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## **1.1. Technical Architecture**

Please refer to Appendix 3, "Technical Background" for a description of the current technical environment at the City of Madison. Note: It is the City's direction that Proposers will propose their "mainstream" technologies. It is expected that Proposers are aware of the platform and database technology selections made by their customers and furthermore know which platforms and database technologies have the largest installed base and the most mature code base and/or vendor support expertise.

### **1.1.1. Application Overview**

Describe in detail your proposed software solution for this proposal. Include the following items.

- A. Provide the name of the proposed system(s), modules within each system, middleware, current version(s), and release date(s). Identify each system as core software or third party software.
- B. Describe the Web functionality of the proposed systems, both current capabilities and future direction.
- C. Identify the programming language for each module of the proposed systems including the report writer(s). Additionally identify any programming languages that are proprietary.
- D. Describe in detail the proposed database platform(s) for your proposed solution.
- E. Describe the system technical architecture (i.e. multi-tiered, thin client, web-based, etc.)
- F. Describe the integration of the proposed system modules. Identify any modules that are not fully integrated.
- G. Describe in detail your proposed IT technical development toolset solution for this proposal.
- H. Describe how your solution would be performance tested.
- I. Describe how your solution would perform during peak periods (e.g., benefits enrollment).
- J. Will your firm commit to transaction response times? If so, what is your stated commitment?
- K. Describe the monitoring tools to be used and how alerts from the monitoring of various components of the solution (e.g., physical infrastructure operating systems, integration services, and applications) would be managed and integrated for root-cause analysis of incidents and problems.

### **1.1.2. Technology Overview**

#### **1.1.2.1. Hardware Environment**

The City of Madison's IT Department is intending to procure hardware required for the project through existing procurement contracts. Therefore, it is critical that the proposer include detailed specifications and recommendations for hardware sizing appropriate to the requirements for the City of Madison. The City's IT Department will develop the hardware estimate for the Cost Proposal based upon the representations provided by the vendor(s).

Describe in detail your proposed hardware environment solution for this proposal. Include the following items:

- A. Describe the hardware required for the City of Madison to support the scope of software proposed within the RFP response:



- Server recommendations/requirements (including detailed specifications) for all components of the solution (database, application, web, third-party, printing, etc.)
- B. Explain your approach to sizing of the hardware environment.
- C. Describe how the vendor will take responsibility for approving the sizing of the hardware infrastructure given Madison intends to procure the hardware.
- D. Describe the number of environments recommended for the City of Madison to maintain both pre-implementation and post-implementation and the purpose of each environment.
- E. Describe your recommended workstation configuration including any and all user peripherals (including detailed specifications).

### **1.1.2.2. Network Environment**

Describe in detail your proposed network environment solution for this proposal. Include the following items:

- A. Describe the preferred physical architecture for your solution. Also include documentation on the conceptual and preferred technologies your solution uses.
- B. Describe your architecture roadmap for upcoming and future releases.
- C. Describe the overall networking and connectivity solution that will be necessary to provide access to the ERP, including from the following locations outside the City network:
  - Employees using wireless devices in the field (e.g., handheld devices or laptop computers).
  - Employees working from home, a hotel or other locations where a City of Madison network connection is not available.
  - Other locations.
- D. Describe the specifications of the network and connectivity infrastructure required to support the ERP solution.
- E. Describe the assumptions around network bandwidth required for each desktop workstation.
- F. Describe your recommended and ideal environment for the City. List the gaps in the current network design (See Appendix 3 – “Technical Background”) and describe how the City can fill those gaps.

### **1.1.3. Document Management Tools**

Describe in detail your proposed workflow tools solution for this proposal. Include the following items:

- A. Describe how your solution enables document storage and retrieval so that source documents can be tracked within the system.
- B. Describe how your solution may integrate with the City’s Docfinity electronic document management system (EDMS).

### **1.1.4. Workflow Management Tools**

Describe in detail your proposed workflow tools solution for this proposal. Include the following items:

- A. Describe how your solution enables workflow management both within the solution and integrating with other tools.
- B. Describe specifically which modules of your software support the standard workflow tools.



C. Describe specifically which modules of your software do not support workflow.

## **1.1.5. Reporting and Data Warehousing**

### **1.1.5.1. Report Writing Tools**

Describe in detail your proposed report writing tools solution for this proposal. Include the following items:

- A. Describe the recommended solution's reporting capabilities (dashboards, scorecards, shared reports, event triggered reporting, report versioning, and job scheduling).
  - Describe how user created templates can be shared in a user community.
- B. Describe the reporting application architecture and how it relates to the back-end infrastructure. Differentiate between any architecture components (Independent data marts, Bus Architecture, Hub and Spoke, Centralized or Federated).
  - Describe the impact using your report writer will have on the production environment.
  - Describe whether you do/do not recommend running reports against mirrored data bases.
- C. Describe in depth any analytical reporting capabilities within the product(s).
- D. Describe and differentiate between embedded/on-line transactional reporting against any analytical reporting.
- E. Describe in detail any third party vendor reporting engines embedded within the product(s).
  - Describe any Architecture or Reporting Licenses you have with third parties.
- F. Describe how metadata is created, administered/maintained and shared in terms of business, technical, application, and process metadata.
- G. Describe any performance concerns in using the report writing tools.
- H. Describe the following information analysis and reporting tools provided by the proposed system:
  - Standard on-screen inquiries
  - On-screen print screen capabilities for screens, inquiries and reports
  - Query tools
  - Report writer
- I. Describe how the product(s) create value at an organization level from the perspective of business intelligence and meeting strategic directives.
- J. Describe how your solution enables business intelligence both with the solution and integrating with other tools. Please list any other tools to which your solution has been successfully integrated.
- K. Describe in detail how the Crystal Reports Enterprise reporting toolset, currently utilized by the City, could be leveraged to supplement your proposed reporting solution on an as needed basis.
- L. Identify any reporting limitations for producing reports on data contained within the database via the proposed toolsets.

### **1.1.5.2. Data Warehouse/Data Mart**

Describe in detail any proposed data warehouse/data mart solution for this proposal. Include the following items:

- A. Describe if the software product or specific module being proposed in your solution includes data warehouse / data mart reporting functionality.
- B. If your proposed solution includes such functionality, explain the features, functionality, data model, extract/load capabilities, and reporting available.



### **1.1.6. ERP Application Security**

Describe in detail your proposed solution’s security tools and capabilities for this proposal. Include the following items:

- A. Describe the recommended solution’s approach to role based security.
- B. Describe in detail your proposed single sign on and Active Directory solution for this proposal. Include the following items:
  - Describe in detail how the product(s) support single sign-on.
  - Describe in detail how the product(s) support active directory.
- C. Describe in detail how your proposed solution would protect the privacy of information designated as private or confidential such as social security numbers, credit card numbers, ACH transactions, human services client information, and employee health information—which is processed or stored.
- D. Describe in detail your transaction log and audit trail capabilities including the data recorded and the tools used to view and report the information.
- E. Explain any other differentiating security features within your solution.
- F. Explain why your solution is a best practice solution from a security standpoint.

### **1.1.7. Supporting Technology Questions – Time & Attendance Hardware**

Describe in detail other hardware considerations for this proposal. Please address the following items:

- A. Describe the recommended hardware alternatives available for time capture hardware which integrate with your proposed solution.
- B. What are the power / connectivity requirements for the hardware?
- C. Does the clock hardware function during a power outage?
- D. Does the clock hardware function during system downtime (ability to store information locally)?
- E. Is there separate software installed at the clock level?
- F. Explain where and when specific time entry / hours validation edits are being performed (e.g. at card swipe, at batching of entered hours with Time & Attendance, during payroll processing, etc.)

### **1.1.8. Supporting Technology Questions – Cashiering/Cash Register Hardware**

Describe in detail other hardware considerations for this proposal. Please address the following items:

- A. Describe the recommended hardware alternatives available for cashiering/cash register hardware which integrate with your proposed solution.
- B. What are the connectivity requirements for the hardware?
- C. Does the cashiering/cash register hardware function during system downtime (ability to store information locally)?

### **1.1.9. Other Technology Questions**

Describe in detail other technology considerations not covered above for this proposal. In addition, please address the following items:

- A. Describe the application and technical documentation you will provide to the City of Madison.



- B. Describe the licensing model associated with the underlying technologies used by the proposed solution. For instance, are any of the license costs CPU-core based?
- C. Upon reviewing the guidelines detailed in Appendix 3 (Technical Background), fully explain your software's ability to conform to the requirements for City of Madison websites and describe how your software complies with the Accessibility, Portability and Security for the City of Madison Website standards.
- D. Can your software be integrated with a third party Electronic Document Management System? The City's goal is to have all documents generated out of the software sent to our system and stored in a central document repository independent of the application.
- E. Please provide a listing of expected Technical deliverables for the project (e.g. configuration documentation, interface design specifications, data conversion design specifications, etc.)
- F. Describe the speed and performance diagnostic tools and approach that will be recommended prior to and after go-live.
- G. Describe the system administration tools and utilities provided within the system and how these will add value for the City of Madison.
- H. Describe the capabilities and IT controls which exist within the software to help the City comply with increasingly stringent internal control requirements.
- I. Highlight any aspects of the proposed solution that have not historically been deployed on previous client engagements.



## 1.2. Implementation & Professional Services

### 1.2.1. Implementation Work Plan – Level 2

The City desires a Level 2 work plan as a planning and estimating tool that will be refined with the chosen vendor during contracting. The level of detail requested in a Level 2 work plan is the major phases, milestones, activities, sequencing, duration, and resources required to substantiate the scope, staffing, cost, and timeline of the project. Please provide the Level 2 implementation work plan using the chosen tool you would manage the project with.

Please include City of Madison resources within your implementation plan. The cost proposal (Chapter 8 / Appendix 11) will also ask you to quantify the City's FTE requirements to analyze the internal project cost to the City.

#### 1.2.1.1. Implementation Methodology & Approach

Please provide an overview of your implementation methodology, including a description of your approach including project initiation/planning, design, configuration, development, testing, training, conversion, and post go-live support.

In addition to your overview please address the following items:

- A. Describe how the implementation methodology proposed for the City of Madison differs from your typical approach.
- B. Describe how the implementation plan has been designed in such a way to minimize any negative impacts on existing City operations and responsibilities.
- C. Describe how the implementation plan has been designed to provide for the deployment and use of management, supervisory or other key personnel during the project. (The detailed plan below should show all management, supervisory and key personnel that will be assigned to manage, supervise and monitor the project.)
- D. Describe how the implementation plan has been designed in such a way to minimize the startup time of the project.
- E. Describe specific actions the City could take to support an accelerated start-up. Describe how the implementation plan makes use of subcontractor(s), if any, on this project.
- F. Describe how the implementation work plan will be maintained and updated throughout the course of the project.
- G. Describe your experiences with IT organizations that have successfully prepared for, implemented and supported your solution. Additionally for each experience describe what items/actions led to the organization being prepared.
- H. Describe your experiences with IT organizations that have not been successful or have struggled in preparing for, implementing and supporting your solution. Additionally for each experience describe what items/actions caused the failure or struggle, and how you would recommend the City prepare to ensure success.

#### 1.2.1.2. Implementation Work Plan & Deliverables

Please provide a detail work plan for each phase of the implementation. The work plan section should include the following:

##### A. Phases and Major activities

- Description of each phase (e.g. system design, modification, installation, implementation, technical training, user training, and acceptance).
- Description of major activities within each phase showing all significant tasks required for successful completion of the Phase objectives.

##### B. Detailed timeline (by Gantt, Pert or other chart)

- Timeline details for all phases indicating the start dates, end dates and milestones.
- Timeline details for all major activities indicating the start dates, end dates and milestones.
- Timeline details for all deliverables indicating the start dates, end dates and milestones.

**C. Resource allocations**

- Identification of hours by resource (City, vendor and any sub-contractors) for all phases.
- Identification of hours by resource (City, vendor and any sub-contractors) for all major activities.

**D. Deliverables**

- Comprehensive inventory of project deliverables by phase.
- Detailed description of all deliverables (e.g. process documentation, Telestaff interface specification, etc.)
- Identification of major dependencies for each deliverable.
- Detail the deliverable acceptance period for each deliverable.
- Provide samples of all major deliverables proposed.

**1.2.2. Implementation Project Team**

Please provide a detail description of the project organization strategy for the proposed work plan. As part of your description, please address the following items:

- A. Detailed description of the team structure and roles for all firms involved (including sub-contractors) and the City.
- B. Detailed description of the responsibilities for each role defined in the team structure for all firms involved (including sub-contractors) and the City.
- C. Detailed description of the number of personnel and the estimated hours for all firms involved (including sub-contractors) and the City.

**1.2.3. Project Management**

Describe in detail your proposed project management approach for this proposal. Include the following items:

- A. Describe what status reporting and frequency of communication will be proposed for the City.
- B. Describe the project coordination, documentation, and communication tools you will provide for the project (e.g. Sharepoint)
- C. Describe the approach that will be used to manage scope and changes during the course of the project.
- D. Describe the approach that will be used to assess go-live readiness.

**1.2.4. Testing Approach**

Describe in detail your proposed testing approach for this proposal. Include the following items:

- A. Describe the different aspects of testing included within your approach (e.g. unit, integration, security, parallel, system, stress, performance, regression, etc.).
- B. Describe the testing environment recommended for testing.
- C. Describe the user acceptance testing recommended.

**1.2.5. Training**

Describe in detail your proposed training solution for this proposal. Include the following items:

- A. Describe how a training environment would be created and maintained.





- B. Describe your approach to training (i.e. on site at the City vs. at vendor facilities, train the trainer vs. train all users), training materials, and methodologies. Please include all software (including third party products) proposed in this proposal.
- C. Identify whether there is instructor-lead, classroom training available.
- D. Identify whether there is computer-based training available. If so, identify what is included in this proposal.
- E. Identify what other tools are optionally available for the City.
- F. Describe the proposed approach to process and procedure training.
- G. Provide a list of the courses proposed, with the course name, description, and hours.
- H. Provide an overview of the logistics of the proposed training approach, with attention to scheduling, locations, facilities requirements, etc.
- I. Describe in detail how training regarding the operation and use of the ERP will be delivered to each subset of the end-user community, and what tools and materials will be employed.
- J. Describe the time commitment required of each group of trainees.
- K. Describe whether or not custom training materials will be provided by the vendor based upon the City's configurations, modifications and process decisions during the implementation. If custom training material is not recommended to be provided by the vendor (i.e. the City is responsible for custom training materials), please estimate the cost for the vendor to create the custom training materials.
- L. Describe your technical training and knowledge transfer approach to IT personnel to support the ERP hardware, if necessary.
- M. Describe your IT training requirements for developers, operations, network, help desk and other IT personnel.
- N. Describe your IT training recommendations, on-site/off-site preference, methodology and knowledge transfer.
- O. Describe the certifications you offer for your software and software modules including any third party software.
- P. Describe any training tests or certifications provided to the City.
- Q. Describe the proposed methodology and approach for ongoing training. Address the procedures for training new users and for delivering refresher training to existing users.
- R. Identify whether your system includes a user reference manual and a technical reference manual.
- S. Identify whether the technical reference manual includes descriptions of the database structure, tables, and elements within the database.
- T. Identify whether all manuals are available in electronic format.
- U. Identify whether all manuals are updated with each new release of software.
- V. Identify whether error messages are described in detail, including the meaning of each error message, and the corresponding corrective actions to be taken.
- W. Identify whether documentation provides instructions for the procedures following abnormal termination including restarting the software, check point, restoration of files, and audit trails.
- X. Identify whether online help is provided.
- Y. Identify whether online tutorials are provided.
- Z. Identify whether online tutorials and online help will be customized to the City's processes. If not, identify if the vendor will track the changes made to the system that will require modifications to training materials and on line tutorials and online help.
- AA. Identify whether tutorials include leading business practices for all business processes.
- BB. Describe whether and how the help feature can be called from the specific transaction being processed (field-sensitive help).
- CC. Identify whether you assign a trainer for each implementation.
- DD. Describe the training staff needed to be provided by the City and the major roles and responsibilities.



- EE. Provide a sample training plan relevant to this implementation.
- FF. Provide an example of training materials provided.
- GG. Identify whether you provide a training database as part of your overall proposed solution.
- HH. Identify whether the training database is populated with training data.
- II. Describe any additional training available that is not included in this proposal but is optional to the City.
- JJ. Describe the benefits and risks to your proposed training strategy.

### **1.2.6. Data Conversion**

Refer to Appendix 7 which details expected data conversion support currently envisioned by the City.

Describe in detail your proposed data conversion strategy for this proposal. Include the following items:

- A. Describe the major activities, the primary lead (e.g. City, vendor or subcontractor), and the support role.
- B. Describe your recommended data conversion methodology and approach.
- C. Describe how data will be analyzed and how conversion methods will be assessed.
- D. Describe your recommended approach for handling the conversion of historical data.
- E. Describe any assumptions related to the data conversion requirements that you have made that the City should have completed prior to the implementation project start date.
- F. Describe how the design, build and data mapping will be completed.
- G. Describe your data conversion services for initial file population.
- H. Describe your pre-built data extract programs.
- I. Describe your pre-built data load programs.
- J. Describe your data mapping tools.
- K. Describe how testing will be performed and how data will be extracted, loaded, validated and accepted. Do data reconciliation reports exist?
- L. Describe how test plans confirm the quality and accuracy of the converted data.
- M. Describe what standard reports exist to support data conversion reconciliation.
- N. Describe your "pre-conversion", data cleansing programs, processes, & procedures.
- O. Describe your approach to providing a complete log and audit trails for all data loaded to the database during the conversion process.
- P. Describe how the proposed data conversion strategy will address different data problems that may exist in different departments.
- Q. Describe how you will help departments that encounter problems getting their data out of their existing systems.
- R. Describe your method for identifying, tracking, and fixing errors found in data population (if applicable) and data conversion.
- S. Describe difficulties that may occur during conversion and how to overcome those difficulties.
- T. Describe your approach to eliminating duplicate entries at the point of initial data population and conversion.
- U. Describe how many data conversion iterations the City is expected to complete for testing prior to the go-live conversion.
- V. Describe why the proposed approach is best for the City.

### **1.2.7. Integration Strategy**



Describe in detail your proposed strategy for meeting the City’s required integration for this proposal as envisioned in Appendix 5 – Future State Systems Diagram and Appendix 6 – Interface Background. Include the following items:

- A. Describe your integration to Web technologies.
- B. State any assumptions related to integration.
- C. Discuss fallback strategies in the event of interface failures.
- D. Describe why the proposed approach is best for the City.
- E. Indicate an average scenario indicating time and effort in building an interface from your solution to another application.

### 1.2.8. Interfaces

Refer to Appendix 6 which details expected interface requirements currently envisioned by the City.

Describe in detail your proposed strategy for meeting the City’s required interfaces for this proposal. Include the following items:

- A. Describe the major activities, the primary lead (e.g. City, vendor or subcontractor), and the support role.
- B. Provide a detailed description of your interface design and development approach.
- C. Describe how the proposed solution would leverage the ERP system integration tool(s) to design and configure the data transformation and data validation according to business rules.
- D. Describe the role of the City in the interface design and development.
- E. Describe the skills and/ or training required by the City staff.
- F. Describe the strategy to involve the City staff in the development and on-going maintenance of the interfaces and ensure appropriate knowledge transfer.
- G. Identify the capabilities of the proposed system to facilitate the following based on the Interface background provided in Appendix 6:
  - Data extraction for batch exports to other applications
  - Importing batch files for updates to internal files
  - Data Transformation
  - Batch scheduling
  - Real time access to external applications
- H. Identify the recommended interface approach required to interface with each City system based on the Interface background provided in Appendix 6.
- I. Describe the programming services provided for developing any necessary interfaces.
- J. The City uses several third party software packages and custom developed software for several key functions within the City:
  - CIS Infinity software for Utility/Municipal Services Billing
  - Customized City of Madison/Dane County software for tax management purposes
  - Customized City of Madison software for Special Assessment processes
  - Customized City of Madison software for Ambulance Billing processes
  - As part of the solution evaluation process, the City will determine whether to replace or integrate these existing systems with the new ERP system.
  - Business requirements have been identified in Appendices 9A, 9B, 9C, and 9D and the systems have been included in the Appendix 6 - Interface Background section of the RFP.
  - Please explain in detail your recommended approach (replace or integrate) for each system and explain the pros and cons of this recommendation. If your



recommended approach is to replace, provide a conversion cost estimate for each system recommended for replacement.

### **1.2.9. Modification**

Describe in detail your proposed strategy for meeting any required system modifications that may be required to meet the City's business requirements as outlined in Appendices 8A, 8B, 8C, 8D, 8E, 9A, 9B, 9C, and 9D. Include the following items.

- A. Describe the proposed approach for performing analysis for areas requiring modification.
- B. Describe the proposed approach for performing design for areas requiring modification.
- C. Describe the proposed approach for building new modules and/or modifying existing modules based on the work completed during analysis and design.
- D. Describe controls that are in place to limit impacts of new or modified modules on related modules or software components that interact with the new or modified code.
- E. Describe why the proposed approach is best for the City.
- F. Identify the modules and areas of your system with standard application programming interfaces (APIs).
- G. Provide a list of published APIs.
- H. Describe how APIs and other interface components and tools work with your proposed solution. Explain how data is edited, how errors are identified and communicated for correction and how subsequent processing occurs.
- I. Describe briefly the tools and capabilities of the proposed system to facilitate the following:
  - Data extraction for batch exports to other applications.
  - Importing batch files for updates to internal files.
  - Real time access to internal files from external applications.
- J. Describe in detail the application development methodology you employ for modifications and customer development, including:
  - Conceptual design
  - Functional Specification
  - Prototyping
  - Testing
  - Training
  - Implementation
  - Support

### **1.2.10. Organizational Change Management**

The City desires to be an integral part of the change management effort. It is the City's desire to have the Proposer provide change management leadership and subject matter expertise for the project. Describe in detail your proposed solution's change management tools and approach. Include the following items:

- A. Describe your recommended change management approach.
- B. Describe the recommended timing of change management activities.
- C. Describe the recommended method of assessing change readiness.
- D. Describe your recommended communication approach.
- E. Describe the recommended frequency of communications.
- F. Describe the recommended method for communications.
- G. Describe the recommended audience for communications.
- H. Describe the recommended job aids, user manuals, or other materials designed to enhance acceptance of the new system by the user community after deployment.



- I. Describe your approach to knowledge transfer specifically in the area of change management.
- J. Describe your recommended staffing for change management activities.

### **1.2.11. Risk Management**

Please describe in detail the proposed risk management and compliance strategy for this proposal. In addition to the overview, please address the following items:

- A. Describe your ability to comply with the following laws/regulations: HIPAA (Health Insurance Portability and Accountability Act), PCI (PCI Security Standards), GASB-34 (Financial Reporting), FISMA (Federal Information Security Management Act)
- B. Describe your ability to comply with leading practices: ISO (International Organization for Standardization – Code of Practice for Security Management), NIST (National Institute for Standards and Technology), FISCAM (Federal Information System Controls Audit Manual).

### **1.2.12. Other Implementation Questions**

In addition to the overview please address the following items:

- A. Describe the processes to safeguard the confidentiality of the City's data during the implementation activities.
- B. Describe the overall system acceptance process.
- C. Acknowledge your willingness to support an internal City of Madison or 3<sup>rd</sup> party quality assurance review of the implementation project.



### **1.3. Maintenance, Support and Future Capabilities**

Please describe in detail your maintenance, support and future capabilities.

#### **1.3.1. Recommended Support Levels**

- A. Describe the maintenance and support package you are proposing to the City.
  - 1. Fully describe terms and conditions of your annual software maintenance agreements.
  - 2. Please include a copy of your standard agreement.
- B. Describe why this is the best option for the City.
  - 1. Describe the ongoing support services provided, including hours of operation, procedures, and problem escalation measures available.
  - 2. Describe the ratio of customers to support personnel.
  - 3. Describe your customer support locations and hours of operation in terms of CST.
  - 4. Describe the committed support time for support questions.
  - 5. Describe your average response time for support questions.
  - 6. Describe your range of response time for support questions.
  - 7. Describe a typical customer support call based on an application error.
  - 8. Describe a typical customer support call based on a data error (interface not working, data not replicating).
  - 9. Describe a typical customer support call based on a report not working properly or displaying incorrect data.
  - 10. Describe the follow-up process with a client after resolution of a help desk call.
  - 11. Identify whether the support is available seven (7) days a week, 24 hours a day. If so, identify the cost above your recommended support.
  - 12. Describe your support staffs ability to "log in" to the customer system for certain types of support. Explain the process and the security supporting the process.
  - 13. Identify whether onsite support is available if needed. Describe how onsite support costs are handled.
  - 14. Describe the available web-based support options.
  - 15. Describe any web-based reporting tools available to review open/pending support issues.
- C. Describe the other maintenance and support packages available to the City that are not proposed (including Helpdesk type support)

#### **1.3.2. Issue Escalation**

- A. Describe the recommended escalation procedures. Please provide a copy of the documented procedure.
  - Describe how a problem is determined to be the responsibility of the Proposer.
  - Describe the levels of severity and examples within those levels.
- B. Describe the dispute resolution process followed if a disagreement arises regarding where the root cause and responsibility for a system issue lies.
- C. Describe how customer initiated enhancements are formally addressed.

#### **1.3.3. Warranty**

- A. Explain the service levels in the Proposer's standard warranty agreement. Note that the City reserves the right to negotiate the standard service levels provided by the Proposer, if necessary.



- B. Describe the performance guarantees and problem escalation procedures during the warranty period.
- C. Identify whether software "bugs" are covered completely under annual maintenance/support contract.

#### **1.3.4. Modification, Update, and Release Schedules**

- A. Describe the Proposer's intentions and timeline for software updates and releases in the next 10 years.
- B. Describe how major releases, updates, and patches are provided and applied to your customers.
- C. Describe the recommended testing and acceptance process for major releases, updates, and patches.
- D. Describe how many versions are supported at any point in time and the oldest version that the City could maintain while still being provided with maintenance and support.
- E. Describe the steps required to install new releases, and what automated tools are provided to facilitate the process.
- F. How long does the system need to be down for:
  - o Regular maintenance
  - o Application updates, changes, fixes, patches, etc.
  - o Emergency fixes.
- G. For modifications and updates, is there a requirement for a complete rebuild, or can net changes be applied?
- H. What is a normal schedule for your customers to apply application changes? (E.g., anytime, over night, weekends)
- I. Describe the effort needed to support a major upgrade. Include a description of City responsibilities and vendor responsibilities (whether or not a vendor is needed to be contracted for a major upgrade).
  - o Describe the costs associated with new software releases.
  - o Describe how customers are trained on new releases.
  - o Describe the documentation available for new releases.
- J. Please outline your long term research and development plans for extended modules, for example social services case management, customer relations management, public works construction management; including an estimated timeframe for release of such modules.
- K. Describe the process your firm will follow to track and integrate City-mandated changes into your system. How do you prioritize change requests?
- L. Describe how customer initiated enhancements are formally addressed.

#### **1.3.5. Backups and Recovery**

Describe in detail your proposed solution's backup and recovery capabilities for this proposal. Include the following items:

- A. Describe the proposed process to ensure quick recovery in the case of disk, CPU, or other hardware failure.
- B. Describe how the proposed solution's ability to execute a synchronized complete recovery.
- C. Describe the product(s)' ability to support transaction level auditing and rollback/recovery to ensure internal integrity of all transactions.
- D. Describe the recommended application architecture, infrastructure requirements, and configuration to meet industry standards for backup and recovery requirements for a business-critical application.

### **1.3.6. Maintenance Team Organization**

#### **1.3.6.1. Software Vendor Roles**

Please describe in detail the proposed software vendor maintenance roles for this proposal. In addition to the overview please address the following items:

- A. Describe your support levels and agreements, the support process along with your staffing support levels including technical, functional and operational support.
- B. Describe your assumptions for long term maintenance and support provided by the software vendors, including third party product providers.
- C. Describe your standards, capabilities and processes for maintenance and support, problem reporting, fixes, documentation and web-accessible knowledge base, service level agreements and remote/local access.
- D. Describe your assumptions and requirements around staffing resources for system maintenance and systems support functions.
- E. Identify the percentage and number of support personnel within your company assigned to the products proposed to the City.
- F. Identify the percentage and number of research and development personnel within your company assigned to the products proposed to the City.
- G. Describe your support personnel locations and hours of operation in terms of the United States Central Time.

#### **1.3.6.2. Implementation Consultant Roles**

Please describe in detail the proposed implementation consultant maintenance roles for this proposal. In addition to the overview please address the following items:

- Describe your assumptions for long term maintenance and support provided by the implementation vendors, including subcontractors.

#### **1.3.6.3. City Roles and Staffing Resource Requirements**

Please describe in detail the proposed City maintenance roles and staffing resource requirements for this proposal. In addition to the overview please address the following items:

- A. Describe your assumptions for long term maintenance and support provided by the City.
- B. Describe the developer knowledge base and skill sets needed to support your recommended solution in the roles of business analyst, technical or programmer analyst and data base administrator.
- C. Describe the IT staffing needs and roles with responsibilities required to support your recommended solution on an on-going basis after implementation including, but not limited to, the application of updates, fixes, patches, other maintenance and new releases for an organization similar in size and scope to the City of Madison.

### **1.3.7. Adaptability and Extensibility**

A. Describe in detail your proposed solution's systems adaptability for this proposal. Include the following items:

- Describe the product(s) flexibility to be adapted to new business requirements and how any new data elements show up in back-end reports.
- Describe how the product(s) are scalable over time, and how in spite of an increasing number of users, increasing complexity of queries and increasing volume of data, they can continue to operate efficiently without negatively affecting system performance.

B. Describe in detail your proposed upgrade tools solution for this proposal. Include the following items:

- Describe how your solution will be upgraded in a production environment.
- Describe how any configurations done by the City will be incorporated into the upgrade.





- Describe how any modifications completed during the implementation will be incorporated into an upgrade.
- Describe how any modifications completed by the City after the implementation will be incorporated into an upgrade.

### **1.3.8. Other support questions**

- A. Describe the user groups that meet for the proposed systems.
- B. Describe any local user groups and their locations and frequency of meeting.