

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 _____

FOR REVIEW PURPOSES ONLY

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	Proposed Solution Only				
Total - Utility Districts					
General Ledger					
Project Accounting					
Human Resources					
Payroll					
Utility Billing/Customer Information System					
Utility Customer Accounts - All					
Utility Customer Accounts Below 40,000					
Utility Customer Accounts Between 40,001 - 100,000					
Utility Customer Accounts Above 100,001					
Customer Request Management (CRM)					
GIS Integration					

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Appendix E
VENDOR/RESELLER REFERENCES

Vendor Name: _____

Proposed Solution Only (Below)

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

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

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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.	_____	_____
Explain:		

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: _____

FOR REVIEW PURPOSES ONLY

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:

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

Response:

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

Response:

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

Response:

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

	PRICE
Application Annual Maintenance/Support	\$0.00
Hardware/System Software (estimates, if applicable)	\$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	
<i>(Please List Applications/Modules - Add Rows as Necessary)</i>									
Financial Management									
General Ledger									
Budgeting									
Project/Grant Accounting									
Requisitions/Purchasing									
Bids Management									
Contracts Management									
Accounts Payable									
Accounts Receivable/Misc. Billing									
Fixed Assets									
Reporting - Financial Reporting, GASB 34, and CAFR									
People Management									
Applicant Tracking									
Human Resources									
Time & Attendance									
Payroll									
Customer Information System/Utility Billing									
Customer Information/Billing Management (includes Service Orders)									
Cashiering and Online Payments									
Other									
CRM									
Parcel Address/Management and GIS integration									
Ad Hoc Reporting									
Permits (Optional)									
Inspections (Optional)									
Sub-Totals		\$ -	-	-	\$ -	-	-	\$ -	\$ -

Appendix G1
On-Premise PROJECT COST ESTIMATES

FOR REVIEW PURPOSES ONLY

Appendix G1
On-Premise PROJECT COST ESTIMATES

NOTES

1) Indicate how license fees are calculated (e.g., concurrent users, user IDs, 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)									
Hardware/System Software (estimates, if applicable)									
Barcode Scanner/Hardware									
Installation (if applicable)									
Other Costs (please list)									
Travel & Related Expenses									
Taxes									\$0.00

Appendix G2

Cloud/Hosted PROJECT COST ESTIMATES

Cloud/Hosted Annual Recurring Costs

								PRICE
Application Annual Maintenance/Support (24/7 Telephone Support, Yes/No)								\$0.00
Hardware/System Software (estimates, if applicable)								\$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	
<i>(Please List Applications/Modules - Add Rows as Necessary)</i>								
Financial Management								
General Ledger								
Budgeting								
Project/Grant Accounting								
Requisitions/Purchasing								
Bids Management								
Contracts Management								
Accounts Payable								
Accounts Receivable/Misc. Billing								
Fixed Assets								
Reporting - Financial Reporting, GASB 34, and CAFR								
People Management								
Applicant Tracking								
Human Resources								
Time & Attendance								
Payroll								
Customer Information System/Utility Billing								
Customer Information/Billing Management (Includes Service Orders)								
Cashiering and Online Payments								
Other								
CRM								
Parcel Address/Management and GIS integration								
Ad Hoc Reporting								
Permits (Optional)								
Inspections (Optional)								

Appendix G2

Cloud/Hosted PROJECT COST ESTIMATES

Sub-Totals

\$	-	-	-	\$	-	-	-	\$	-	\$	-
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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.	

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**Rock River Water Reclamation District
ERP/CIS RFP**

Appendix H
INTERFACE COSTS

Interfaces/Integrations	Integration Destination	Interface Direction(s)	Frequency / Real-Time Active	Integration Type	Low Estimate	High Estimate	Annual Support Costs (If Applicable)	Vendor Comments/ Suggestions
<i>See the Integration Table in the RFP Document for further detail</i>								
<i>Please provide both low and high estimated cost</i>								
General Ledger								
Download Bank Statement File	External	One-Way	As-needed	Import				
Upload G/L Journal Entries	External	One-Way	As-needed	Export				
Import Recurring G/L Entry	External	One-Way	As-needed	Import				
Budgeting								
Excel Budget <i>Import</i>	Budget Module	One-Way	As-needed	Import				
Excel Budget <i>Export</i>	Excel	One-Way	As-needed	Export				
Cashiering & Online Payments								
Online Credit Card Payments	Cashiering	Two-Way	Real-Time (Live)	Integration				
Barcode scanners to auto populate fields for payment processing	Cashiering	One-Way	Real-Time (Live)	Integration				
Accounts Payable								
1099 Forms To IRS	External - IRS	One-Way	Real-Time (Live)	Integration				
1096 Forms To IRS	External - IRS	One-Way	Real-Time (Live)	Integration				
Credit Card Download	External	One-Way	As-needed	Import				
Purchase Cards (transaction details associated with GL accounts)	External	One-Way	As-needed	Import				
Positive Pay	External	One-Way	Scheduled	Export				
Voided Check File	External	One-Way	As-needed	Export				
Electronic Payments (ACH/Direct Deposit/Wires)	External	One-Way	As-needed	Export				
Human Resources								
EEO-4 Survey File Upload	External	One-Way	As-needed	Export				
Affordable Care Act (ACA) information File Upload	External	One-Way	As-needed	Export				
Benefits/Health Insurance Import	External	One-Way	Scheduled	Import				
Work's Comp Import	External	One-Way	As-needed	Export				

Rock River Water Reclamation District
ERP/CIS RFP

Appendix H
INTERFACE COSTS

Interfaces/Integrations	Integration Destination	Interface Direction(s)	Frequency / Real-Time Active	Integration Type	Low Estimate	High Estimate	Annual Support Costs (If Applicable)	Vendor Comments/Suggestions
Payroll								
Bank Prenotes File	External	One-Way	Scheduled	Export				
Direct Deposit File	External	One-Way	Scheduled	Export				
Electronic Federal and State Files	External	One-Way	As-needed	Export				
Time and Attendance (Attendance Enterprise)	External - Attendance Enterprise	One-Way	Scheduled	Import				
Utility Billing								
Assessor's Parcel Information Import	CIS/LIB	One-Way	As-needed	Import				
Utility Bill Printing (BillTrust)	External - BillTrust	One-Way	As-needed	Export				
Field Collection System (MV-RS)	External - MV-RS	One-Way	As-needed	Import				
Horizon Laboratory Information Management System (LIMS)	External	One-Way	As-needed	Export				
Others								
Permitting	ECMS, GIS	Two-Way	Real-Time (Live)	Integration				
Inspections (including mobile)	ECMS, GIS	Two-Way	Real-Time (Live)	Integration				
Email Integration	General System	One-Way	Real-Time (Live)	Integration				
Single Sign-On - Active Directory	General System	Two-Way	Real-Time (Live)	Integration				
Ad Hoc Third-Party Report Writers	Reporting	Two-Way	Real-Time (Live)	Integration				
Electronic Content Management System, (TBD)	Financial, Customer Request Management, Utility Billing/CIS, Permitting, Inspections	Two-Way	Real-Time (Live)	Integration				
GIS & GIS Mapping (ESRI ArcGIS)	Customer Request Management, Utility Billing/CIS, Permits, Inspections	Two-Way	Real-Time (Live)	Integration				
					\$	\$ -	\$ -	

Rock River Water Reclamation District
ERP/CIS RFP

Appendix 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>				
Financial Management					
1	General Ledger Accounts Balances	834,750 Journal entry transactions			
2	Fixed Assets - GIS	2,543 fixed assets; 60,000 transactions (depreciation, acquisition, disposal)			
3	Budgeting (Approved Budgets) (5 years)	21,700			
4	Budgeting (Adopted Budgets) (5 years)	21,700			
5	Customer Master Records (A/R)	1,700			
6	Vendor Master Records (A/P)	2,000			
7	AP Check History (indicate in comments the extent of data that can be converted)	9,000			
8	AP Invoices (Vendor: indicate in comments the extent of data that can be converted)	26,000			
9	Attachments	2,000 *Purchase Order support			
People Management					
10	Employee Master Records (active)	N/A	N/A	N/A	
11	Employee Deductions (active/no end date)	910			
12	Emp Payment History	9,900			
13	Emp Earnings & Deduction History	310,000			
14	PR- Emp Leave Accrual Master Rec	15,000			
15	Time and Attendance - Summary Time Entry (Timecard History – 3 Yrs)	43,000			
16	Attachments	0			

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Rock River Water Reclamation District
ERP/CIS RFP

Appendix I
CONVERSION COSTS

#	Conversions	Number of Records (Estimated)	Low Estimate	High Estimate	Vendor Comments/ Suggestions
Customer Information & Utility Billing					
17	Customer/Account Master Records	100,000 +			
18	Transactions	14 million +			
19	Billing History	8 Million +			
20	Consumption History	15 Million +			
21	Account Notes	3 Million +			
22	Miscellaneous Files	10 Million +			
23	Process check payments via a Remittance Processing System	~ 1611 a week			
25	Attachments				
Other - Permits/Inspections (Optional)					
26	Address/Parcel Records				
27	Active Permit Applications				
28	Historical Permit Records				
29	Active Encroachment Permits				
30	Historical Encroachment Permits				
31	Historical Inspections				
32	Attachments				
			\$	\$	

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Rock River Water Reclamation District
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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 A1, please provide both low and high estimated costs for those modifications</i>			
	\$ -	\$ -	

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