Village of Hoffman Estates, IL

Request for Proposal

For Enterprise Resource Planning System

Attachment A – Vendor Forms

Issue Date: January 18, 2024

Closing Date: February 29, 2024, at 5:00 pm CST

Table of Contents

1 Company Background Form

If a Vendor includes a sub-contractor in their proposal response, each sub-contractor must complete this form. If the Vendor is proposing to use subcontractors on this project, provide a response to the Company Background Form for each subcontractor, Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The Village of Hoffman Estates has the right to approve all sub-contractors of the Vendor at any time.

Vendor Name		
Software Brand Name		
Software Version Proposed (years in production)		
Is vendor prime contractor?	Yes ☐	No ☐

1. What are the top three differentiators of your company and its proposed solution?

2. What strategic alliance have you made to further strengthen your product and services?

3. How do you guarantee the services provided by your company?

4. What is your marketplace focus?
   ☐ Small/Local Governments
   ☐ Large Government
   ☐ Other (specify):

5. What is your preferred customer size (quantified in terms of budget, customers, population, etc.)?

6. Please describe the level of research and development investment you make in your products (i.e., annual budget, head count, etc.).

7. How many years have you been selling your solution to the public sector?

8. How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?

	Illinois	**Nationally**
Cities/Villages		
Other public sector		
Other non-public sector		
Overall		

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

	Illinois	**Nationally**
Cities/Villages		
Other public sector		
Other non-public sector		
Overall		

10. How many current system implementations of your solution are in-process within both the State of Illinois and the region of the Country that includes the State of Illinois?

	In-process Implementations

State of Illinois	
Midwest Region	
Total	

11. Please state the year the Vendor started in the business of selling the proposed solution to local governments.

12. Where is the Vendor's closest support facility/sales office to Village of Hoffman Estates, Illinois?

13. Where is the company headquarters?

14. Please list the Vendor's sales in the previous three years:

Year	Sales
2022	
2021	
2020	

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 (please list)	
Total	

16. Please disclose any outstanding litigation against your company.

17. Please list any third-party Vendors you're partnering with and proposing as part of your response, as well as the products and versions proposed, and the scope areas/functionality they will be providing.

2   Technical and Vendor Hosting Requirements Form

Hosting and Usage

1. Please describe your Vendor hosted model, including hosting, integration, minimum hardware requirements for computers, and deployment model (dedicated servers, shared environment, etc.).

2. Indicate Tier certification for design and operation of the hosting locations mentioned above. Indicate if a private link (MPLS or EVPL) can be set up to the hosting locations mentioned above.

3. How do you track monthly usage for subscription-based services?

4. Does the system interface support a browser interface with or without the help of additional components?

5. Please describe the minimum commitment term (in years) for a Vendor-hosted option and note the term assumed for determining the proposed costs.

6. Please list the connectivity options and carriers available at your hosting facility.

7. Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors.

8. Please describe if there are conflicts between the solution and current technologies used in the Village of Hoffman Estates as defined in the RFP.

9. Describe the recommended approach in reference to the following types of testing, including the type of assistance anticipated:
   - System testing
   - Integration testing
   - Stress/performance testing
   - User acceptance testing (UAT)

Data Conversion

10. Describe your general approach towards data conversion and how you would work with the Village of Hoffman Estates to conclude on the data structure for the new system including what should be converted, based on industry standards and best practices.

11. Please describe your organization's recommended approach toward retention of legacy data.

System Performance

12. How much notification will you give the Village of Hoffman Estates in advance of any scheduled downtime?

13. What is your process for notifying the customer and fixing bugs once they have been identified?

14. Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.

15. What system/application availability and response time will your proposed system meet? What are the Village of Hoffman Estates responsibilities to ensure this level of performance?

Security

16. Describe the identification and authorization capabilities of your proposed solution for users.

17. Provide list of compatible directory services and identity access management solutions. Describe how your system interoperates with Active Directory.

18. Confirm ability to back up the data to an external third party on-premise or cloud-based storage environments, and costs associated to exporting the data.

19. Provide list of compatible third-party backup/recovery solutions.

20. Describe the services you provide around disaster recovery as part of the proposed solution.

21. Indicate cybersecurity solutions that are in place to prevent, detect, contain, and recover from security threats such as malware injection, side channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.

22. Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised.

Yes ☐	No ☐

23. Indicate what support will be provided to carry out forensic investigation of security incidents.

24. Does the system interface support a browser interface with or without the help of additional components?

25. How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?

26. Indicate if you comply or do not comply with the following:

Requirement	Compliance?	
The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows).	Yes ☐	No ☐
Data shall reside in the United States at all times.	Yes ☐	No ☐
All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center's same weather pattern and power grid. Backups shall occur such that the Village of Hoffman Estates loses no more than 2 hours of transactions due to an unexpected outage.	Yes ☐	No ☐

Requirement	Compliance?	
Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent's plan for preventing, detecting, and responding to security breaches or cyberattacks in which the Village of Hoffman Estates data or operations may be compromised.	Yes ☐	No ☐
Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable.	Yes ☐	No ☐
Hosting Providers /Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact to one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or process.	Yes ☐	No ☐
Hosting Providers/Respondents shall undergo a SSAE 18 SOC2 Type 2 audit covering at a minimum the Security and Availability Principles on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report prior to contract award.	Yes ☐	No ☐

Requirement	Compliance?	
Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to: • PCI-DSS • FERPA, • IPAA/HITECH • GDPR.	Yes ☐	No ☐

3   Project Management Approach Form

1. How does the Vendor plan to manage the material that is produced during the project through potential solutions such as a collaboration environment?

2. Provide specific information on project close-out activities to transition support to the Village of Hoffman Estates.

3. What percentage of the Project Manager's time will be devoted to the project?

4. What percentage of the Project Manager's time will be spent on site?

5. What is the total proposed duration of the implementation?

6. Provide specific information on project close-out activities to transition support to the Village of Hoffman Estates.

7. As part of any significant engagement, the Village of Hoffman Estates desires a project management approach based on the Project Management Institute's Project Management Body of Knowledge (PMBOK). The Village of Hoffman Estates would expect responding Vendors to adhere to PMBOK standards as part of the

project. The Village of Hoffman Estates expects the Vendor to provide project management resources leading to the successful deployment of the system. Please briefly describe the contents and approach of each of the following components:

    a. Project Management Plan

    b. Resource Management Plan

    c. Quality Management Plan

    d. Scope Management Plan

    e. Risk Management Plan

    f. Budget Management Plan

    g. Change Control Plan

4   Report Development Form

1. What query tool, report writer, and business intelligence tools are embedded in the proposed solution?

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

3. 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?

4. It is expected that 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?

5   Training Form

1. Describe your general training approach. How has this approach been refined based on client experience?

```



```

2. What is your recommended approach to training (End-user, train the trainer, hybrid approach), for the Village of Hoffman Estates, and why?

> End User Training Approach: All end-user and technical training will be performed through implementation and be performed by the Vendor. End user implementation training will be provided by the Vendor and include joint participation by the relevant Village of Hoffman Estates process owner team lead supporting the process area in the new software system. Technical Implementation training will include training for Village of Hoffman Estates IT staff on the technologies required to support the new ERP system.
>
> Train the Trainer Approach: The Vendor will incorporate a "train the trainer" approach where only key Village of Hoffman Estates team leads will be trained through implementation on their modules and then they will train the remainder of Village of Hoffman Estates staff in their respective areas.
> - Specify expected number of training documents to be created
> - Specify responsibility of producing training materials, including both manuals, on-site help, and video support.

```



```

3. What methodologies will the Vendor lean on to guarantee that training has been successful, and that Village of Hoffman Estates staff know how to use the new system? Please speak specifically to operating, maintaining, configuring, testing, and securing the system.

```



```

4. What types of training documentation will be developed by the Vendor before the implementation begins?

5. What documentation does the Vendor anticipate developing during the project?

6. Describe the opportunities for ongoing training.

7. Describe online training options.

8. What are the suggested timeframes for training?

9. Describe the nature, level, and amount of training for each of the following:
   a. Technical training (programming, operations, etc.)

   b. User training

   c. Other staff (executive level administrative staff)

6 Staffing Plan Form

1. Describe the type and amount of implementation support provided to the project (number of personnel, level of personnel, time commitment, etc.). If the Vendor is using a subcontractor, please provide details as to the specific roles subcontracting staff will be used for.

2. Provide an overall project organizational structure for Village of Hoffman Estates staff involvement during the project. Identify the roles and responsibilities of each component in this structure.

3. Use the table provided below to identify the number of the Village of Hoffman Estates business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	Project Responsibilities	Number of FTE Resources
Executive Sponsor(s)		
Project Manager		
Project Administrator		
Functional Process Owners		

Functional Process Team Participants (per member involvement)		
Training Coordinator Team Lead		
Change Management Team Lead		
Communications Team Lead		
Other Roles		

4. Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	# of FTEs	Skill Set Required	Training Required	Training Provided
Help Desk				
Trainer				
DBA				
Report Developer				
Application Support				
System Administrator				

Security Administrator				
Other Roles				

7 Ongoing Support Services Form

Support and Maintenance

1. 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.

2. Describe Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.

3. Identify the party or business unit that is responsible for the support options provided above.

4. Provide the following regarding the number of business staff the Village of Hoffman Estates should expect to be committed to providing on-going application support:

Project Role	Project Responsibilities	Number of FTE Resources

5. For ongoing IT staff resources, please provide the following information:

Project Role	# of FTEs	Skill Set Required	Training Required	Training Provided
Help Desk				
Trainer				
DBA				
Report Developer				
Application Support				
System Administrator				
Security Administrator				
Other Roles				

6. It is anticipated that all system updates, security updates and release patches will be applied in a timely manner. For any on-premises components these should be easily downloadable, if applicable. An accumulation patch process is desired. Provide information on how software updates are received, processed, and distributed, including but not limited to:
   a. Backward version compatibility and support

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

b. Timeframe/policy on moving to new versions

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

c. Automatic product upgrades versus on-demand

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

d. Ease of implementation for Village of Hoffman Estates staff versus need to contract for services

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

e. Use of tools to deploy new versions and patches

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

f. Additional information

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

7. Describe the product release cycle including:
    a. How long releases typically take to implement

```
┌─────────────────────────────────────────────────────┐
│                                                     │
│                                                     │
│                                                     │
└─────────────────────────────────────────────────────┘
```

    b. Frequency of upgrades/enhancements or new versions (major and minor version releases)

8. How are local configurations maintained when installing new releases of the Vendor's software? Describe the level of support that the Vendor provides to the Village of Hoffman Estates for identifying, validating, and testing scripts related to the latest software release.

9. Do you limit the number of Village of Hoffman Estates staff who can call in for support? If yes, explain your model and how additional staff can be included? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?

10. Describe the types of support needed to keep the product under current support and to keep the product enhanced.

11. Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.

12. Do you offer post-implementation support? If so, what is the duration?

13. Will the Vendor contractually agree to the following?

Requirement	Compliance?	
Provide staff for training and implementation	Yes ☐	No ☐
Non-performance holdbacks?	Yes ☐	No ☐
Payment holdbacks until fully operational and formally accepted?	Yes ☐	No ☐
Allow the Village of Hoffman Estates to review and approve Vendor staff assigned to the implementation? This may include requesting staff resumes or conducting interviews with proposed staff to verify experience.	Yes ☐	No ☐
Ongoing costs are waived during the first year of implementation	Yes ☐	No ☐

Software Updates and Distribution

14. Describe the product release cycle including:
   a. Frequency of upgrades/enhancements or new versions (major and minor version releases)

   b. Contents of release

   c. How long release takes to implement

d. Use of release notes

e. Backward version compatibility and support of back versions

f. Timeframe/policy on moving to new versions

g. Automatic product upgrades or on demand

h. Ease of implementation for Village of Hoffman Estates staff versus need to contract for services

i. Other information

Customizations

15. How can the Village of Hoffman Estates customize or configure the software directly without Vendor involvement?

16. How are local customizations or configurations maintained when installing new releases of the Vendor's software?

8   Client Reference Form

The Village of Hoffman Estates requests 5 similar clients in size and scope to Village of Hoffman Estates. Please include references in Illinois, if able. Please list the clients in the charts below and identify which would be recommended for a site visit.

Vendor name:	
Customer name:	
Available for a site visit?	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
System which Solution Replaced	
Describe Nature of Project and Services Provided to This Client:	
Configuration of Solution Implemented (Hardware, Software):	

Vendor name:	
Customer name:	
Available for a site visit?	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
System which Solution Replaced	
Describe Nature of Project and Services Provided to This Client:	
Configuration of Solution Implemented (Hardware, Software):	

Vendor name:	
Customer name:	
Available for a site visit?	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
System which Solution Replaced	
Describe Nature of Project and Services Provided to This Client:	
Configuration of Solution Implemented (Hardware, Software):	

Vendor name:	
Customer name:	
Available for a site visit?	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
System which Solution Replaced	

Describe Nature of Project and Services Provided to This Client:

Configuration of Solution Implemented (Hardware, Software):

Vendor name:	
Customer name:	
Available for a site visit?	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
System which Solution Replaced	
Describe Nature of Project and Services Provided to This Client:	
Configuration of Solution Implemented (Hardware, Software):	

9   Other Required Forms and Attachments

This section contains various forms for submission with the Vendor's proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- *Proposal Signature Form*
- *Non-Collusion Affidavit*
- *Minimum Criteria*

9.1   Proposal Signature Form

The undersigned, as authorized proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The proposal responder will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official title of person(s) executing this proposal.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

- State payment terms:

- State term proposal is held firm for:

- State warranty on equipment:

9.2   Non-Collusion Affidavit

THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE VENDOR AND FURNISHED WITH EVERY PROPOSAL

NON-COLLUSION AFFIDAVIT

STATE OF: _____
Village of Hoffman Estates OF: _____
TAX ID NUMBER: _____
_____, being duly sworn, deposes and says he/she is the _____ (Name) (Title)
Of _____ the proposal responder that has
                    (Company)
submitted to the Village of Hoffman Estates a proposal for an Enterprise Resource Planning System and Implementation Services all as fully set forth in said proposal and that except as specified below, the aforementioned proposal responder constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

_____
       (If no exceptions, state)
Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the Village of Hoffman Estates is directly or indirectly interested in said proposal.

_____
(Affiant)
SWORN TO and subscribed before me, a Notary Public, in and for the above-named State and   Village of Hoffman Estates.
this _____ day of _____, _____(Day) (Month) (Year)
_____
(Notary Public)

9.3   Minimum Criteria

As noted in the RFP, proposed solutions **MUST** meet all the following requirements. **Proposals not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

Minimum Criteria	Yes/No
Minimum Client Software Installations Software vendor and/or integrator combined must have provided software for at least 5 public sector organizations of similar size and complexity within the past five years, preferably with at least one of these organizations being in the state of IL.	Choose an item.
RFP Response RFP response is submitted by the due date and time.	Choose an item.
Response Authorization The RFP response is signed by an authorized company officer.	Choose an item.
Response Completeness Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the Village of Hoffman Estates to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.	Choose an item.

9.4   Subscription and Maintenance Agreement

Sample subscription and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution. Indicate the basis on how subscription fees are determined.

10 Addenda

Include all original, signed copies of addenda in this section. If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, "exceptions/deviations from proposal requirements." This section will be all-inclusive and will contain a definition statement of every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.