



Appendix I-Debt Management Software Company/Product Information and Requirements

Debt Management Software

Request for Proposal No.15-0011

APPENDIX I.1a DEBT MANAGEMENT SOFTWARE: OFFEROR INFORMATION

Offeror Company Information

Offeror Information

Offeror name (Company name):	
Offeror contact name:	
Offeror contact phone:	
Offeror contact email:	
Offeror HQ address:	
Offeror Illinois address (if applicable):	

Company Information

Please provide information on your company's make up and structure, along with its core capabilities with focus on your product and service portfolio. e.g., provide the following information:

- Description of each product and service category
- Years in Business
- Breakdown of revenue by product and service segment at company level

Employee and Project Data

Please provide data for each of the last 5 years (Please use the number of full-time employees for each of the questions below)	2009	2010	2011	2012	2013
Total number of employees (global)					
Total number of employees (U.S. only)					

APPENDIX I.1a DEBT MANAGEMENT SOFTWARE: OFFEROR INFORMATION

Offeror Company Information

Number of employees focused on Debt Management Software development and maintenance					
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Number of employees focused on system integration services for the implementation of the Debt Management Software Package					
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Yearly employee turnover rate (in %)					
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Please provide resumes, qualifications, position titles and project roles for ALL proposed project staff and the allocation of their time which will be attributed to this project.					
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Financial Data

Please provide financial data for each of the last 5 years	2009	2010	2011	2012	2013
Total company revenue					
Total company profit/loss					
Company revenue from Debt Management-related products and services (e.g., software, implementation services)					
Total of above amounts attributed to public sector installations and/or sales					

APPENDIX I.1b DEBT MANAGEMENT SOFTWARE: PRODUCT INFORMATION

Offeror Product Information						
Product Information						
Year of introduction of proposed Debt Management Software Package						
Year of introduction of proposed version of Debt Management Software Package						
Product History						
For each of the lines below, please provide information on the number of total installations, and the number of installations of the proposed version of the Debt Management Software Package. (ONLY provide information on installations that are in production; not test or development.)		Number of total installations	Of these, how many are on the proposed version?			
How many total installations of the proposed Debt Management Software Package?						
How many of these are U.S. based installations?						
How many are non-US public sector organization based installations?						
How many are U.S. public sector organization based installations?						
Product Data and Support						
Please provide your implementation trend over the last 5 years		2009	2010	2011	2012	2013
How many total installations of the proposed Debt Management Software Package?						
How many of these are U.S. based installations?						
How many are public sector organization based installations?						
Please provide your service capabilities and support trend over the last 5 years. List how many service packs, patches and/or upgrades were provided for functions in the following components:		2009	2010	2011	2012	2013
Debt and Compliance (DAC)						
Financial Accounting and Reporting (FAR)						
Documents and Records Management (DARM)						
Provide detail on how these projects are normally initiated and implemented and the expected level of involvement of the client.						
Debt and Compliance (DAC)						

APPENDIX I.1b DEBT MANAGEMENT SOFTWARE: PRODUCT INFORMATION

Offeror Product Information	
Financial Accounting and Reporting (FAR)	
Documents and Records Management (DARM)	

Appendix I.2-Functional Requirements-Each Item Must be Responded To

Requirement Code	Category	Desired Functionality	How is this implemented in your solution?	Offeror's Comments (i.e., provide a description of how this functionality is/can be implemented in your solution)
1	DAC	General	Adhere to a fund structure, as required to meet Generally Accepted Accounting Principles (GAAP) and Government Accounting Standards Board (GASB) Standards	
2	DAC	Internal and External Reporting	Produce canned compliance and financial reports and maintain the ability to run adhoc reports without extensive developer involvement	
3	DAC	Internal and External Reporting	Produce CAFR reports based on current GASB, GAO, OMB and IFA of Illinois requirements and updates per changes in standards are possible without extensive developer involvement	
4	DAC	Internal and External Reporting	Perform summary analysis and to provide "drill down" capability based on user-defined criteria	
5	DAC	Journal Entry	Assign approval workflow for all journal and compliance transactions	
6	DAC	Reporting	Generate real-time principal and interest payment schedules and reports on all classifications of debt outstanding, including notes and loans	
7	DAC	Reporting	Generate real-time analyses of various classifications of debt, payoff scenarios and monthly board reporting debt schedules for total debt issued outstanding and historical data and well as current year comparisons	
8	DAC	Reporting	Incorporate MS Excel compliance checklists into system structure and provide timely identification of missing items, incomplete tasks and past due documents	
9	DARM	Interfaces	Interface compliance data and link documents for compliance transactions with IFA records and document management system based on user-defined criteria	
10	DARM	Interfaces	Interface financial reporting data with IFA's ERP system and link documents for financial reporting transactions with IFA records and document management system based on user-defined criteria	
11	DARM	Interfaces	Interface investment data with IFA's ERP system and link documents for investment transactions with IFA records and document management system based on user-defined criteria	
12	FAR	Allocations	Interface or enter journal entries that can spread an amount to various funds, cost centers, accounts, and projects based on business rules	
13	FAR	Cash Deposits/ Receipts	Track receipt and deposit processing, based on business rules such as receipt categories, agency specific considerations, etc.	
14	FAR	Cash Deposits/ Receipts	Track and apply advance collections, pre-pays and overpayments, based on user-defined approvals	
15	FAR	Cash Deposits/ Receipts	Apply/split a receipt/deposit across multiple funds, multiple years, and other user-defined parameters	
16	FAR	Cash Deposits/ Receipts	Capture both the revenue received date and bank deposit date and identify those transactions not deposited within the mandated number of business days	
17	FAR	Cash Projections	Project interest earned, by classification structure (e.g., GL account), and incorporate projections into cash flow estimates	
18	FAR	Cash Projections	Export cash forecasts into MS-office tools	
19	FAR	Chart of Accounts	Adhere to a GL account number structure and rules (segments), including user-defined attributes, hierarchies and roll-ups based on multiple levels of hierarchy, based on user-defined criteria	

Appendix I.2-Functional Requirements-Each Item Must be Responded To

Requirement Code	Category	Desired Functionality	How is this implemented in your solution?	Offeror's Comments (i.e., provide a description of how this functionality is/can be implemented in your solution)
20 FAR	General	Based on user-defined criteria: - Calculate cash flow (e.g., receipts and disbursements), and to forecast cash position and requirements - Maintain receipts information - Extract and compile accruals for receipts, reimbursements and expenditures - Sort and organize funds into different classifications - Interface with third-party providers for on-line receipts/payments and deposits - Maintain a set of accounts of all monies received and paid - Identify receipts and disbursements and to prepare monthly and point in time cash basis reporting - Enter, record and maintain deposits and cash projections - Generate notifications		
21 FAR	GL Period-End/Fiscal Year End	Maintain multiple open periods		
22 FAR	Inter-Agency Transfers	Enter transfers between funds (operating transfer, expenditure to expenditure, and revenue to revenue), both within an agency and between agencies (inter-agency transfers)		
23 FAR	Interfaces	Interface detailed and summary level data from financial institutions based on user-defined criteria		
24 FAR	Interfaces	Interface data on cash flows, both actual and projected, from external systems based on user-defined criteria		
25 FAR	Journal Entry	Create journal entries that are either posted immediately or deferred to batch posting, based on user-defined criteria and workflows		
26 FAR	Reporting	Generate cash forecast reports reflecting beginning cash, inflows, outflows, and ending balance, by user-defined criteria		
27 FAR	Reporting	Generate a report of interest earned on investments by month and year to date, or other user defined criteria		

Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To

Requirement Code	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
1	NFR-A	Application Architecture	Provide web browser based screens, transactions and reports for every module, with consistent/unified look and feel across the whole Debt Management application
2	NFR-A	Application Architecture	Provide customizable user portals including, but not limited to the ability to customize menus and forms, based on user-defined criteria
3	NFR-A	Application Architecture	Manage automated job scheduling including, but not limited to integration with 3rd party job schedulers
4	NFR-A	Application Architecture	Support automatic notification capabilities when a job terminates abnormally
5	NFR-A	Application Architecture	Accommodate background processing concurrently with online updates
6	NFR-A	Application Architecture	Validate data and transaction logic based on centralized (i.e., IFA-wide) or agency specific business rules
7	NFR-A	Application Architecture	Drill down from a transaction view to the supporting source document(s) or record(s)
8	NFR-A	Application Architecture	Support application of mass changes to a defined set of transactions, based on user-defined criteria
9	NFR-A	Application Architecture	Attach image files, scan or upload documents to specific transactions
10	NFR-A	Application Architecture	Solution is based on fully integrated end-to-end application platform with a unified code base
11	NFR-A	Application Architecture	Solution's core application code is not based on legacy programming languages such as, but not limited to COBOL, NATURAL, Cold Fusion, etc.
12	NFR-A	Application Architecture	Provide contextual search (e.g., Google-like) based on keywords and names, the result of which will include all relevant transactions, reports, etc. for processing
13	NFR-A	Content Management	Provide document management capabilities either out-of-the-box or via integration with off-the-shelf document management systems
14	NFR-A	Content Management	Scan and store imaged documents and electronic files (including electronic forms) in virtual folders, tagged against specific system objects in industry-standard formats (e.g., png, jpeg, etc.) including the ability to preserve the readable formats of the documents
15	NFR-A	Content Management	Provide content and document management functionality such as, but not limited to indexing and searching of documents based on user-defined meta-data attributes, tagging documents, full text search, document version control and rollback to prior versions, notification features based on checkouts, collaborative document creation and markup, etc.
16	NFR-A	Content Management	Enable document attachment to emails
17	NFR-A	Content Management	Associate digital signatures and approvals with specific documents
18	NFR-A	Content Management	Store location identification of paper copies of documents

Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To

Requirement Code	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
19	NFR-A Content Management	Support adherence to Federal and IFA retention policies/regulations for retention of content including the ability to set automated deletions and to restrict deletions based on specific legal requirements	
20	NFR-A Data Entry Support & Online Help	Provide customizable online documentation and training materials such as context-sensitive help (e.g. mouse over help, search capability) including, but not limited to organization-specific business process documentation and process maps	
21	NFR-A Data Entry Support & Online Help	Provide field level edit checks for transactions during data entry and provide immediate user feedback including, but not limited to error messages, potential possible corrective actions, warnings, data validation from external sources (e.g. USPS for zip code validation)	
22	NFR-A Data Entry Support & Online Help	Provide online help that displays data field definitions for all user-entered data fields	
23	NFR-A Data Entry Support & Online Help	Support administrator-defined input validation for all user input	
24	NFR-A Data Entry Support & Online Help	Addition of supporting text information (i.e., comments, memo notes) on screens based on user-defined criteria	
25	NFR-A Data Entry Support & Online Help	Describe the nature of data entry errors and potential solutions	
26	NFR-A Data Entry Support & Online Help	Auto-fill an entry based on the transaction and/or field entry	
27	NFR-A Data Entry Support & Online Help	Restrict free-form entry to certain fields (e.g., date fields should be selectable through a calendar)	
28	NFR-A Data Entry Support & Online Help	Accept mass data entry from an external source, including the ability to load through automated interface	
29	NFR-A Data Entry Support & Online Help	Provide online interactive help including, but not limited to support for industry standard formats	
30	NFR-A Data Entry Support & Online Help	Enable users to receive contextually relevant, clear, non-technical error messages and notifications related to data entry and validation	
31	NFR-A Data Management	Solution uses an industry-standard RDBMS (e.g., IBM DB2, Oracle RDBMS EE, MS SQL Server, etc.) as the data tier foundation	

Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To

	Requirement Code	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
32	NFR-A	Data Management	Provide industry-standard capabilities for database performance monitoring and tuning	
33	NFR-A	Data Management	Enable locking of database records based on IFA-defined parameters including, but not limited to row level, field level, and application level	
34	NFR-A	Data Management	Accommodate separate database instances as required	
35	NFR-A	Data Management	Role based access control and security at the data tier, inclusive of enabling administrators to track end-user behavior and database utilization	
36	NFR-A	Data Management	Industry accepted data extraction utilities to manage import and export of data between Debt Management solution and other applications	
37	NFR-A	Data Management	Support data encryption at field level, row level and column level	
38	NFR-A	Data Management	Support data exchange using industry-accepted standards and formats (e.g., XML)	
39	NFR-A	Data Management	Support industry-standard data connectivity protocols	
40	NFR-A	Data Management	Copy, archive and retrieve data with external storage media (e.g. tape) based on user-defined criteria	
41	NFR-A	Data Management	Perform database maintenance including, but not limited to backup and upgrades without requiring system downtime	
42	NFR-A	Data Management	Provide industry-standard capabilities such as but not limited to database backup, recovery, integration with MS-office tools, concurrency, access-control, query optimization, etc.	
43	NFR-A	Data Warehousing and Business Intelligence	Provide out-of-the-box graphical reporting with capability to generate charts and graphs on the data within the Debt Management solution	
44	NFR-A	Data Warehousing and Business Intelligence	Generate reports in a variety of formats such as, but not limited to MS Office, HTML, PDF, Open Doc, Open XML, and prior versions of MS Office	
45	NFR-A	Data Warehousing and Business Intelligence	Provide pre-built analytical solutions fully integrated with Debt Management transactional environment (i.e., out-of-the-box capabilities)	
46	NFR-A	Data Warehousing and Business Intelligence	Provide a reporting user interface that is easy-to-use, with drill-down and drill-through capabilities	
47	NFR-A	Data Warehousing and Business Intelligence	Support setup and maintenance of a report distribution mechanism for pre-defined reports based on user-defined criteria	
48	NFR-A	Data Warehousing and Business Intelligence	Support query and ad-hoc reporting, as well as exception reporting	

Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To

Requirement Code	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
49	Data Warehousing and Business Intelligence	Enable authorized users to view previously generated reports of other users	
50	Data Warehousing and Business Intelligence	Schedule reports to run automatically, including batch functions, as well as automatically email these reports to pre-configured distribution lists of recipients	
51	Data Warehousing and Business Intelligence	Enable uploading and integration of 3rd party and non-Debt Management data for analysis	
52	Data Warehousing and Business Intelligence	Provide a user-friendly reporting tool that can enable end-users to run reports against transactional data	
53	Data Warehousing and Business Intelligence	Integrate data from multiple data sources to provide consolidated reporting and analysis capabilities	
54	Data Warehousing and Business Intelligence	Provide role based access control and security in the analytical reporting environment similar to the transactional environment	
55	Data Warehousing and Business Intelligence	Support integration with MS-office tools	
56	Data Warehousing and Business Intelligence	Automate the extraction, transformation and loading of data to various external databases	
57	Data Warehousing and Business Intelligence	Support presentation of IFA's financial information to the public via a secure portal	
58	Integration Architecture	Integrate with current and future applications from both IFA and external parties including, but not limited to the ability to interface data in standard formats, upload of transactions in batch mode	
59	Integration Architecture	Integrate with the IFA e-mail systems (e.g., MS Exchange)	
60	Integration Architecture	Utilize XML and other industry-standard technologies to describe data elements	
61	Integration Architecture	Support industry standard data-integration technologies, replication, change-data-capture, etc. as part of the solution's data integration toolkit	
62	User Interface	Provide a graphical user interface that does not require deployment of application code to end-user workstations	
63	User Interface	Provide industry-standard, consistent look and feel across all functional modules that is extensible for bolt-on/custom developed applications that can leverage the Debt Management solution's software development toolkit	

Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To

	Requirement Code	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
64	NFR-A	User Interface	Drill down to related data as needed by job function/user role	
65	NFR-A	User Interface	Provide online, interactive help with support for hyperlink technology and other industry standard formats	
66	NFR-A	User Interface	Present data to end-users minimizing the navigational effort required including, but not limited to the ability to accommodate different user profiles	
67	NFR-A	User Interface	Provide the integration of information from multiple components into a unified end-user display	
68	NFR-A	User Interface	Allows end-users entry and/or inquiry access from mobile devices, out-of-the-box	
69	NFR-A	User Interface	Support multiple languages (e.g., Spanish, English, etc.) for specific transactions	
70	NFR-A	User Interface	Meet web accessibility standards including, but not limited to the ability to support ADA compliance for the public portal	
71	NFR-A	User Interface	Illinois Accessibility (ADA/508-related) Standards (IITAA) - All screens must be in accordance with the Illinois Information Technology Accessibility Act (IITAA) or receive an authorized exception	
72	NFR-A	Workflow processing	Set up and configure workflows, inclusive of rule-based approval hierarchies based on user-defined criteria	
73	NFR-A	Workflow processing	Provide best-practice workflow templates	
74	NFR-A	Workflow processing	Automate approval notifications, enabling configuration of serial and parallel approvals in workflows based on user-defined criteria	
75	NFR-A	Workflow processing	Designate multiple approvers for a specific step in the workflow	
76	NFR-A	Workflow processing	Enable delegation of approval to secondary user in the event of the primary approver being unavailable	
77	NFR-A	Workflow processing	Support integration with IFAwide e-mail system for automated notifications, and to perform approvals in e-mail	
78	NFR-A	Workflow processing	Support bi-directional integration with MS-office tools (e.g., both download to and upload from MS-Excel)	
79	NFR-A	Workflow processing	Support creation of custom workflows based on business rules including the enforcement of workflow rules, with task checklists, to ensure processes are completed correctly and within specified timeframes	
80	NFR-A	Workflow processing	Incorporate "checklists" into the workflow process based on the transaction type and/or business process	
81	NFR-A	Workflow processing	Support real-time message routing to broadcast information to a defined group of users	
82	NFR-A	Workflow processing	Track documents submitted for approval and review including, but not limited to a time/date stamp and user identification	
83	NFR-A	Workflow processing	Provide operational audit reports on workflow processing such as but not limited to response time, transaction volume, etc.	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
1	NFR-B	Audit Compliance	Maintain an audit trail of all database transactions (add, change, delete) identifying the individual performing the transaction, the date and the time, and the original data in instances where changes are made; this information should be maintained in a media approved by State of Illinois
2	NFR-B	Audit Compliance	Provide user-defined audit features for all transactions in solution including, but not limited to all historical changes
3	NFR-B	Audit Compliance	Prevent deletion or alteration of audit records, except as part of a system administration archival process
4	NFR-B	Audit Compliance	Generate audit-tracking reports including, but not limited to access and usage logs, and critical organization data structures, that can be accessed by authorized users
5	NFR-B	Audit Compliance	Archive and restore audit logs
6	NFR-B	Audit Compliance	Assist IFA to comply with all applicable Federal, State and Local debt compliance regulations
7	NFR-B	Audit Compliance	Assist IFA to comply with all applicable Federal, State and Local financial and auditing regulations
8	NFR-B	Audit Compliance	SAS 70 Audit (SSAE 16 effective June 15, 2011) - Offeror must have an annual SAS 70 Type II audit covering the services that are provided and provide a copy of the audit
9	NFR-B	Audit Compliance	SAS 70 Audit - Offeror must have the applicable SOC 1 or 2 report(s) for their environment(s) including all sub-contractors annually and gap letters if applicable. This report will be shared with various employees at IFA of Illinois including internal and external auditors, programmatic employees, and management. The Offeror should send a copy of all applicable SOC reports prior to contracting to verify that the Offeror's application does not have weaknesses in programming or that the environment is safe to host IFA information.
10	NFR-B	Audit Compliance	Perform an annual security audit, including a vulnerability assessment. Upon request from IFA, Offeror shall provide the Agency with reports regarding security testing. IFA also reserves the right to conduct its own annual security audit with appropriate advance notification to the Offeror.
11	NFR-B	Capacity and Performance	Track and log system uptime and transaction response times
12	NFR-B	Capacity and Performance	Utilize application capacity requirements to define modifications to the database, operating system, disk sub-system and network, and issue appropriate change requests
13	NFR-B	Capacity and Performance	Monitor activities of information technology resources (e.g. application, OS, server, database, network, disks, desktops, and laptops) and usage to enable proactive identification of capacity and performance issues
14	NFR-B	Capacity and Performance	Capture trending information and forecast future IFA capacity requirements

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
15	NFR-B Capacity and Performance	Assess incidents and problems related to throughput performance, and recommend changes to the system to improve performance	
16	NFR-B Capacity and Performance	Provide utilization and capacity reporting	
17	NFR-B Capacity and Performance	Software Availability and Backup: The proposed software/hardware combination must be able to handle transactions 7 days per week, 24 hours per day, and 365 days per year with the exception of scheduled down time during off hours for system back-ups and maintenance.	
18	NFR-B Capacity and Performance	Browser: Provide minimum web browser requirements that must be supported for the proposed Debt Management Solution	
19	NFR-B Capacity and Performance	Storage: Provide estimated storage space to meet the data storage and management needs for the Debt Management Solution	
20	NFR-B Data Backup, Business Continuity and Disaster Recovery	Backups: Offeror must have a robust and reliable data backup system in place. Offeror must perform a daily backup of the data and systems either disk-based or tape media. Offeror must maintain 60 days of data backups. At least one weekly copy of the data and systems backups shall be archived and securely transported to a secure external site. Daily backup reports of all successful/failed systems backups/archives must be provided to the Agency. Data recovery must be accomplished with a minimum slowdown of system functions.	
21	NFR-B Data Backup, Business Continuity and Disaster Recovery	Provide restart and recovery capability after system failure with no loss of data or software components	
22	NFR-B Data Backup, Business Continuity and Disaster Recovery	Define Debt Management Solution backup and restore strategy	
23	NFR-B Data Backup, Business Continuity and Disaster Recovery	Develop and implement data backup and restore procedures in accordance with the approved strategy for the Debt Management Solution	
24	NFR-B Data Backup, Business Continuity and Disaster Recovery	Provider will provide information on industry standard Disaster Recovery in the event of a disaster.	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
25	NFR-B Data Backup, Business Continuity and Disaster Recovery	Provide full recovery and system backup capabilities for all online and batch transactions according to IFA-specified recovery time and recovery point objectives. RTO < 12 hours and RPO < 4 hours	
26	NFR-B Data storage and archival	Provide online access to all active data, current year data as well as previous year's data for all types of information stored in the Debt Management Solution, with provision to archive data based on information lifecycle management policies in IFA	
27	NFR-B Data storage and archival	Archive data to external storage media and support partitions, based on user-defined criteria for the Debt Management Solution	
28	NFR-B Data storage and archival	Provide process to archive documents and data in compliance with IFA and Federal retention policies and other user-defined criteria for the Debt Management Solution	
29	NFR-B Data storage and archival	Configure multiple retention schedules based on user-defined criteria, and associate content to a predefined retention schedule	
30	NFR-B Data storage and archival	Track changes to the retention schedule assigned to content, destruction of content or transfer of content to the archives	
31	NFR-B Data storage and archival	Generate routine reports that list all content eligible for destruction	
32	NFR-B Data storage and archival	Enable automatic deletion of content that has met its retention requirements, unless in the event of pending litigation	
33	NFR-B Data storage and archival	Selectively place content into a 'legal hold' based on user-defined parameters (e.g. retention code, date range, user, etc.)	
34	NFR-B Hosting	<p>Hosting Services overview: Provide an overview of the various options for hosting and managing the proposed Debt Management Software package, such as:</p> <ul style="list-style-type: none"> a) Offeror owned or certified third-party partner owned hosting facility with basic system administration and infrastructure management services b) Offeror owned or certified third-party partner owned hosting facility with managed services inclusive of application administration services 	
35	NFR-B Hosting	Facility: Provide Debt Management Solution hosting services in a facility that is a Tier II equivalent facility with N+ 1 capability for all HVAC, electrical, UPS and generator facilities. Facility must have dual instances for power and network / Internet connectivity	
36	NFR-B Hosting	Redundancy: All server system components hosting the Debt Management Solution must be redundant / clustered with redundant SAN connectivity and data replication. An option of off-site redundancy for the server components and replicated data must be provided	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
37	NFR-B	Backup: Provide disaster recovery off-site functions and facility for all the infrastructure components and replicated data for the Debt Management Solution. The Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for off-site systems should be less than 12 hours and 4 hours respectively. The off-site redundant Debt Management Solution should be housed at a separate geographical location (> 100 miles) in case of a catastrophic event	
38	NFR-B	Service Level Agreement: Maintain and support the Debt Management Solution through an off-site hosting service. Provide IFA of Illinois with a comprehensive Service Level Agreement (SLA) that fully describes the level of performance and allowable levels of down time associated with the hosting service	
39	NFR-B	Service Availability: Guarantee 99.99% service availability of the hosted system measured in 5 minute intervals	
40	NFR-B	Scheduled Outage: Enable all scheduled changes/outages must be completed between 2:00 AM and 6:00 AM on Saturday or Sunday. Offeror (or certified 3rd party hosting service provider) must publish a notice of scheduled maintenance at least 48 hours in advance via the Debt Management Solution website. IFA of Illinois must be notified of ALL planned outages and must give approval to any outage outside the scheduled change window. Offeror (or certified 3rd party hosting service provider) must provide monthly uptime reports to the Agency for all components of the system	
41	NFR-B	Database Maintenance: Support all maintenance and administration functions associated with database management systems. Users with proper access rights must be able to create, read, update, delete, re-index / reorganize records from the database(s) for the Debt Management Solution	
42	NFR-B	Hardware and Software Upgrades and Modifications: Install, configure and upgrade all the out of the box software as well as any supporting software that is part of the Debt Management Solution, upon IFA's authorization. IFA must be notified of all future upgrades and modifications to the Debt Management Solution, in accordance with agreed upon Service Level Agreements	
43	NFR-B	Licensing: Provide a detailed explanation of the licensing requirements of the Debt Management Solution in total broken out between hardware and software components where applicable. This licensing detail must include, at a minimum, an explanation of all of the following that apply: end-user licensing, software module licensing, concurrent user licensing, per-user licensing, per-seat licensing, perpetual per-server licensing, license maintenance, third-party software licensing, and other licensing requirements including necessary database licenses	
44	NFR-B	Change Management: Provide detailed change management policy and procedures to IFA, and adhere to agreed upon change management policies and procedures	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
45	Hosting	Source Code Management: Provide a plan for source code management, to manage changes to the Debt Management Solution and how the changes will be incorporated into further versions of the Debt Management Solution	
46	Hosting	Defect Tracking: Provide a plan for managing defects inclusive of processes, policies and supporting SLAs for managing the defect tracking process works and the average time to resolution of a defect	
47	Hosting	Help Desk: Provide technical support for 24/7/365 for information technology personnel for technical problems with calls received from technical and program staff, not from end users	
48	Hosting	System Support: System Help Desk support must be readily available during regular business hours on a daily basis to assist with problem analysis and provide instructions for troubleshooting problems	
49	Hosting	Escalation Policy: The Help Desk must provide a published escalation policy for problems that cannot be resolved by first-line Help Desk personnel	
50	Hosting	Emergency Contact: Emergency contact should be available during all non-business hours with a two (2) hour response time seven (7) days a week	
51	Hosting	Records Management: Hosting services Offeror must comply with IFA's records management standards as defined by the Secretary of IFA	
52	Hosting	Bandwidth: Offeror must provide a minimum of 5 MBPS guaranteed internet bandwidth	
53	Hosting	Certification, Accreditation, and Security Assessments: Enable IFA to a) periodically assess the security controls in Debt Management Solution to determine if the controls are effective in their application; b) develop and implement plans of action designed to correct deficiencies and reduce or eliminate vulnerabilities of the Debt Management Solution; c) authorize the operation of the Debt Management Solution and any associated system connections; and d) monitor the Debt Management Solution's security controls on an ongoing basis to ensure the continued effectiveness of the controls	
54	Hosting	Physical and Environmental Protection: Enable IFA to a) limit physical access to the information system, equipment, and the respective operating environments that are part of the Debt Management Solution to authorized individuals; b) protect the physical plant and support infrastructure for the Debt Management Solution; c) provide supporting utilities for managing the Debt Management Solution; d) protect the Debt Management Solution against environmental hazards; and e) provide appropriate environment controls in facilities containing the Debt Management Solution	
55	Hosting	The hosting location(s) must be readily accessible (to facilitate inspection and audit) to authorized employees and agents of State of Illinois (in compliance with IRS publication 1075)	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
56	Infrastructure Platform and Network	Support virtualization capabilities including, but not limited to: integration with virtualized server and database infrastructures required for the Debt Management Solution	
57	Infrastructure Platform and Network	Utilize industry standard operating systems, using current version or immediate prior version at the time of implementation required for the Debt Management Solution	
58	Infrastructure Platform and Network	Utilize industry standard virtualization infrastructure capabilities for high availability and disaster recovery required for the Debt Management Solution	
59	Infrastructure Platform and Network	Utilize industry standard virtualization infrastructure capabilities to support load balancing required for the Debt Management Solution	
60	Infrastructure Platform and Network	Utilize industry standard virtualization/database replication and supporting infrastructure capabilities to ensure no loss of data in the event of a data center disaster as required for the Debt Management Solution	
61	Infrastructure Platform and Network	<p>Support an infrastructure platform and network capabilities as part of overall solution offering based on recommended infrastructure for the Debt Management Solution:</p> <ul style="list-style-type: none"> - Provide virtualized server environments - Provision servers and operating systems - Provision storage on demand - Provision server, network and storage with no single point of failure - Pre configured access to Internet Service Provider (ISP) and IFA Wide Area Network (WAN) demarcation points. - Recover the application and data at the remote DR data center with minimal manual involvement - Migrate an application for the DR data center back to the primary data center with minimal manual involvement - Provide data center security and privacy to meet IFA security requirements. - Provide firewall administration - Provide data center Local Area Network (LAN) management - Monitor applications and servers for availability as well as transaction and response time performance - Support the DR and failover strategy and annual DR testing 	
62	Infrastructure Platform and Network	Provide support to IFA via help desks for incident and service request management and provide hosting Services support and assistance as necessary to ensure maximum Debt Management Solution uptime	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
63	NFR-B	Infrastructure Platform and Network Align with IT Service Management industry-accepted best-practice principles such as Information Technology Infrastructure Library (ITIL), Control Objectives for Information and related Technology (CobIT) or similar standard principles in support of the Debt Management Solution	
64	NFR-B	Infrastructure Platform and Network Provide high availability redundant network circuits connecting the hosting data centers to IFA's Network to meet network response time and high availability SLAs for the Debt Management Solution	
65	NFR-B	Scalability Provide capability to operate without concurrency issues in the event of increased user population - i.e., support, at a minimum to support 25 named users, with no performance issues	
66	NFR-B	Scalability Prioritize/balance response time requirements based on relative criticality of modules/functions based on user-defined criteria (e.g., GL posting transactions may take precedence over travel & expense related transactions during period close)	
67	NFR-B	Scalability Support scaling up of Debt Management infrastructure in a cost-effective, modular manner in the event of unanticipated growth	
68	NFR-B	Scalability Continue to provide consistent throughputs with increased transaction volume and anticipated growth	
69	NFR-B	Security Provide adequate security and protection of data covered by regulatory or other compliance requirements (e.g. Payment Card Industry Data Security Standard (PCI DSS), Personally Identifiable Information (PII), Personal Information Protection Act (PIPA), etc.) and other requirements for intellectual property rights, and confidential data protection	
70	NFR-B	Security Enable single sign-on (sso) for end-users across all modules in the Debt Management solution, with the sso capability being compatible with the end-user's IFA network sign-on credentials	
71	NFR-B	Security Support multi-factor authentication for validating administrative staff credentials	
72	NFR-B	Security Link user login id with the user's information such as employee/contractor identification number, location etc.	
73	NFR-B	Security Integration capability with external identity management solution (Microsoft Active Directory Services)	
74	NFR-B	Security Support 128-bit SSL encryption between client tier (web-browser) and all the application modules	
75	NFR-B	Security Capability to transmit data securely in an encrypted manner based on user-defined criteria	
76	NFR-B	Security Provide secure remote access to the Debt Management solution from outside the firewall using industry standard internet security (e.g., portals available for public access)	
77	NFR-B	Security Support IPsec or Secure Sockets Layer (SSL) with extended validation certificates and multi-factor authentication for connecting to a service	

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
78	NFR-B	Security	Provide load-balancing and redundancy for firewalls, intrusion detection and prevention, and other critical security needs specified by IFA
79	NFR-B	Security	Protect against denial-of-service attacks
80	NFR-B	Security	Provide date-sensitive security permissions based on user-defined criteria
81	NFR-B	Security	Enable system administrators to inactivate user access upon termination of employment/contract or based on other user-defined criteria
82	NFR-B	Security	Provide integration between Debt Management functional and technical modules to support the update of access and security profiles for end users
83	NFR-B	Security	Store passwords in an encrypted format with safeguards against decryption of passwords by privileged or other users
84	NFR-B	Security	Support biometrics based security for authenticating end users
85	NFR-B	Security	Require users to change passwords periodically based on IFA-defined configurable criteria for automated password management. Password management should be in compliance with the current Publication 1075 standards.
86	NFR-B	Security	Configure password management features such as, but not limited to minimum password length, requirement for passwords to contain a combination of alphanumeric and special characters, prevent weak/trivial passwords and disallow repetition of passwords
87	NFR-B	Security	Enable audit and logging of changes to password
88	NFR-B	Security	Enable administrators to reset passwords with subsequent change of password by the impacted user
89	NFR-B	Security	Provide self-service capability for users to reset passwords based on previously defined user security questions
90	NFR-B	Security	Enable administrators to configure and change user security information online with immediate updates to user profile
91	NFR-B	Security	Privileged user access control: Provide role based security features and security policies that can be automated to prevent unauthorized access to sensitive, confidential information by privileged users such as system administrators or application administrators, at all tiers of the solution (i.e., from application to storage)
92	NFR-B	Security	Personnel Security: Assist IFA to a) ensure that individuals occupying positions of responsibility within organizations (including third-party service providers) are trustworthy and meet established security criteria for those positions; b) ensure that organizational information and information systems are protected during and after personnel actions such as terminations and transfers; and c) employ formal sanctions for personnel failing to comply with organizational security policies and procedures.
93	NFR-B	Security	Deny access to user after a pre-defined number of unsuccessful login attempts

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
94	NFR-B	Security	Track, capture and report on user access (authorized/unauthorized attempts) based on IFA rules and policies, and other user-defined criteria
95	NFR-B	Security	Maintain a history of an end-user's security profile
96	NFR-B	Security	Provide role-based access to end-users across functional areas and/or transaction codes
97	NFR-B	Security	Configure user-roles based on location, job position, transaction type, employee group, etc.
98	NFR-B	Security	Control access to activities (e.g., online transactions, reports, etc.) at multiple levels such as, but not limited to database, module, system, field, inquiry, report, approval, transaction, work unit, organization, time period, chart of account attributes, etc.
99	NFR-B	Security	Automatically log users off the system after a pre-defined period of inactivity
100	NFR-B	Security	Support secure remote access by organization staff (i.e., web based VPN access) to all modules
101	NFR-B	Security	Generate security reports at summary and detailed level on user security aspects such as but not limited to user access, audit logs, etc. based on user-defined criteria
102	NFR-B	Security	Enable system administrators to view access profiles online and generate reports to on access profiles
103	NFR-B	Security	Support digital/electronic signature based authorization/approval based on user-defined criteria
104	NFR-B	Security	Mask/obfuscate sensitive information in reports, for purposes of redaction as required for Case Management, Adjudication, FOIA requests, etc.
105	NFR-B	Security	Enable IFA to comply with U. S. Office of Management and Budget (OMB) in the combined "Supercircular".
106	NFR-B	Security	Enable IFA to comply with all applicable U. S. Office of Management and Budget (OMB) published guidance as applicable for IFA and its components units.
107	NFR-B	System Administration	Support definition of user security and authentication including, but not limited to controlling access by multiple levels (e.g. organization, user roles, and chart of account attribute) and immediate suspension of user access for the Debt Management Solution
108	NFR-B	System Administration	Enable notifications to user-defined communication methods such as but not limited to emails, pagers, mobile devices, etc. based on event triggers for the Debt Management Solution
109	NFR-B	System Administration	Enable authorized users to inactivate transactions by module or transaction type for the Debt Management Solution
110	NFR-B	System Administration	Enable synchronization of environments (e.g., production, QA, test, DEV, etc.) in support of migration/change control for the Debt Management Solution

Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To

Requirement ID	Category	Technical Requirement	Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY)
111	NFR-B System Administration	Provide configuration and support utilities and tools for the Debt Management Solution, specific to application development, configuration management, testing automation, performance testing, regression testing, data obfuscation, scheduling management, requirements management (including traceability), audit and logging, ETL, report distribution, software license tracking, etc.	
112	NFR-B System Administration	Provide either out-of-the-box functionality for infrastructure management or integrate with industry standard (i.e., based on ITIL framework) infrastructure management tools required for the Debt Management Solution	
113	NFR-B System Administration	Define administrative computing systems requirements and policies to successfully manage the Debt Management Solution	
114	NFR-B System Administration	Develop procedures for performing systems administration that meet requirements and adhere to defined policies in support of the Debt Management Solution	
115	NFR-B System Administration	Establish, implement and maintain technical support policies and procedures that support IFA's operation and support requirements for the Debt Management Solution	
116	NFR-B System Administration	Set up and manage end-user accounts, perform access control, manage files and disk space in accordance with IFA requirements in support of the Debt Management Solution	
117	NFR-B System Administration	Install and configure OS per Debt Management Solution requirements	
118	NFR-B System Administration	Perform system or component configuration changes necessary to support computing services for the Debt Management Solution	
119	NFR-B System Administration	Provide agreed Debt Management Solution support services	
120	NFR-B System Administration	Install, configure, maintain and monitor system components in the Debt Management Solution	
121	NFR-B System Administration	Perform required system services inclusive of applying patches and upgrades in line with agreed procedures for the Debt Management Solution	
122	NFR-B System Administration	Coordinate and perform support services according to agreed procedures for the Debt Management Solution	
123	NFR-B System Administration	Perform any other system-oriented tasks as they may appear in regular operation and/or with new releases for the Debt Management Software Package	
124	NFR-B System Administration	Install and maintain Debt Management system parameters according to best practices for the Debt Management Solution	

Appendix I.5a: Offeror Experience/Reference-1

Customer Reference Information	
Reference organization:	
Reference contact name:	
Reference contact phone:	
Reference role/title:	
Reference address:	

Reference Organization Details:	
Estimated number of employees:	
Estimated operating budget:	
Organizational structure:	

Debt Management Software Package Current Use:	
Number of core users:	
Number of occasional users:	
Total divisions/departments:	

Project Scope:	
Please provide details on the project scope of the Debt Management Software Package implementation	

	Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
DAC			
	Bonds		
	Notes		
	Loans		
	Miscellaneous		
	Canned Compliance Reporting		
	Adhoc Compliance Reporting		
	Compliance Checklist Integration		
Compliance Workflows and Approvals			

Appendix I.5a: Offeror Experience/Reference-1

FINANCIAL ACCOUNTING AND REPORTING: Intergrating with General Ledger ERP systems and providing syncing of data for:		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
FAR	Chart of Accounts			
	Journal Entries			
	Canned Financial Reporting			
	Adhoc Financial Reporting			
	CAFR Requirements			
	Financial Checklist Integration			
	Miscellaneous			
	Financial Transaction Workflows and Approvals			
DOCUMENT AND RECORDS MANAGEMENT: Ability to link directly with all records in IFA's records and document management system		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
DARM	All above requirements			
	Miscellaneous			

Appendix I.5b: Offeror Experience/Reference-2

Customer Reference Information	
Reference organization:	
Reference contact name:	
Reference contact phone:	
Reference role/title:	
Reference address:	

Reference Organization Details:	
Estimated number of employees:	
Estimated operating budget:	
Organizational structure:	

Debt Management Software Package Current Use:	
Number of core users:	
Number of occasional users:	
Total divisions/departments:	

Project Scope:	
Please provide details on the project scope of the Debt Management Software Package implementation	

DEBT AND COMPLIANCE: Monitoring and documenting compliance, Debt service schedules, Payoff scenarios and reporting requirements, etc. for:		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
DAC	Bonds			
	Notes			
	Loans			
	Miscellaneous			
	Canned Compliance Reporting			
	Adhoc Compliance Reporting			
	Compliance Checklist Integration			
	Compliance Workflows and Approvals			

Appendix I.5b: Offeror Experience/Reference-2

FINANCIAL ACCOUNTING AND REPORTING: Intergrating with General Ledger ERP systems and providing syncing of data for:		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
FAR	Chart of Accounts			
	Journal Entries			
	Canned Financial Reporting			
	Adhoc Financial Reporting			
	CAFR Requirements			
	Financial Checklist Integration			
	Miscellaneous			
Financial Transaction Workflows and Approvals				
DOCUMENT AND RECORDS MANAGEMENT: Ability to link directly with all records in IFA's records and document management system		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
DARM	All above requirements			
	Miscellaneous			

Appendix I.5c: Offeror Experience/Reference-3

Customer Reference Information	
Reference organization:	
Reference contact name:	
Reference contact phone:	
Reference role/title:	
Reference address:	

Reference Organization Details:	
Estimated number of employees:	
Estimated operating budget:	
Organizational structure:	

Debt Management Software Package Current Use:	
Number of core users:	
Number of occasional users:	
Total divisions/departments:	

Project Scope:	
Please provide details on the project scope of the Debt Management Software Package implementation	

	Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
DEBT AND COMPLIANCE: Monitoring and documenting compliance, Debt service schedules, Payoff scenarios and reporting requirements, etc. for:			
DAC	Bonds		
	Notes		
	Loans		
	Miscellaneous		
	Canned Compliance Reporting		
	Adhoc Compliance Reporting		
	Compliance Checklist Integration		

Appendix I.5c: Offeror Experience/Reference-3

	Compliance Workflows and Approvals			
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FINANCIAL ACCOUNTING AND REPORTING: Intergrating with General Ledger ERP systems and providing syncing of data for:		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
FAR	Chart of Accounts			
	Journal Entries			
	Canned Financial Reporting			
	Adhoc Financial Reporting			
	CAFR Requirements			
	Financial Checklist Integration			
	Miscellaneous			
	Financial Transaction Workflows and Approvals			

DOCUMENT AND RECORDS MANAGEMENT: Ability to link directly with all records in IFA's records and document management system		Functionality covered by implemented Debt Management Software Package (please check with "x")	Solution information 1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality. 2) In case a point solution provided by you was used to cover the functionality, please name the point solution (only if used as supplement to the core Debt Management Software Package should you name both). 3) In case custom development was needed to cover the functionality please provide an effort estimate of the man-days that were necessary to provide the functionality.	Offeror Comments
DARM	All above requirements			
	Miscellaneous			