**Request for Proposal**

**Project Name:**

**Date:**

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# 1.0 Introduction

## 1.1 Company Background

## 1.2 RFP Introduction and Overview

## 1.3 Process Flow Requirements:

### 1.3.1 Proposed Process Flow

# 2.0 Current Environment

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# 3.0 General Requirements

The following section is to be completed in full and in the order they are presented in the RFP. Answer with simple Yes or No responses unless otherwise directed. Responses should be concise and to the point!

Any additional information such as diagrams, lists of metrics supported etc. can be placed in an appendix at the end of this section. The diagrams, lists, additional information, etc. must be reference the requirement number.

The following describes the sections for each requirement:

* **Out of the Box:** the solution has full plug and play capabilties with the requirement.
* **Configurable**: the solution has settings that will need to be tweaked in order for it to fulfill the requirements (datasets defined, etc.). The Source code will not be changed
* **Custom Development**: The source code will need to be changed to meet the needs of the requirement.
* **Not Available**: The solution is not adaptable to fit this requirement.

## 3.1 General System Requirements

The following table depicts the General System Requirements for this RFP. If you would like to explain an answer in more detail, please use an appendix. Make sure to reference the requirement number you are providing more information on.

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.1.1 |  |  |  |  |  |

## 3.2 System Architecture

The application will need to have the capability to handle all administrative tasks regarding data critical to the application. For example: Database Administrators had to make changes on branch data which should have been done through the application. Database Administration wants to avoid having to administer the application. Reports required for the application should be generated by the application using stored procedures to retrieve data whenever possible. Embedded SQL code, dynamic SQL, linked servers and xp\_cmdshell calls are not preferred methods of data access.

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.2.1 |  |  |  |  |  |

## 3.3 Software Installation

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.3.1 |  |  |  |  |  |

## 3.4 Proposed System Administration

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.4.1 |  |  |  |  |  |

## 3.5 Proposed System On-Line Help Requirements

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.5.1 |  |  |  |  |  |

## 3.6 Integration Requirements

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.6.1 |  |  |  |  |  |
| 3.6.2 |  |  |  |  |  |
| 3.6.3 |  |  |  |  |  |

## 3.7 System Security Requirements

1. Security Assessment

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.7.1.1 |  |  |  |  |  |

1. Secure Communication

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.7.2.1 |  |  |  |  |  |
| 3.7.2.2 |  |  |  |  |  |
| 3.7.2.3 |  |  |  |  |  |
| 3.7.2.4 |  |  |  |  |  |

1. Perimeter Security

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.7.3.1 |  |  |  |  |  |
| 3.7.3.2 |  |  |  |  |  |
| 3.7.3.3 |  |  |  |  |  |

1. Protect Stored Data

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.7.4.1 |  |  |  |  |  |
| 3.7.4.2 |  |  |  |  |  |
| 3.7.4.3 |  |  |  |  |  |

1. Anti-virus Software

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.7.5.1 |  |  |  |  |  |

1. Ongoing Security Assessments and Tests

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.7.6.1 |  |  |  |  |  |
| 3.7.6.2 |  |  |  |  |  |

## 3.8 Proposed System Reporting Capabilities

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.8.1 |  |  |  |  |  |
| 3.8.2 |  |  |  |  |  |
| 3.8.3 |  |  |  |  |  |
| 3.8.4 |  |  |  |  |  |

## 3.9 System Availability Requirements

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.9.1 |  |  |  |  |  |
| 3.9.2 |  |  |  |  |  |

## 3.10 Miscellaneous Requirements

| **Requirement #** | **Requirement** | **Out of the Box** | **Configurable** | **Custom Development** | **Not Available** |
| --- | --- | --- | --- | --- | --- |
| 3.10.1 |  |  |  |  |  |

# 4.0 Additional Vendor Questions

# 5.0 Additional Services

## 5.1 Proposed Solution Configuration

Please list and describe all application modules, third-party packages, database management systems, operating systems, development tools, report writers, modifications, and any other software required to successfully implement your proposal. Base your proposal on the information found in the Requirements sections and throughout this document. You may specify optional configurations where applicable, but please clearly indicate your **recommended configuration**. The total cost associated with the software comprising your proposed configuration should also be included in the Summary of Costs and Fees section.

Note: As a benchmark, base all licenses on **## concurrent users (maximum)**. Actual number of users for modules will vary. Please define concurrent user licensing. Should your licensing vary from ‘concurrent user’, please describe the difference.

| **Application/ Module/Package** | **Description** | **Number of Licenses** | **Costs & Fees** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Add lines as necessary** |  |  |  |
| **TOTAL SOFTWARE COSTS** |  |  |  |

###

## 5.2 Support and Maintenance

Please describe the support and maintenance services you propose. Itemize the costs and also include them in the Cost and Fees summary section. Add additional line items as required:

| **Service/Product** | **Description** | **Costs & Fees** |
| --- | --- | --- |
| Installation Support  | 1. Amount of time required:
 |  |
| Custom Development | 1. Typical programming rate per hour
 |  |
| Dial-in Support | 1. Annual fee
 |  |
| Telephone Support | 1. Toll Free:
2. Hours of Operation:
 |  |
| Chat / Internet Support |  |  |
| Program Fixes |  |  |
| Software Upgrades | 1. How often:
 |  |
| Database Upgrades |  |  |
| Source Code | 1. Escrowed?
 |  |
| Other Services |  |  |
| **TOTAL SUPPORT AND MAINTENANCE SERVICE COSTS** |  |  |
|  |  |  |

## 5.3 Training and Implementation

Please describe in detail the training and implementation services you propose along with the locations at which training would be offered. Add additional line items as necessary:

| **Service/Product** | **Description** | **Costs & Fees** |
| --- | --- | --- |
| Training for End-users  |  |  |
| Training for Technical Support Personnel  | diligence |  |
| Implementation (e.g., Planning, System/ Procedures Design, Set-up, Conversion, Testing) |  |  |
| Other |  |  |
| **TOTAL TRAINING COSTS** |  |  |

## 5.4 Summary of Costs and Fees

Please indicate all costs to <Company> associated with your proposed solution. Include all system-related expenses, which would be incurred by <Company> and paid to the vendor or a third party.

|  |  |  |
| --- | --- | --- |
| **Area of Expense** | **One-Time** | **Annually** |
| Software (i.e., all modules necessary to meet functional requirements) |  |  |
| Training |  |  |
| System Modification(s) (if applicable) |  |  |
| Documentation |  |  |
| Support and Maintenance |  |  |
| Other (Describe) |  |  |
| **TOTAL** |  |  |

# 6.0 Third Party Considerations

State all relevant relationships between your organization (or area within the company) and other parties (other areas within the company and/or external entities) which may impact this project; the level of detail can vary according to the specifics of the relationship, but all relationships should, at the least, be identified and described in general terms. Examples are third party software components, hardware and personnal.

# 7.0 Project Management

## 7.1 Approach

1. Do you use one consistent project management process? Or do you tailor your project management process to the project at hand? Please cite examples to illustrate your approach and reasons why you believe in it.
2. If you tailor your project management process, please describe how that is done. If you use one project management process, please describe how it takes into account various project types. How is a project schedule established? How is a project budget determined?
3. How do you monitor the project management process, such that no step is missed and every step is executed successfully? How do you ensure that the right personnel are involved? How do you ensure that communications are effective and appropriate? How do you ensure that management approvals are secured at appropriate steps and times?
4. Is the project management process manual or automated? If automated, is it associated with a specific project management tool? Please describe the project management process in terms of its background configuration.

## 7.2 Control

1. What types of quality control measures do you use?
2. How do you monitor progress and account for variances in schedule and budget?
3. How do you identify and deal with project risks? What steps do you take to minimize risks?
4. Do you include version control and document management?
5. How do you handle unanticipated changes in project scope?
6. How do you handle unforeseen issues which impact development?
7. What is your philosophy and approach to contract negotiation with external entities?
8. What are the different types of training you offer?
9. Have you had any 3rd party security assessments? If so, please provide the report
10. Are you SAS 70 compliant? If so, Type 1 or Type 2?
11. Do you comply with any federal or state control standards such as Sarbanes-Oxly, HIPAA, and GLBA?
12. If <Company> customer data is transmitted to your company, how will the data be handled?

## 7.3 Completion

1. What method do you use to formulate, execute, and evaluate a comprehensive test plan?
2. How do you ensure that adequate training has been provided to IT staff, business partners, and external entities?
3. What types of documentation do you provide?
4. How do you manage the transition of the new system from development to production status?
5. For how long after implementation do you monitor the new system? How is its operation evaluated and documented?
6. What support do you provide after implementation to adjust for problems and correct errors?
7. What procedure do you use to obtain final approvals from corporate management and to formally end the project?

# 8.0 Bidder Instructions

## 8.1 Tender Schedule

The evaluation and selection process will adhere as closely as possible to the following schedule:

|  |  |
| --- | --- |
| **Events** | **Timeframe** |
| Issue RFP |  |
| Proposals Due |  |
| Vendor Demonstrations (30 – 60 min Web Conference) |  |
| Select Preferred Vendor and Recommend to Executive Committee |  |
| Finalize Vendor Contract |  |
| Implementation Project Target Start Date |  |

## 8.2 Response Format – Written Response

The accepted Response Format is as follows: Two basic response documents are expected:

(1) An executive summary, which highlights the major points of the proposal and includes detailed response information in summary form.

(2) The detailed response, which covers everything from beginning to end, with detailed information on each part.

* Please copy and use Section 3 exactly as it is documented.
* Mark your response to each requirement in the provided table.
* If additional information is needed to explain your response, provide this information in a section directly following the Requirements section, making sure to include the Requirements number you are referencing.

## 8.3 Executive Summary Requirements

Elements of the Executive Summary should include:

(1) Introduction, featuring the vendor’s understanding of the RFP,

(2) Company background (including Financial Information),

(3) Product summarization,

(4) Services summarization,

(5) Technology summarization,

(6) Support summarization,

(7) Reference material listing

## 8.4 Proposal Evaluation

**Evaluation Approach**

The criteria for package selection will be as follows (there is no special significance to the sequence):

* Degree to which the package fits the <Company>’s ***requirements*** without requiring modification
* Overall ***cost*** of the system, including implementation, training and annual maintenance and support costs
* ***Size, reputation and financial stability*** of the vendor
* ***Service and support*** provided by the vendor
* ***Technology architecture*** in accordance with industry standards

The following activities will be performed to select a software vendor:

* Review and evaluate the vendor’s responses to this RFP
* Conduct vendor demonstrations
* Conduct reference checks
* Select vendor
* Negotiate software license agreement

## 8.5 Terms and Conditions

Costs for developing responses and for preparing the software demonstration is entirely the responsibility of the individual vendors. Although <Company> intends to purchase a system through this process, it is not obligated to make a purchase from any vendor. Submitted RFP responses will become the property of <Company>.

The contents of the proposal and any clarifications to the contents thereof submitted by the successful vendor shall, at <Company> option, become part of the contractual obligation and be incorporated by reference into the ensuing contract. The provisions of the RFP will also be incorporated by reference into the ensuing contract.

## 8.6 Correspondence

All inquiries should be directed to:

## 8.7 Confidentiality

It is understood that receipt of this RFP is covered under an executed Non-Disclosure Agreement between <Company> and your organization. Your organization is not allowed to discuss any part of this RFP or the proposal itself with any organization that is not under an executed Non-disclosure agreement with <Company>. Please contact <Company> immediately in the event you need to work with a 3rd Party organization on this proposal.