



Request for Proposals

Enterprise Integration Platform

PROPOSALS WILL BE RECEIVED UNTIL

5:00 PM EDT, Friday, September 28th, 2018

in

**Purchasing Department, City Hall Building
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Enterprise Integration Platform** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 5:00 PM EDT, Friday, September 28th, 2018**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response as stated within the RFP document. **All proposals shall be returned in a sealed container/envelope marked "Enterprise Integration Platform"** and submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **5:00 PM EDT, Friday, September 28th, 2018**. **Late proposals will not be considered.**

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only by 12:00 Noon, Friday, September 14th, 2018**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

Proposals must be submitted in a **sealed container/envelope** containing **one original (please mark document as original)** proposal showing original signatures and seals, **and one copy (1) copy** of the complete proposal. In addition to the two (2) paper copies, **please include one (1) electronic copy of your proposal in PDF format on CD, flash drive or other electronic media** containing only the information included in the hard copy version of the proposal. The drive must be clearly labeled with the Company Name and RFP name. Failure to meet these requirements may result in proposal rejection. Submittals **will not be accepted by fax or electronic mail.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors, exceptions or unexplained omissions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

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Appendix A – System Requirements**Error! Bookmark not defined.**

Appendix B – Sample Independent Contractor Agreement**Error! Bookmark not defined.**

I. RFP General Information

Due Date	09/28/2018 5:00 PM EST
Transmittal of Response	Jerry Bates Purchasing Director City/County Purchasing Department 101 North Main Street STE 324 Winston-Salem, NC 27101 (336) 747-6939 jerryjb@cityofws.org
Electronic File Format	Microsoft Word and/or Adobe PDF
Questions	Questions may be submitted on or before 12:00 noon on September 14th, 2018 . All questions must be submitted in writing to the street address and/or the email address listed above. Questions will be answered within five (5) business days of receipt or by September 21st, 2018 and circulated to all whose interest is known as of that date.
Responsibility for Ensuring Receipt	Responders are responsible for ensuring receipt of questions and of information.
Schedule:	09/07/2018 – Release of RFP 09/14/2018 – 12:00 PM Deadline for Written Questions 09/21/2018 – Response to Questions 09/28/2018 – 5:00 PM EDT Proposals Due 10/12/2018 – Initial Evaluation Completed 10/23-25/2018 – Finalist Demonstration 10/30/2018 – Recommendation to Steering Committee

II. Purpose of Request for Proposal (RFP)

The City of Winston-Salem (City) is requesting proposals from qualified vendors for solutions and services to support the deployment of an Enterprise Integration Platform (EIP, also known as Enterprise Service Bus – ESB) that will facilitate integration between multiple existing and new application platforms. The objective of this RFP includes identifying and evaluating prospective EIP vendors and their solutions relative to the City’s strategy and requirements.

The following documents will form the basis for a contract and purchase order for the awarded vendor:

- This RFP document and any addenda,
- The submitted response,
- The signed City’s Independent Contractor Agreement, and
- The final and signed Statement of Work.

Respondents must be the manufacturer or an established reseller/partner for the solution and services proposed, and the solution must be deployed and actively used at other local governmental agencies.

Background

The City/County Utilities Division serves the city of Winston-Salem and Forsyth County, North Carolina with a service population of 376,320 and 413 square miles in size. The City/County Utilities Division manages the water treatment plants and distribution system, wastewater treatment plants and sewage collection system, landfills for solid waste, construction and demolition debris, and yard waste. The Information Systems (IS) department contributes to the overall effectiveness of the City’s departments by providing technology infrastructure, planning, guidance and resource management to assist the City in achieving its business objectives.

It has been determined by the City and particularly by CCU and IS, that the introduction of an EIP can provide many benefits to the organization. The primary benefit of an EIP is that it provides a common platform for system integrations and the secondary benefit is a reduction in application lifecycle costs.

It is expected that the City will realize the following benefits:

- One central point for all system integrations
- Ability to ‘transform’ or ‘translate’ data between disparate systems
- Ability to eliminate multiple point to point integrations when multiple systems store and provide the same data
- Long term, simplified maintenance for all system integrations
- Increased security, integrity and reliability
- Real-time management of multi-system data transfers with alerts, alarms, text messages and e-mail notifications to all responsible staff

The following projects will be in process concurrent with the EIP implementation project including the Digital City Hall, cloud-based Electronic Payment Solution, Customer Service Relationship Management upgrade/replacement, Advanced Metering Infrastructure (AMI) implementation and Meter Data Management System (MDMS) deployment.

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III. EIP Solution Components

Scope of Work

The City is requesting proposals from vendors that have expertise to provision a technology platform, which would lay the foundation for a flexible technology stack to support integration needs for the City's future- state architecture. The project scope includes the installation and configuration of an EIP and implementation and deployment of two initial sets of data exchange interfaces. The technology platform must be a flexible standards-based solution that aligns with the City's strategic initiative to implement other parallel projects which are outside the scope of this RFP. The primary components of the EIP should be governance, operations, core application and data integration capabilities, communication styles and protocols. The preference is for an Integration Platform as a Service (IPaaS) solution, but internal systems (either managed services or self-managed on-premise solutions) will be considered. Specific technology requirements are listed in Appendix A – System Requirements.

The Proposer should already have a solution proven in this industry and have the experience to implement the proposed system in alignment with the requirements described in this RFP. In addition, the Proposer must have the capacity to deploy the system in a time and cost-effective manner, following all pertinent information reliability and security standards.

The EIP solution will be deployed in the following Phases:

Phase 1

In Phase 1 the Proposer will create a basic EIP ('greenfield') infrastructure concurrent with a new integration of the CCU's Customer Information and Billing System (Cayenta aka CIS) and the City's Computerized Maintenance Management System (Cityworks by Azteca aka CMMS). Both systems are locally hosted. This implementation will reduce or eliminate redundant work related to service orders and work orders.

Note: Cayenta Version 7.8 is the current production version at CCU. Cityworks Version 15.2 will 'go live' in production in October 2018.

It is expected that the Proposer will design, develop and test the required EIP 'connections' with limited support from city staff including scheduling and monitoring of results for the following transactions, working with other vendor staff as required such as the CIS, CMMS, GIS vendors.

The following provides a basic outline of the expected functions in no particular order and does not represent all required functions:

- User will create a Service Order within Cayenta (CIS)
- Replicate Service Order to Cityworks as a Work Order (CMMS). Real-time
- Work Order executed (worked) in CMMS. Real-time
 - Updates from CIS to CMMS related to the Service Order. Real-time
 - Updates from CMMS to CIS related to the Service Order. Real-time
- Work Order executed (worked and completed) in CMMS. Real-time
- Updates and Resolution from CMMS to CIS. Real-time
- Updates and Resolution from CIS to CMMS. Real-time
- Daily Reconciliation Synchronization batch with exception reporting.

Notes:

- Both 'real-time' (or near real-time) as well as batch or file transfer activities are included.
- API management and API gateway capabilities are part of the first phase.
- The client does not plan to maintain a separate state or Datagrid solution.
- The expected volume of service orders is around 500 per day.
- Orders from internal mobile applications must be supported.
- Phase 2 may require expansion to cloud interfaces for AMI and MDMS

- It is expected that data for Phase 1 and Phase 2 will be structured data.

It is expected that the Proposer will design, develop and test the intermediary connections with limited support from city staff. After successful EIP implementation including the CIS to CMMS integrations in the ‘greenfield’ or ‘development’ environment, the proposer will facilitate implementation of the EIP in a ‘Test/QA’ environment as well as implementation in the production environment (including migration of the newly developed and tested integrations). All environments are ‘virtual’, and the production environment is an ‘active/active’ environment with failover. Proposer must ensure that their cost proposal includes the effort to establish three EIP environments (development, test, production) which will be used for both Phase 1 and Phase 2.

Available integration platforms for Cayenta and Cityworks:

Cayenta	Cityworks
Service Order API Web Services MultiSpeak Database Integrations User Exit	Service Request API Work Order API Web Services Middleware Intermediary Data Flat File Transfers Database Query

Phase 2

In Phase 2, the Proposer will expand use of the EIP to integrate an Advanced Metering Infrastructure (AMI) system which will include integrations between AMI, Meter Data Management System (MDMS), Geospatial Information System (GIS – ESRI ArcGIS), CIS and CMMS. The AMI and MDMS vendors have not yet been selected. Web Services and MultiSpeak (4.1.6 or higher) capabilities as well as Database Query and Flat File transfers should be assumed. There will be a mix of ‘real-time’ and file transfers involved in these integrations. The AMI ‘Head-end’ System and the MDMS may be ‘cloud-based’ either as hosted applications or Software as a Service (SaaS) and the selected EIP must support a distributed environment with appropriate levels of security and redundancy including data transfer via redundant/failover Internet communications to ‘cloud-based’ systems (AMI ‘Head-End’ or MDMS).

It is expected that the Proposer will design, develop and test the required EIP ‘connections’ with limited support from city staff including scheduling and monitoring of results for the following transactions, working with other vendor staff as required such as the AMI, MDMS, CIS, GIS, CMMS vendors.

Note: If the selected AMI (Head-end) and MDMS are Software as a Service (SaaS), it can be assumed that any direct communications between the AMI ‘head-end’ and the MDMS will be implemented by those vendors via the ‘Cloud’.

The following is a basic outline of the expected functions in no particular order and does not represent all required functions;

- Forwarding ‘alerts’ from the AMI system to the MDMS via MultiSpeak (if locally hosted). Real-time
- CIS requests meter reads via the MDMS. Real-time
- MDMS requests meter reads via the AMI (if locally hosted). Real-time.
- CIS requests billing determinants from MDMS (i.e. cycle billing). File transfer/batch
- CIS requests disconnect and reconnect remote meters from the MDMS.
 - Request passes from MDMS to AMI system (if locally hosted via EIP)
- Disconnecting and reconnecting meters from the CIS by a Service Representative.
 - Request passes from CIS to the MDMS – Real-time.

- Request passes from MDMS to AMI – Real-time (via EIP if AMI/MDMS are locally hosted)
- GIS/MDMS/AMI meter, meter location, consumption updates. Real-time and/or File transfer [TBD]

Phase 3 (Future, Long Term Goal)

Phase 3 will occur after the City verifies that the EIP can be used as a foundation to improve other legacy system integrations, as well as future utility system integrations. Note: Phase 1 and Phase 2 rely heavily upon proposers for initial EPI platform integration design, development and testing. Decisions for future integration work will be based on results of Phase 1 and Phase 2 and may include additional work for the successful proposer.

Existing integrations from Cayenta to other systems that are candidates in consideration for future EIP integration are listed below:

- MVRs (Itron ‘handheld’ meter reading system)
 - Billing cycle request from Cayenta
 - Flat file
 - On Request (By cycle)
 - Billing Determinants from MVRs to Cayenta
 - Flat file
 - When reads are complete
 - Existing Automated Meter Reading (AMR) – Integrated with MVRs
- Financial Management System (FMS)
 - GL File
 - Flat file
 - Nightly (business work week)
 - Manual upload
- SII Cashiering
 - Cayenta Stored Procedure
- Arista (Bill Print)
 - XML File output from Actuate Reporting
 - FTP transfer (FTP file mover - .NET app)
- Online Utility Exchange (Credit Check)
 - Web connection
 - Secured (TLS v 1.2)
- Bank draft process
 - Text file to BB&T
 - Encrypted
- Stormwater calculation

IV. Systems Operating Environment

The following is a summary of the City’s Information Systems Current’s standards and architecture:

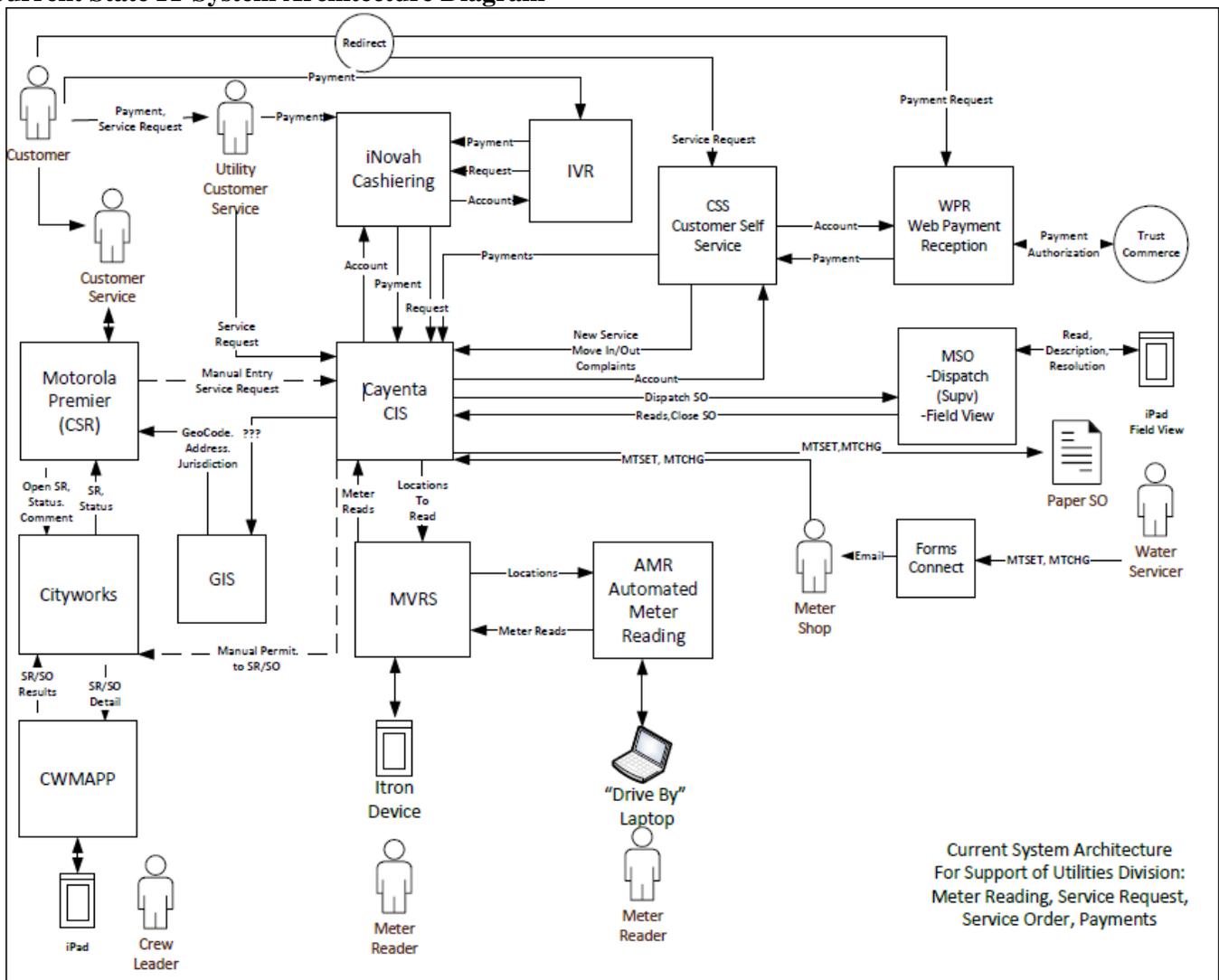
Category	Function	Standard
Network	Communication Protocol	TCP/IP OSPF, HSRP, MPLS
	Ethernet	IEEE 802.3u, IEEE 802.2 802.11
	Wireless	802.11a, b, g, n, ac

Category	Function	Standard
	Cabling	Multimode fiber Singlemode fiber Cat. 6 or higher
	DNS/DHCP	Win 2012/2016
Management	Network Management	SNMP, Cisco NCS Prime Infrastructure, Cisco EPNM, Active Directory (AD), Insight. IPAM, OpManager
	Security	LDAPS, ADFS, AD, SSL Certificates (HTTPS), ACL's, McAfee ePO desktop firewall, Cisco firewall, 256 AES
	ePO	Agent version 5.0.6.220
	Virus Protection	McAfee Virus Scan 8.8.0.1982 Patch 10
	Desktop Management	SCCM, McAfee ePO Enterprise Policy Orchestrator Server, Microsoft Deployment Tool (MDT)
	Print Server	Microsoft
	Source Code	Team Foundation Server
	Support / Change Control /Customer Support Center	iVanti HEAT Ticketing System
	Virus Protection (Windows)	McAfee VirusScan Enterprise
	Backup Solution	VEEAM Backup & Replication
	Mass Storage	RAID, SAN, NAS (NetApp) ISCSI, Fiber Channel
Database	Enterprise	RDBMS (Oracle 12c, MS SQL 2012)
	Workgroup	RDBMS (Oracle, MS SQL)
	Standalone	RDBMS (MS Access)
Work Flow	Business Process Mgmt	Open Text/Metastorm eWork
eCommerce / Web		IIS 7.5 or higher, Tomcat
	Communication Protocols	HTTPS, SFTP, SSH
	Content Management	DotNetNuke (DNN)
	Content	HTML, CSS, CGI, JavaScript, JavaBeans
	Database Access	ActiveX, XML, ASP, ASP.NET, JavaVM, J2EE Java Servlets
Geographic Information System	Spatial Data Management	ESRI (ArcGIS 10.6, ArcIMS, ArcSDE)
Office Applications	Email	Microsoft O365, IMAP 4 (POP3 compliant), SMTP
	Project Management	Microsoft Project 2013/2016
	Word Processing, Spreadsheet, Presentations, etc.	Microsoft Office 2013/2016
	Browser	Internet Explorer 11/Edge
	PDF Reader	Adobe Acrobat
Platform / OS	Enterprise Server	Cisco UCS Blades, Windows 2008 R2 and 2012/2016 Advanced Server
	Virtualization	ESX VMware 6.0 Virtual Server, Citrix XenDesktop and XenApp 7.3,
	Desktop	Windows 7 / Windows 10, Mac OS X

Category	Function	Standard
	Workstation	Windows 7 / Windows 10 (Minimum P4, 3.8GHz, 2GB RAM, 250 GB FXDD)
	Laptop	Windows 7 / Windows 10 (Minimum Pentium M, 1.6MHz, 512MB RAM, 60 GB FXDD), Mac OS X
	Hand-held Computer	iPad, HP X2 1012
Printers	Multi-Functional Device	Ricoh MFD Internal HP JetDirect with HP LaserJet (B/W, Color, MFD)
	Workgroup Color	Ricoh MPC 3503
	Standalone	HP DeskJet or LaserJet Series
	Plotter	HP DesignJet Series

The following diagram provides a high-level view of the existing computing environment.

Current State IT System Architecture Diagram



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V. Proposal Format

The City requires that the Vendor's proposal be submitted in the format outlined in this section. The City reserves the right to require additional information or materials after the proposals are submitted. Keep responses simple and economical, providing a straightforward and concise description of the proposed solution to satisfy the requirements of this request. Display the Vendor's name in a prominent location on all submitted materials. Describe all products and services unambiguously and with precision. Costs incurred preparing and submitting a response to this request are entirely the Vendor's responsibility and not chargeable to the City.

All responses, documents, terms, and information related to the proposer's response to this RFP shall be submitted with the response package prior to the submission deadline. No separate schedules, agreements, terms, conditions, etc. shall be recognized or accepted if not submitted with the response to this RFP.

Proposals must include a table of contents listing all sections, figures, and tables. Major sections and appendices should be separated by labeled index tabs; pages must be numbered and may be double-sided. Submitted proposals must address the requirements completely and accurately.

1. Introduction and Executive Summary

Include a brief Introduction and Executive Summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations the vendor desires to make. The Executive Summary should be designed specifically for review by a non-technical audience and senior management. Please keep this section focused on superior features or documented benefits that distinguish your solution from your competitors.

Provide clear, descriptive information on the following:

- A description of the company's background and history, including year established, type of ownership and former names (if any).
 - A current organizational chart of the company, with the name of the Project Manager for this project.
 - Provide the number of offices, the locations for the company, and the location of the office that will most likely be working with the City.
 - Total number personnel currently available for the services described herein.
 - Identify whether the bidder is the single source provider of professional services or if a sub-contractor will be used. If a sub-contractor will be used, please provide detailed information regarding the nature of the subcontracting work and descriptive information about the company.
2. **References:** Provide three (3) public sector client references that have implemented a similar solution that are approximately the size of the county (population between 250,000 and 499,999). The reference list must include the following:
- Name of client, address, telephone number, and point of contact
 - Date work was performed
 - Brief description of work performed
3. **EIP Solution Components:** Describe how your solution will meet each of the following requirements
- Usability/Accessibility
 - Interoperability/Architecture
 - Fully supports Virtualized Computing Environment
 - Cloud Capabilities
4. **System Requirements:** Complete the functional and technical requirements matrices listed in Appendix A.
5. **Delivery Approach:** Describe in detail your approach to deliver the City's Enterprise Integration Platform to create a design that is organized, usable, and expandable. Including, but not limited to, the following:
- Provide an implementation plan that includes the integrations as described for Phase 1 in detail

- Provide a general implementation plan for Phase 2 with high-level estimates for effort for each ‘integration point’
 - Provide general recommendations for implementing Phase 3
- 6. Integration Experience:** Provide a description of the vendor’s professional integration experience, elaborating on involvement in providing professional services for an EIP implementation.
- Please include information on how your company was able to complete the project and deliverables on schedule.
 - Identify any additional value-added services that may be of interest to the City.
 - Describe the project risks associated with the Enterprise Integration Platform services elements of the project scope.
 - How can any potential risks be mitigated?
 - How can our collective interests be aligned to ensure project success?
- 7. EIP Roadmap:** Please provide a product roadmap of your proposed solution, which at a minimum includes the following:
- High-level overview of the architecture of the solution including which open standards technology or language the solution uses
 - Strategic decisions or direction your firm is making or taking related to the product being proposed
 - Timeline for the next 2-3 releases for both major and minor releases
- 8. Customer Base:** What is the total number of:
- Customers that host and manage the EIP internally?
 - Cloud-based customers currently supported by your company?
 - Cloud-based local government customers currently supported by your company?
 - Cloud-based customers with API interfaces to/from on-premises application supported by your company?
- 9. Project Timeline:** Provide a summarized list of milestones necessary and sufficient for the entire project lifecycle to implement the vendor’s proposed solution. Provide a preliminary Microsoft Project milestone schedule or timeline based upon the vendor’s best judgment and experience with an implementation beginning with the earliest date that you can begin implementation. The vendor should clearly identify all significant assumptions, tasks and decisions that are necessary to implement the solution. To provide a ‘level-set’ for timing of project activities: The expectation is that all Phase 1 activities would be completed no later than 05/20/2019 and all Phase 2 activities would be completed no later than 12/16/2019. Earlier completion dates are definitely acceptable.
- 10. Roles and Responsibilities:** Provide a clear description of roles and responsibilities for all participants/stakeholders in the project; i.e., vendor, City and City's business partners.
- 11. Escalation:** What is your process for monitoring, escalating, and resolving issues that will arise during the project? In addition, describe how the company responds to daily issues and maintains close, effective communications with the City Project Manager and Sponsors.
- 12. Training:** The vendor will provide training for up to 10 System Architects and Administrators at the customer site with flexible scheduling. In addition to the on-site training, on-line tutorials and refresher courses are also preferred. The proposal should explicitly grant the right for the City to record training sessions and reproduce the material at its own discretion for internal use.
- 13. Project Cost Summary:** List in detail all hardware, software licenses and services for the solution(s) for which you are proposing and the fixed cost price for each.

The Vendor will provide three (3) instances or environments for the City’s EIP:

- Development
- Test/Quality Assurance
- Production

Please use the following example format (add rows/columns if needed) to present the costs for the proposed solution for the next Fiscal Year beginning July 1, 2018 and ending June 30, 2019 and the next four consecutive Fiscal Years:

	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	Total
One-time Costs						
Software Licensing Cost						
(Describe)						\$0
(Describe)						\$0
(Describe)						\$0
Integration Services (Design/Develop/Test)						
Phase 1 Integration (to CIS & CMMS)						\$0
Phase 2 Integration (to AMI, MDMS and GIS)						\$0
(Describe)						\$0
Professional Services:						
Project Management						\$0
Training						\$0
Other Costs						
Estimated Hardware Expenses, if applicable						
Estimated Travel Expenses						
(Describe)						\$0
Total One-time Costs:	\$0	\$0	\$0	\$0	\$0	\$0
Ongoing Costs						
Software Subscription (if any)						\$0
Maintenance and Support (if not included in subscription costs)						\$0
Other Costs Describe, including hosting fees)						\$0
Total Ongoing Costs:	\$0	\$0	\$0	\$0	\$0	\$0
Total Project Costs:	\$0	\$0	\$0	\$0	\$0	\$0

For ‘City-hosted’ environments: Provide annual subscription fees (that include software licensing based on processor cores and/or concurrent users for three environments (development, test/QA, and high-availability (dual-environment)). If other options are available, provide a full description of what is included with each option, as well as appropriate pricing. Estimated costs for required software such as operating system, database is requested.

The City intends to award a contract for an initial contract term of one year with an option to renew for four (4) additional 1 year periods at the quoted pricing within this proposal provided both parties are in agreement and funds are made available for that purpose. It is the vendor’s responsibility to clearly indicate year-to-year increases for all pricing quoted.

14. Pricing Options: Provide pricing for any options and/or volume-based discounts, if any.

15. Third Party Software: List any third-party operating system, database, or application software or services that are required for the proposed solution to operate and define their function. Please include all applicable

version numbers and describe the overall software licensing requirements for which the City would be responsible. Include copies of quotes/estimates for all third-party costs.

16. Public Records Compliance: The City must adhere to the North Carolina Public Records Law which states that every public agency shall create an index of computer databases. Does your database schema contain any proprietary information that would prevent you from providing a copy of the database schema for the solution?

17. Security: Describe the security measures used by the proposed EIP solution, including but not limited to the following information:

- Data Center Security Certification and Audits
- Disaster Recovery
- Location of Data and Physical Access to Data
- Transport Encryption and at Rest Encryption
- Monitoring and Event Logging
- DDOS Protection
- Vulnerability Protection and Testing Methodology
- Penetration Testing and Audits
- Data Loss Protection (DLP)

18. Software Updates: Describe the software maintenance update/upgrade processes.

- When are these scheduled?
- How often do upgrades occur?
- Does the customer schedule the upgrade or does the upgrade occur at same time for all customers?
- Who is involved in the testing and acceptance process?
- Who performs the actual update/upgrade?

19. Agreements: Please provide a sample of all agreements that will be required. For example:

- Service Level Agreement (SLA)
- Software Licensing Agreement
- Support and Maintenance Agreement

VI. Selection Process

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. In the event that such demonstrations or presentations take place, proposers will be selected for this process based on scores derived from the scoring matrix, which includes M/WBE participation, local availability, and all other applicable criteria. The scoring of the demonstration or presentation must be based upon the criteria from one or more of the original evaluation factors. After the demonstrations or presentations, each proposer will then be re-graded on the same criteria. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion.

Evaluation Criteria

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm's proposal to contain appropriate detail to demonstrate satisfaction of

each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

The following weighted scale will be utilized by the Evaluation Panel to evaluate and score each proposal:

Factor	Criteria	Weight
1	Experience / Methodology	20%
2	Functionality – Architecture	15%
3	Functionality – Critical Requirements	20%
4	Price	5%
5	M/WBE	20%
6	Location of Business	20%

The Evaluation Panel consists of the following Staff:

IS Supervisor, Utilities
IS Analyst, Utilities
IS Project Coordinator
IS Applications and Databases Coordinator
IS Infrastructure Services Coordinator
IS Supervisor, Enterprise Applications
Manager Business Inclusion and Advancement

The EIP Project Steering Committee consists of the following Staff:

Chief Information Officer
Assistant Utilities Director
IS Supervisor, Utilities
IS Project Coordinator
IS Infrastructure Services Coordinator
IS Applications and Databases Coordinator

In determining which proposal will best serve the City of Winston-Salem, particular emphasis will be given to the following factors:

Criteria	Definition
Factor 1: Experience / Methodology	
<i>Willingness to Implement the Solution</i>	<i>Has the vendor demonstrated management commitment to tackle the project and be responsible for the overall project deliverables?</i>
<i>Project Timeline Viability</i>	<i>Has the vendor demonstrated an understanding of the services requested by Winston-Salem by proposing a methodology and project timeline that will deliver a successful implementation of those services?</i> <i>- Does the implementation approach make sense?</i> <i>- Does it align to Winston-Salem's current capabilities and environment?</i> <i>- Does project schedule align with Winston-Salem expectations and business calendar?</i>

<i>Technical and Industry Experience</i>	<i>Has the vendor demonstrated relevant experience in local government sector, as well as, the technologies requested by Winston-Salem? Has the vendor demonstrated the specific skills and experience to deliver the requested solution to Winston-Salem?</i>
<i>Supplier Viability</i>	<i>Is the vendor considered organizationally and financially stable as an overall company?</i>
<i>Experience in Providing Comparable Services (References)</i>	<i>Did the references indicate that the vendor has the required applicable experience and has the vendor delivered satisfactory results for similar project requirements?</i>

Factors 2 and 3: Functionality

<i>Solution Architecture Viability</i>	<i>Does the proposal describe an overall solution architecture that will support the functionality and level of service that Winston-Salem expects with regards to:</i> <ul style="list-style-type: none"> • <i>Multi-platform capability – support for a wide variety of applications and integration options</i> • <i>Interoperability/Architecture</i> • <i>Cloud Capabilities</i>
<i>Recognition of Critical Requirements</i>	<i>Does the proposal present an understanding on the part of the vendor of the critical Winston-Salem requirements? Are these requirements appropriately addressed in the vendor's responses to the respective specifications in Appendix A?</i>

Factor 4: Price

<i>One-time Project Costs</i>	<i>Does the pricing proposal provide reasonable one-time costs (software, services, implementation, etc.)?</i>
<i>Ongoing support costs</i>	<i>Does the pricing proposal provide reasonable ongoing costs (subscription fee, support, maintenance, etc.)?</i>
<i>Other costs or fees</i>	<i>Does the pricing proposal include other non-traditional costs or fees?</i>

Factor 5: M/WBE

<i>MWBE Participation</i>	<i>Does the vendor's proposal indicate that they are able to comply with the City's M/WBE participation requirement, via:</i> <i>(1) submitted their M/WBE certificate in their proposal, OR</i> <i>(2) will award required portion of the project to a named M/WBE certified subcontractor, OR</i> <i>(3) has certified they made a good faith effort to comply but were unable to locate a qualified M/WBE subcontractor?</i> <i>Refer to pages 22-35</i>
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Factor 6: Location of Business

<i>Local Vendor Participation</i>	<i>Does the vendor's proposal indicate that they are able to comply with the City's local participation requirement by having an office either:</i> <i>(1) within the City of Winston-Salem, OR</i> <i>(2) within the state of North Carolina?</i>
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This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.