

Appendix B  
VENDOR PROFILE

Vendor(s) Name: \_\_\_\_\_

**SOFTWARE VENDOR INFORMATION**

Company Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
City, State, Zip code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Primary Contact \_\_\_\_\_  
Secondary Contact (if applicable) \_\_\_\_\_

**RESELLER INFORMATION (if applicable)**

Company Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
City, State, Zip code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Primary Contact \_\_\_\_\_  
Secondary Contact (if applicable) \_\_\_\_\_

**SOFTWARE SUPPORT**

Location of Application Software Support Personnel \_\_\_\_\_  
Number of Application Software Support Personnel \_\_\_\_\_  
**(Proposed Solution ONLY)** \_\_\_\_\_  
Support Hours (designate time zone) \_\_\_\_\_  
    Guaranteed Response Time \_\_\_\_\_  
    Average Response Time \_\_\_\_\_  
    Average Resolution Time \_\_\_\_\_  
800 Number Access \_\_\_\_\_

**SOFTWARE SUPPORT (if applicable)**

Location of Application Software Support Personnel \_\_\_\_\_  
Number of Application Software Support Personnel \_\_\_\_\_  
**(Proposed Solution ONLY)** \_\_\_\_\_  
Support Hours (designate time zone) \_\_\_\_\_  
    Guaranteed Response Time \_\_\_\_\_  
    Average Response Time \_\_\_\_\_  
    Average Resolution Time \_\_\_\_\_  
800 Number Access \_\_\_\_\_

Appendix C  
VENDOR PROFILE / FINANCIAL INFORMATION

Vendor(s) Name: \_\_\_\_\_

**VENDOR INFORMATION**

Vendor Name \_\_\_\_\_  
Number of Years in Business \_\_\_\_\_  
Total Number of Employees \_\_\_\_\_  
**(Proposed Solution ONLY)**  
Organization Classification (Private, Public, Other) \_\_\_\_\_

**RESELLER INFORMATION (if applicable)**

Reseller Name \_\_\_\_\_  
Number of Years in Business \_\_\_\_\_  
Total Number of Employees \_\_\_\_\_  
**(Proposed Solution ONLY)**  
Organization Classification (Private, Public, Other) \_\_\_\_\_

**VENDOR FINANCIAL INFORMATION**

Annual Revenue \_\_\_\_\_  
Percent of Annual Revenue Allocated to R & D \_\_\_\_\_  
Percent of Annual Revenue Generated from New Sales \_\_\_\_\_  
Percent of Annual Revenue from Annual Recurring Income \_\_\_\_\_

**RESELLER FINANCIAL INFORMATION (if applicable)**

Annual Revenue \_\_\_\_\_  
Percent of Annual Revenue Allocated to R & D \_\_\_\_\_  
Percent of Annual Revenue Generated from New Sales \_\_\_\_\_  
Percent of Annual Revenue from Annual Recurring Income \_\_\_\_\_

Appendix D  
VENDOR CUSTOMER BASE

Vendor(s) Name: \_\_\_\_\_

BY THE FOLLOWING CRITERIA		Vendor Information		Reseller Information	
		NUMBER OF AGENCY CUSTOMERS	NUMBER OF AGENCY CUSTOMERS IN ILLINOIS	NUMBER OF AGENCY CUSTOMERS	NUMBER OF AGENCY CUSTOMERS IN ILLINOIS
Total - All Entities	<b>Proposed Solution Only</b>				
Total - EAM System Customers					
Work Orders/Maintenance Management					
Mobile Work Orders					
Inventory Management					
Customer Request Management (CRM)					
GIS Integration					

*Appendix E*  
VENDOR/RESELLER REFERENCES

Vendor Name: \_\_\_\_\_

**Proposed Solution Only (Below)**

	Customer Name	Contact Name	Phone Number	Population	Installation Date	APPLICATIONS (please list)
	<b>Note: If you are a Reseller/VAR, clearly indicate which references are for your specific company.</b>					
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						

Note: Please indicate which module(s) were implemented in the "Application" column

Appendix F  
VENDOR GENERAL SYSTEM INFORMATION

Vendor Name: \_\_\_\_\_

GENERAL QUESTIONS

- |                                                                                                                                                  | Yes   | No    |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|
| 1) Will you agree to incorporate RFP and your proposal into the contract?                                                                        | _____ | _____ |
| 2) Will you hold prices firm for 180 days from proposal due date?                                                                                | _____ | _____ |
| 3) Is the source code held in escrow at a third-party institution? If yes, please identify the third party.<br><b>Explain:</b><br>_____<br>_____ | _____ | _____ |
| 4) Will the application software license be a "license in perpetuity?"                                                                           | _____ | _____ |

SYSTEM SUPPORT INFORMATION

- |                                                                                                               | Yes   | No    |
|---------------------------------------------------------------------------------------------------------------|-------|-------|
| 5) Can the vendor remotely connect to the system for diagnostics and/or support? Is there an associated cost? | _____ | _____ |
| 6) Is there a website for customer software updates?                                                          | _____ | _____ |
| 7) Can the website be used to communicate support issues and downloads?                                       | _____ | _____ |
| 8) Is there an application software Users' Group?                                                             | _____ | _____ |

SOFTWARE APPLICATION INFORMATION

- 9) On what platform(s)/operating system(s) will the **proposed** application software run?  
Response: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 10) What year was the **current technology platform** of the **proposed** software originally released (e.g. .NET in 2010)?  
Response: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Appendix F*  
VENDOR GENERAL SYSTEM INFORMATION

**Vendor Name:** \_\_\_\_\_

- 11) Which **database system** (preference towards MS SQL) will be deployed with the **proposed solution?** (include name and version)

Response:

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- 12) Which **server software** (preference towards MS Windows Server) will be deployed with the **proposed solution?** (include server software name and version)

Response:

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- 13) Please describe the software upgrade process (e.g., frequency and level of effort and cost).

Response:

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- 14) Please describe the software patch delivery process, frequency, and level of effort.

Response:

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FOR REVIEW PURPOSES ONLY

Appendix G1  
On-Premise PROJECT COST ESTIMATES

Vendor Name: \_\_\_\_\_

**NOTES & INSTRUCTIONS**

Supplemental pricing in your company's standard format can be provided separately.  
However, even if you provide supplemental pricing, this project costs worksheet must be completed for summary evaluation purposes.  
Additional rows and/or descriptions can be added if necessary.  
If an item is included elsewhere, please say included.

**DO NOT delete any rows or change any formulas**

**On-Premise/Agency Hosted One-Time Costs**

							Hourly Rate	Total Hours	PRICE
Software License Fees									\$0.00
Training Fees									\$0.00
Project Management									
Installation/Implementation Fees									\$0.00
Modifications/Enhancements Estimates	(see Appendix J)								\$0.00
Report & Inquiry Development									
Interface Development Estimates	(see Appendix H)								\$0.00
Conversion Assistance	(see Appendix I)								\$0.00
Other (please list as needed)									
Hardware/System Software (estimates, if applicable)									
Barcode Scanner/Hardware									
Installation (if applicable)									
Other Costs (please list)									
Travel & Related Expenses									
Taxes									
									\$0.00

Appendix G1  
On-Premise PROJECT COST ESTIMATES

On-Premise Annual Recurring Costs

Application Annual Maintenance/Support										PRICE
Hardware/System Software (estimates, if applicable)										\$0.00
										\$0.00

Detailed Software Application Pricing and Information

Vendor's Module Name	License Fees	Implementation Services			Training Services			Annual Support
		Total Hours	Total Visits	Total Implementation Services Costs	Total Hours	Total Visits	Total Training Costs	

(Please List Applications/Modules - Add Rows as Necessary)

<b>Maintenance and Asset Management</b>									
Work Orders									
Mobile Work Orders									
Inventory Management									
Customer Request Management (CRM)									
Ad Hoc Reporting									

<b>Sub-Totals</b>	\$	-	-	-	\$	-	-	-	\$	-	\$	-
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Appendix G1  
On-Premise PROJECT COST ESTIMATES

**NOTES**

1) Indicate how license fees are calculated (e.g., concurrent users, user ID's, processor size, etc.) Provide number of user licenses if applicable, and additional user license cost if required.	
2) Please describe additional future license fees if applicable (e.g., change in users, processor size, etc.)	
3) Optional pricing for above one time costs should be clearly identified (e.g., different project management service levels).	
4) Describe number of days/hours included with project management AND training costs above.	
5) Describe in detail what is included with conversion estimates.	
6) Describe how travel and related expense estimates were calculated.	
7) Describe additional costs required for optional applications (e.g., hardware, training, project management, etc.)	
8) Clearly indicate third-party software.	
9) Please attach server sizing/configuration documentation.	

FOR REVIEW PURPOSES ONLY

Appendix G2  
Cloud-Hosted PROJECT COST ESTIMATES

Vendor Name: \_\_\_\_\_

**NOTES & INSTRUCTIONS**

Supplemental pricing in your company's standard format can be provided separately.  
However, even if you provide supplemental pricing, this project costs worksheet must be completed for summary evaluation purposes.  
Additional rows and/or descriptions can be added if necessary.  
If an item is included elsewhere, please say included.

**DO NOT delete any rows or change any formulas**

**Cloud/Vendor Hosted One-Time Costs**

						Hourly Rate	Total Hours	PRICE
Software License Fees								\$0.00
Training Fees								\$0.00
Project Management								
Installation/Implementation Fees								\$0.00
Modifications/Enhancements Estimates	(see Appendix J)							\$0.00
Report & Inquiry Development								
Interface Development Estimates	(see Appendix H)							\$0.00
Conversion Assistance	(see Appendix I)							\$0.00
Other (please list as needed)								
<b>Hardware/System Software (estimates, if applicable)</b>								
Barcode Scanner/Hardware								
Installation (if applicable)								
Other Costs (please list)								
<b>Travel &amp; Related Expenses</b>								
Taxes								\$0.00

Appendix G2  
Cloud-Hosted PROJECT COST ESTIMATES

Cloud/Hosted Annual Recurring Costs

Application Annual Maintenance/Support										PRICE
Hardware/System Software (estimates, if applicable)										\$0.00
										\$0.00

Detailed Software Application Pricing and Information

Vendor's Module Name	License Fees	Implementation Services			Training Services			Annual Support
		Total Hours	Total Visits	Total Implementation Services Costs	Total Hours	Total Visits	Total Training Costs	

(Please List Applications/Modules - Add Rows as Necessary)

<b>Maintenance and Asset Management</b>									
Work Orders									
Mobile Work Orders									
Inventory Management									
Customer Request Management (CRM)									
Ad Hoc Reporting									
<b>Sub-Totals</b>	\$ -	-	-	\$ -	-	-	\$ -	-	\$ -

Appendix G2  
Cloud-Hosted PROJECT COST ESTIMATES

**NOTES**

1) Indicate how license fees are calculated (e.g., concurrent users, user ID's, processor size, etc.) Provide number of user licenses if applicable, and additional user license cost if required.	
2) Please describe additional future license fees if applicable (e.g., change in users, processor size, etc.)	
3) Optional pricing for above one time costs should be clearly identified (e.g., different project management service levels).	
4) Describe number of days/hours included with project management AND training costs above.	
5) Describe in detail what is included with conversion estimates.	
6) Describe how travel and related expense estimates were calculated.	
7) Describe additional costs required for optional applications (e.g., hardware, training, project management, etc.)	
8) Clearly indicate third-party software.	
9) Please attach server sizing/configuration documentation.	

FOR REVIEW PURPOSES ONLY

**Rock River Water Reclamation District  
EAM RFP**

*Appendix H*  
**INTERFACE COSTS**

<b>Interfaces/Integrations</b>	<b>Integration Destination</b>	<b>Interface Direction(s)</b>	<b>Frequency / Real-Time Active</b>	<b>Integration Type</b>	<b>Low Estimate</b>	<b>High Estimate</b>	<b>Annual Support Costs (If Applicable)</b>	<b>Vendor Comments/ Suggestions</b>
<i>See the Integration Table in the RFP Document for further detail</i>								
<i>Please provide both low and high estimated cost</i>								
<b>Work Order Management</b>								
Inventory Management	Inventory Management Module	Two-Way	Real-Time (Live)	Integration				
Customer Request Management	Work Order Management Module	Two-Way	Real-Time (Live)	Integration				
Ad Hoc Reporting	Work Order Management Module	Two-Way	Real-Time (Live)	Integration				
CUES GraniteNet	Work Order Management Module	Two-Way	Real-Time (Live) or Scheduled	Integration				
<b>Inventory Management</b>								
Bar Code Scanner	Inventory Management Module	One-Way	Real-Time (Live)	Import				
Purchasing	Inventory Management Module	Two-Way	Real-Time (Live)	Integration				
Fuel System	Inventory Management Module	Two-Way	Real-Time (Live)	Integration				
General Ledger	Inventory Management Module	Two-Way	Scheduled	Integration				
Project & Grant Accounting	Inventory Management Module	Two-Way	Scheduled	Integration				
Fleet Management	Inventory Management Module	Two-Way	Real-Time (Live)	Integration				
Electronic Content Management System (TBD)	Inventory Management Module	Two-Way	Real-Time (Live)	Integration				
<b>Customer Request Management</b>								
GIS	Customer Request Management	Two-Way	Real-Time (Live)	Integration				
Electronic Content Management System (TBD)	Customer Request Management	Two-Way	Real-Time (Live)	Integration				
<b>Ad Hoc Reporting</b>								
SRSS Reporting Services	Ad Hoc Reporting	Two-Way	Real-Time (Live)	Integration				
Third Party Report Writer	Ad Hoc Reporting	Two-Way	Real-Time (Live)	Integration				
					\$ -	\$ -	\$ -	

Rock River Water Reclamation District  
EAM RFP

<i>Appendix I</i> CONVERSION COSTS				
Conversions	Number of Records (Estimated)	Low Estimate	High Estimate	Vendor Comments/ Suggestions
<i>See the Conversion Information Table in the RFP Document for further detail</i>				
<i>Please provide both low and high estimated costs</i>				
<b>Work Order &amp; Asset Management</b>				
Plant Operations - Work Orders	7,000			
Collection Systems - Work Orders	111,000			
TV Inspections				
PipeTech software (before GraniteNet)	23,000			
GraniteNet - older database	19,500			
GraniteNet - new database (compliant with NASSCO Pipe Assessment Certification Program - PACP), starting December 2018	6,500			
<b>Inventory Management</b>				
Plant Vertical Assets	4,500			
Linear Assets - Manholes	25,500			
Linear Assets - Mains	25,000			
Linear Assets - Services	86,500			
		\$ -	\$ -	

**Notes**

1. Quantities in this chart are estimates as of the issuance of the RFP. Vendor shall include the cost of growth during the proposal and implementation process.
2. Asset Information will come partly from the District's current ArcGIS system and partly from the current Infor EAM system.

Rock River Water Reclamation District  
EAM RFP

Appendix J MODIFICATION COSTS			
Modifications <small>(please list as needed)</small>	Low Estimate	High Estimate	Vendor Comments/ Suggestions
<i>If you have included a modification in Appendix A, please provide both low and high estimated costs for those modifications</i>			
	\$ -	\$ -	

FOR REVIEW PURPOSES ONLY