Vendor Proposal Form

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| Vendor name: |  |
| Software brand name: |  |
|  |  |
| Software version proposed & number of years in production: |  |
| Is Vendor prime contractor: | Yes o No o |

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|  | How do you guarantee the services provided by your company? | |
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|  | What are the top three differentiators of your company and its proposed solution? | |
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|  | How many fully operational (i.e. Live) customer installations of the version proposed in this RFP, currently in production, has the Vendor completed? | |
|  | |  |  |  | | --- | --- | --- | |  | Colorado | Nationally | | Local government |  |  | | Other public sector |  |  | | Other non-public sector |  |  | | Overall: |  |  | | |
|  | How many fully operational customer installations (i.e. Live), of all versions, has the Vendor completed? | |
|  | |  |  |  | | --- | --- | --- | |  | Colorado | Nationally | | Local government |  |  | | Other public sector |  |  | | Other non-public sector |  |  | | Overall: |  |  | | |
|  | How many current system implementations of your solution are *in-process* within both the State of Colorado and the Vendor-defined region of the Country that includes the State of Colorado? | |
|  | |  |  | | --- | --- | |  | Current in-process Implementations | | State of Colorado |  | | Region |  | | Total: |  | | |
|  | Where is the Vendor’s closest support facility/sales office to Greeley, CO? | |
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|  | Where is the Vendor’s company headquarters? | |
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|  | Please list the Vendor’s sales in the previous three years: | |
|  | |  |  | | --- | --- | | Year | Sales | | 2022 |  | | 2021 |  | | 2020 |  | | |
|  | What is the Vendor’s hourly rate for implementation assistance beyond that which is included in the Vendor bid by skill set? | |
|  | |  |  | | --- | --- | | Rates for Additional Implementation Assistance | | | Skill Set | Hourly Rate | |  | $ / hr. | |  | $ / hr. | |  | $ / hr. | | |
|  | What would be the Vendor’s preferred comparably sized, site visit location? | |
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|  | What is the total duration of your proposed implementation approach? | |
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|  | Please list all third party solutions proposed. | |
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|  | What database are you proposing? | |
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|  | Is the solution hosted by the vendor or a third-party? | |
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|  | Please describe the minimum and preferred commitment term (in years) for a vendor-hosted or cloud option and note the term assumed for determining the proposed costs. | |
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|  | What is the query tool and report writer that Vendor is proposing? | |
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|  | Identify the degree to which Vendor staff will be onsite versus off-site during the project. | |
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|  | Will the vendor contractually agree to: | |
|  | |  |  |  | | --- | --- | --- | | Contractual Inquiry | | | | Term / Condition | Yes | No | | Provide on-site staff for training and implementation |  |  | | Non-performance hold-backs? |  |  | | Payment hold-backs until fully operational and formally accepted? |  |  | | Allow the City the licensed to thto the ct (HRSDOto approve Vendor staff assigned to help with implementation? |  |  | | One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires |  |  | | |
|  | | List your CIS implementations that included water budget functionality |
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|  | Do you utilize your own data centers or a third-party hosting provider to host the solution? | |
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|  | Where are the data centers located, including backup/failover sites? | |
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|  | Indicate Tier certification for design and operation of the hosting locations mentioned above. Indicate if a private link (MPLS or EVPL) can be set up to the hosting locations mentioned above. | |
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|  | How do you track monthly usage for subscription-based services? | |
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|  | Does the system interface support a browser interface with or without the help of additional components? | |
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|  | Please describe the minimum and preferred commitment term (in years) and note the term assumed for determining the proposed costs. | |
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|  | Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors. | |
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|  | How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)? Options include:   1. Single shared application w/shared DB 2. Single shared application w/unique client DB 3. Independent Application instance w/unique client DB 4. Other (please explain) | |
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|  | How much notification will you give the City in advance of any scheduled downtime? | |
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|  | What is your process for notifying the customer and fixing bugs once they have been identified? | |
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|  | Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution. | |
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|  | What system/application availability and response time will your proposed system meet? What are City responsibilities to ensure this level of performance? | |
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|  | Describe the identification and authorization capabilities of your proposed solution for users. | |
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|  | Provide list of compatible directory services and identity access management solutions. Describe how your system interoperates with Active Directory. | |
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|  | Confirm ability to back up the data to an external third party on-premise or cloud-based storage environments, and costs associated to exporting the data. | |
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|  | Provide list of compatible third-party backup/recovery solutions | |
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|  | Indicate cybersecurity solutions that are in place to prevent, detect, contain, and recover from security threats such as malware injection, side channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks. | |
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|  | Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised. | |
|  | |  |  |  |  | | --- | --- | --- | --- | | YES |  | NO |  | | |
|  | Indicate what support will be provided to carry out forensic investigation of security incidents. | |
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|  | Describe your disaster recovery processes including the following information:   * Recovery point objectives * Recovery time objectives * Frequency of backups and how long backups are available * Ability for client to negotiate alternate recovery objectives | |
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|  | What type of database structure do you use (i.e., SQL)? Will the City have access to the database structure? | |
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|  | Indicate if you comply or do not comply with the following: | |
| |  |  |  | | --- | --- | --- | | Requirement | Comply? | | | YES | NO | | The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows). |  |  | | Vendor agrees that all data will be solely stored and/or transmitted within the lower contiguous 48 states. |  |  | | Upon termination of contract, all client data will be provided in a mutually agreed upon format with appropriate data dictionaries, schema, etc. to make the data usable. |  |  | | All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center’s same weather pattern and power grid. Backups shall occur such that the City loses no more than 2 hours of transactions due to an unexpected outage. |  |  | | Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent’s plan for preventing, detecting, and responding to security breaches or cyberattacks in which the City’s data or operations may be compromised. |  |  | | Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable. |  |  | | Hosting Providers /Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact to one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or process. |  |  | | Hosting Providers/Respondents shall undergo a SSAE 18 SOC2 Type 2 audit covering at a minimum the Security and Availability Principles on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report prior to contract award and annually or as requested. |  |  | | Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to:   * PCI-DSS * FERPA, * IPAA/HITECH * GDPR. |  |  | | | |