

# Request for Proposal

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**Battery Park  
City Authority**

Enterprise Resource Planning Human Resource  
Information System, System Integrator and  
Software Vendor Services

**Issue Date:** August 15, 2016

**Proposal Due Date:** September 30, 2016, 5:00 p.m. Eastern Standard Time

## Table of Contents

<b>1.0 RFP Purpose.....</b>	<b>2</b>
<b>2.0 BPCA Business Overview .....</b>	<b>4</b>
<b>3.0 Project Background, Scope, and Critical Success Factors.....</b>	<b>5</b>
<b>4.0 Current State .....</b>	<b>7</b>
<b>5.0 Transition / Future State .....</b>	<b>11</b>
<b>6.0 Evaluation Criteria .....</b>	<b>14</b>
<b>7.0 Proposal &amp; Due Diligence Guidelines and Requirements .....</b>	<b>17</b>
<b>8.0 Technical Response Instructions .....</b>	<b>21</b>
<b>9.0 Cost Proposal Response Instructions &amp; Format.....</b>	<b>35</b>
<b>Appendix A: Statement of Work</b>	
<b>Appendix B: Contractor Requirements and Procedures for Business Opportunities for New York State Certified MBEs/WBEs/SDVOBs and Equal Employment Opportunities for Minority Group Members and Women</b>	
<b>Appendix C: Current HR System Screen Shots</b>	
<b>Appendix D: Software Pricing Response</b>	
<b>Appendix E: ERP Requirements</b>	
<b>Appendix F: System Integration Exceptions/Deviations/Questions to Terms and Conditions of the RFP</b>	
<b>Appendix G: Software Exceptions/Deviations/Questions to Terms and Conditions of the RFP</b>	
<b>Appendix H: Form of Contract</b>	

## 1.0 RFP Purpose

Battery Park City Authority d/b/a Hugh L. Carey Battery Park City Authority (“BPCA”) requests proposals (each individually, a “Proposal” or collectively, the “Proposals”) from firms (individually a “Proposer” and collectively the “Proposers” if more than one firm will be part of the team) to provide BPCA with, and implement, focused enterprise resource planning (“ERP”) human resource information system (“HRIS”) applications and software. BPCA is seeking to select a Proposer with the experience and capacity to implement and support a cloud-based, hosted ERP HRIS solution (the “Solution”) that manages all of BPCA’s human resources (“HR”) functions through a single, unified system.

Minority-Owned Business Enterprises (“MBE”), Women-Owned Business Enterprises (“WBE”) are encouraged to submit Proposals and Service-Disabled Veteran-Owned Business Enterprises (“SDVOB”).

This request for Proposals, including attachments, exhibits, and any amendments or addenda (collectively, the “RFP”) is subject to the rights reserved by BPCA, including, but not limited to BPCA’s right to:

- withdraw and/or cancel this RFP at any time before final award of the contract (the “Contract”);
- request clarification and/or additional information from any or all Proposers;
- amend any term or requirement of this RFP at any time before award of the Contract (Proposers may amend their Proposals, as directed by BPCA, if BPCA materially alters or amends the RFP after submission of Proposals);
- alter any key dates or deadlines related to this RFP;
- award the proposed services, in whole or in part, to one or more Proposers;
- reject any Proposal that does not strictly conform to the requirements of this RFP;
- conduct an interview with any or all of the Proposers to aid the evaluation process; and
- negotiate potential Contract terms with any Proposer.

In case of an amendment to the RFP, all Proposers will be provided with a copy of any such amendment(s) and will be afforded the opportunity to revise their Proposals in response to the RFP amendment.

BPCA is not liable or responsible in any way for any expenses incurred in the preparation of a Proposal in response to this RFP. All information submitted in response to this RFP is subject to the Freedom of Information Law, Article 6 of the New York State Public Officers Law (“FOIL”), which requires public access to certain documents possessed by BPCA, unless a specific exemption applies. Proposers are responsible for identifying any information in their respective Proposals considered to be confidential and exempt from FOIL.

### 1.1 ERP HRIS System Integrator and Suppliers Sought

Each proposal team will consist of a System Integrator (“SI”) and Software Vendor (“SV”), unless the same vendor is providing the implementation services as well as its own proprietary software solution. In cases where the proposal team will consist of two firms, the SI will be the primary services provider and will guide BPCA through ERP HRIS design, business transformation, implementation and long-term support.

## 1.2 Minimum Response Criteria

Each Proposal must meet the following minimal requirements:

- Proposer must be authorized to do business in the State of New York.
- Each Proposal team must have experience in implementation of the proposed Human Capital Management ERP cloud-based or Software As A Service (SAAS) system(s) for HR functions. After implementation, such system(s) must have been in use for at least 12 months.

## 1.3 MBE/WBE/SDVOB participation, joint ventures and sub-contracting goals

Please see **Appendix B** for contractor requirements and procedures for business participation opportunities for New York State certified MBEs/WBEs/SDVOBs and equal employment opportunities for minority group members, women and SDVOBs.

For questions relating to MBE/WBE/SDVOB participation, joint ventures and sub-contracting goals ONLY, please contact “MBE/WBE/SDVOB Designated Contact” Mr. Anthony Peterson at 212.417.2337.

## 2.0 BPCA Business Overview

Created in 1968, BPCA is a New York State public benefit corporation responsible for financing, developing, constructing, maintaining, and operating Battery Park City as a richly diversified mixed use community providing residential and commercial space, with related amenities such as parks, plazas, recreational areas, and a waterfront esplanade. A summary of BPCA's structure, mission, and history, as well as the Battery Park City project area, may be viewed at: <http://bpca.ny.gov/>. Public information regarding BPCA's finances, budget, internal controls, guidelines, and policies may be viewed at: <http://bpca.ny.gov/public-information/>. Information relating to the Battery Park City Parks Conservancy Corporation ("BPCPC"), BPCA's affiliate, may be viewed at: <http://bpcparks.org/>.

### 3.0 Project Background, Scope, and CSFs

BPCA is seeking a Solution to manage its operations that should be able to handle any specific requirements with minimal customization. Any anticipated customizations should be addressed in the Proposal.

The requirements, attached as **Appendix E - ERP Requirements** as an Excel workbook, detail a host of function requirements for each process area of the Scope of Work. Each process area has its own tab in the workbook. The four required modules for this project are Core HR, Timekeeping, Absence Management, and Payroll.

The Proposer should provide information, as required in **Appendix E - ERP Requirements**, on how their proposed product will meet the technical requirements.

Proposers should also summarize the ability of the software product to provide the following functionality at a later date, should BPCA choose to pursue such expanded services:

- Compensation Planning
- Reporting
- Other Functionality relating to such areas as ADA, Discrimination and Safety

The Cost Proposal should not include the implementation of the above modules. It should only include Core HR, Timekeeping, Absence Management and Payroll requirements. However, the evaluation team will take information on the above modules into consideration in determining the Proposer’s capabilities.

The following critical success factors will provide guidance throughout the implementation and support life-cycle.

**Table 1. Critical Success Factors (CSFs)**

<b>CSFs</b>	
<b>1</b>	Provide a Solution that will enable industry and business process best practices and will minimize customizations
<b>2</b>	Provide a Solution with a user friendly interface that will accommodate a broad user base and promote full adoption
<b>3</b>	Provide a Solution that allows secure entry and access to information from any computer/electronic device from anywhere at any time with accuracy and reliability
<b>4</b>	Select a Solution that can be easily extended and integrated to incorporate new technologies, innovative built solutions, and third-party, bolt-on solutions
<b>5</b>	Drive standardized processes across BPCA’s operations
<b>6</b>	Select a Solution that can handle multiple workflows and approval processes to allow flexibility for tailoring to specific site operational needs
<b>7</b>	Minimize impact to the ongoing business operations through efficient use of business resources and the least-disruptive transition to the new environment
<b>8</b>	Select and implement a Solution that delivers ‘data ready’ operational reporting and dashboard functionality
<b>9</b>	Implement an end-to-end integrated Solution that provides fully reconcilable financial and operational reporting from a single source
<b>10</b>	Reduce the performance dip common to ERP implementations immediately after go-live

<b>CSFs</b>	
<b>11</b>	Select a Solution that will allow new acquisitions to be migrated and integrated in a standard, expedited manner
<b>12</b>	Develop and measure a set of specific benefits to ensure maximum value for the investment
<b>13</b>	Develop an organizational change management program in support of role and process changes required to adopt a fully integrated and data-dependent Solution
<b>14</b>	Implement an affordable system that can be implemented today on time and on budget, and sustained into the future with informed total cost of ownership over a 10-year period
<b>16</b>	A flexible system that can accommodate multi-tenant architecture and configurable options so that different functionalities maybe turned on or off
<b>17</b>	Provide ERP Business Intelligence (BI), reporting, analytics and statistical information to the right user, at the right time
<b>19</b>	Improve data accuracy, reliability and availability of information to plan, forecast and report
<b>20</b>	Implement tools and automation to sustain process improvements, cost savings and standardization through automation

Across all process areas, BPCA will assess the technical capabilities of each Proposal's Solution in the following overall areas:

- Enterprise Application Integration
- BI, Analytics, and Reporting capabilities and architecture
- Mobile Applications and development tools/capabilities
- Security Architecture and Administrative tools
- Overall Technical Platform and Operating System compatibility

## 4.0 Current Technology State

A description of the technical infrastructure currently supporting BPCA's HR functions is below. Technically sufficient, cloud-hosted software that unifies BPCA's HR functions will serve BPCA's mission by strengthening controls and enhancing processes from operational and technological perspectives.

### 4.1 Application Inventory

BPCA currently uses the following applications for its HR functions:

- ABRA for general HR data
- Filemaker Pro for Parks Operations data
- LATS for non-Parks Operations timekeeping *prior to November 1, 2015*
- ADP eTime for timekeeping

Payroll processing is done in coordination with ADP as part of an existing contract. HR functions not supported by these applications are supported with either manual/paper-based processes or Microsoft Office.

Screen shots of the ABRA and Filemaker Pro applications are provided in **Appendix C - Current HR System Screen Shots**.

### 4.2 IT Organization

BPCA's Information Technology ("IT") department has five primary support functions:

- **IT Technical Services** supports computer hardware and software infrastructure.
- **IT Security, Risk & Compliance** maintains and evaluates risks to systems and computers against outside malignant forces.
- **IT Engineering** is responsible for the design and enhancements to maintain new technology standards.
- **IT Business Systems** is responsible for the development, maintenance, support, and Quality Assurance for all corporate applications.
- **IT Project Management Office** is responsible for IT demand management and project management process governance. It also provides full-time project managers for larger and more complex projects.

### 4.3 Technology Infrastructure

#### 4.3.1 Database Server Hardware for Production Environment

BPCA's environment for server hardware is as follows:

- BPCA has standardized DELL servers
- BPCA has standardized its storage to a Storage Area Network (SAN) solution
- Production System Partition (per server)
  - CPU – Dual 2.2 Ghz 20M Cache
  - Memory — 128GB

Diskless – Internal SD Modules

OS — Windows Data Server 2012

Production Disaster Recovery System:

- Locally based appliances and cloud-based solution

### 4.3.2 Virtualization Environment

BPCA will virtualize servers unless the following exceptions arise:

- Processor cores or memory exceed the Microsoft Hyper-V limits
- There is a need for a physical accessory (USB port or special storage bus)
- No support for virtualization from an application vendor

The following table details the BPCA virtualization environment:

**Table 2. Virtualization Environment**

Name	OS	RAM
VM	VMware ESXi 5.5.0	640GB

### 4.3.3 Middleware Environment

The following table details the BPCA middleware environment:

**Table 3. Middleware Environment**

Name	Versions
Microsoft SQL Server	2012; 2014

### 4.3.4 Desktop Hardware Environment

The following table details the BPCA desktop hardware environment:

**Table 4. Desktop Hardware Environment — Current Procurement Configurations**

Name	OS	RAM	Drives	Others
Dell OptiPlex 7010	Windows 7 Professional	8GB	500GB HDD, DVD	I7 3.4Ghz

### 4.3.5 Desktop Applications

The following table details the BPCA supported desktop applications:

**Table 5. Support Desktop Applications**

Name	Versions
Browsers	IE11, Chrome (some BPCA internal apps do not fully work with Chrome), Firefox
Email client	Outlook 2013
Office	Office 2013 Professional
Java	Various, but can be application specific
.Net	4.5, but not uniform
Adobe Reader	XI
Adobe Acrobat	XI

### 4.3.6 Database Environment

The following table details the BPCA supported databases:

**Table 6. Database Environment**

Database	HW	Editions	Environments
Microsoft SQL Server 2012	Virtual	2014; 2012	Production and Test

### 4.3.7 Additional Utility Applications

The following table details the BPCA's additional utility applications.

**Table 7. Additional Utility Applications**

Name	Used For
Microsoft Dynamics GP	General ledger program
Paramount WorkPlace	Accounts Receivable and Payable program
DLOCs	Warehouse program
Open Text	Legal documentation program
FileMaker Pro	Database program
ABRA	HR program
Lizard Tech SID Plug-in	Plug in for GIS
Prizm PDF viewer	Plug in for GIS
Citrix	Provides small subset of application access
Symantec Endpoint Protection	Endpoint virus protection

#### 4.3.8 Network Printer Environment

The following table details the BPCA network printer environment:

**Table 8. Network Printer Environment**

Model	Usage
HP 3055, 3300, P3015, 3380, M401, M602, P3005dn, M475dn, M451dn, P4515x, CP5225, 2420dn	General Printing
MPC5000, MPC6001	Copier

#### 4.3.9 Network Environment

The following table details the BPCA network environment:

**Table 9. Network Environment**

Item	Description
Switches	Cisco
Routers	Cisco
Firewall	Sonicwall

#### 4.3.10 Internet Environment

The following table details the BPCA Internet environment:

**Table 10. Internet Environment**

Item	Description
Web Server	IIS – Intranet
Firewall	SonicWall
LDAP	Active Directory 2008 R2

## 5.0 Transition / Future State

As stated above, BPCA is seeking a single, unified Solution. The Solution should require minimal customization, and all necessary customization should be described in the Proposal.

### 5.1 Technical Requirements

The Solution must offer the highest standards and best practices in technical, architecture and security standards and its system architecture must allow for optimal scalability, flexibility and interoperability. Section 10.5 of this RFP (Information Technology Response) details how each Proposer must demonstrate compliance with the RFP's technical requirements.

### 5.2 Expected Benefits

Each Proposer should be prepared to address how the proposed Solution will achieve the following benefits for BPCA:

- Process Improvement and streamlining
- Efficiency (within field operations)
- Seamless Integration (elimination of redundancy)
- Single source of truth
- Effective Communication
- Minimization of legal risk and liability
- Compliance
- Single sign-on

### 5.3 Integration

BPCA uses ADP Enterprise E-time for time and attendance, and Filemaker Pro and ABRA HRMS for data storage. Payroll is administered via an ADP system.

In addition, BPCA offers its employees the following benefits:

- NYSHIP
- FSA
- Workers' Compensation
- M/C Life Insurance
- NYSERS
- Delta Dental
- NYPERL
- BAI
- Davis Vision
- COBRA
- Lincoln STD/LTD
- EAP

- NYBEAS
- TIAA-CREF
- Deferred Compensation

BPCA uses Microsoft Dynamics Great Plains software for its finance related functions. While compatibility is preferred, integration with existing systems is not required. Phasing of HRIS functionality, if any, will require temporary interfaces.

## 5.4 Data Conversions

The number of records to be converted from the ABRA and Filemaker Pro systems into the new Solution is as follows:

- ABRA: 300 records
- Filemaker Pro: 600 records

## 5.5 User Base

The following table depicts the organizational breakdown and estimated ERP user base by functional roles.

**Table 11. Estimated Head Count by Organization and Function**

<b>Organization</b>	<b>Users</b>
<b>Employees</b>	<b>250</b>
HR and Benefits	<b>5</b>
Payroll	<b>8</b>

Assumptions: Headcounts include full time, part time and casual staff. \* Administrative managers are counted under the function for which they are responsible.

## 5.6 Project Team Organization

The Proposer is responsible for providing a dedicated project manager to oversee all aspects of the software implementation and service as a single point of contact for the project team.

BPCA foresees using a project steering committee to oversee the Proposer and will make available business process owners, functional groups, technical groups, and subject matter experts. Ancillary groups will be coordinated through BPCA's project steering committee.

**Table 12. Proposed BPCA Project Organization**

Executive Sponsorship:	VP of Human Resources
	Chief Administrative Officer

Project Day to Day Point Persons:	IT Program Lead
	HR Program Lead

Subject Matter Experts:	HR Lead
	Finance Lead
	Benefits Lead
	Payroll Lead
	Timekeepers
	Infrastructure/DBA Lead

## 6.0 Evaluation Criteria

Each timely submitted Proposal will be reviewed for compliance with the form and content requirements of this RFP. A committee of BPCA employees selected by BPCA (the “Committee”) will then review and evaluate the Proposals in accordance with the evaluation criteria set forth below. The Committee will review and evaluate the Integration and Software portions of each Proposal separately, and then combine each evaluation score for an overall score for each Proposal. While only Committee members will score the evaluation criteria, the Committee may consult an outside expert for advisement on evaluation of matters requiring technical expertise. Before final selection, BPCA must determine that the proposed selected Proposer is responsible, in accordance with applicable law and BPCA’s Procurement Guidelines, which may be viewed at: <http://bPCA.ny.gov/public-information/>.

### 6.1 System Integration Evaluation Criteria

The following factors will be considered when evaluating system integration responses:

- The financial terms and costs proposed for all required services
- Proposed team, with emphasis on key personnel: Project Manager, Functional/Process Leads, Technical Lead, Solution Architect, Org Change Management Lead
- Team experience working together
- Team experience providing similar services to the public sector
- Client references for whom key personnel were delivering similar services
- Financial stability, investment, and growth in services relevant to BPCA and the public sector
- Proposer’s bench strength and ability to retain/provide the “A” team to BPCA
- Well-articulated, phased implementation and deployment approach that achieves benefits with managed risk
- Well-articulated staffing plan for all Proposer and BPCA resources
- Methods, tools, and accelerators that provide differentiated value to BPCA
- Post-production support and ongoing maintenance services

The SI evaluation criteria will be weighted as follows:

- Project Team Integration Experience – 30%
- Organization, Industry, and Deployment Experience– 20%
- Organizational Change Management Capabilities – 15%
- Implementation & Support Strategy & Approach – 30%
- Ability to address BPCA’s Challenges & Opportunities – 5%

### 6.2 Software Evaluation Criteria

The following factors will be considered when evaluating vendor responses pertaining to software:

- The financial terms and costs proposed for all required products and services

- Ability to meet or exceed BPCA’s functional requirements
- Ability to meet or exceed BPCA’s technical requirements
- Provide a Solution that balances flexibility with the ability to enable process standardization
- The ease of use of the SV’s solution
- Ability to tightly integrate with potential third-party products as well as the existing legacy systems within the overall future state environment
- Ability to demonstrate a company and product strategy that is viable in today’s marketplace and relevant to the public sector and BPCA’s needs
- Ability to demonstrate recent and relevant experience in the public sector
- Ability to demonstrate a solid and reliable implementation and support set of services and capabilities, backed by world-class individuals and practices
- Responsiveness to this RFP, willingness to advance concrete proposals; to not defer matters to later stages; to provide full transparency to the modules, complexities, and costs required; and to effectively collaborate with BPCA throughout the selection process
- Support future growth for all of BPCA’s divisions, including anticipated acquisitions

The Software evaluation criteria will be weighted as follows:

- Software Vendor Profile - 10%
- Software Functional Capabilities – 35%
- Software Technical Capabilities – 30%
- Support – 25%

### 6.3 Overall Evaluation Criteria

Final selection of the Proposer will be based on the following:

1. Technical Proposal
  - System Integration Score: 41%
  - Software Score: 42%
  - Proposed MBE/WBE utilization plan (the “Utilization Plan”): 5%
  - Diversity Practices Questionnaire: 10%
  - SDVOB utilization plan and/or Proposer SDVOB status: 2%
2. Cost Proposal evaluation.

The Contract will be awarded to the highest technically rated Proposer whose Proposal is determined to be responsive and in the best interests of BPCA, subject to a determination that the Cost Proposal is fair, reasonable, and provides the best value to BPCA given the requirements of the project. Prior to any award, BPCA may require the SI and SV to submit or identify in writing price data bearing on the reasonableness of the Proposal and Cost Proposal. BPCA reserves the right to have its authorized representatives inspect facilities and examine any books, documents, papers, records, or other data of the SV or SI that pertains to and

involves transactions related to its Proposal, for the purpose of evaluating the accuracy, completeness, and concurrence of data supplied.

## 7.0 Proposal & Due Diligence Guidelines and Requirements

### 7.1 General Proposal Guidelines

Each Proposal will consist of an SI and SV who are jointly proposing a complete Solution with implementation services, unless the same vendor is providing the implementation services as well as its own proprietary software solution. Pursuant to the instructions below, the SI and SV will complete separate responses, but both responses shall be submitted in a single, sealed envelope as **ONE** Proposal. The SI should take the lead in compiling and submitting each Proposal. Firms providing both the integration and software services should still complete responses for both the SI and SV components.

#### 7.1.1 Restricted Period & Designated Contacts

New York State Finance Law sections 139-J and 139-K apply to this RFP, restricting Proposers' contacts with BPCA. Proposers are restricted from making any contact relating to this RFP with anyone other than the Designated Contact or MBE/WBE/SDVOB Designated Contact, as each is specified below, from Proposer's receipt of notice of this RFP through approval of the Contract by BPCA (the "Restricted Period"). BPCA employees must record certain contacts during the Restricted Period, including, but not limited to, any oral or written communications that could reasonably be seen as intended to influence BPCA's conduct or award of this RFP. Upon notice of an improper contact, BPCA must make a determination regarding each Proposer's responsibility.

**Table 13. BPCA Contact**

<b>Designated Contact</b>	<b>WBE/MBE/SDVOB Designated Contact</b>
Michael LaMancusa, Assistant Contracting Officer Battery Park City Authority, 200 Liberty Street, 24th Floor, New York, New York 10281, <a href="mailto:Michael.lamancusa@bpca.ny.gov">Michael.lamancusa@bpca.ny.gov</a> .	Anthony Peterson, Director of Diversity, Battery Park City Authority, 200 Liberty Street, 24th Floor, New York, New York 10281, <a href="mailto:Anthony.peterson@bpca.ny.gov">Anthony.peterson@bpca.ny.gov</a> .

#### 7.1.2 Submission of Proposals

Proposals must be received by BPCA no later than 5:00 p.m. on September 30, 2016 (the "Due Date").

Each Proposer must submit five (5) paper copies of its Proposal (printed on 8 ½" x 11" paper, with numbered pages) and one (1) electronic copy (PDF preferable) on a flash drive in a sealed package clearly marked "Proposal Enclosed – Enterprise Resource Planning Human Resource Information System, System Integrator and Software Vendor Services" to the Designated Contact by messenger, overnight courier or certified mail to the following address:

Michael LaMancusa  
Battery Park City Authority  
200 Liberty Street, 24th Floor  
New York, New York 10281

BPCA is not responsible for any internal or external delivery delays which may cause any Proposal to arrive beyond the stated Due Date. To be considered, Proposals must arrive at the time and place specified herein and be time stamped by BPCA's time stamp prior to the Due Date. Please leave ample time for building security, as late Proposals will not be accepted, even if they are in the building, but not in BPCA's offices. Proposals submitted by fax or electronic transmission will NOT be accepted. A Proposer may, after submitting a Proposal, amend its Proposal by submitting a second, amended Proposal, clearly labeled "Amended Proposal Enclosed – Enterprise Resource Planning Human Resource Information System, System Integrator and Software Vendor Services," as long as the amended Proposal is submitted by the Due Date.

### 7.1.3 System Integration and software questions Prior to Proposal Due Date

Proposers' questions and requests for clarification regarding this RFP must be submitted in writing and delivered via email to the Designated Contact no later than 5:00 p.m. Eastern Standard Time on August 26, 2016, 2016. Proposers' questions and requests for clarification should be submitted using the forms provided at **Appendix F – System Integration Exceptions to RFP** and **Appendix G - Software Exceptions to RFP**.

### 7.1.4 Proposer Question and Answer Session

In addition to issuing written responses, BPCA may elect to hold an optional, open to all Proposers conference call before the Proposal's Due Date to further address Proposers' questions.

### 7.1.5 RFP Schedule and Due Date

The table below describes the RFP process timeline.

**Table 14. BPCA RFP Schedule and Due Dates**

Date	Event
August 15, 2016	RFP Release Date
August 26, 2016; 5pm	Deadline for questions submitted to BPCA
August 22; 2pm (optional)	Optional, open to all Proposers conference call to address Proposer questions
September 9, 2016	BPCA written responses to Proposer questions
September 30, 2016; 5pm	Proposals due to BPCA
Week of October 10 <sup>th</sup> , 2016	On-Site Interviews & Demonstrations

### 7.1.6 Contract Term

It is anticipated that the term of the Contract will be for a period of five (5) years. BPCA reserves the right to terminate the Contract at any time, with or without cause, in accordance with the terms of the Contract.

### 7.1.7 Non-Collusion

By submitting a Proposal, each Proposer warrants and represents that any ensuing Contract has not been solicited or secured directly or indirectly in a manner contrary to the laws of the

State of New York, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the Contract by any conduct, including the paying or giving of any fee, commission, compensation, gift, or gratuity or consideration of any kind, directly or indirectly, to any member of the board of directors, employee, officer or official of BPCA.

### **7.1.8 Iran Divestment Act**

By submitting a Proposal or by assuming the responsibility of any Contract awarded hereunder, the SI and SV hereby certify that they are not on the “Entities Determined To Be Non-Responsive Bidders/Offerers Pursuant to The New York State Iran Divestment Act of 2012” list (“Prohibited Entities List”) posted on the New York State Office of General Services website at: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf> and further certify that they will not utilize any subcontractor that is identified on the Prohibited Entities List on this Contract. The selected SI and SV agree that should they seek to renew or extend any Contract awarded hereunder, they must provide the same certification at the time the Contract is renewed or extended. The selected SI and SV also agree that any proposed assignee of the Contract will be required to certify that it is not on the Prohibited Entities List before BPCA may approve a request for assignment of the Contract.

During the term of any Contract awarded hereunder, should BPCA receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certifications, BPCA will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the New York State Iran Divestment Act of 2012 within 90 days after the determination of such violation, then BPCA shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, seeking compliance, recovering damages, or declaring the selected Proposer in default of the awarded Contract.

BPCA reserves the right to reject any request for renewal, extension, or assignment for an entity that appears on the Prohibited Entities List prior to the renewal, extension, or assignment of the Contract, and to pursue a responsibility review with the selected Proposer should it appear on the Prohibited Entities List hereafter.

### **7.1.9 Encouraging Use Of New York State Businesses In Contract Performance**

New York State businesses have a substantial presence in State contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, Proposers for this Contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the Contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles.

Proposers need to be aware that all authorized users of this Contract will be strongly encouraged, to the maximum extent practical and consistent with legal requirements, to use responsible and responsive New York State businesses in purchasing commodities that are of equal quality and functionality and in utilizing services and technology. Furthermore, Proposers are reminded that they must continue to utilize small, minority and women-owned businesses, consistent with current State law.

Utilizing New York State businesses in State contracts will help create more private sector jobs, rebuild New York’s infrastructure, and maximize economic activity to the mutual benefit of the contractor and its New York State business partners. New York State businesses will promote

the contractor's optimal performance under the Contract, thereby fully benefiting the public sector programs that are supported by associated procurements.

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its contractors. The State therefore expects Proposers to provide maximum assistance to New York businesses in their contracts. The potential participation by all kinds of New York businesses will deliver great value to the State and its taxpayers.

Proposer can demonstrate its commitment to the use of New York State businesses by responding to the question below:

Will New York State businesses be used in the performance of this Contract?    \_\_Yes \_\_No

If yes, identify New York State businesses that will be used and attach identifying information.

## **7.2 Proposal Guidelines**

### **7.2.1 Site Visits/Customer Reference Calls**

As part of the evaluation process, BPCA may request that the Proposer facilitate reference calls, or, if requested, a site visit, with an identified customer reference. Customer references should be public sector entities similar to BPCA in terms of size and/or function.

### **7.2.2 Structured Oral Presentations and Demonstrations**

BPCA reserves the right to require any or all of the Proposers to demonstrate their Solution and present their implementation approach and services, following the demo scenarios provided in the Appendices to the RFP. BPCA anticipates that each Proposer's oral presentation and demonstration will require approximately three (3) business days.

Each Proposer must address the following system integration subjects during such presentations:

- Qualifications and experience
- Discussion of key areas of benefit from past client experiences
- Collaborate between integration and software services for appropriate portions of the product demonstrations
- In-depth implementation approach, methods, tools, accelerators with BPCA team
- In-depth discussion regarding staffing assumptions

Each Proposer must address the following software subjects during such presentations:

- Qualifications and experience
- Solution's ability to meet BPCA's business and technical requirements
- Ability of the proposed Solution to bring added value to BPCA
- Product overview/navigation/user interface
- Product demonstration
- In-depth technical discussion with BPCA technical team

## 8.0 Technical Response Instructions

### 8.1 Technical Proposal Response Instructions & Format

**Appendix A – Statement of Work 1 – System Implementation Services** sets forth the implementation approach and specific roles and responsibilities to be undertaken and performed by the selected Proposer.

The required sections to be submitted as part of the technical response are outlined in the following sections. If the proposal team includes an SI and an SV, the SI is responsible for compiling and providing both the SI and SV information outlined in this section. Requirements also include the following:

- Proposal responses must be received by September 30, 2016 no later than 5:00 p.m. Eastern Standard Time.
- Administrative requirements and related forms are to be completed in accordance with the directions and formats herein and provided within each requirement.
- Transmittal Letter signed by a person authorized to bind the Proposer, preferably a Senior Executive. **Transmittal Letters must be signed. Proposals with unsigned Transmittal Letters will be rejected.**
- Response to question regarding use of New York State businesses set forth in **Section 7.1.9** above.

For the avoidance of doubt, each technical proposal should have the following sections at a minimum, meeting the requirements outlined in sections 8.2 through 8.14:

- Transmittal Letter: The Proposal must include a signed Transmittal Letter from a person within the Proposer's firm who is authorized to bind the firm, preferably the Lead PM. Transmittal Letter must be signed. Proposals with unsigned Transmittal Letters will be rejected. The Transmittal Letter must include a representation by the Proposer that, except as disclosed in the Proposal, no officer or employee of the Proposer is directly or indirectly a party to or in any other manner interested financially or otherwise in this RFP.
- Executive Summary
- Organizational Profiles
  - System Integrator
  - Software Vendor
- Project Team Profile
- Implementation Approach, Methodology and Project Management
- Additional Response Areas of Focus
- Software solution Summary
- Software Support
- Detailed Response to Software Requirement Workbook
- Information Technology Response
- Suggestions/Exceptions to the RFP
- References

- Mandatory Forms

## 8.2 Executive Summary

The Executive Summary must be no more than seven pages and summarize the key aspects of the Proposal, including:

- Understanding of the requested products and services.
- Key aspects of any distinguishing characteristics, including the roles and qualifications of the firms and/or affiliations included in the Proposal, and relevant qualifications for performing each of the roles.
- Strategy and approach in fielding an experienced industry team that is familiar with the Solution and that can execute all phases, from Project Preparation and Enterprise Design to Build to Implementation to Support, across all modules and locations.
- Expectations of the BPCA resources required in order to make the project successful.
- A clearly articulated recommendation and high-level depiction of your phased deployment approach and rationale.
- Approach to delivery of the services described in the RFP, including time frame to deliver the services, proposed team, and advantage to BPCA.
- Any issues or concerns that you envision being associated with fulfilling the requirements of the RFP; cite specific suggestions for avoiding or mitigating these problems.

## 8.3 Organization Profiles

For Proposals in which the same vendor is providing the implementation services as well as its own proprietary software solution, the Proposer should provide all of the organization and background information requested in sections 8.3.1 and 8.3.2. below.

### 8.3.1 SI Organization Overview

- Describe your business profile and strategy in areas relevant to BPCA.
- Describe any existing business relationships you or any of your affiliates and proposed third-party vendors may have with BPCA or BPCPC.
- Identify and describe any disciplinary and/or other administrative actions taken by any jurisdiction or person against your firm. List and summarize all judicial or administrative proceedings in which you have been a party within the last five years. If you are a subsidiary, submit above information for all parent companies.
- Describe all locations (other than BPCA locations) where you propose performing work associated with this RFP.

### 8.3.2 SV Organization Overview & Product Strategy

- Summarize the product strategy in areas relevant to BPCA and this RFP, including, but not limited to: product growth strategy and objectives, significant functional enhancements or additions, significant technical and/or architecture developments, product acquisition vs. internal development strategy, product differentiators, and software delivery strategy (i.e., SaaS, cloud, hosted, single-tenant, multi-tenant, etc.), and any industry offerings relevant to the public sector industry.

- SVs should summarize customer and revenue growth/loss trends in the marketplace over the last 5 years.
- Provide information summarizing your R&D spending and direction in the different functional areas covered in this RFP.
- Describe any existing relationships you or any of your affiliates and proposed third-party vendors may have with BPCA or BPCPC.
- Identify and describe any disciplinary and/or other administrative actions taken by any jurisdiction or person against your firm. List and summarize all judicial or administrative proceedings in which you have been a party within the last five years. If you are a subsidiary, submit above information for all parent companies.
- Describe all locations (other than BPCA locations) where you propose performing work associated with this RFP.

## 8.4 Project Team Profile

### Roles and Responsibilities

- Describe any issues, suggestions or disagreements the SI has with the Roles and Responsibilities matrices included in **Appendix A** of this RFP.
- Provide an integrated, milestone-level and detailed work plan, including a Gantt chart of the Proposed Project Schedule that includes all services requested in this RFP.
- Provide a staffing plan detailing the number of personnel, level, roles and responsibilities, and team reporting relationships. The staffing plan must include the following:
  - Organizational chart showing the proposed project team positions and reporting relationships.
  - Staff/resource loaded chart for each major phase and each major work stream of the proposed plan.
  - The staff/resource loaded chart should delineate between Proposer and BPCA staff and should reflect the estimated staff count by project phase, staff level and role for both teams.
  - Outline the roles you expect BPCA to play and the resource commitment that you expect BPCA to make as part of this effort.

### Key Personnel and Team Resumes

- Provide a resume for each proposed team member. Separate the resumes into two sections: (i) Key Personnel and (ii) all proposed staff who are not Key Personnel.
- Key Personnel shall include people in dedicated lead roles for the project duration (e.g., Project Manager, Org Change Management Lead, Functional/Process Leads, Solution Architect, Technical Lead, etc.). Key personnel are expected to lead key portions of the oral presentation and demonstrations during the RFP process.

Each resume must include the following information:

- Name and level in Proposer firm
- Years of total experience

- Proposed role on project
- Geographic location
- Experience in the proposed role
- Role in the last three projects
- Projects involving work done with any other proposed team members

## 8.5 Implementation Approach, Methodology, and Project Management

Please respond fully to each bullet below.

- Briefly describe the Proposer's overall integration methodology and differentiators.
- For each work stream in **Appendix A** provide a well-articulated and concise narrative that fully describes the SI's methods, tools, frameworks, etc. associated with the proposed approach to fulfill the SI's roles and responsibilities.
- Identify any and all assumptions the SI is making with respect to BPCA's role/staffing as well as the role and contribution of the SV and any third parties included in its Proposal.
- Provide a detailed list of deliverables associated with each key work stream described in **Appendix A**, and clearly identify the project phase (i.e., Project Preparation, Enterprise Design, Build/Test, and Final Prep and Go-Live/Support) associated with each deliverable.
- Provide acceptance criteria for each proposed deliverable.
- Please describe your recommendations on governance and how you will help ensure the required structure and processes are in place and supported throughout the project's duration.

## 8.6 Additional Response Areas of Focus

### Quality and Risk Management

Describe your quality assurance and risk management process, methods, and tools. Include the SI's view on expected risk areas and mitigation plans.

### Multi-Phase Deployment Capabilities and Support

- Describe in detail how the SI will organize its team and leverage its methodology to deliver a single Solution for BPCA through deployment synergies that are efficient, cost-effective, and high quality.
- Describe how the SI proposes to organize the phases and deployment teams to transition to the Solution with minimal business disruption.
- Describe how the SI proposes to continue to implement subsequent phases while simultaneously providing the necessary site and geographic support for phases that are or will go into use.

## 8.7 Software Solution Summary

Table 15, below, describes each portion of the “Software Solution” that must be completed. (Although this information should mirror the response found within **Appendix D – Software Pricing Response**, this duplication of information is required by BPCA in order to provide the evaluation team with a way to review the entire proposed Solution without pricing information).

**Table 15. Software Solution Descriptions**

<b>Worksheet Section Names</b>	<b>Description</b>
<b>Proposed Solution</b>	This portion of the worksheet should capture any software proposed to be used in the Solution.
<b>Proposed System Software</b>	This portion of the worksheet should capture any system level software for the proposed Solution. For example, the proposed Solution may require certain operating system-related software.
<b>Proposed Supplemental Software</b>	This portion of the worksheet should capture any supplemental software required for the Solution. For example, if the proposed Solution requires development tools, that information should be described in this worksheet.

## 8.8 Software Support

Provide a summary description of your approach to service level management, including proposed measurements; proposed service levels; strategy for documenting service levels and performance against such service levels; and format and frequency of reporting. Specify the mechanisms, tools and techniques you will use to meet, measure, report and improve upon these service levels.

### 8.8.1 Patch/Upgrade Support

Provide the following information:

- Succinctly describe your relevant patch and upgrade support services and service levels that will ensure a high quality release management strategy can be executed during and after implementation. Also provide patch/upgrade support service cost and rate information in response to **Appendix D**.
- Describe your release strategy with respect to patches, point upgrades, and major release upgrades. Address your position on version compliance to remain on support and options clients may have to defer patches/upgrades.
- Describe the tools and documentation that will be provided to facilitate a high quality patch or upgrade effort.
- Describe any differences in patch/upgrade support options and services for client hosted vs. single tenant SaaS vs. multi-tenant SaaS support vs. any other models offered.
- Describe any continuous improvement efforts underway or planned to improve the quality of patch/upgrade support services.

### 8.8.2 Call Center/Problem Ticket Support

Each Proposer must provide the following information:

- Describe your call center and problem ticket support services and service levels and how they will ensure responsive, reliable, and knowledgeable support during and after

implementation. Also provide associated support service cost and rate information in response to **Appendix D**.

- Describe the size and structure of your call center services team.
- Identify and describe any support tools or techniques you will use to quickly diagnose and resolve critical or escalated problems. Summarize the escalation process in your description.
- Describe any differences in call center support for client hosted vs. single tenant SaaS vs. multi-tenant SaaS support vs. any other models offered.
- Describe any current or planned efforts to improve the quality of call center support services.

### 8.8.3 User Group Collaboration

Each Proposer must provide the following information:

- Describe any forums/events available to your customers which are managed by you. Your description should include the frequency, format, cost, and locations of these forums/events along with summary agendas from recent forums/events.
- Describe if and how user group collaboration events are used to inform your product strategy.
- Describe any knowledge-bases or websites that allow your clients to exchange lessons and specific solutions to problems faced by clients.
- Describe any current or planned efforts to improve the quality of user group collaboration.

## 8.9 Detailed Response to the Software Requirements Workbook

Each Proposer must complete this Proposal section, attached as **Appendix E – ERP Requirements**.

Each proposal team should reference Table 16, below, for guidance in completing the forms attached as **Appendix E – ERP Requirements**.

**Table 16. Requirement Response Definitions**

<b>Requirement Response</b>	<b>Requirement Response Definition</b>
<b>Y = Yes</b>	Yes, the Proposer meets this requirement out-of-the-box or with configuration capabilities provided within the software
<b>C = Customization</b>	The Proposer can meet this requirement via customization (if this is the case, please provide an indication of High, Medium, or Low development complexity)
<b>F = Future Release</b>	The Proposer can meet this requirement with a future release of its software (if this is the case, please provide the version and timing of the release in the Comments column)
<b>3 = Third Party</b>	Proposer can meet this requirement by partnering with another third-party solution (if this is the case, please provide the name of the third-party solution in the Comments column)
<b>N = No</b>	No, Proposer cannot meet this requirement

## 8.10 IT Response

Each Proposer must provide additional detail for specific areas within IT. Do not provide additional marketing materials. Use this section to demonstrate thought leadership and understanding regarding BPCA's requirements, pain points, and expected benefits.

Describe all best/leading practices that your Solution supports in areas relevant to BPCA's pain points. Highlight areas where your Solution will deliver optimal benefits to BPCA.

In addition to the additional detail requested above, each Proposal must provide the information requested below.

### 8.10.1 Standard Technology Platform

- List and describe the Solution's supported operating systems
- List all Solution supported client operating systems
- List and describe all user access-related tools
- List all Solution supported databases and versions
- List all Solution supported servers, including operating systems and other software versions
- List all Solution supported reporting tools
- List all Solution supported portal platforms
- Describe all potential hosting strategies for the Solution, including cloud-related details
- Provide an architectural diagram of a typical solution's end state
- Provide the browsers, and respective versions, that the Solution supports
- Provide the desktop O/S or other desktop application requirements needed for end users to access the Solution and whether these applications be updated via SCCM
- Provide any desktop-related downloads required for end users to access the Solution
- Provide the Solution-supported mobile devices, respective versions and requirements
- Provide the Solution-supported extranet(s) and respective requirements
- Provide Solution-related third-party software requirements
- Provide Solution-related memory and disk space requirements
- Provide Solution-related dependencies on DMZ components
- Provide Solution-related dependencies on leveraging specific storage technologies for performance or replication reasons
- Provide Solution-related specific network bandwidth requirements

### 8.10.2 Integration, Application Programming Interface and Automation

- List all possible Solution-supported integration approaches, including EDI, XML, REST and SOAP capabilities
- Describe how the Solution enables collaboration capabilities
- Describe the Solution's embedded document management or document management integration capabilities

- Describe the Solution's bar-code/RFID integration capabilities
- Describe the Solution supported batch job/automation and scheduling capabilities
- Describe how the Solution supports information exchanges with external systems
- Describe the methods available to extend the technology's functionality
- Describe the Application Programming Interface
- Describe the Solution's workflow capabilities
- Describe the Solution's GPS integration capabilities
- Describe the Solution's mobile application integration capabilities
- List and describe the tools, facilities or procedures that are provided for data loading and cleansing
- List and describe the Solution's out-of-the-box adapters for providers that include Primavera, Salesforce.com, Heavy Bid/Estimating solutions, and 3D modeling solutions, including additional adapters that the Solution will require
- List and describe the Solution's email integration using templates

### **8.10.3 Performance and Scaling**

- Describe how the Solution is typically load balanced
- Define, for any Windows Server requirements, support for various Hypervisors, (Vmware, Hyper-V) and if these components are certified for support from Hypervisor vendors
- Describe the Solution's fault-tolerant configuration
- Please share any performance benchmarks for supported databases on your recommended hardware configurations
- List and describe the tools, facilities or procedures that are provided for application and database performance tuning and monitoring
- Describe the Solution supported technology that covers inherent optimization, network or file features
- Describe Solution-supported data compression. If the Solution does not offer data compression, provide information about Proposer partners that meet this requirement
- Describe capacity constraints and how the Solution supports high volume transaction environments and which, if any, load balances are certified for use with this Solution

### **8.10.4 Solution Administration and Backup**

- Describe the process or procedure the Solution provides for data archiving and purging
- Describe the Solution's performance monitoring features and tools
- Describe the Solution's exception reporting features and processes
- Describe the Solution's typical support time frame and release/upgrade strategy, frequency, and associated requirements
- Describe the Solution's upgrade and patch deployment process

- Describe the Solution's ability to be hot-patched
- Describe the Solution's backup and restore processes. Describe how the Solution supports both full and incremental backup strategies
- Describe how the Solution supports point in time recovery
- Describe the Solution's customization processes and if/how the Solution's customizations change the support model
- Describe the Solution's requirements for internal or remote access for diagnostics and repair
- Describe the Solution support for disaster recovery with either a hot stand-by site or other equivalent technology designed to minimize loss of data
- List and describe the Solution's instances/environments. Examples could include Sandbox, Training, CRP, Patching, Conversion, Staging, Development, and Quality Assurance—in addition to Production
- Describe the Solution's cloning capability
- Describe the Solution's capabilities for migrating configurations between instances/environments
- Describe the Solution's support for database subsetting and masking technology. For instance, a masking example is when cloning from one environment to another automatically masks emails and PII data

#### **8.10.5 Security**

- Describe the Solution's requirements for database security and user/group administration
- Describe how the Solution manages encryption keys (e.g., where are they stored, how often do they expire, how difficult are they to change) and what data can be either selectively or holistically encrypted
- Describe how the Solution will require special protection mechanisms to secure sensitive data in storage and/or transmission
- Describe the ability of the applications to support LDAP for security authentication and or support for external federated AD domains.
- List and describe all certificates required by the Solution
- Describe the Solution's process for acquiring and updating certificates
- Describe the Solution's user authentication process
- Describe the Solution's support encryption at different levels, including table, field and entire database
- List and describe the Solution's support for specific encryption algorithms
- Describe the Solution's support for digital signatures for content/data that is generated for partners and third parties
- Describe the Solution's support for setting up security profiles as templates that can be applied across modules with access privileges as well as entitlements
- Describe the Solution's support for complex passwords with configurable expiration

- Describe the Solution's support for an integrated user provisioning tool with the ability for delegated administration
- Describe the Solution's support for password reset's self-service component

#### 8.10.6 Audit

- Describe the Solution's support for auditing and logging
- Describe the Solution's support for data retention in support of audit needs
- Describe the Solution's ability to report audit-related information, including Segregation of Duties reporting, Reporting by User, Function, or Date by Module by User
- Describe the Solution's ability to report workflow-related audit information

#### 8.10.7 Training & Education

- Describe the SV's training resources and approach for this Solution with respect to Core Implementation Project Team training (IT and business resources)
- Describe the training methods available to users, developers and system administrators
- Describe the typical amount of education and training required for BPCA's Core Implementation Project Team and the timing of that training with respect to the implementation life cycle
- Describe your IT knowledge transfer process to ensure BPCA self-sufficiency prior to Go-Live

### 8.11 Assumptions and Constraints

State any assumptions that Proposer has made in preparing the Proposal that are not otherwise identified elsewhere in the Proposal.

### 8.12 Suggestions/Exceptions to the RFP

Using **Appendix F – System Integration Exceptions to RFP** and **Appendix G – Software Exceptions to RFP**, provide any suggestions for achieving the goals of this project that are not identified in this RFP and will benefit BPCA. In addition, state any exceptions that you wish to communicate and describe how such exceptions would be advantageous to BPCA.

### 8.13 Qualifications & References

#### References

- Using the form in Table 17 below, identify at least three (3) customer references for whom you have performed *system integration* work. Provide current and accurate reference information (e.g., contact, phone number, email). These references must be willing and available to participate in telephone conferences and/or site visits with BPCA.
- Provide a list of your last five (5) large ERP implementations for public sector clients.

**Table 17. Table: SI References Form**

Industry	
Scope of Services Provided	<input type="checkbox"/> System Integration Only <input type="checkbox"/> Application Support Only <input type="checkbox"/> System Integration and Application Support <input type="checkbox"/> System Integration, Application Support and Other Services <input type="checkbox"/> Other Services, but not System Integration or Application Support
Contract Size	
Business Functionality Provided	
HRIS Solution Implemented	
Is the proposed HRIS solution similar to those proposed to BPCA?	YES / NO
(If Yes, provide substantiation through a brief description of the HRIS Software solution)	
Start Date	
Contract Term	
Contact Name	
Contact Telephone Number	
Contact Address	
Contact E-mail	
SI Project Manager Name	

In regard to the proposed *software*, specifically, please provide all customer reference information requested below.

- A list of its current customers within the public sector industry.
- Using the form provided at Table 18 below, provide three (3) customer references with contact name/title, address, phone number, email, and a short description of the timing and scope of product and services provided. All references must be for ERP solutions implemented within the last five (5) years. All customer references should be public sector entities, but if providing a non-public sector customer reference, the SV must include a short justification for such reference.
- Identify the five (5) most recent ERP implementations within the public sector.

**Table 18. Software Vendor – References**

Company Name	
Company location(s)	
Industry	
Scope of functionality provided	
Software solutions implemented	
System Integration firm (check one)	<input type="checkbox"/> Respondent to this RFP <input type="checkbox"/> Other. Name of firm: _____
Contract Size	
Start Date	
Contract Term	
Contact Name	
Contact Telephone Number	
Contact Address	
Contact E-mail	
Respondent Project Manager Name (if relevant)	

### 8.14 Mandatory Forms

Proposers must complete and include with their Proposal all “Mandatory Forms,” which can be found at: <http://bpca.ny.gov/wp-content/uploads/2015/03/Vendor-Responsibility-Questionnaire.pdf>, by the Due Date. These Mandatory Forms include the following:

- 1) NYS Standard Vendor Responsibility Questionnaire – Submit with the Cost Proposal (as described below), one (1) original unbound set of a completed NYS Standard Vendor Responsibility Questionnaire with original ink signatures. Do not include the Standard Vendor Responsibility Questionnaire in the bound copies of the Cost Proposal. The NYS Standard Vendor Responsibility Questionnaire must be notarized and signed by the individual(s) authorized to bind the firm contractually. Indicate the title or position that the signer holds within the firm.
- 2) State Finance Law § 139 Form 1 – one original unbound completed SFL 139 Form 1: Professional’s Certifications Pursuant to SFL § 139-j and § 139-k with original signature. State Finance Law § 139 Forms 1 must be signed by the individual(s) authorized to bind the firm contractually.
- 3) W-9 form.
- 4) Statement of Non-Collusion.
- 5) Diversity Forms.
- 6) Insurance.

The selected Proposer will be required to provide the types and amounts of insurance as listed below, for the duration of its performance of the Work. Should any work be subcontracted to another party then the subcontractor must comply with the following requirements. The insurance policies listed below must also conform to the applicable terms of the Contract, as shown in BPCA’s sample form of contract attached as **Appendix H – Form of Contract**. If a Proposer

wishes to utilize its own form of contract, please attach it to the Proposal and explain why this form of contract is better for the Solution than BPCA's form of contract.

- **Commercial General Liability Insurance**, written on ISO Form CG 00 01 or its equivalent and with no modification to the contractual liability coverage provided therein, shall be provided on an occurrence basis and limits shall not be less than:
  - \$1,000,000 per occurrence
  - \$2,000,000 General Aggregate
  - \$2,000,000 Products / Completed Operations Aggregate

BPCA, BPCPC, and the State of New York must be protected as additional insureds on ISO Form CG 2010 (11/85) or its equivalent on policies held by the selected Proposer and any of its subcontractors.

- **Automobile Liability Insurance** with a Combined Single Limit of not less than \$1,000,000. Coverage must apply to the Proposer's owned, hired, and non-owned vehicles and protect BPCA, BPCPC, and the State of New York as additional insured.
- **Workers' Compensation, Employer's Liability, and Disability Benefits** shall not be less than statutory limits, including United States Longshore and Harbor Workers Act coverage as applicable to the operations of the Proposer.
- **Data Breach and Privacy / Cyber Liability Insurance** including coverage for failure to protect confidential information and failure of the security of the Proposer's computer systems or BPCA's / BPCPC's systems due to the actions of the Proposer which results in unauthorized access to BPCA's and or BPCPC's data. The limit applicable to this policy shall be no less than \$5,000,000 per occurrence, and must apply to incidents related to the Cyber Theft of BPCA's and BPCPC's property, including but not limited to money and securities. BPCA, BPCPC, and the State of New York must be protected as additional on policies held by the selected Proposer and any of its subcontractors.
- **Technology Errors and Omissions Insurance** with a limit of not less \$5,000,000 for damages arising from computer related services including but not limited to the following:
  - Consulting;
  - Data Processing;
  - Programming;
  - System Integration;
  - Hardware or Software Development;
  - Installation;
  - Distribution or Maintenance;
  - Systems Analysis Or Design;
  - Training; and
  - Staffing or Other Support Services.

The policy shall include coverage for third party fidelity including cyber theft and protect BPCA, BPCPC, and the State of New York as "Additional Insured".

It is acceptable that the **Data Breach and Privacy / Cyber Liability Insurance** and **Technology Errors and Omissions insurance** be provided on the same policy.

The total cost of the insurance, as listed above, must be incorporated into the Cost Proposal. The additional insured protection afforded BPCA, BPCPC, and the State of New York must be on a primary and non-contributory basis. All policies must include a waiver of subrogation in favor of BPCA, BPCPC, and the State of New York.

All of the carriers that provide the above required insurance must provide direct written notice of cancellation or non-renewal to BPCA, BPCPC, and the State of New York at least 30 days before such cancellation or non-renewal is effective, except for cancellations due to non-payment of premium, in which case 10 days written notice is acceptable.

## 9.0 Cost Proposal Response Instructions & Format

Each Proposer must submit a Cost Proposal in accordance with the requirements and instructions set forth below, including both the SI and SV responses as required.

**The Cost Proposal, regardless of whether it is bound, must be submitted in its own separate envelope within the sealed package containing all other Proposal documents. For the avoidance of doubt, the Cost Proposal must be submitted separately and unbound from the remainder of the Proposal documents. Please provide seven (7) copies of the Cost Proposal as well as one (1) electronic copy.**

Each Proposer must complete and submit a Cost Proposal, in the form attached as **Appendix D - Software Pricing Response** and pursuant to the instructions in this Section of the RFP. Each Cost Proposal must contain a completed version of all worksheets/tabs contained in **Appendix D**.

Pursuant to the Cost Proposal, the Contract will set forth a fixed price for all costs associated with performance of all services described in this RFP, including, but not limited to, any licensing and/or leasing fees. Payment of the fixed price will be based on completion of major milestones and deliverables. The final milestone and deliverable payment schedules will be determined with the selected SI during Contract negotiations.

A risk-reward pricing scenario will be considered by BPCA and the SI should include those options with their Cost Proposal.

### 9.1 Pricing Response Instructions

#### 9.1.1 Assumptions and Constraints

State any assumptions the SV relied upon in formulating the Proposal and which are not identified elsewhere in the Proposal or expressly identified in the RFP.

#### 9.1.2 Proposer's Suggestions/Exceptions to the RFP

BPCA will consider any suggestions for achieving the goals of this project that are not identified in this RFP and will benefit BPCA.

In addition, if you have any exceptions that you wish to communicate, please describe how such exceptions would be advantageous to BPCA.

#### 9.1.3 Proposer's Cost Proposal Response Instructions & Format

Each Proposer must complete and submit a Cost Proposal, in the form attached as **Appendix D - Software Pricing Response** and pursuant to the instructions in this Section of the RFP. Each Cost Proposal must contain completed versions of all worksheets/tabs contained in the workbook.

BPCA understands that it may be difficult to accommodate the Proposer's particular pricing scheme within the confines of the worksheet. In such event, the Proposer will consult the BPCA Designated Contact for direction.

The Proposer shall provide pricing and any associated discounts in a clear and concise manner. Pricing should be broken down into an appropriate software bill-of-material so that it is clear what BPCA is paying for and where there are options.

Table 19, below, describes each worksheet comprising **Appendix D**:

**Table 19. Pricing Response Workbook**

<b>Worksheet Name</b>	<b>Worksheet Description</b>
<b>Instructions</b>	This worksheet contains the instructions for filling out <b>Appendix D</b> .
<b>Overview of Cost Model</b>	The worksheet allows the Proposer to detail specific requirements of its pricing model. For instance, the Proposer's pricing model's billing cycle to BPCA (i.e., Monthly).
<b>Cost Assumptions</b>	The Proposer will provide its Cost Assumptions within this worksheet.
<b>One-time Expenses</b>	The One-time Expenses worksheet focuses on Implementation Costs, but other costs may be included within this workbook as well.
<b>Ongoing Operational Expenses</b>	BPCA is requiring the Proposer to provide a yearly estimate, for five (5) years, to run and maintain the Proposer's proposed Solution.
<b>Fee Estimate Summary</b>	The Fee Estimate Summary will be populated from the other worksheets within the workbook. The worksheet will show the Total Cost of Ownership for the Proposer's proposed Solution over a five (5) year period.