



**STATE OF ARKANSAS**  
**OFFICE OF STATE PROCUREMENT**  
 1509 West 7th Street, Room 300  
 Little Rock, Arkansas 72201-4222

**REQUEST FOR PROPOSAL**  
**RFP SOLICITATION DOCUMENT**

SOLICITATION INFORMATION			
Solicitation Number:	SP-21-0025	Solicitation Issued:	10/30/2020
Description:	SAP GASB 87 Implementation Services		
Agency:	Department of Finance and Administration – Office of Information Services		

SUBMISSION DEADLINE			
Proposal Opening Date:	11/30/2020	Proposal Opening Time:	2:00 p.m., Central Time
<p>Deliver proposal submissions for this Request for Proposal to the Office of State Procurement on or before the submission deadline. Proposals received after the submission deadline may be rejected as untimely. See Section 1.2 for information regarding Live Proposal Openings.</p>			

DELIVERY OF RESPONSE DOCUMENTS	
Delivery Address and RFP Opening Location:	<p>Office of State Procurement            501 Woodlane Street, Suite 220            Little Rock, AR 72201-1023</p> <p>Delivery providers, USPS, UPS, and FedEx deliver mail to OSP's street address on a schedule determined by each individual provider. These providers will deliver to OSP based solely on the street address. <b>Prospective Contractors assume all risk for timely, properly submitted deliveries.</b></p>
Proposal's Outer Packaging:	<p>Seal outer packaging and properly mark with the following information. If outer packaging of proposal submission is not properly marked, the package may be opened for proposal identification purposes.</p> <ul style="list-style-type: none"> <li>• Solicitation number</li> <li>• Date and time of proposal opening</li> <li>• Prospective Contractor's name and return address</li> </ul>

OFFICE OF STATE PROCUREMENT CONTACT INFORMATION			
OSP Buyer:	Shane Phillips	Buyer's Direct Phone Number:	501-324-9322
Email Address:	Jordan.Phillips@dfa.arkansas.gov	OSP's Main Number:	501-324-9316
OSP Website:	<a href="https://www.transform.ar.gov/procurement/">https://www.transform.ar.gov/procurement/</a>		

## SECTION 1 – GENERAL INFORMATION AND INSTRUCTIONS

- **Do not** provide responses to items in this section unless specifically and expressly required.

### 1.1 INTRODUCTION

The Office of State Procurement (OSP) issues this Request for Proposal (RFP) on behalf of the Arkansas Department of Finance and Administration (DFA) - Office of Information Services (DFA-OIS) to obtain proposals and a contract for implementation services for the SAP Contract and Lease Management (CLM) functionality in the on-premise Arkansas Administrative Statewide Information System (AASIS) to comply with Government Accounting Standards Board (GASB) Statement 87.

### 1.2 LIVE PROPOSAL OPENING

Use the information below to view the proposal opening online.

Zoom Meeting Link: <https://arkansas-gov.zoom.us/j/88465926518?pwd=N215UHl2THAyLzFxemZlaGhNaEgyQT09>

Meeting ID: 884 6592 6518

Meeting Password: 711151

Dial-In Information: 877 853 5257 US Toll-free  
888 475 4499 US Toll-free

### 1.3 TYPE OF CONTRACT

- As a result of this RFP, OSP intends to award a contract to a single Contractor.
- The anticipated starting date for any resulting contract is February 2021, except that the actual contract start date may be adjusted unilaterally by the State for up to three calendar months. By submitting a signed proposal in response to the RFP, the Prospective Contractor represents and warrants that it will honor its proposal as being held open as irrevocable for this period.
- The initial term of a resulting contract will be for one (1) year.

### 1.4 SOLICITATION SCHEDULE

- For informational purposes, OSP is providing a Solicitation Schedule; however, dates listed and noted with an asterisk (\*) are anticipated dates only and are subject to change at the discretion of the State.

**TABLE A: TENTATIVE SOLICITATION SCHEDULE**

ACTIVITY	DATE
RFP Release to Prospective Contractors	10/30/2020
Deadline for Prospective Contractor Questions	11/06/2020
Answers to Questions Posted to OSP website*	11/13/2020
Proposal Due Date	11/30/2020, 2:00pm Central
Post Anticipation to Award*	01/04/2020
Award Contract*	February 2021

### 1.5 CLARIFICATION OF RFP SOLICITATION

- Submit any questions requesting clarification of information contained in this *RFP Solicitation* in writing via email by the date and time listed in Section 1.4, Table A to the OSP buyer as shown on page one (1) of this *RFP Solicitation*.
  - Written questions **must** be submitted using Template Q-1 Written Questions.
  - For each question submitted, Prospective Contractor should reference the specific solicitation item number to which the question refers.

3. Prospective Contractors' written questions will be consolidated and responded to by the State as deemed appropriate. The State's consolidated written response is anticipated to be posted to the OSP website by the close of business on the date provided in Section 1.4, Table A. If Prospective Contractor questions are unclear or non-substantive in nature, the State may request clarification of a question(s) or decline to answer.
- B. The Prospective Contractor should notify the OSP buyer of any term, condition, etc., that precludes the Prospective Contractor from submitting a compliant, responsive proposal. Prospective Contractors should note that it is the responsibility of the Prospective Contractor to seek resolution of all such issues, including those relating to the terms and conditions of the contract, prior to the submission of a proposal.
- C. Prospective Contractors may contact the OSP buyer with non-substantive questions at any time prior to the proposal opening.
- D. An oral statement by OSP will not be part of any contract resulting from this solicitation and may not reasonably be relied on by any Prospective Contractor as an aid to interpretation unless it is reduced to writing and expressly adopted by OSP.

## 1.6 DEFINITION OF TERMS

- A. Unless otherwise defined herein, all terms defined in Arkansas Procurement Law and used herein have the same definitions herein as specified therein.
- B. "Prospective Contractor" means a responsible offeror who submits a proposal in response to this solicitation.
- C. The terms "Request for Proposal", "RFP," "RFP Solicitation," and "Solicitation" are used synonymously in this document.
- D. "Responsive proposal" means a proposal submitted in response to this solicitation that conforms in all material respects to this RFP.
- E. "Proposal Submission Requirement" means a task a Prospective Contractor **shall** complete when submitting a proposal response. These requirements will be distinguished by using the term "shall" or "must" in the requirement.
- F. "Requirement" means a specification that a Contractor's commodity and/or service **must** meet or exceed in the performance of its contractual duties under any contract awarded as a result of this RFP. These specifications will be distinguished by using the terms "shall" or "must" in the requirement.
- G. "State" means the State of Arkansas. When the term "State" is used herein to reference any obligation of the State under a contract that results from this solicitation, that obligation is limited to the State Department using such a contract.

## 1.7 RESPONSE DOCUMENTS

- A. *Original Technical Proposal Packet*
  1. Responses within the *Information for Evaluation* and *Exceptions* sections **must not** contain the Prospective Contractor's name or any other identifiers, including without limitation names of staff members, projects, products, and addresses.
  2. Prospective Contractors **shall** utilize the *Technical Proposal Packet* to submit their responses.

3. The following items are Proposal Submission Requirements and **must** be submitted as a hard copy in the original *Technical Proposal Packet*.
  - a. Original signed *Proposal Signature Page*. (See *Technical Proposal Packet*.)
  - b. One (1) original hard copy of the proposal response which includes:
    - i. Technical Proposal response to the *Information for Evaluation* section included in the *Technical Proposal Packet*. Proposal response **must** be in the English language.
    - ii. Response to the *Official Solicitation Price Sheet*. Pricing **must** be proposed in U.S. dollars and cents.
      - The *Official Solicitation Price Sheet*, including the hard copy and electronic copy, **must** be separately sealed from the *Technical Proposal Packet* and should be clearly marked as "Pricing." A Prospective Contractor **shall not** include any pricing in the hard copies or electronic copies of their *Technical Proposal Packet*.
    - iii. Proposed *Subcontractors Form*.
    - iv. Proposed *Exceptions Form*.
4. The following items should be submitted in the original *Technical Proposal Packet*.
  - a. *EO 98-04: Contract and Grant Disclosure Form*.
  - b. Copy of Prospective Contractor's *Equal Opportunity Policy*.
  - c. *Voluntary Product Accessibility Template (VPAT)*, if applicable.
5. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

B. Additional Copies and Redacted Copy of the *Technical Proposal Packet* and *Official Solicitation Price Sheet*

In addition to the original *Technical Proposal Packet* and the *Official Solicitation Price Sheet*, the following items should be submitted:

1. Additional Copies of the *Technical Proposal Packet*
  - a. Three (3) electronic copies of the *Technical Proposal Packet*, preferably on flash drives and in PDF format. Do not send electronic copies via email or fax.
    - i. The *Information for Evaluation* and *Exceptions Form* sub-sections should be a separate file on the flash drive.
  - b. All additional electronic copies **must** be identical to the original hard copy. In case of a discrepancy, the original hard copy governs.
  - c. If OSP requests additional copies of the proposal, the copies **must** be delivered within the timeframe specified in the request.
2. Additional Copies of the *Official Solicitation Price Sheet*

- a. Prospective Contractor should also submit one (1) electronic copy of the *Official Solicitation Price Sheet*, preferably on a flash drive and in PDF format. Do not send electronic copies via email or fax.
  - i. *The Official Solicitation Price Sheet*, including the hard copy and electronic copy, **must** be separately sealed from the *Technical Proposal Packet* and should be clearly marked as "Pricing." Prospective Contractor **shall not** include any pricing in the hard copies or electronic copies of their *Technical Proposal Packet*.
3. One (1) redacted (marked "REDACTED") copy the original *Technical Proposal Packet*, preferably on a flash drive and in PDF format. Do not send electronic copies via email or fax.

## 1.8 ACCEPTANCE OF REQUIREMENTS

- A. Unless a Prospective Contractor expressly and conspicuously identifies any exception or exceptions to any of the Requirements in the Specifications Section(s) of this RFP by listing them on the *Exceptions Form* (See Technical Proposal Packet), Prospective Contractor understands its submission of a proposal to represent that its proposal meets all such Requirements.
- B. A Prospective Contractor's proposal may be rejected if a Prospective Contractor takes exception to any Requirements in the Specifications Section(s) of this RFP.

## 1.9 ADDITIONAL TERMS AND CONDITIONS

- A. Any special terms and conditions included in this solicitation **shall** override the Solicitation Terms and Conditions located on the OSP website here (Agencies – Forms and Reporting – Solicitation Templates): <https://www.transform.ar.gov/procurement/agencies/forms-and-reporting/>.
- B. Unless a Prospective Contractor expressly and conspicuously identifies any exception or exceptions to any of the terms in the Standard Services Contract by listing them on the *Exceptions Form* (See Technical Proposal Packet), Prospective Contractor agrees and **shall** adhere to all terms if selected as the successful Contractor. Items identified as non-negotiable may only be modified if the legal requirement is satisfied and approved by the State. The Standard Services Contract can be viewed on the OSP website here (Agencies – Services – Forms): <https://www.transform.ar.gov/procurement/agencies/services/>.

## SECTION 2 – SPECIFICATIONS

- **Do not** provide responses to items in this section unless specifically and expressly required.

### 2.1 INTRODUCTION

This Request for Proposal (RFP) is issued by the Office of State Procurement (OSP) for the Arkansas Department of Finance and Administration (DFA) - Office of Information Services (DFA-OIS) to implement additional functionality to support processes and tools for SAP Contract Lease Management (CLM) in the State of Arkansas' SAP installation (referred to as AASIS), in order to comply with GASB – 87 requirements.

### 2.2 PROJECT SCOPE

A. The project scope of work will be limited to enabling standard delivered functionality with minimal need for custom coding. The results from the CLM implementation **must** seamlessly integrate with existing AASIS modules Financial Accounting (FI) and Controlling (CO). Implementation will be limited to only the functionality required to support GASB-87 compliance from the initial recording of the Lease Contract to the eventual posting of accounting entries to record the assets and liabilities associated with the lease and the periodic payments, interest, and depreciation required to fully account for the lease in accordance with GASB 87.

B. Outlined below is a list of CLM use cases that **must** be included and defined in the Business Development Blueprint Design. For purposes of this RFP, state agencies can either be the Lessor or the Lessee. Lease processes **must** include, but are not limited to:

1. Building Lease – State Owns and Manages the Building and rents to either another State Agency or to an External Entity
2. Building Lease – non state-owned building and the State agencies lease the space
3. Auto Lease - Auto will be returned at the end of the lease, multiple renewal options
4. Equipment Lease – copiers, multiple renewal options
5. Equipment Lease – Farm Machinery
6. Multi-year Lease where equipment is returned and replaced with new machinery every year of the lease
7. Land Lease
8. Building and equipment acquisitions funded by Capital Leases provided by Component Units, this project is responsible for the Lessee side of these Leases and providing a basis for reconciliation to the Component Unit's reporting of the Lessor's side of the lease.

### 2.3 OBJECTIVE

A. The objective of this project (hereafter referred to as "CLM implementation") is to enable the State to comply with the new GASB Statement 87 requirements.

### 2.4 CONTRACTOR MINIMUM QUALIFICATIONS

A. The Contractor's technical staff **must** be SAP HANA certified.

- B. The Contractor **must** have previously executed, at a minimum, one SAP CLM implementation in the Public Sector, preferably 2 implementations.
- C. Prospective Contractor **must** include at least three (3) references (for the Prime Contractor) of projects which are of similar size, complexity, and scope to this engagement, that have either been completed within the last five (5) years or are active projects. At minimum, one (1) of the references provided **must** be for an SAP CLM implementation. Each reference chosen should clearly demonstrate the Prospective Contractor's ability to perform the Scope of Work described in the RFP.
- D. The State prefers that the prospective Contractor have an SAP Partner Center of Expertise Certification (SAP PCOE certification).

## 2.5 BACKGROUND

- A. The new standard for governmental organizations, GASB Statement 87, Leases, was released in June of 2017 and is effective for reporting periods that begin subsequent to December 15, 2019. In the GASB's view, leases are all assumed to be capital financings of the underlying assets with only a narrow range of short-term equipment and motor vehicle leases treated as an operating lease. Consequently, GASB no longer contemplates the subjective determination / distinction between an operating lease and a capital lease. GASB now assumes all leases are capital leases except for the specific exceptions noted. GASB 87 will now require recognition of assets and liabilities for all leases (with some limited exceptions) whether or not they previously were accounted for as an operating or a capital lease. As a result of GASB Statement 87, the State **must** assess their leases no later than July 1<sup>st</sup>, 2020 to implement for the fiscal year ending June 30<sup>th</sup>, 2021.

Based on the findings from initial research and discovery workshops, DFA has chosen to pursue the implementation of SAP Contract Lease Management to support the GASB 87 requirements.

The following SAP components are currently being used in AASIS:

1. SAP Human Capital Management
  - a. Personnel Administration (PA)
  - b. Organization Management (OM)
  - c. Benefits (BN)
  - d. Time Administration (TA)
  - e. Payroll (PR)
  - f. Employee Self Service (ESS)
  - g. Management Self Service (MSS)
  - h. Learning Solution (LSO)
2. SAP Accounting
  - a. General Ledger and Financial (GL and FI)
  - b. Funds Management (FM)
  - c. Controlling (CO)
  - d. Cash Management (CM)
  - e. Accounts Payable (AP)
  - f. Accounts Receivables (AR)
  - g. Asset Accounting (AA)
  - h. Special Purpose Ledger (SPL)
3. SAP Logistics
  - a. Materials Management (MM)
  - b. Plant Maintenance (PM)

- c. Fleet Management for State Police
- 4. SAP Business Intelligence
  - a. Business Warehouse (BW)
  - b. Business Objects for reporting (BO)

AASIS over the years has been heavily customized to meet specific needs of the State, making it very challenging to maintain, as well as complicated to enhance and modernize.

## 2.6 TECHNOLOGY OVERVIEW

- A. The technical landscape consists of an on-premise ecosystem residing on virtual servers located in the Arkansas Department of Transformation and Shared Services (TSS) Division of Information Systems (DIS) data center. DIS provides the infrastructure (e.g. network, servers, data center, and disaster recovery services) for AASIS. The SAP application that will be managed by DFA AASIS Service Center will run on the DIS provided infrastructure. Access to the majority of AASIS business functions are through locally installed desktop clients. There is growing access to AASIS for time and leave entry and approval using responsive design user interfaces for mobile devices via the SAP Fiori apps. The Statewide WAN backbone provided by DIS is used to connect AASIS to State employees who use AASIS.
- B. Technical Infrastructure
  - 1. Servers are a combination of AIX, Linux, and Windows operating systems.
  - 2. Database is SAP on HANA 2.0, SAP BW/4 HANA, and MaxDB
  - 3. SAP ERP Public Sector installation including ECC 6.0, BI/BW 4HANA data warehouse, and ESS/MSS portals.

### C. Software Environment

The information technology infrastructure and software components used for the day to day operations of AASIS are detailed below:

- 1. Software Development

Development software is a delivered component of the SAP installation. The coding language used for development within the software is an SAP proprietary language called Advanced Business Application Programming (ABAP). Other development tools include, but are not limited to, WebDynpro, Business Warehouse (BW), Business Objects (BOBJ), Business Server Pages (BSP), UI5/HTML5, and Workflow.
- 2. Software Management

Software Management is a delivered component of the SAP installation. There is a standard 3-tiered landscape consisting of a development system, a quality assurance system, and a production system.

The software management inherent in SAP provides for version control, security, review, and approval of all code changes that are part of the software development lifecycle. There are also Sandbox systems and Test systems (copies of Production system). These systems are used to validate and test SAP upgrades / support packages, system enhancements, operating system changes, database release level changes, security changes, and mobile access to limit impacts to the Development, Quality Assurance, and Production systems.
- 3. System Software

The SAP system software provides essential functions necessary for the successful operation of

AASIS as the State's central system of record. All components of the current ECC and BW are migrated to HANA. Maximum CPU Utilization on the DB Server is 28%. Maximum CPU Utilization on the Application Server is 32%. At peak usage, maximum users are approximately 1,529.

SAP Software component versions are outlined below:

- a. EHP7 for SAP ERP 6.0 (ECC and Portal)
- b. SAP Netweaver 7.4 (ECC and Portal)
- c. SAP Netweaver 7.5 (BW and BW Portal)
- d. SAP Solution Manager 7.1 (we are analyzing Solman 7.2 now)
- e. GUI for Windows Version 7.60 has been released to agencies for deployment

Figure 1. Installed Product Versions for ECC PRD

Installed Software Component Versions		Installed Product Versions		
Product	Release	SP Stack	Vendor	Short Description of Product Version
EHP7 FOR SAP ERP 6.0	EHP7 FOR SAP ERP 6.0	14 (07/2017)	sap.com	EHP7 FOR SAP ERP 6.0
SAP ERP	2005	29 (06/2017)	sap.com	
SAP NETWEAVER	7.4	17 (05/2017)	sap.com	SAP NETWEAVER 7.4
PURCHASECONTAPPR	1.0	SPS08	sap.com	FIORI PURCHASECONTAPPR 1.0
MOB_PLAN_DISCHARGE_INT	1.0.0	04 (09/2015)	sap.com	MOB PATIENT MGMNT INT 1.0.0
DFA PURCHASEORDAPPR	1.0	SPS09	sap.com	FIORI PURCHASEORDAPPR 1.0
DFA PURCHASEREQAPPR	1.0	SPS08	sap.com	FIORI PURCHASEREQAPPR 1.0
DFA TRACKPO	1.0	SPS07	sap.com	FIORI TRACKPO 1.0
DFA ORDERPOREQ	1.0	SPS07	sap.com	FIORI ORDERPOREQ 1.0
SAP FIORI FOR SAP ERP HCM	1.0	04 (01/2016)	sap.com	SAP FIORI FOR SAP ERP HCM 1.0

Figure 2. Product Versions for Business Warehouse

Installed Software Component Versions		Installed Product Versions		
Product	Release	SP Stack	Vendor	Short Description of Product Version
SAP NETWEAVER	7.5	05 (10/2016)	sap.com	SAP NETWEAVER 7.5

Figure 3. Product Components for Business Warehouse

Installed Software Component Versions		Installed Product Versions		
Component	Release	SP-Level	Support Package	Short Description of Component
SAP_BASIS	750	0005	SAPK-75005INSAPBASIS	SAP Basis Component
SAP_ABA	750	0005	SAPK-75005INSAPABA	Cross-Application Component
SAP_GWFND	750	0005	SAPK-75005INSAPGWFND	SAP Gateway Foundation
SAP_UI	750	0005	SAPK-75005INSAPUI	User Interface Technology
ST-PI	740	0005	SAPK-74005INSTPI	SAP Solution Tools Plug-In
BI_CONT	757	0010	SAPK-75710INBICONT	Business Intelligence Content
SAP_BW	750	0005	SAPK-75005INSAPBW	SAP Business Warehouse
ST-A/PI	01S_731	0001	SAPKITAB9R	Servicetools for SAP Basis 731

Figure 4. Installed Component Versions for ECC PRD

Installed Software Component Versions		Installed Product Versions		
Component	Release	SP-Level	Support Package	Short Description of Component
SAP_BASIS	740	0017	SAPKB74017	SAP Basis Component
SAP_ABA	740	0017	SAPKA74017	Cross-Application Component
SAP_GWFND	740	0017	SAPK-74017INSAPGWFND	SAP Gateway Foundation 7.40
SAP_UI	740	0018	SAPK-74018INSAPUI	User Interface Technology 7.40
PI_BASIS	740	0017	SAPK-74017INPIBASIS	Basis Plug-In
ST-PI	740	0006	SAPK-74006INSTPI	SAP Solution Tools Plug-In
SAP_BW	740	0017	SAPKW74017	SAP Business Warehouse
MDG_FND	747	0014	SAPK-74714INMDGFND	MDG Foundation 732
SAP_AP	700	0035	SAPKNA7035	SAP Application Platform
SAP_BS_FND	747	0014	SAPK-74714INSAPBSFND	SAP Business Suite Foundation
WEBCUIF	747	0014	SAPK-74714INWEBCUIF	SAP Web UI Framework
MDG_APPL	617	0014	SAPK-61714INMDGAPPL	MDG Applications 607
SAP_APPL	617	0014	SAPKH61714	Logistics and Accounting
SAP_FIN	617	0014	SAPK-61714INSAPFIN	SAP_FIN
SAP_HR	604	0121	SAPKE604C1	Human Resources
EA-IPPE	400	0029	SAPKGPID29	SAP IPPE
EA-APPL	617	0014	SAPK-61714INEAAPPL	SAP Enterprise Extension PLM, SCM, Financi...
EA-DFPS	600	0029	SAPKGPDD29	SAP Enterprise Extension Defense Forces & ...
EA-FIN	617	0014	SAPK-61714INEAFIN	EA-FIN
EA-FINSERV	617	0014	SAPK-61714INEAFINSRV	SAP Enterprise Extension Financial Services
EA-GLTRADE	600	0029	SAPKGGPD29	SAP Enterprise Extension Global Trade
EA-HR	607	0072	SAPK-60772INEAHR	SAP Enterprise Extension HR
EA-PS	617	0014	SAPK-61714INEAPS	SAP Enterprise Extension Public Services
EA-RETAIL	600	0029	SAPKGPRD29	SAP Enterprise Extension Retail
FINBASIS	600	0029	SAPK-60029INFINBASIS	Fin. Basis
ECC-DIMP	600	0029	SAPK-60029INECCDIMP	DIMP
ERECRUIT	617	0012	SAPK-61712INERECRUIT	E-Recruiting
FI-CA	617	0014	SAPK-61714INFICA	FI-CA
FI-CAX	617	0014	SAPK-61714INFICAX	FI-CA Extended
INSURANCE	600	0029	SAPK-60029ININSURANC	SAP Insurance
IS-CWM	600	0029	SAPK-60029INISCWM	Industry Solution Catch Weight Management
IS-H	600	0050	SAPK-60050INISH	SAP Healthcare
IS-M	600	0029	SAPK-60029INISM	SAP MEDIA
IS-OIL	600	0029	SAPK-60029INISOIL	IS-OIL
IS-PS-CA	617	0014	SAPK-61714INISPSCA	IS-PUBLIC SECTOR CONTRACT ACCOUNTING
IS-UT	600	0029	SAPK-60029INISUT	SAP Utilities/Telecommunication
LSOFE	617	0011	SAPK-61711INLSOFE	SAP Learning Solution Front-End
SEM-BW	600	0029	SAPKGS6029	SEM-BW: Strategic Enterprise Management
GBAPP002	600	0012	SAPK-60012INGBAPP002	GBAPP002
GBX01HR	600	0004	SAPK-60004INGBX01HR	FIORI X1 HCM
GBX01HR5	605	0002	SAPK-60502INGBX01HR5	FIORI X1 HCM
SRA001	600	0009	SAPK-60009INSRA001	Approve Purchasing Contracts OData Integ
SRA013	600	0007	SAPK-60007INSRA013	Create Purchase Order from Released Purc
SRA020	600	0008	SAPK-60008INSRA020	Purchase Order Status (In Process, Appro
ST-A/PI	01S_731	0002	SAPKITAB9S	Servicetools for SAP Basis 731

Third party applications used by AASIS are listed below:

- a. BSI TaxFactory
- b. Vertex
- c. GUIXT
- d. Kronos
- e. Hanelly
- f. HP Quick Test

4. Document Management Software

ApplicationXtender (AX) stores and organizes the documentation content so it can be presented to the enterprise through a desktop interface or a browser. The development and rollout of this document management solution occurred in 2010 and 2011. AASIS continues to utilize AX to further address the growing need to become less dependent on paper files.

5. Client Software

Client Software is installed on all participating agency workstations to perform necessary duties within AASIS. The State utilizes a decentralized statewide deployment of the SAP GUI Installations and patch updates. An upgraded version of the SAP GUI is deployed statewide as required.

6. Hardware Equipment

This section identifies the different categorizations of the hardware which is utilized by AASIS:

- a. Network Connectivity Component - AASIS currently utilizes the State's WAN provided by DIS for statewide communications between AASIS and various participating State agencies. The transmission between the participating agencies and the DIS data center is encrypted and TCP/IP is the protocol used for communication between the client and servers.
- b. Servers - The SAP Software runs on IBM Power8 Platform Running AIX/Unix operating systems, Netweaver 7.X Application Servers, along with IBM DB2 for Unix databases.
  - i. The AIX operating system is version 7.1 TL1
  - ii. The DB2 database version is 10.5 FP8
- c. The AASIS primary technologies used in the environment are:
  - i. AIX Unix Servers (Power8 technology)
  - ii. IBM DB2 for Database Management
  - iii. IBM XIV Storage Area Network for OS and DB disk space
  - iv. IBM TMS (Tivoli) backup solution
  - v. Microsoft Windows Server version 2012
  - vi. Microsoft MS SQL Server 2008
  - vii. BSI payroll tax calculation tools
  - viii. VERTEX sales tax calculation tools
  - ix. Epi-Use SAP Data utility
  - x. JSCAPE FTP utility

- xi. HP Quick Test scripting utility
- xii. F5 Load Balancing Network Appliance
- xiii. Kronos / TimeLink Time clock system

## 7. System Security

DFA conducts internal audits and utilizes a wide variety of resources to create a secure application and network environment, and to comply with various external agencies controls, requirements, and recommendations.

- a. AASIS utilizes security roles within the application to secure features and functions. The security roles are developed and maintained using standard SAP security functionality.
- b. DFA Office of Accounting provides oversight, review, and approval of security role assignment to end user IDs. Security role assignment conflicts are also overseen by DFA Office of Accounting.
- c. Access to AASIS is through the DIS WAN, which utilizes network security appliances to safeguard use of the system.
- d. Access is allowed only within the United States; no offshore access is allowed.

## 2.7 DESIGN REQUIREMENTS

- A. The CLM implementation **must** take into consideration the current state of AASIS' existing SAP landscapes in order implement an appropriately sized, fully-operational SAP HANA-based solution. This **must** include all hardware, software, testing, and upgrade services for a successful CLM implementation.

## 2.8 IMPLEMENTATION

- A. The Prospective Contractor **shall** provide a comprehensive and detailed approach for the implementation of CLM. The Prospective Contractor should provide the State with a proposed Implementation Plan as part of the RFP response reflecting the recommended implementation timeline, staff responsibilities, and estimated hours of effort for the completion of the CLM implementation. The Contractor **shall** submit a final Implementation Plan for DFA's review and approval within thirty (30) days of Contract Award. The proposed and final Implementation Plan **must**, at minimum, meet the requirements set forth in this section of the RFP.

### B. Approach Requirements

- 1. The Contractor **shall** have a methodology that either adopts, mimics, or supplements the ACTIVATE methodology, developed by SAP.
- 2. The Prospective Contractor **shall** explain alternative approaches, pros/cons for any alternative approach, and expected outcome of utilizing an alternative implementation plan as part of their response to the RFP.
- 3. The Contractor **must** coordinate and cooperate with the DFA-OIS-AASIS Service Center ASC staff and other Contractors as required to ensure that the implementation does not conflict with day to day operations or any ongoing implementations of large-scale projects within the AASIS ecosystem.

### C. Project Timeline

- 1. DFA expects to complete implementation by September 30<sup>th</sup>, 2021. The Prospective Contractors **must** develop a project timeline in their development of a work plan. Please note that the State

requires no downtime for the system. The Contractor **shall** deploy over a weekend.

2. The Contractor **shall** submit a final Project Timeline for DFA's review and approval within thirty (30) days of Contract Award.

#### D. Project Workplan

1. The Contractor **shall** ensure that the schedules of the proposed project staff have been designed to guarantee timely completion of deliverables and adequate coverage that is acceptable to the State.
2. The Contractor **shall** be expected to develop and maintain an up to date workplan outlining the project deliverables in phases, activities, tasks, and resources including estimated start and completion dates, actual start and completion dates, estimated task hours, and completion percentage for all in-process tasks. It is envisioned that the task plans will be revised from time to time.
3. All dates **must** be arranged so as not to adversely impact normal processing cycles of the Production environment. Special care **must** be given to payroll cycles, year-end SAP system upgrades, Fiscal Year End processing, including Comprehensive Annual Financial Report Preparation and Calendar Year End processing.
4. The Project Workplan **must** include an Organization Chart for how the Project will be managed and staffed at individual Team Member Level based on information provided in Section 2.18.D. and a completed DFA / Contractor responsibility matrix.
5. Design Activities
  - a. In coordination with DFA Office of Financial Reporting, DFA Office of Accounting, agencies that either serve as Lessor or Lessee and the AASIS Service Center, the Contractor is responsible for designing and documenting business processes and business requirements for the scope of Lease Contracts that are cited in Section 2.2.B. These processes and requirements will serve as the basis for subsequent configuration, testing, training development and delivery, and deployment activities.
6. Configuration Activities
  - a. In coordination with the DFA OIS ASC, the Contractor shall be responsible for the configuration required to implement the Contract Lease Management functionality necessary to meet GASB 87 requirements. This includes providing documentation of configuration activities according to a template agreed to by DFA ASC management.
7. Managing Go-Live
  - a. The Contractor **shall** provide a Cutover Plan of all activities to support the Go-Live Implementation.
  - b. The Cutover Plan submitted by the Contractor **must** ensure that all required activities are completed prior to Go-Live.
  - c. Go-Live **must** be dependent on successful User Acceptance Testing sign-off.

## 2.9 TESTING

- A. The Prospective Contractor **shall** provide a plan for the Testing and Acceptance of the CLM implementation. A proposed Testing Plan should be submitted as part of the RFP response and should include all forms of system testing. The Contractor **shall** submit a final Testing Plan for

DFA's review and approval within thirty (30) days of Contract Award. The proposed and the final Testing Plan **must**, at minimum, meet all requirements set forth in this section of the RFP.

- B. The Contractor **shall** lead and be responsible for the implementation testing effort. The Contractor **shall** define a testing methodology that includes multiple testing cycles to ensure the entire solution is functioning without issues. The Contractor's methodology **shall** be aligned with the SAP Activate methodology.
- C. The Contractor, in collaboration with DFA-OIS, **shall** be responsible for performing all testing required to fully test the implementation. Testing **must** include, but not be limited to:
  - 1. Unit Testing — Ensure each "unit" performs as outlined in the technical design.
  - 2. String/Link Testing — Ensure multiple "units" work in conjunction with each other without issue.
  - 3. Integration Testing — Ensure the Solution supports end-to-end business processes.
  - 4. Performance/Stress Testing — Ensure the Solution will meet DFA-OIS' performance needs.
- D. Once the implementation has been fully tested and the Contractor is confident the Solution is ready for production, the Contractor **shall** coordinate with DFA-OIS and DFA Office of Accounting to perform final testing in an integrated environment. This testing **must**, at minimum, include:
  - 1. User Acceptance Testing — Performed and lead by DFA end-users (DFA will develop test scripts leveraging the test scripts provided by the Contractor, focusing on unconventional situations) with support from the Contractor.
  - 2. Regression Testing — Performed by the Contractor, with the support of DFA testers, to ensure functionality currently in production continues to function.
  - 3. Performance/Stress Testing — Performed by the State to ensure the entire Solution and Architecture continues to meet DFA-OIS' performance requirements.
- E. A plan to address and fix all deficiencies identified through testing **must** be submitted within fifteen (15) business days of its identification. This plan includes but is not limited to the development of a Corrective Action Plan (CAP) for each defect or deficiency. The CAP **must** identify in detail the remedial action to be taken by the Contractor, along with the date(s) when each remedial action is to be implemented. Each CAP **shall** be subject to the review and approval by the State Project Manager.
- F. All defects discovered during the testing phase **must** be resolved prior to Go-Live.

## 2.10 TRAINING & KNOWLEDGE TRANSFER

- A. The Prospective Contractor **shall** provide a Training & Knowledge Transfer Plan. A proposed Training & Knowledge Transfer Plan should be submitted as part of the Contractor's response to this RFP. The Contractor **shall** submit a final Training & Knowledge Transfer Plan for DFA's review and approval within thirty (30) days of Contract Award. The proposed and final Training & Knowledge Transfer Plan **must**, at minimum, meet all requirements set forth in this section of the RFP.
- B. The Contractor **shall** provide training and knowledge transfer with regard to supporting the implementation to State IT and Accounting staff for maintaining the CLM functionality. End user training on software functionality is outside of the scope of this project.

- C. The training **must** be performed as part of hands on knowledge transfer during the implementation to the non-production systems prior to the production implementation.
- D. Total State IT and Accounting staff to be trained will be approximately 5-10 resources.
- E. All knowledge transfer **must** be completed prior to Go-Live.

## 2.11 POST GO-LIVE SUPPORT REQUIREMENTS

- A. The Prospective Contractor **shall** submit a plan for Post Go-Live Support. The Contractor should provide a Post Go-Live Support Plan as part of the RFP response. The Contractor **shall** submit a final Post Go-Live Support Plan for DFA's approval within thirty (30) days of Contract Award. The proposed and final Post Go-Live Support Plan must, at minimum, meet the requirements set forth in this section of the RFP.
- B. The Contractor **shall** provide, at minimum, a Functional Consultant for support for eight (8) weeks after the implementation of CLM to resolve all performance and operational issues. The consultant is expected to be onsite, unless agreed upon by the State in advance.
- C. The Post Go-Live support **must**, at minimum, address all user level queries, bug corrections, configuration changes.
- D. The Contractor **shall** provide resolution for High Priority Issues within four (4) hours.
- E. The Contractor **shall** provide resolution for Medium Priority Issues within twelve (12) hours.
- F. The Contractor **shall** provide resolution for Low Priority Issues within twenty-four (24) hours.
- G. The Contractor and OIS **shall** mutually agree to the parameters for, High, Medium, and Low Priority Issues within thirty (30) days of Contract Award.
- H. The Contractor **shall** provide an issue resolution tracking process which will log, assign requests, and document the resolution including timeframe to resolve, steps taken to resolve, etc.

## 2.12 DOCUMENTATION REQUIREMENTS

- A. All software, data files, documentation, records, worksheets, or any other materials developed through a resulting contract **must** become the exclusive property of the Arkansas Department of Finance and Administration.
- B. This **must** include, but not be limited to procedures for performing the implementation, procedures for tuning the systems, procedures for monitoring and maintaining the systems, all property rights, intellectual or otherwise, and technology developed by the Contractor.
- C. The Contractor **shall not** hold ownership or intellectual property claim on any code, data, or the like.
- D. The Contractor **shall** deliver all required documentation to OIS within two (2) weeks of Go-Live.

## 2.13 CHANGE MANAGEMENT

- A. The Contractor **shall** submit change requests that may impact the CLM implementation for AASIS using a formal governance model that includes a submittal process, review, approval, and prioritization of all work proposed to be done to meet the change request during the project. The Contractor **shall** submit a final Change Management Model for DFA's review and approval within thirty (30) days of Contract Award.

## 2.14 PROJECT MANAGEMENT

- A. The Contractor **shall** propose a suitable project manager/team with diversified expertise to meet the requirements of the State. The manager/team **shall** provide overall project management throughout the life cycle of the project to ensure successful completion on time. Project management **must** include, at minimum, the following:
1. Ensuring timely delivery of all the deliverables related to the implementation as set forth in this RFP.
  2. Coordination between various stakeholders and suppliers.
  3. Managing the total project (i.e. delivery, customization and implementation, coordination for site preparation, and networking).
  4. Participation in all relevant meetings.
  5. Development of Project Scope Documents.
  6. Managing Risks, Issues and Communications to avoid project delays.
  7. Ensuring synchronization of all the activities of the project (i.e. development, implementation, training etc.).

## 2.15 PROJECT STATUS REPORT

The Contractor **shall** submit project status reports to the State on a periodic basis as agreed to with the State Project Manager. Each status report **shall** describe tasks completed during the time period by the project team, tasks in-progress, tasks delayed, reasons for delay, problems encountered with a plan for resolving them, and identify issues requiring management attention, particularly those which may affect the scope of services, the project budget, or deliverables. This report **must** be delivered to the State Project Manager by close of business within three business days after the end of the period covered. The Contractor **shall** propose a schedule of frequency and due dates for the Project Status Report for DFA's review and approval within thirty (30) days of Contract Award.

## 2.16 STEERING COMMITTEE

- A. The purpose of the Steering Committee is to meet periodically – typically monthly- to discuss the overall status of the project. Any issues that affect the project from a scope, timing, resource, cost standpoint, or that cannot be resolved at the work team level should be discussed and resolved by the Steering Committee. The overall responsibility of this committee is to maintain and set policy and direction for the project.
- B. The Contractor **shall** attend all Steering Committee meetings. Contractor attendees **must** be officials of senior management (typically Project Director/ Project Manager) who will be able to take decisions on pertinent points. The Contractor may attend in person or via conference call.
- C. The State will define their members of the Steering Committee.

## 2.17 STATE PROJECT TEAM

- A. DFA will provide a project manager to work with the Contractor's project manager. This will include reviewing weekly status reports and performance against SLAs, approving and monitoring progress against the project plan, identifying issues and risks along with their resolution and mitigation, respectively.

- B. To manage the scope of this RFP, DFA plans to provide limited technical staff. Additional resources may be provided to support the implementation activities if needed throughout the engagement. Any additional DFA staffing **must** be requested by the Contractor to the DFA CIO. DFA may or may not provide additional staffing, depending on resource availability and priorities. State staff available on at least a part-time basis include:
1. BASIS ADMINISTRATOR
  2. BASIS SECURITY ADMINISTRATOR
  3. ABAP DEVELOPER
  4. FUNCTIONAL ANALYST

## 2.18 CONTRACTOR PROJECT TEAM

- A. The Prospective Contractor **shall** provide a Staffing Plan. A Staffing Plan should be submitted as part of the Prospective Contractor's response to the RFP. The Staffing Plan should include proposed staffing candidates and their experience. The Prospective Contractor should provide the actual Staffing Plan and staffing candidates that would be proposed if Prospective Contractor is selected for Contract Award. Proposed Staffing Plan and Candidates submitted upon Contract Award **must** be substantially similar to the sample plan submitted in the Contractor's response to the RFP. The Contractor **shall** submit a final Staffing Plan for DFA's review and approval within thirty (30) days of Contract Award. Both the proposed and the final Staffing Plan **must**, at minimum, meet the requirements set forth in this section of the RFP.
- B. The Contractor **shall** provide a team to perform and complete the scope outlined in Section 2.2. The Contractor **shall** lead these activities and deliver the related services.
- C. The Contractor **shall** have the capability to add staff with deep knowledge of the CLM functionality to support its implementation of GASB-87 requirements in a timely manner.
- D. The Contractor **shall** provide a resource inventory of Functional Consultant, ABAP Consultant and/or any other consultant available for the project dedicated to performing the activities required to complete the implementation. The Contractor **shall** provide the expected availability of all resources assigned to the project in their Project Scope and Work Plan.
- E. The Contractor **shall** perform all work within the United States. Access to the State system **shall** only be available from US locations.
- F. The Contractor **shall**, upon award, work with DFA-OIS, the DFA CIO, and any other organizations designated by DFA-OIS to ensure an orderly transition of services and responsibilities under the contract and to ensure continuity of those services required by DFA-OIS.
- G. The Contractor **shall** be responsible for the administration and management of their resources performing the work on this project.
- H. **Key Personnel**  
The term "Key Personnel", for purposes of this procurement, means Contractor staff deemed as being both instrumental and essential to the Contractor's satisfactory performance of all requirements contained in this RFP. Contractor Key Personnel **must** be the primary team that delivers implementation Services. The Contractor **shall**, at minimum, propose the following key personnel:
1. Project Manager  
The Contractor's Project Manager **shall**:

- a. Be responsible for project management activities which will occur throughout the contract period. The Contractor's Project Manager **shall** be responsible for knowledge transfer and training throughout the project by having the State staff and Contractor project team members working continuously side-by-side.
  - b. Be fully trained and have working knowledge of the proposed methodology.
  - c. Have a minimum of five (5) years of project management experience working with SAP in client environments of similar scope and size.
  - d. Have experience with a minimum of 2 SAP Public Sector implementations, preferably successful CLM implementation of similar scope and size.
  - e. Be PMP certified (preferred).
  - f. Possess strong written and oral communication skills.
2. SAP ABAP Development Consultant  
The SAP ABAP Development Consultant **shall**:
- a. Be responsible for modifying the ABAP code where necessary to successfully perform in the new CLM Module.
  - b. Have a minimum of seven (7) years of development experience working with SAP in client environments of similar scope and size.
  - c. Have experience with Advanced Business Application Programming (ABAP), WebDynpro, Process Orchestration (PO), Business Warehouse (BW), Business Objects (BOBJ), Business Server Pages (BSP), UI5/HTML5, and Workflow.
  - d. Have experience with SAP Workflow Administration tasks including performance tuning.
  - e. Have experience applying ABAP coding within SAP ERP including BAPI's Function Modules, Classes, BADI's, and RFC's.
  - f. Have experience with code remediation for Unicode and Hana Upgrade. As well as experience programming in a HANA environment.
  - g. Have experience with functional / technical workshop sessions.
  - h. Possess strong written and oral communication skills.
3. SAP Functional Consultant  
The SAP Functional Consultant **shall**:
- a. Be responsible for performing the configuration and providing knowledge transfer to State technical staff within their specific area of responsibility.
  - b. Have a minimum of seven (7) years of configuration experience working with SAP in client environments of similar scope and size.
  - c. Have experience with CLM in regard to meeting GASB 87.
  - d. Have experience leading and facilitating workshop sessions to develop solution design.

- e. Possess strong written and oral communication skills.
- I. The Contractor **shall** seek and receive DFA approval before hiring or replacing any Key Personnel. The Contractor **shall** remove and replace Key Personnel, if requested by DFA, within one (1) week of the request for removal. The DFA CIO, at his discretion, can request the removal and replacement of any Contractor staff.
- J. The Contractor **shall** provide DFA with written notification of anticipated vacancies of Key Personnel within two (2) business days of receiving the individual's resignation notice, the Contractor's notice to terminate an individual, or the position otherwise becoming vacant. Replacements for Key Personnel **must** have qualifications that meet or exceed those specified in this section and **shall** be subject to approval by DFA. The Contractor **shall** provide DFA with status update reports every week on the progress of the replacement candidate recruiting process until a qualified candidate is hired. The Contractor **shall** have in place a qualified replacement within fourteen (14) days of the last day of employment of the departing Key Personnel. During the recruitment and training period, the Contractor **shall** provide an interim replacement for all Key Personnel, subject to approval by DFA.
- K. The Contractor **shall** ensure Key Personnel have, and maintain, relevant current license(s) and/or certification(s).
- L. Background Checks
  - 1. At commencement of contract award and prior to the hiring of staff, the Contractor shall conduct Federal and State Criminal Background Checks for the state of jurisdiction where the employee is located on all personnel involved in any aspect of the process described in this RFP.
  - 2. Upon request, the Contractor shall provide DFA with access to Criminal Background Checks (including fingerprints) on all key personnel and subcontractors who perform or supervise work on this contract for purposes of auditing. Criminal Background Checks shall be provided to DFA within 72 hours of the request from DFA.
  - 3. DFA shall have the right to refuse personnel based on results of the criminal background checks.
  - 4. The State shall have the right to terminate the entire contract should Criminal Background Reports show evidence of being tampered with, i.e. sections blocked out, dates of greater time than 72 hours, etc.

## 2.19 CONTRACTOR CONFIDENTIALITY

- A. Prior to the commencement of any work, the Contractor **shall** sign and return the Information Sharing Agreement provided by DFA-CIO. Please see Attachment A.
- B. Prior to the commencement of any work, Contractor **shall** obtain and return signed confidentiality statements, provided by DFA-CIO, from all employees and representatives who perform or supervise work on this contract. Please see Attachment B.

## 2.20 EXPECTED WORK ENVIRONMENT

- A. DFA recognizes the importance of coordination between the Contractor's staff and DFA's staff. As such, the State prefers that some technical activities performed in response to this RFP be primarily performed on-site at State managed facilities in Little Rock, Arkansas. See Section 2.10.C regarding preferred onsite staffing. The Contractor **shall** provide the expected onsite availability of all resources assigned to the project in their Project Work Plan.
- B. The Contractor **shall** perform services from a location outside of Little Rock only if approved in advance by DFA. Shared services (staff support such as finance, billing, contracts) may work

outside of Little Rock without approval by DFA.

- C. All work associated with this RFP **must** be performed at a location within the United States of America.
- D. DFA-OIS will provide necessary office space, furniture and IT equipment to perform work when onsite at the State managed facility.

## 2.21 PAYMENT MILESTONES

Below is the preferred milestones/payout schedule. The Contractor may submit an alternate milestone schedule as part of their proposal, with the requirement that DFA **shall not** pay more than fifty percent (50%) prior completion of Post Go-Live Support. Achievement of a milestone will be certified by DFA after acceptance of each milestone/deliverable

Milestone	% of Contract Payment
Sandbox Installation/Completion	10
Development/QA Completion	15
Completion of User Acceptance Testing and Go- Live	25
Completion of Post Go Live Support	50

## 2.22 PERFORMANCE STANDARDS

- A. *Performance Standards* identifies expected deliverables, performance measures, or outcomes; and defines the acceptable standards (See Figure A).
- B. State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services provided that a Contractor **shall** meet in order to avoid assessment of damages.
- C. The State may be open to negotiations of Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration.
- D. All changes made to the Performance Standards will become an official part of the contract.
- E. Performance Standards will continue throughout the aggregate term of the contract.
- F. Failure to meet the minimum Performance Standards as specified will result in the assessment of damages.
- G. In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.
- H. Should any compensation be owed to the State agency due to the assessment of damages, Contractor **shall** follow the direction of the State agency regarding the required compensation process.

Figure A: Performance Standards

Service Criteria	Acceptable Performance	Damages for Insufficient Performance
<p><b>On Time Delivery of Project Milestones</b> The Contractor <b>shall</b> deliver each project milestone by the date mutually agreed upon after Contract Award.</p>	Each project milestone completed by mutually agreed upon date.	\$1,000.00 per day for each day a milestone is late.
<p><b>Zero Downtime for Go-Live</b> The State requires no downtime for Go-Live. Contractor <b>shall</b> implement over a weekend.</p>	Go-Live conducted over a weekend. State experiences no system downtime.	\$2,500.00 per day for each day the system is down.
<p><b>Testing</b> The Contractor <b>shall</b> perform all required performance testing and address and fix all deficiencies identified during testing prior to Go-Live as set forth in RFP Section 2.9.E.</p>	Corrective Action Plan (CAP) submitted within 15 business days, and deficiency corrected within allotted timeframe as stated in the approved CAP.	\$500.00 per business day for each business day the CAP is late and/or \$500.00 per calendar day for each calendar day the deficiency remains uncorrected past the date stated in the CAP.
<p><b>Post Go-Live Support</b> The Contractor <b>shall</b> provide resolution of High Priority Issues within four (4) hours</p> <p>The Contractor <b>shall</b> provide resolution of Medium Priority Issues within twelve (12) hours.</p> <p>The Contractor <b>shall</b> provide resolution of Low Priority Issues within twenty-four (24) hours.</p>	<p>High Priority Issues resolved within four (4) hours.</p> <p>Medium Priority Issues resolved within twelve (12) hours.</p> <p>Low Priority Issues resolved within twenty-four (24) hours.</p>	<p>\$1,000.00 credit for each hour past four (4) hours a High Priority Issue was not resolved.</p> <p>\$750.00 credit for each hour over twelve (12) hours a Medium Priority Issue was not resolved.</p> <p>\$500.00 credit for each day over twenty-four (24) hours a Low Priority Issue was not resolved.</p>
<p><b>Documentation</b> All required documentation <b>shall</b> be delivered to OIS within two (2) weeks of Go-Live.</p>	All documentation delivered to OIS within two (2) weeks of Go-Live.	\$500 per business day for each day required documentation is late.

## SECTION 3 – SELECTION

- **Do not** provide responses to items in this section.

### 3.1 TECHNICAL PROPOSAL SCORE

- A. OSP will review each *Technical Proposal Packet* to verify submission Requirements have been met. *Technical Proposals Packets* that do not meet submission Requirements will be rejected and will not be evaluated.
- B. An agency-appointed Evaluation Committee will evaluate and score qualifying Technical Proposals. Evaluation will be based on Prospective Contractor's response to the *Information for Evaluation* section included in the *Technical Proposal Packet*.
1. Members of the Evaluation Committee will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal. Individual scoring for each Evaluation Criteria will be based on the following Scoring Description.

Quality Rating	Quality of Response	Description	Confidence in Proposed Approach
5	Excellent	When considered in relation to the RFP evaluation factor, the proposal squarely meets the requirement and exhibits outstanding knowledge, creativity, ability or other exceptional characteristics. Extremely good.	Very High
4	Good	When considered in the relation to the RFP evaluation factor, the proposal squarely meets the requirement and is better than merely acceptable.	High
3	Acceptable	When considered in relation to the RFP evaluation factor, the proposal is of acceptable quality.	Moderate
2	Marginal	When considered in relation to the RFP evaluation factor, the proposal's acceptability is doubtful.	Low
1	Poor	When considered in relation to the RFP evaluation factor, the proposal is inferior.	Very Low
0	Unacceptable	When considered in relation to the RFP evaluation factor, the proposal clearly does not meet the requirement. Either nothing in the proposal is responsive in relation to the evaluation factor or the proposal affirmatively shows that it is unacceptable in relation to the evaluation factor.	No Confidence

2. After initial individual evaluations are complete, the Evaluation Committee members will meet to discuss their individual ratings. At this consensus meeting, each member will be afforded an opportunity to discuss his or her rating for each evaluation criteria.
3. After committee members have had an opportunity to discuss their individual scores with the committee, the individual committee members will be given the opportunity to change their initial individual scores, if they feel that is appropriate.

4. The final individual scores of the evaluators will be recorded on the Consensus Score Sheets and averaged to determine the group or consensus score for each proposal.
5. Other agencies, consultants, and experts may also examine documents at the discretion of the Agency.

C. The *Information for Evaluation* section has been divided into sub-sections.

1. In each sub-section, items/questions have each been assigned a maximum point value of five (5) points. The total point value for each sub-section is reflected in the table below as the Maximum Raw Score Possible.
2. The agency has assigned Weighted Percentages to each sub-section according to its significance.

Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E.1 Minimum Qualifications	10	10	70
E.2 Design	5	5	35
E.3 Implementation	5	10	70
E.4 Testing	5	15	105
E.5 Training & Knowledge Transfer	5	15	105
E.6 Post Go-Live Support	5	10	70
E.7 Documentation	5	10	70
E.8 Change Management	5	5	35
E.9 Project Management	5	5	35
E.10 Project Status Report	5	5	35
E.11 Contractor Project Team	5	5	35
E.12 Payment Milestones	5	5	35
<b>Total Technical Score</b>		<b>100%</b>	<b>700</b>

\*Sub-Section's Percentage Weight x Total Weighted Score = Maximum Weighted Score Possible for the sub-section.

D. The proposal's weighted score for each sub-section will be determined using the following formula:

$$(A/B)*C = D$$

A = Actual Raw Points received for sub-section in evaluation  
 B = Maximum Raw Points possible for sub-section  
 C = Maximum Weighted Score possible for sub-section  
 D = Weighted Score received for sub-section

E. The proposal's weighted scores for sub-sections will be added to determine the Total Technical Score for the Proposal.

### 3.2 COST SCORE

A. When pricing is opened for scoring, the maximum amount of cost points will be given to the proposal with the lowest one year grand total as shown in Table One (1) on the *Official Solicitation Price Sheet*. (See *Grand Total Score* for maximum points possible for cost score.)

- B. The amount of cost points given to the remaining proposals will be allocated by using the following formula:

$$(A/B) * (C) = D$$

A = Lowest Total Cost

B = Second (third, fourth, etc.) Lowest Total Cost

C = Maximum Points for Lowest Total Cost

D = Total Cost Points Received

### 3.3 GRAND TOTAL SCORE

The Technical Score and Cost Score will be added together to determine the Grand Total Score for the proposal. The Prospective Contractor's proposal with the highest Grand Total Score will be selected as the apparent successful Contractor. The State may move forward to discussions with those responsible Prospective Contractors determined, based on the ranking of the proposals, to be reasonably susceptible of being selected for award.

	Maximum Points Possible
Technical Proposal	700
Cost	300
<b>Maximum Possible Grand Total Score</b>	<b>1,000</b>

### 3.4 PROSPECTIVE CONTRACTOR ACCEPTANCE OF EVALUATION TECHNIQUE

The submission of a *Technical Proposal Packet* signifies the Prospective Contractor's understanding and agreement that some subjective value judgments will be made during the evaluation and scoring of the Technical Proposals.