S ACKNOWLEDGEMENT OF AMENDEMENT: Name & Title: _____ Signature: _____ Offeror: _____ Date: ____/____/____		
9. DESCRIPTION OF AMENDMENT: The following modifications are hereby made to the solicitation document: A. Replace Section 2.0, Statement of Work, in its entirety and replace with the attached "Amendment 1, Revised Section 2.0, Statement of Work". B. Changes are in red and marked with a vertical bar in the left-hand margin of each Exhibit. C. All changes to the solicitation are referenced in paragraph A and B. D. Attached to this amendment are Questions and Clarification. Responses to questions are provided as a courtesy and do not "modify" the solicitation. <p style="text-align: center;">[END]</p>		

REVISED SECTION 2.0 – SCOPE OF WORK

2.1 SCOPE OF WORK

The District is seeking Enterprise Resource Planning (ERP) software and comprehensive implementation services. The selected vendor shall recommend a system that best meets the District's functional requirements, inclusive of, but not limited to hardware (to be purchased separately), software, installation, configuration, data migration, maintenance, support and training.

In order to sufficiently meet the needs of the District, an ERP solution should address a number of key business areas. These areas include:

- General Ledger
- Financial Analysis and Reporting
- Budgeting
- Project and Grant Accounting
- Accounts Receivable
- Asset Management
- Accounts Payable
- Purchasing
- Human Resources
- Personnel Management
- Benefits Administration
- Payroll Administration

Any solution should also provide the capability to generate on demand, accurate, real-time (or near real-time) reports on any number of criteria designated by the District. This capability is essential if the District is to realize the maximum benefit from a modernized, single-source ERP solution.

2.2 CURRENT OPERATING SYSTEM

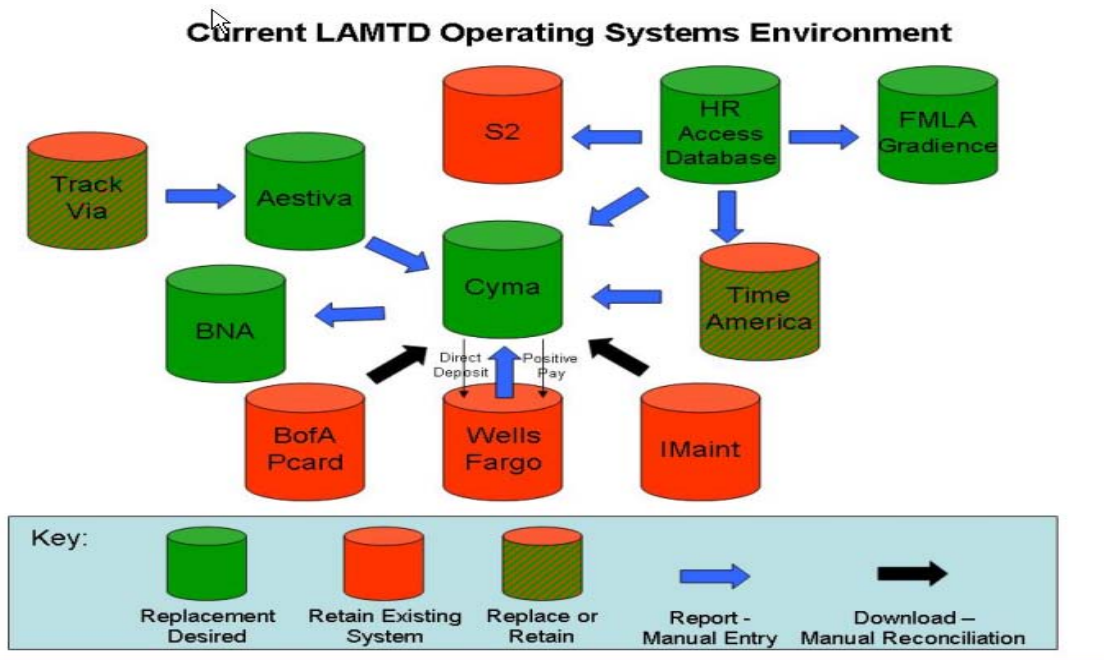
Total Employees	135
Systems:	Programs:
Accounting (GL, AP, AR, Payroll, Purchase Order, Reconciliation)	Cyma
Purchasing/Requisitioning	Aestiva
Vendor Management	Track Via
Fixed Assets	BNA
Time Keeping	Time America
Human Resources	Proprietary custom Access database
FMLA	FMLA Gradience
Fleet Maintenance	IMaint
Security (building access)	S2
Bank Accounts	Wells Fargo - 3 accounts: Operating, Payroll, Polk Transit Authority Operating
Purchase Card	Bank of America

Operating Environment:	Hardware/Software:
	16 servers (3 SQL), running Windows 2003
	10 laptops, 30 desktops (most running XP, a few Windows 7), less than 10 VPN users, activity between 4:30am-11:00pm with majority between 9-5
	SharePoint server - runs intranet & file sharing
Security	Active Directory security, 5 minute timeout of inactive workstation
Backup	BDR servers, remote access storage, system back up every two hours

2.3 CURRENT SOFTWARE OVERVIEW

- Track Via: Contract & Vendor Database internal facility & technical work order requests and tracking.
 - Current number of users: 3
 - (Not intergraded, completely manual data entry)
- Aestiva: Requisitioning Software with approval flow
 - Current number of users: 17
 - (Very limited data entry and reporting with vendors also being manually entered here)
- Cyma: GL, AP, AR, Payroll, Purchase Order, Reconciliation, S2
 - Current number of users: 5
 - (Very limited data entry and reporting with vendors also being manually entered here)
- BNA: Fixed Assets Management
 - Current number of users: 2
- IMaint: Inventory Control and Vehicle Maintenance
 - (This is a standalone program, integration is not required)
- Trapeze: Computer-Aided-Dispatch and Trip Database, Vehicle Assignment, and Para Transit Service
 - (This is a standalone program, integration is not required)

2.4 CURRENT OPERATING SYSTEM ENVIRONMENT



2.5 GENERAL BUSINESS REQUIREMENTS

ID#	Business Requirement	Priority			Compliant	
		Mandatory	Important	Desired	Yes	No
1	System Architecture - System must run natively in a Microsoft Windows environment	X				
2	System Architecture - All ERP modules must utilize a common database	X				
3	System Architecture - Database must be MS SQL Server or a scalable, open source secure database	X				
4	System Architecture - Web services must utilize SharePoint technology			X		
5	Accessibility - Ability to support multiple languages (English and Spanish)			X		
6	Accessibility - Ability to meet federal, state, county and city requirements for handicap accessibility of user interfaces	X				
7	Accessibility - Ability to print to local printers, both dedicated and networked	X				
8	Extensibility - Ability for power users to create custom reports that access any data fields in the database	X				
9	Extensibility - Ability for end users to create custom reports that access any data field in the database for which they have access	X				
10	Flexibility - ERP Solution must incorporate a modular software design	X				
11	Ability to accommodate up to four decimal places for any transaction	X				
12	Ability to attach documents to transactions	X				
13	Training - in depth launch training is essential for current end users, an orientation module for new hires is also essential	X				
14	Training - in depth training for IT support team	X				
15	Training - ongoing support maintenance on-line or phone	X				
16	Training - on-demand user friendly tutorials		X			
17	Security - Ability to create security roles and assign permissions to those roles	X				
18	Security - Ability to assign security roles and company security to users	X				
19	Security - Single sign on - ability to synchronize security between this system and existing active directory security settings			X		
20	<u>Point of Sale (POS) System offering inventory management, CRM and reporting of various fare pass purchase transaction is desired, if within budget, but not a requirement and should be priced as an optional item</u>			X		

2.6 GENERAL LEDGER BUSINESS REQUIREMENTS

<u>Current user: 3 Anticipated users: 3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Ability to maintain seven years of transaction history	X				
2	Ability to enter budgets and report on variances	X				
3	Ability to enter forecasts and report on variances		X			
4	Ability to dynamically drill down to account and transaction level	X				
5	Capability to require manager approvals of transactions prior to posting	X				
6	Ability to group accounts into categories for reporting	X				
7	Minimum reporting consisting of Balance Sheet, P&L, Income Statement, Cash Flow, Trial Balance, AP, AR, Payroll	X				
8	Ad-hoc reporting ability and easy export to Excel in a user friendly manner	X				
9	Flexible time reporting parameters - monthly, quarterly, annually or custom dates	X				
10	Ability to add distinct operating entities to accommodate growth and expansion	X				
11	Encumber funds with ongoing balance reporting of encumbered funds	X				
12	Ability to create allocation accounts	X				
13	Accrual with automatic reversing functionality	X				
14	Ability to facilitate multiple funds	X				
15	Ability to create recurring entry templates		X			

2.7 ACCOUNTS PAYABLE BUSINESS REQUIREMENTS

<u>Current user: 3 Anticipated users: 3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Aging reports based on due date and status: hold for approval, current, 30-45-60-90-Over 90 days overdue days	X				
2	Ability to categorize vendors		X			
3	Ability to assign payment priorities by vendor type	X				
4	Ability to enter multiple addresses - pay to and delivery - for each vendor	X				
5	Ability to apply discounts and credits based on payment terms		X			
6	Ability for automated check signing based on payment amounts and vendor type	X				
7	Ability for electronic approval process	X				
8	Ability to void open transactions, void checks	X				
9	Ability to scan and attach supporting documentation for each transaction	X				
10	Reports by aging, vendor type, categories	X				
11	Accommodate multiple payment methods - check, direct deposit, wire transfer (ACH)	X				
12	Detect and notify duplicate transactions (i.e. prohibits double paying on same invoice)	X				

13	Ability to produce 1099 forms at year end	X				
14	Ability to make and track partial invoice payments to vendor across multiple financial periods			X		
15	Ability to issue refunds/corrections to vendor accounts within the AP module	X				
16	Grant tracking - support tracking based on dollar amount or percent completion	X				
17	Grant tracking - ability to track grants across multiple financial periods	X				
18	Ability to retrieve 5 years of AP history	X				
19	All Accounts Payable functionality supports transactions originating from grants and purchase orders	X				
20	Ability to make payment and record partial deliveries and encumber remaining funds on purchase order	X				
21	Ability to have MICR encoded checks instead of pre-printed check stock		X			
22	Ability to import Bank of America P-card reporting into AP	X				
23	Ability to identify an employee as an AP vendor (for reimbursements)			X		
24	Ability to batch process AP	X				
25	Ability to print out large amounts of detail on checks without impacting subsequent checks	X				
26	Ability to track disadvantaged business enterprises	X				

2.8 ACCOUNTS RECEIVABLE BUSINESS REQUIREMENTS

Current user: <u>3</u> Anticipated users: <u>3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Aging reports based on due date: current, net-10, 30-45-60-90-Over 90 days with ability to summarize/report by time period or description field	X				
2	Ability to set up customer categories	X				
3	Ability to record multiple addresses for each customer	X				
4	Ability to establish on-line approval process for issuing invoices and receiving payments	X				
5	Ability to adjust or void open receivables	X				
6	Reporting by customer, type code, timing, PO number, department, GL account number, reference comment...	X				
7	Ability to print customer statements with payment and aging information	X				
8	Ability to apply partial payments without impacting the total invoice amount	X				
9	Ability to accept electronic payments	X				
10	Ability to edit payment terms	X				
11	Ability to establish inventory tracking of purchased items (bus passes) and tracks outstanding inventory in a "system manager" module or account	X				
12	Ability to batch process	X				

2.9 BANK RECONCILIATION BUSINESS REQUIREMENTS

<u>Current user: 3</u> <u>Anticipated users: 3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Bank transactions from payables and receivables should be integrated into the Bank Reconciliation module	X				
2	Ability to import electronic bank statements		X			
3	Ability to perform daily reconciliation	X				
4	Ability to auto-reconcile between systems recorded transactions and bank statements based on various criteria (check #, amount, date, vendor...)	X				
5	Ability to create adjusting entries	X				
6	Ability for daily cash balance download from bank	X				
7	Ability to reconcile items that have not yet been posted to GL	X				
8	Ability to manage multiple types of bank accounts	X				
9	Ability to transfer funds between bank accounts easily	X				
10	Ability to retrieve previously reconciled and/or posted items	X				
11	Maintain reconciliation history for 7 years	X				

2.10 FIEXED ASSETS BUSINESS REQUIREMENTS

<u>Current user: 2</u> <u>Anticipated users: 3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Ability to categorize assets with different depreciation rules and time periods	X				
2	Ability to track assets and assigning location, user, department/division and cost center	X				
3	Ability to support multiple simultaneous depreciation rules per asset (tax depreciation vs. operational depreciation)	X				
4	Ability to depreciate assets over 12 equal periods	X				
5	Ability to support multiple asset transactions (acquisitions, disposals, partial disposals, transfers, additions...)	X				
6	Barcode scanning capabilities for fixed asset tracking		X			
7	Integrate with purchasing module and payables module to streamline transaction tracking	X				
8	Automatic assignment of Fixed Asset tracking number with ability to manually edit	X				
9	All supporting documentation/transaction for a fixed asset is accessible from the Fixed Assets module	X				
10	Ability to adjust asset value with explanation	X				
11	Grant tracking - track fixed asset funded by grant total dollars funded or percentage of total funding	X				
12	Ability to track insured value	X				
13	Ability to make addition to an asset without impacting the depreciation schedule	X				
14	Ability to attach supporting documents/transactions to Fixed Asset record	X				

2.11 PROCUREMENT BUSINESS REQUIREMENTS

<u>Current user: 3</u> <u>Anticipated users: 3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Integrate or replace current on-line vendor database - Track Via			X		
2	Integrated requisition and purchase order system	X				
3	Ability to support requisition approval rules and workflow based on established role and amount levels	X				
4	Purchase Orders - ability to add notes to issued purchase orders (late deliveries, status, issue resolution, performance of vendor...)	X				
5	Purchase Orders - capability to initiate tracking asset information to the location, user, department/division, and/or cost center	X				
6	Ability to track partial receipts against purchase orders	X				
7	Ability for on-line approvals for requisitions/purchase orders with automatic forwarding to next approval level	X				
8	Ability to support non-material goods such as services	X				
9	Ability to email/fax purchase orders to vendors		X			
10	Support multiple items per vendor	X				
11	Support multiple contacts and addresses for vendors	X				
12	Ad-hoc reporting of activity - outstanding purchase orders, balances, by vendor, by item/category	X				
13	Support blanket purchase orders	X				
14	Ability to copy and edit existing purchase orders to produce new purchase order	X				
15	Generate revised purchase order number when Purchase order is revised	X				
16	Ability to close purchase order without paying full amount	X				
17	Reporting - ability for ad-hoc reporting by PO#, vendor, item type, requestor, date, open/closed status...	X				
18	Ability to differentiate different types of orders - purchase, task...	X				
19	Ability to use an electronic signature for PO approval	X				
20	Ability to attach current vendor requirements (W9, COI...)	X				
21	Custom notifications by vendor for expiring requirements (COI...)			X		
22	Contract Management System			X		

2.12 HUMAN RESOURCE BUSINESS REQUIREMENTS

<u>Current user: 2</u> <u>Anticipated users: 2</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Employee Maintenance - Ability to accrue unused vacation/sick time from year to year and track/report to pre-set limits on carry over (year to year as well as accumulative)	X				
2	Employee Maintenance - Ability to maintain time accrual schedules by years of service for full time employees	X				

3	Employee Maintenance - Ability to advance date and post date pay increases, benefit changes and other payroll deductions	X					
4	Employee Maintenance - Ability to establish and track position profiles by job skills, pay rates, prerequisite experience			X			
5	Employee Maintenance - Ability to store employee photo			X			
6	Employee Maintenance - Ability to track all benefit elections	X					
7	Employee Maintenance - Ability to track property such as keys, computers, access cards... that are issued or loaned to employee	X					
8	Employee Maintenance - Ability to track retiree benefits	X					
9	Employee Maintenance - Attendance tracking that includes sickness, vacation, unpaid absence, FMLA leave,...with integration to payroll calculations and reporting	X					
10	Employee Maintenance - Integrates with payroll module with employee information, compensation rates, benefit selection, etc.	X					
11	Employee Maintenance - Maintains complete history of employee raises, reviews, training, certifications/licenses, discipline actions, grievances, performance reviews, etc.		X				
12	Employee Maintenance -Provide an alarm for due dates for retraining/recertification/relicensing/performance reviews	X					
13	Employee Maintenances - Ability to profile and categorize job positions by union/exempt/non-exempt status	X					
14	Employee Maintenances - Seamless integration between applicant, HR and payroll modules	X					
15	Employee Maintenance - Ability to create payroll status changes with digital signature approval process		X				
16	Recruiting - Applicant tracking system including hire check list (background, drug screen, licenses, DOT physical...) for a yearly average 600 applicants	X					
17	Recruiting - Support on-line employee requisition requests with tracking by status	X					
18	Reporting - Ability to track COBRA benefits	X					
19	Reporting - Ad-hoc reporting by position, manager, department, cost center...	X					
20	Reporting - Direct manager intranet access to review time off requests, performance reviews, salary/pay rate, vacation/sick accruals		X				
21	Reporting - Employee intranet access to update/change basic employee information (address, emergency contact, telephone number, benefit elections, vacation/sick accruals)		X				
22	Reporting - Supports all EEO tracking and reporting	X					
23	Reporting - Supports FMLA tracking and reporting	X					
24	Reporting - Ability to scan in I9s, performance information, discipline tracking...by employee	X					

2.13 PAYROLL BUSINESS REQUIREMENTS

<u>Current user: 3 Anticipated users: 3</u>		Priority			Compliant	
ID#	Business Requirement	Mandatory	Important	Desired	Yes	No
1	Payroll module integrates with HR module	X				
2	Accommodate salaried, hourly, full time and part time employees	X				
3	Accommodate active, on-leave, terminated, voluntary terminated, military and laid off employee status, FMLA	X				
4	Electronically interfaces with time and attendance system or ability to import	X				
5	Ability to calculate general wage increases and performance merit increases and pre-date/post-date them in the system	X				
6	Ability to calculate shift differentials, pay increases mid period	X				
7	Ability to calculate and record absences (vacation, leaves...), non-taxable reimbursements,	X				
8	Ability to correct, record and report attendance detail (vacation, sick...) that is reported after payroll Processing	X				
9	Ability to batch process payroll	X				
10	Ability to print checks or direct deposit payments	X				
11	Pre and post tax deductions printed on paycheck detail - benefit deductions, computer loan agreement, United Way...	X				
12	Direct deposit verification emailed to employee or by print to blank paper - possibly integrate with employee self service module	X				
13	Ability for overtime calculation routines that are in compliance with federal, state and local laws as well as union agreements	X				
14	Payroll system posts to GL with manual approval	X				
15	Ability to pay special payments (relocation, education, ...) within the normal payroll period	X				
16	Ability to split direct deposit payments to multiple bank accounts	X				
17	Automated reporting for federal, state and local requirements (941, UCT6, 1099s, 940, W-3...)	X				
18	Electronic approval of time records if Time America is replaced	X				
19	Ability to set up loan/garnishment, court ordered child support payments with start and end dates and amounts	X				
20	Ability to access employee by hire/termination date, department, status, job classification, job title...	X				
21	Ability to print out large amounts of detail without impacting subsequent checks	X				
22	Template options available by employee type	X				
23	Ability to print MICR checks on standard stock		X			
24	Benefit deductions and withholding calculated over 3 paychecks in 3 paycheck months	X				
25	Calculate and report taxable and non-taxable benefit deductions	X				

26	Advances - ability to accommodate paying an employee a partial paycheck before the normal paycheck processing	X				
27	Ability to manually edit W2 reporting info			X		

2.14 MANUALS

End user and administrator manuals, and set up and configuration mapping must be provided.

2.15 SOFTWARE

A list of all software key codes, versions and registration information must be provided. The software implemented must be the most current, up to date version at go live.

2.16 HARDWARE

Any hardware requirements shall be outlined within the Offeror’s proposal. Should the District require additional hardware; it shall be procured through a separate solicitation.

2.17 SOFTWARE LICENSING

Any associated licensing renewals shall be outlined within the Offeror’s proposal for no less than a five year period with any rate escalation disclosed.

The Contractor warrants that it owns the rights to the intellectual property for the Software and related services described in the contract documents and that it has the right to grant and convey to the District the right to use such software and intellectual property. The software license(s) granted by the Contractor shall be as offered by the Contractor in its proposal and as accepted by the District; such software license(s) shall be attached to the form of contract as an exhibit thereto and incorporated therein.

2.18 WARRANTIES

Any and all standard manufacturer’s warranties shall accrue to the benefit of the District. The manufacturer’s warranties referenced herein shall be in addition to the contractual remedies set forth in this contract and in addition to any and all other statutory remedies or warranties imposed on the Contractor for the benefit of the District.

Contractor expressly warrants that all articles, materials and work covered by this contract will conform to each and every specification, drawing, sample, other description, or contractor representation which is furnished to or is adopted by the District and that they will be fit and sufficient for the purposes intended, merchantable, of good material and workmanship, and free from defect. Such warranty shall not be deemed waived either by reason of the District’s acceptance of said material or goods or by payment for them.

2.19 MAINTENANCE AND SUPPORT

Any associated maintenance and support shall be outlined within the Offeror’s proposal for no less than a five year period with any rate escalation disclosed.

2.20 MODULAR INTEGRATION

- a) What proposed modules are fully integrated (part of the base software) into the main application?
- b) What are the proposed third-party applications?
- c) If there are proposed third-party applications, how are they integrated into the system software solution application?
Is the third-party application a customized application or a COTS application?

- d) Also address functional integration issues, such as shared security and workflow, legacy solutions as well as their interface methodologies.

2.21 TECHNOLOGY ARCHITECTURE

- a) Describe recommended application server infrastructure to support your solution. If multiple platform choices exist, describe key decision criteria such as transaction volume, real-time redundancy, failover, disaster recovery, and system distribution characteristics, system stability, vulnerability to various viruses and malware.
- b) Upon which platforms does your software run?
- c) What are the optimal and minimum database requirements?
- d) What are the optimal and minimum infrastructure requirements?
- e) What are the optimal and minimum desktop (client) requirements?
- f) Does your software require a “thick client” or a “thin client” on the desktop? If “thin client”, is the application platform independent? Advise on OSX and iOS platforms?
- g) Describe differences between the thick and thin clients.
- h) To what extent does your suite of applications utilize service-oriented architecture (SOA) or other integration functions?
- i) If your solution incorporates SOA as a primary architectural construct, describe your suggested approach/foundation for governance of the environment both during implementation and in maintenance. Include architectural description in the form of diagrams and figures, as appropriate. Describe recommended server technologies to support your solution. If multiple platform choices exist, describe key decision criteria such as transaction volume, concurrent users, and system distribution characteristics. Include high level architectural diagrams, charts, or figures to support your response, as appropriate. Also, describe how your recommendation may impact the District’s current operational and support capabilities. Include your recommendation to eliminate current mainframe environment at the District with respect to your solution implementation, given the industry direction you observe in the market.
- j) Describe any required/suggested integration methodologies (i.e., composite application integration, middleware integration, data integration) that support the operation of your system. Include high-level architectural description in the form of diagrams and figures as appropriate.

2.22 SYSTEM AVAILABILITY

- a) What types of routines would require the system to be unavailable?
- b) What is the average length of the time the system is up and available prior to an absolutely essential break in activity for system maintenance?
- c) Describe any known services that require system down-time in a high availability/redundant system.
- d) Provide average frequency of totally disruptive maintenance.

2.23 PLATFORMS AND STORAGE

Describe suggested/typical approach for failover and scalability of the system through application server clustering, load balancing, mirroring and associated technologies, approach and distribution.

2.24 BACK-UP AND RECOVERY

Describe the back-up and recovery methods, including available back-up tools and real-time redundancy for the software. Describe the recovery expectations in your proposal. (**Note:** The recovery expectations should reflect what is priced in your proposal.)

2.25 NETWORKING AND TELECOMMUNICATIONS

- a) What are the optimal and minimum network requirements based upon core and client requirements?
- b) Describe any suggested/typical technologies that are employed alongside your solution at the network level such as hardware network load balancers and other application acceleration equipment. (VPN; distributed environment)

2.26 COLLABORATION AND ELECTRONIC WORKPLACE

Indicate any typical/suggested portal functionality that is implemented as part of the solution. If your solution requires incorporation of a third party product, indicate the firm product.

2.27 ADMINISTRATION/DEVELOPMENT TOOL SETS

- a) What application toolsets are included with the software?
- b) What programming languages and skills are required to maintain and configure the software?
- c) What tools are available to configure the software (e.g., add fields, create new tables, change menus, etc.)?
- d) What monitoring is routinely required for optimal system performance (e.g., monitoring of audit files)?

2.28 SECURITY

- a) What security tools are included with the software?
- b) How are the following restrictions accomplished:
 - administrative tool access;
 - application access;
 - menu access;
 - record access;
 - field access;
 - querying/reporting access
- c) How is the security profiles defined?
- d) What is included in the user security profiles?
- e) How does your security work with the District's standard of Active Directory?
- f) How does your security work with the proposed third-party solutions, if any, being proposed?
- g) Describe the implication of security patches to your solution, if any.
- h) Describe any best practice security designs for public sector that your firm utilizes. Describe how the best practice design will be applied during implementation.
- i) Describe how electronic and digital signature technologies have been incorporated with your software solution-- either natively or via integration with third party software. Where possible, list third party electronic and digital signature technologies that your organization has successfully integrated.

- j) What approach(es) or architectures do you suggest for managing access and authorization of both internally managed identities within District agencies and departments as well as suppliers, constituents, and other identities that have historically not been managed by the District? List any specific technologies associated with this requirement that you have successfully integrated previously.
- k) Describe your solution's ability to integrate with third party identity and access management solutions such as those that implement two-factor authentication, one-time passwords (OTP), or biometrics for identity. Identify approach and architecture for integrating with third party identity and access management systems. Describe, if possible, key decision criteria for integration of identity and access management technologies--such as those formerly listed.

2.29 WORKFLOW

- a) Describe the workflow tools in your software.
- b) List the standard workflows that are inherent in the system.
- c) How is workflow rules defined?
- d) How well does workflow integrate with any proposed third-party solutions, if any, being proposed? Describe how workflow is programmed to work with third-party solutions.
- e) Describe how workflow functionality carries through to the District's legacy applications.
- f) Describe flexibility and configurability of tools.

2.30 UPGRADE TOOLS

- a) What is the typical upgrade frequency?
- b) How are patches and fixes applied?
- c) How are patches and fixes deployed?
- d) How are upgrades applied? How much training (technical training and end user) is generally required with upgrades to the system?
- e) Describe the impact of upgrades on customer software s (e.g., user defined tables and fields).
- f) How many versions of the software does your company support? Provide details of all upgrades and bug patches over the last five (5) years. To what extent is your firm supporting customers that are beyond your normal support limits? What are the implications to support price when customers are on versions beyond support?
- g) What upgrades and/or patches covered under the Maintenance Agreement or Support Plan.

2.31 REPORTING AND ANALYSIS TOOLS

- a) What reporting tools are available?
- b) What online analytical processing (OLAP) tools are available?
- c) Is your product compatible with Microsoft Office products? What versions does your application support? Are there Microsoft Office version limitations?
- d) Do the same security definitions apply to the reporting tools as to the main application software?

- e) Describe your suggested approach for the development of data warehouse and reporting capability alongside design and integration of your solution. Where possible, include high-level architectural overview and/or process descriptions. In addition, describe specific technologies that you have successfully leveraged to support data warehousing, analytics, and reporting.
- f) Describe how your data warehouse solution fits within the District's architecture. If it does not fit, describe the changes to the District's architecture to adopt your recommendation.
- g) Does your system support Crystal reports; if not, what?

2.32 PRICE SCHEDULE

The below Price Schedule Summary must be completed, returned and supported by a detailed outline of the following elements.

- a) Known Non-Recurring Cost: Reimbursable items with a firm fixed price.
 - o Example: Initial software, licensing maintenance and support purchases.
 - o Travel: Include estimated cost or indicated none to be incurred by the District.
- b) Known Recurring Cost: Items requiring future financial obligations.
 - o Example: Continued software updates, licensing maintenance and support
- c) Negotiable Cost: Performance Based Incentive Items.
 - o Example: Configuration, training, data import.
- d) Optional Items: Items indicated as desired within the state of work or items suggested by the offeror.
 - o Example: Vendor database, Employee photos, W2 editing.

Price Schedule Summary

The line item unit price(s) must include all costs that the offeror intends to recover, such as, but not limited to: supervision, labor, equipment, materials, financing, carrying charges, and all other such charges to accommodate the supplies/services and delivery requirements, all overhead and fee or profit.

No price adjustments will be made, unless specifically provided for by an additional provision included in this contract.

A: Known Non-Recurring Costs		Lump Sum Cost
1		\$
2		\$
TOTAL PRICE OF A ---->		\$
B: Known Recurring Costs		Lump Sum Cost
1		\$
2		\$
TOTAL PRICE OF B ---->		\$
C: Negotiable Costs		Estimated Cost
1		\$
2		\$
TOTAL PRICE OF C ---->		\$
D: Optional Items		Lump Sum Cost
1		\$
2		\$
TOTAL PRICE OF D ---->		\$
E: TOTAL OF A+B+C+D = E BASIS OF AWARD ---->		\$

IN COMPLIANCE WITH THE ABOVE, THE UNDERSIGNED AGREES IF THIS OFFER IS ACCEPTED WITHIN 90 DAYS FROM QUOTE DUE DATE, TO FURNISH ANY OR ALL ITEMS FOR WHICH PRICES ARE OFFERED ABOVE AT THE PRICE (S) OFFERED, DELIVERED AT DESIGNATED POINT (S), WITHIN THE TIME PERIOD SPECIFIED.

Name & Title of Offeror's Representative: _____

Signature & Date: _____

____/____/____

(Print or Type Name & Title)

(Signature of Offeror's Representative)

(Date)

*CAUTION: A false statement in any offer submitted to the District may be a criminal OFFENSE.

[END OF SECTION 2.0]

RFP 12-004 ERP Software and Implementation

Questions and Clarifications

April 26, 2012

1. **Question:** Are we able to get the requirements, sections 2.5 – 2.13, in Excel
Response: The document was provided in Excel format, as a Request for Clarification, on April 19, 2012. The document has sent via email, posted to the Districts website and Demandstar/Onvia.
2. **Question:** How many concurrent accounting users do you have on CYMA today and how many would you like in the new system
Response: See the revised Scope of Work attached to Amendment 1 under Section 2.3 and cell one of Sections 2.5 through 2.13
3. **Question:** What is the budget for this project
Response: Roughly One Hundred Thousand (\$100,000), inclusive of optional items.
4. **Question:** Will the District be looking for a Point of Sale (POS) System that will work in conjunction with the financial software
Response: Yes, if the system is not cost prohibitive it is desired and should be shown optional item, see the revised Scope of Work attached to Amendment 1 under Section 2.5 item 20.
5. **Question:** Do we currently have application software and how many new applicants per year (employment applications)
Response: No, see the revised Scope of Work attached to Amendment 1 under Section 2.12 item 16
6. **Question:** Do personnel other than procurement use the procurement or purchase order software/system
Response: Yes, see the revised Scope of Work attached to Amendment 1; cell one of Sections 2.5 through 2.13
7. **Question:** What is the total annual operating budget of the District
Response: Roughly Ten Million annually
8. **Question:** Will the list of participants for the pre-offer conference be published with the Amendment
Response: Yes, see the Pre-Offer Attendance Log attachment to Amendment 1
9. **Question:** Section 2.6 and 2.7 of solicitation reflect different record retention periods (7 & 5 years), is this correct
Response: Yes, the time frames specified within the solicitation are the minimum record retention requirements as specified by retention laws for governmental agencies.
10. **Question:** DBE due diligence is a requirement in section 3.9 of this solicitation. A list of DBE's and/or assistance in finding one is available upon request.
Response: DBE's may be found through the following website:
<https://www3.dot.state.fl.us/EqualOpportunityOffice/biznet/mainmenu.asp>
11. **Question:** Section 2.19, Maintenance and Support: Any associated maintenance and support shall be outlined within the offeror's proposal for no less than a five year period with any rate escalation disclosed. Did you want a maintenance and support agreement for up to 5 years even though the Structure and Term of Agreement gives a timeline of (1) year?

RFP 12-004 ERP Software and Implementation

Questions and Clarifications

April 30, 2012

Response: This paragraph provides the District with future costs necessary for funding obligations and budgetary purposes. Though most OEMs offer yearly agreements, they do have yearly cost escalations available upon request.

12. **Question:** Section 3.10, Structure and Term of Agreement: A) The District's contract will be for a one (1) year period and may be extended for an additional one (1) year terms at the sole discretion of the district.

Response: The District believes that a one year period should be sufficient for implementation but allowed an additional year for any unforeseen delays. Should this time frame be found unsuitable, you may take exception to that paragraph and provide an alternative.

[END]

