# STATE OF ILLINOIS
# REQUEST FOR PROPOSAL
# ILLINOIS FINANCE AUTHORITY

# DEBT MANAGEMENT APPLICATION SOFTWARE

**Agency Reference #15-0003**

**IPB Reference # 22034407**

The Illinois Finance Authority ("the Authority" or "IFA") requests proposals from responsible Offerors to procure a real time Debt Management application (the "Solution") that will enable the Authority to standardize its data entry, accounting, reporting and compliance practices in one consolidated system.

Since creation in January 2004, the Illinois Finance Authority (IFA) has provided access to low-cost capital to public and private institutions that are aligned with our mission of fostering economic development, creating and retaining jobs, and improving quality of life for Illinois residents. To date, IFA conduit financing programs have spanned every county and helped capitalize thousands of projects, assisting farmers and agri-businesses, business and industry, school districts and higher education institutions, healthcare facilities, cultural and social entities, and local governments develop, upgrade, expand, and sustain their operations and services. IFA is a body politic and corporate of the State of Illinois ("the State") created through the consolidation and elimination of seven authorities and entities. The IFA is authorized by the Illinois Finance Authority Act to issue tax-exempt and taxable bonds and to make and guarantee non-conventional loans. The IFA does not receive appropriated funding from the State and operates at no cost to taxpayers.

A brief description is set forth below for the Offeror's convenience, with detailed requirements in subsequent sections of this solicitation. If interested and able to meet these requirements, the Authority appreciates and welcomes an offer.

**Brief Description:**
This RFP is to invite proposals for a consolidated system that will assist IFA in streamlining its Debt Management process and functions, along with increasing internal controls, monitoring and compliance requirements. The Authority's intent is to award a contract on the basis of the responses to this RFP, but is not obligated to.  A comprehensive System will serve the business needs of IFA's Departments of Finance, Legal and Compliance. A suitable System for IFA's needs would have the capability to support multiple concurrent users, in addition to integrating with the Microsoft Dynamics/Great Plains general ledger package, the DocuWare records management system and provide real time updates and calculations.

Currently, the individual functions of the Authority utilize disparate technology systems resulting in employees performing repetitive entries and processes, reconciling multiple systems, and having to assemble cross-departmental data from these systems. Implementation of a single Debt Management solution is intended to ensure transparency and compliance with regulations, increase efficiency and effectiveness by adopting simplified and standardized business processes, optimize costs and risk resulting from maintenance of multiple systems, and empower leadership with critical insights to improve the management of IFA initiatives.

The resulting contract with the awarded vendor shall have an initial term of three years.  In no event will the total term of the contract, including the initial term, any renewal terms, and any extensions exceed 10 years.  Subject to the maximum total term limitation, IFA has the option to renew for the following terms:  two, one year terms. This request for proposal (RFP) solicitation also seeks services for implementation of the proposed software package.

Please read the entire solicitation package and submit an offer in accordance with the instructions. All forms and signature areas contained in the solicitation package must be completed in full and submitted along with the technical response and price proposal which combined will constitute the offer. Do not submit the instruction pages with offers. Offerors should keep the instructions and a copy of offers for future reference.

Forms A, Forms B, BEP Utilization Plan, and VSB Utilization Plan may be downloaded from the Illinois Procurement Bulletin (IPB) or from links provided in this document. These sections are a material part of this solicitation, and must be returned when applicable with a vendor's Offer.

**Please adhere to Form and Content of Proposal requirements or offers may not be considered.**

# STATE OF ILLINOIS
# OUTLINE

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## SECTION 1.

# OUTLINE

## SECTION 2.

## SECTION 3.

*The following sections of the solicitation may be opened by clicking on the link provided or downloaded from the Illinois Procurement Bulletin.*

### *FORMS A SECTION*

*Complete this section if you are <u>not</u> using an Illinois Procurement Gateway (IPG) Registration #*

*http://www2.illinois.gov/cpo/general/Documents/Forms%20A%20Section%20V.14.1.docx*

### *FORMS B SECTION*

*Complete this section only if you <u>are using</u> an IPG Registration #*

*http://www2.illinois.gov/cpo/general/Documents/Forms%20B%20Section%20V.14.1.docx*

*BEP UTILIZATION PLAN*

*Download and complete these documents if this RFP contains a BEP goal*

**Letter of Intent:**

*http://www2qa.illinois.gov/cpo/general/Documents/Uniform%20Letter%20Of%20Intent%20BEP%20and%20VSB.pdf*

**Utilization Plan:**

*VSB UTILIZATION PLAN*

*Download and complete these documents if this RFP contains a Veteran goal*

**Letter of Intent:**

*http://www2qa.illinois.gov/cpo/general/Documents/Uniform%20Letter%20Of%20Intent%20BEP%20and%20VSB.pdf*

**Utilization Plan:**

*http://www2qa.illinois.gov/cpo/general/Documents/Veteran%20Small%20Business%20Utilization%20Plan.pdf*

# STATE OF ILLINOIS
# INSTRUCTIONS FOR SUBMITTING OFFERS

## SECTION 1.

**A.      INSTRUCTIONS FOR SUBMITTING OFFERS**

**A.1.      HOW TO ENTER INFORMATION**:  Type information in the text fields provided.  Text fields are indicated by the instruction "Click here to enter text." in red font.  If the information requested does not apply to the Offeror's situation, then enter "N/A" into the text field.  Please enter the requested information or N/A into every red text field.

**A.2.      PUBLISHED PROCUREMENT INFORMATION:** The State publishes procurement information, including updates, on the Illinois Procurement Bulletin (www.purchase.state.il.us), Illinois Public Higher Education Procurement Bulletin (www.procure.stateuniv.state.il.us), Transportation Procurement Bulletin (www.dot.il.gov/desenv/transprocbulletin.html) or the Illinois Capital Development Board Bulletin (http://www.illinois.gov/cdb/procurement/) (collectively and individually referred to as "Bulletin").  Procurement information may not be available in any other form or location.  Offeror is responsible for monitoring the Bulletin.  The State will not be held responsible if Offeror fails to receive the optional e-mail notices.

**A.3.      SOLICITATION CONTACT:** The individual listed below shall be the single point of contact for this solicitation. Unless otherwise directed, Offerors should only communicate with the Solicitation Contact. The State/Agency/University shall not be held responsible for information provided to any other person.

| | |
|---|---|
| Solicitation Contact:  Mr. Terrell Gholston | Phone:  312-651-1312 |
| Agency:  Illinois Finance Authority | Fax:  312-651-1350 |
| Street Address:  160 North LaSalle, Suite C-800 | TDD:  800-526-0844 |
| City, State Zip:  Chicago, IL 60601 | |
| Email:  procurement@il-fa.com | |

Suspected errors should be immediately reported to the Solicitation Contact identified above.  Do not discuss the solicitation or any offer, directly or indirectly, with any State officer or employee other than the Solicitation Contact.

**A.4.      VENDOR QUESTIONS AND AGENCY/UNIVERSITY RESPONSE:** All questions, other than questions raised at the Vendor Conference/Site Visit, pertaining to this solicitation must be submitted in writing to the Solicitation Contact no later than September 5, 2014 at 12:00 pm CST. Questions received and Agency/University responses may be posted as an Addendum to the original solicitation on the Bulletin; only these posted answers to questions shall be binding on the State.  Questions submitted after this date/time will not be answered. Offerors are responsible for monitoring the Bulletin.

**A.5.**   **REQUIRED MEETINGS**

Vendor Conference/Site Visit:   ☐ Yes ☒ No

Mandatory Attendance:   ☐ Yes ☒ No

If attendance is mandatory, Offeror (current Vendor included) will be disqualified and considered non-responsive if Offeror does not attend, is not on time, leaves early or fails to sign the attendance sheet.  Offeror must allow adequate time to accommodate security screenings at the site.

Date:   Click here to enter a date.

Time:   Click here to enter text.

Location:   Click here to enter text.

**A.6.**   **OFFER DUE DATE, TIME, AND ADDRESS FOR SUBMISSION OF OFFERS**:   Offers will be opened at the Submit/Deliver Offers To address provided below at the Offer Due Date & Time specified below.

A.6.1.   Offer Due Date & Time

Date:  September 18, 2014

Time:  12:00 PM CST

A.6.2.   Offer Firm Time**:**  The Offer must remain firm for 60 days from opening.

A.6.3.   Submit/Deliver Offers To:                    Label (outside of envelopes/containers):

| | |
|---|---|
| Agency/University:  Illinois Finance Authority | **"Sealed Bid – Do Not Open"** |
| Attn:  Terrell Gholston | Project Title & Reference #:  Debt Management Application Soft. Ref #15-0003 |
| Address:  160 North LaSalle, Suite C-800 | Due Date & Time:  September 18, 2014 & Time: 12:00 PM CST |
| City, State Zip:  Chicago, IL 60601 | *Offeror Name* |
| | *Offeror City, State Zip* |

**A.7.**   **ORGANIZATION REQUIRED**:   Offers may be submitted in as few as four and as many as seven packets. Please follow these instructions carefully.

A.7.1.   Packet 1 shall contain the Offeror's response to the Specifications/Qualifications/Statement of Work provided in SECTION 1, part D.

A.7.2.   Packet 2 shall contain Offeror's Pricing provided in SECTION 2, part E.

A.7.3.  Packet 3 shall contain the vendor's Offer found in SECTION 1, part C, and applicable forms found in SECTION 3, parts F through J.

    A.7.3.1. Exceptions must be provided on Agency's/University's Exceptions to Solicitation and Contract Terms and Conditions form (SECTION 3, part G) or must be in a substantially similar format.  Agency discourages taking exceptions.  State law shall not be circumvented by the exception process.  Exceptions may result in rejection of the Offer.

    Additional Vendor Provisions may be stated on this form and does not include exceptions to Agency/University specifications, terms and conditions, or any other part of this solicitation.  This is supplemental information that supports an Offeror's position or, for example, an Offeror's licensing agreement.

    A.7.3.2. The Agency/University may state additional terms and conditions to contracting in the State Supplemental Provisions (SECTION 3, part H).

A.7.4.  Packet 4 shall contain either FORMS A or FORMS B.  FORMS A section contains eight forms and shall be returned by Offerors that are <u>not</u> registered in the Illinois Procurement Gateway (IPG).

    FORMS B contains three forms and is only returned by Offerors that <u>have</u> a current IPG registration number and elect to not use the forms found in the FORMS A section.

A.7.5.  Packet 5 shall contain a redacted copy of the offer.

    A.7.5.1. Vendor should provide a redacted copy of the Offer, if applicable, that removes material considered to be a trade secret or competitively sensitive, confidential, or proprietary. See F.9. in Standard Terms and Conditions, SECTION 3, part F.

A.7.6.  Packet 6 shall contain a response to the Minorities, Females, and Persons with Disabilities participation requirements.  Packet 6 is only returned if a Business Enterprise Program goal is stated in instruction A.22.

A.7.7.  Packet 7 shall contain a response to the Veteran Small Business (VSB) participation requirements.  Packet 7 is only returned if a VSB goal is stated in instruction A.23.

Separately seal and label each packet.

A.8.  **SUBMISSION OF OFFERS**:  The Offer must be submitted in separately sealed packets as indicated below and clearly labeled with the Request for Proposal title, the packet number, the Offeror's name and the wording**: "Sealed Offer – Do Not Open."**  The separately sealed packets may be submitted together in one mailing/shipping box or may be submitted separately in individual/shipping boxes.  Do not put the entire Offer on one CD or USB.  Pricing must always be on a separate CD or USB unless otherwise instructed.

| Subject Matter | # of Originals | # of Hard Copies | # of CDs or USBs |
|---|---|---|---|
| SPECIFICATIONS/QUALIFICATIONS/STATEMENT OF WORK – PACKET  1 | 1 | 5 | 5 |

| | | | |
|---|---|---|---|
| PRICING – PACKET 2 | 1 | 5 | 5 |
| OTHER FORMS AND CDs/USBs – PACKET 3 | 1 | 5 | 5 |
| REDACTED OFFER – PACKET | 1 | 5 | 5 |
| MINORITIES, FEMALES, AND PERSONS WITH DISABILITIES PARTICIPATION AND UTILIZATION PLAN – PACKET 6 | 1 | 5 | 5 |
| VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN – PACKET 7 | N/A | N/A | N/A |

**A.9.** **SECURITY:** Performance Bond: N/A. If a performance bond is required, Offeror must submit the Performance Bond to the solicitation contact within 10 days after award. The bond must be from a surety licensed to do business in Illinois. An irrevocable letter of credit is an acceptable substitute. The form of security must be acceptable to the State.

**A.10.** **SMALL BUSINESS SET-ASIDE:** ☐ Yes ☒ No. If "Yes" is marked, Offeror must be qualified by the Small Business Set-Aside Program at the time Offers are due. For complete requirements and to qualify Offeror's business in the Small Business Set-Aside Program, visit (http://www2.illinois.gov/cms/business/sell2/Pages/Registration_Certification.aspx).

**A.11.** **MINORITY CONTRACTOR INITIATIVE:** The State requires a fee of $15 to cover expenses related to the administration of the Minority Contractor Opportunity Initiative. Any Offeror awarded a contract under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) of $1,000 or more is required to pay a fee of $15. The Comptroller shall deduct the fee from the first check issued to the Offeror under the contract and deposit the fee in the Comptroller's Administrative Fund. 15 ILCS 405/23.9.

**A.12.** **FEDERAL FUNDS:** The solicitation may be partially or totally funded with Federal funds. Upon notice of intent to award, the percentage of goods and/or services involved that are federally funded and the dollar amount of such federal funds will be disclosed.

**A.13.** **EMPLOYMENT TAX CREDIT:** Offerors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 30 ILCS 500/45-67 & 45-70. Please contact the Illinois Department of Revenue (217-524-4772) for information about tax credits.

**A.14.** **GOVERNING LAW AND FORUM**: Illinois law and rule govern this solicitation and any resulting contract. Vendor must bring any action relating to this solicitation or any resulting contract in the appropriate court in Illinois. This document contains statutory references designated with "ILCS". Vendor may view the full text at (www.ilga.gov/legislation/ilcs/ilcs.asp). The Illinois Procurement Code (30 ILCS 500) and the Standard Procurement Rules (44 ILL. ADMIN. CODE PARTS 1, 4, 6 & 8) are applicable to this solicitation and may be viewed by users registered for the Illinois Procurement Bulletin at (www.purchase.state.il.us).

**A.15.** **PUBLIC RECORDS AND REQUESTS FOR CONFIDENTIAL TREATMENT:** Offers become the property of the State and late submissions will not be returned. All Offers will be open to the public under the Illinois Freedom of

Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless Offeror requests in its Offer that the State treat certain information as confidential. A request for confidential treatment will not supersede the State's legal obligations under FOIA. The State will not honor requests to keep entire Offers confidential. Offerors must show the specific grounds in FOIA or other law or rule that support confidential treatment. Regardless, the State will disclose the successful Offeror's name, the substance of the Offer, and the price.

If Offeror requests confidential treatment, Offeror must submit additional copy/copies (see Instructions for Submitting Offers in section A.7.) of the Offer with proposed confidential information redacted. This redacted copy must tell the general nature of the material removed, and shall retain as much of the Offer as possible. In a separate attachment, Offeror shall supply a listing of the provisions identified by section number for which it seeks confidential treatment and identify the statutory basis under Illinois law and include a detailed justification for exempting the information from public disclosure.

Offeror will hold harmless and indemnify the State for all costs or damages associated with the State defending Offeror's request for confidential treatment. Offeror agrees the State may copy the Offer to facilitate evaluation, or to respond to requests for public records. Offeror warrants that such copying will not violate the rights of any third party.

**A.16.** **RESERVATIONS:** Offeror must read and understand the solicitation and tailor the Offer and all activities to ensure compliance. The State reserves the right to amend the solicitation, reject any or all Offers, award by item/services, group of items/services, or grand total, and waive minor defects. The State may request a clarification, inspect Offeror's premises, interview staff, request a presentation, or otherwise verify the contents of the Offer, including information about subcontractors and suppliers. The State may request Best & Final Offers when appropriate. The State will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interests of the State and in accordance with the Illinois Procurement Code, rules and other applicable state and federal statutes and regulations. This competitive process may require that Offeror provide additional information and otherwise cooperate with the State. If an Offeror does not comply with requests for information and cooperate, the State may reject the Offer as non-responsive to the solicitation. Submitting an Offer does not entitle Offeror to an award or a contract. Posting Offeror's name in a Bulletin notice does not entitle Offeror to a contract. The State is not responsible for and will not pay any costs associated with the preparation and submission of any Offer. Awarded Offeror(s) shall not commence, and will not be paid for any billable work prior to the date all parties execute the contract, unless approved in writing in advance by the State Purchasing Officer or the Chief Procurement Officer (or designee).

**A.17.** **AWARD:** The State is not obligated to award a contract pursuant to this solicitation. If the State issues an award, the award will be made to the Responsive Offeror and most Responsible Offeror whose Offer best meets the specified criteria unless otherwise permitted by the Illinois Procurement Code and Administrative Code. However, if the State does not consider the Price to be fair and reasonable and negotiations fail to meet an acceptable Price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State will determine whether the price is fair and reasonable by considering the Offer, including the Offeror's qualifications, the Offeror's reputation, all prices submitted, other known prices, the project budget and other relevant factors. The State will post a notice to the applicable Bulletin identifying the apparent most responsive/responsible Offeror and the subsequent contract.

**A.18.** **REFERENCES:** ☒ Yes ☐ No. If "Yes" is marked, Offeror must provide references from established government agencies other than the procuring agency/university, who can attest to Offeror's experience and ability to perform the contract subject of this solicitation. Offeror must provide the name, contact information and a description of the supplies or services provided using the References form found in Appendix I.5a-5c. All

references provided must be within the last five years and will be evaluated as part of the "Responsiveness Elements" detailed in Section B.5.1.

Type of References: Governmental Agencies and/or Local or State Govts

Number of Each Reference Type: 3

**A.19.   INVOICING ADDRESS:**  Offeror shall invoice at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract.

Send invoices to:
Agency/University        Illinois Finance Authority
Attn:                    Accounts Payable Division
Address:                 160 N. LaSalle Street, Suite C-800
City, State Zip:         Chicago, IL 60601

Offeror shall not bill for any taxes unless accompanied by proof the State is subject to the tax.   If necessary, Offeror may request the applicable Agency's/University's Illinois tax exemption number and federal tax exemption information.

**A.20.   PROTEST REVIEW OFFICE:**  Offeror may submit a written protest to the Protest Review Office following the requirements of the Standard Procurement Rules.   44 ILL. ADMIN. CODE 1.5550, 4.5550, 6.420, & 8.150.   For protests related to specifications, the Protest Review Office must physically receive the protest no later than 14 days after the solicitation or related addendum was posted to the Bulletin.   For protests related to rejection of individual proposals or awards, the protest must be received by close of business no later than 14 days after the protesting party knows or should have known of the facts giving rise to the protest.   The Protest Review Office's information is as follows:

Chief Procurement Office            Phone: (217) 558-3724
Attn: Protest Review Office         Facsimile: (217) 558-2164
401 S. Spring Street
Suite 515 Stratton Office Building  Illinois Relay: (800) 526-0844
Springfield, IL 62706

**A.21.   EVALUATION PROCESS:**  The State determines how well Offers meet the Responsiveness requirements. The State will rank Offers, without consideration of Price, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Offerors who fail to meet minimum requirements or who receive fewer than the minimum required points, if any, will not be considered for Price evaluation and award.

The State evaluates three categories of information:   Responsibility, Responsiveness, and Price.  The State considers the information provided and the quality of that information when evaluating Offers.  If the State finds a failure or deficiency, the State may reject the Offer or reflect the failure or deficiency in the evaluation.

A.21.1. **RESPONSIVENESS**:   A responsive Offeror is one who submits an offer that conforms in all material respects to the Request for Proposal, and includes **all required** forms.

A.21.1.1.   Subcontractor Disclosure:  If the Offer includes any subcontractors, then Vendor shall complete the Subcontractor Disclosure form found in SECTION 3, part I.

A.21.1.2.   References:  If references are required, then Offeror shall complete and return the References form in Appendix I.5a-5c.

A.21.1.3.   If completing FORMS B, then responsiveness may include and may not be limited to:

- Current Illinois Procurement Gateway registration #

- Disclosure of lobbyists for Offeror and parent entity(ies)

- Disclosure of pending and current contracts

- Certifications timely to this solicitation

A.21.1.4.   If completing FORMS A, required forms may include and  may not be limited to:

- Authorized to Do Business in Illinois:  A person (other than an individual acting as a sole proprietor) must be duly constituted legal entity and authorized to do business in Illinois prior to submitting an offer.  For more information, see Authorized to Do Business in Illinois in FORMS A SECTION, part 3.

- State Board of Elections Registration:  Vendor or Offeror may be prohibited from making political contributions and be required to register with the State Board of Elections.  For more information, see State Board of Elections in FORMS A SECTION, part 5.

- Illinois Department of Human Rights Public Contracts Number:  Offeror shall complete and return the IDHR Public Contract Number form in FORMS A SECTION, part 2, or in the Illinois Procurement Gateway.

- Standard Certifications:  Offeror shall complete and return the Standard Certifications form in FORMS A SECTION, part 4, or in the Illinois Procurement Gateway.

- Financial Disclosures and Conflicts of Interest:  Offeror shall complete and return the Financial Disclosures and Conflicts of Interest form in FORMS A SECTION, part 7, or in the Illinois Procurement Gateway.

- Disclosure of Business Operations with Iran: Offeror shall complete and return the Disclosure of Business Operations with Iran form FORMS A SECTION, part 6, or in the Illinois Procurement Gateway.

- Business and Directory Information:  Offeror shall complete and return the Business and Directory Information form in FORMS A SECTION, part 1, or in the Illinois Procurement Gateway.

- Taxpayer Identification Number:  Offeror shall complete and return the Taxpayer Identification form in FORMS A SECTION, part 8, or in the Illinois Procurement Gateway.

A.21.1.5.   The State will determine whether the Offer meets the stated requirements.  Minor differences or deviations that have negligible impact on the price or suitability of the supply or service to meet the State's needs may be accepted or corrections allowed. If no Offeror meets a particular requirement, the State may waive that requirement.

A.21.1.6.   When the specification calls for "Brand Name or Equal," the brand name product is acceptable.  Other products will be considered with proof the other product meets

stated specifications and is equivalent to the brand product in terms of quality, performance and desired characteristics.

A.21.1.7.  The State will determine whether the Offer complied with the instructions for submitting offers.  Except for late submissions, and other requirements that by law must be part of the submission, the State may require that an Offeror correct deficiencies as a condition of further evaluation.

A.21.2.  **RESPONSIBILITY**:  A responsible Offeror is one who has the capability in all respects to perform fully the contract requirements and who has the integrity and reliability that will assure good faith performance. The State determines whether the Offeror is a "Responsible" Offeror; an Offeror with whom the State can or should do business.  For example, the State may consider the following:

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A.21.2.1.  A "prohibited bidder" includes any person assisting an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or providing similar assistance unless such assistance was part of a publically issued opportunity to review drafts of all or part of these documents.  For purposes of this section, an employee of the State of Illinois means one who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract.  No person or business shall submit specifications to a State agency unless requested to do so by an employee of the State. No person or business that contracts with a State agency to write specifications for a particular procurement need shall submit a bid or proposal or receive a contract for that procurement need.

Nothing herein is intended to prohibit a vendor from bidding or offering to supply developing technology, goods or services after providing the State with a demonstration of the developing technology, goods, or services; provided the subject of the demonstration to the State represents industry trends and innovation and is not specifically designed to meet the State's needs.  Nor is it intended to prohibit a person or business from submitting a bid or offer or entering into a contract if the person or business: (i) initiates a communication with an employee to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39 or (ii) responds to a communication initiated by an employee of the State for the purposes of providing information to evaluate new products, trends, services, or technologies.

A.21.2.2.  Other factors that the State may evaluate to determine Responsibility include, but are not limited to:  political contributions, certifications, conflict of interest, financial disclosures, taxpayer identification number, past performance in business or industry, references (including those found outside the Offer,) compliance with applicable laws, financial responsibility, insurability, effective equal opportunity compliance, payment of prevailing wages if required by law, capacity to produce or sources of supply, and the ability to provide required maintenance service or other matters relating to the Offeror's ability to deliver in the quality and quantity within the time and price as specified in this solicitation.

A.21.2.3.  Awarded Offerors must at all times have financial resources sufficient, in the opinion of the State, to ensure performance of the contract and must provide proof upon request.  The State may require a performance bond if, in the opinion of the

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State, it ensures performance of the contract. The State may terminate the Contract, consistent with the termination for cause provision of the Contract, if the vendor lacks the financial resources to perform under the Contract.

A.21.2.4. The State may require that an Offeror correct any deficiencies as a condition of further evaluation.

A.21.3. **PRICE**: The State identifies the lowest priced Offer that meets, Responsibility and Responsiveness requirements.

**A.22. MINORITIES, FEMALES, AND PERSONS WITH DISABILITIES PARTICIPATION AND UTILIZATION PLAN**: This solicitation may contain a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the State's procurement and contracting processes. If the solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Agency/University BEP Liaison prior to submission of proposals.

Does this solicitation contain a BEP goal? ☒ Yes ☐ No

If yes, then the BEP goal is: 10%

BEP Liaison: Leslie Taylor

Phone Number: 312.814.4791

Email Address: Leslie.taylor@illinois.gov

Vendors who submit offers for State contracts shall not be given a period after the Offer closing date to cure deficiencies in the Utilization Plan and the Letter of Intent, unless mandated by federal law or regulation. 30 ILCS 575(4)(e). Businesses included on Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by CMS as BEP vendors prior to the offer closing date. Go to (http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx) for complete requirements for BEP certification.

**A.23. VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN**: This solicitation may contain a goal to include businesses owned and controlled by military veterans in the State's procurement and contracting processes. If the solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Agency/University Veteran Small Business Liaison prior to submission of proposals.

Does this solicitation contain a Veteran Small Business goal? ☐ Yes ☒ No

If yes, then the Veteran Small Business goal is:

Veteran Small Business Liaison: Click here to enter text

Phone Number: Click here to enter text

Email Address: Click here to enter text

Vendors who submit offers for State contracts shall not be given a period after the Offer opening date to cure deficiencies in the Utilization Plan and the Letter of Intent, unless mandated by federal law or regulation. 30 ILCS 575(4)(e). Businesses included on Utilization Plans as meeting Veteran Owned Small Business (VOSB) and

Service Disabled Veteran Owned Small Business (SDVOSB) requirements as prime vendors or subcontractors must be certified by CMS as VOSB or SDVOSB vendors prior to offer closing date. Go to ([http://www2.illinois.gov/cms/business/sell2/Pages/VeteranownedBusinesses.aspx](http://www2.illinois.gov/cms/business/sell2/Pages/VeteranownedBusinesses.aspx)) for complete requirements for VOSB or SDVOSB certification.

**-END OF INSTRUCTIONS-**

**B.      SELECTION OF VENDOR**

**B.1.**    The State may award to the most Responsive/Responsible Offeror whose Offer best meets the below criteria.

**B.2.**    The State determines how well Offers meet the Responsiveness requirements.  The State ranks Offers, without consideration of Price, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Offerors who receive fewer than the minimum required points if any, will not be considered for Price evaluation and award.

**B.3.**    If the State does not consider the Price to be fair and reasonable and negotiations fail to meet an acceptable Price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State.  The State determines whether the price is fair and reasonable by considering the Offer, including the Offeror's qualifications, the Offeror's reputation, all prices submitted, other known prices, the project budget and other relevant factors.

**B.4.**    The chart below shows the elements of Responsiveness that the State evaluates, their relative weights in point format and any minimum point requirements if any.

B.4.1.    The total number of points for Responsiveness is 900.

B.4.2.    **RESPONSIVENESS ELEMENTS**

The Offeror's proposed solution must meet the "mandatory" minimum qualifications as outlined below.. If all of the mandatory minimum qualifications are not met, the Offeror's entire proposal will be deemed "non-responsive". Offeror should acknowledge that the solution meets each qualification by checking "Met" and returning this page as Part of Packet 1. If all responding Offerors fail to meet a particular mandatory, that mandatory may, at the sole discretion of the State , be removed so that the evaluation process may continue.

| MANDATORY MINIMUM QUALIFICATIONS | MET | DID NOT MEET |
|---|---|---|
| The proposed Debt Management Software Package has been implemented in a minimum of one (1)  public sector organization . The  public sector organization must have the Debt Management Software Package in use as of 7/1/2014. | | |
| The proposed Debt Management Software Package has been implemented in a  public sector organization to support the majority of Debt and Compliance (DAC) functions. Please see Appendix I.2 of the RFP for the functions included in DAC. | | |
| The proposed Debt Management Software Package has been implemented in a  public sector organization to support the majority of Financial and Accounting (FAR) functions. Please  see Appendix I.2 of the RFP for the functions included in FAR. | | |

# STATE OF ILLINOIS
# SELECTION OF VENDOR

| MANDATORY MINIMUM QUALIFICATIONS | MET | DID NOT MEET |
|---|---|---|
| The proposed Debt Management Software Package has been implemented in a public sector organization to support Documents and Records Management (DARM) functions. Please see Appendix I.2 of the RFP for the functions included in DARM. | | |
| The proposed Debt Management Software Package has been implemented in a public sector organization with at least 25 users. | | |

**The Responsiveness Elements for this RFP are as follows and total a maximum of 900 points:**

| RESPONSIVENESS ELEMENTS | MAXIMUM POSSIBLE POINTS |
|---|---|
| **Functional Requirements** Please refer to Appendix I.2 for the complete list. | 270 |
| **Non-Functional Requirements (A and B)** Please refer to Appendices I.3 and I.4 for the complete list. | 207 |
| **Experience and References** Please see Appendices I.5a thru I.5c. | 183 |
| **Organizational and Financial Stability** Please see Appendices I.1a and I.1b. | 150 |

B.4.2.1 System Demonstration and Oral Presentations: 90 points

System demonstrations, and oral presentations may be conducted with a maximum of three Offeror who receive the highest number of responsiveness points. A total of 90 additional points will be awarded over and above the responsiveness points identified in section B.4.1. Specific questions will be forwarded to the three highest scoring Offerors prior to the scheduling of any system demonstrations and oral presentations. Accompanying this notification will be the time allotted (minimum of one hour) for the presentations and the scoring methodology for each question. The State reserves the right to obtain system demonstrations and oral presentation from less than the maximum of three Offerors if necessary.

**B.5.** The total number of points for Price is 100. The State will determine Price points using the following formula:

Maximum Price Points X (Lowest Price/Offeror's Price) = Total Price Points

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V.14.1.

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A breakdown of the Price portion of the Proposal is outlined in Appendix II.

**B.6.** The maximum number of points is 1000 (Responsiveness 900 + Price 100).

# STATE OF ILLINOIS
# OFFER TO THE STATE OF ILLINOIS

**C.**     Project Title / Reference # **Debt Management Application Software  #15-0003**

The undersigned authorized representative of the identified Offeror hereby submits this Offer to perform in full compliance with the subject solicitation.  By completing and signing this Form, the Offeror makes an Offer to the State of Illinois that the State may accept.

Offeror should use this Form as a final check to ensure that all required documents are completed and included with the Offer.  Offeror must mark each blank below as appropriate; mark N/A when a section is not applicable to this solicitation.  Offeror understands that failure to meet all requirements is cause for disqualification.

**C.1.**     **SOLICITATION AND CONTRACT REVIEW:**  Offeror reviewed the Request for Proposal, including all referenced documents and instructions, completed all blanks, provided all required information, and demonstrated how it will meet the requirements of the State of Illinois.

☐ Yes ☐ No

**C.2.**     **ADDENDA:**  Offeror acknowledges receipt of any and all addendums to the solicitation and has taken those into account in making this Offer.

☐ Yes ☐ No ☐ N/A

**C.3.**     **VENDOR CONFERENCE:**  If attendance was mandatory, Offeror attended the Vendor Conference.

☐ Yes ☐ No ☒ N/A

**C.4.**     **OFFER SUBMISSION:**  Offeror is submitting the correct number of copies, in a properly labeled container(s), to the correct location, and by the due date and time.

☐ Yes ☐ No

**C.5.**     **FORMS A SECTION or FORMS B SECTION:**  Offeror is properly submitting either FORMS A or FORMS B, but not both.

☐ Yes ☐ No

**C.6.**     **BOND:**  If applicable, Offeror is submitting its Bid Bond or Performance Bond.

☐ Yes ☐ No ☒ N/A

**C.7.**     **SMALL BUSINESS SET-ASIDE:**  Offeror is a qualified small business in the Small Business Set-Aside Program at the time Offers are due.

☐ Yes ☐ No ☒ N/A

**C.8.     PACKET 1 – SPECIFICATIONS/QUALIFICATIONS/STATEMENT OF WORK**

☐ Yes ☐ No

| | | |
|---|---|---|
| C.8.1 | Offeror's Proposed Solution to Meet the State's Requirements | ☐ Yes ☐ No |
| C.8.2 | Milestones and Deliverables | ☐ Yes ☐ No |
| C.8.3 | Offeror/Staff Specifications | ☐ Yes ☐ No |
| C.8.4 | Transportation and Delivery Terms | ☐ Yes ☐ No ☐ N/A |
| C.8.5 | Where Services Are to Be Performed | ☐ Yes ☐ No ☐ N/A |

**C.9.     PACKET 2 – PRICING**

☐ Yes ☐ No

**C.10.    PACKET 3 – OFFER**

☐ Yes ☐ No

| | | |
|---|---|---|
| C.10.1 | Offer | ☐ Yes ☐ No |
| C.10.2 | Exceptions to Solicitation Contract Terms and Conditions | ☐ Yes ☐ No ☐ N/A |
| C.10.3 | Supplemental Provisions | ☐ Yes ☐ No ☐ N/A |
| C.10.4 | Subcontractor Disclosures | ☐ Yes ☐ No ☐ N/A |
| C.10.5 | References | ☐ Yes ☐ No ☐ N/A |

**C.11.    PACKET 4 – FORMS A**

☐ Yes ☐ No

| | | |
|---|---|---|
| C.11.1 | Business and Directory Information | ☐ Yes ☐ No |
| C.11.2 | Illinois Department of Human Rights Public Contracts Number | ☐ Yes ☐ No |
| C.11.3 | Standard Certifications | ☐ Yes ☐ No |
| C.11.4 | Disclosure of Business Operations in Iran | ☐ Yes ☐ No |
| C.11.5 | Financial Disclosures and Conflicts of Interest | ☐ Yes ☐ No |
| C.11.6 | Taxpayer Identification Number | ☐ Yes ☐ No |

**C.12.    PACKET 4 – FORMS B**

☐ Yes ☐ No

| | | |
|---|---|---|
| C.12.1 | Illinois Procurement Gateway Registration # | ☐ Yes ☐ No |
| C.12.2 | Certifications Timely to this Solicitation | ☐ Yes ☐ No |
| C.12.3 | Disclosures of Lobbyists and Pending Contracts | ☐ Yes ☐ No |

### C.13. PACKET 5 – REDACTED OFFER

☐ Yes ☐ No

### C.14. PACKET 6 – BEP UTILIZATION PLAN

| C.14.1 | Does this solicitation contain a BEP goal? | ☐ Yes ☐ No |
| C.14.2 | Minorities, Females, Persons with Disabilities Participation and Utilization Plan | ☐ Yes ☐ No ☒ N/A |

### C.15. PACKET 7 – VSB UTILIZATION PLAN

| C.15.1 | Does this solicitation contain a VSB goal? | ☐ Yes ☐ No |
| C.15.2 | Veteran Small Business Participation and Utilization Plan | ☐ Yes ☐ No ☒ N/A |

### C.16. PREFERENCES

The Illinois Procurement Code provides various preferences to promote business opportunities in Illinois.

Does Offeror make any claims for preferences? If so, please mark the applicable preference(s) and include a listing of the items that qualify for the preference at the end of this section and a description of why the preference applies. Agency/University reserves the right to determine whether the preference indicated applies to Offeror.

☐ Resident Bidder (30 ILCS 500/45-10).

☐ Soybean Oil-Based Ink (30 ILCS 500/45-15).

☐ Recycled Materials (30 ILCS 500/45-20).

☐ Recycled Paper (30 ILCS 500/45-25).

☐ Environmentally Preferable Supplies (30 ILCS 500/45-26).

☐ Correctional Industries (30 ILCS 500/45-30).

☐ Sheltered Workshops for the Severely Handicapped (30 ILCS 500/45-35).

☐ Gas Mileage (30 ILCS 500/45-40).

☐ Small Businesses (30 ILCS 500/45-45).

☐ Illinois Agricultural Products (30 ILCS 500/45-50).

☐ Corn-Based Plastics (30 ILCS 500/45-55).

☐ Disabled Veterans (30 ILCS 500/45-57).

☐ Vehicles Powered by Agricultural Commodity-Based Fuel (30 ILCS 500/45-6)

☐ Biobased Products (30 ILCS 500/45-75).

☐ Historic Preference Area (30 ILCS 500/45-80).

☐ Procurement of Domestic Products (30 ILCS 517).

☐ Public Purchases in Other State (30 ILCS 520).

☐ Illinois Mined Coal Act (30 ILCS 555).

☐ Steel Products Procurement (30 ILCS 565).

☐ Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575).

☐ Veteran's Preference (330 ILCS 55).

Items that Qualify and Explanation:  Click here to enter text.

<mark>Signature of Authorized Representative:</mark> _____

Printed Name of Signatory:  Click here to enter text.

Vendor Name:  Click here to enter text.

Date:  Click here to enter a date.

**D.  SPECIFICATIONS/QUALIFICATIONS/STATEMENT OF WORK**

**D.1.  GOAL:** The comprehensive Debt Management software package IFA requires will provide real-time access to all bond, note, loan and other debt information from all past and present debt issuances including: debt service schedules (broken down to the CUSIP level and specific fund), call structures and redemptions, and other related information such as financing participants, ratings history, etc. The ability to support multiple con-current users and stakeholders across the organization is required along with automatic generation of debt service schedules, interest accruals, amortization of premiums, discounts, and costs of issuance, CAFR reporting and creation of debt related journal entries.

**Limitations To The Current System**

The Authority does not have a single system for administrative functions such as accounting and reporting for its bond issuances and loan servicing. Individual departments utilize disparate systems and applications, performing functions that are typically included in a comprehensive Solution.

The Authority's current systems include various Microsoft products such as Excel and Access and software utilized by external parties in regards to loan servicing.

In the current environment, two SQL databases-Bond Issuances have an Access front-end while Loans Outstanding uses a browser (IE) front-end. Databases hold all current conduit bond issuances as well as issuances made on behalf of various prior predecessor agencies of the IFA and government loans. Excel spreadsheets hold other pertinent bond data from predecessor agencies of IFA and the loan servicer manages the software used to service specific programmatic loans issued on behalf of the Authority. Expenses, interest, other revenues and all other general ledger transactions take place within Microsoft Dynamics/Great Plains and the reconciliation of balances is a manual process.

**In the current environment (Estimates):**

| IFA | Number of employees | 25 |
|---|---|---|
| | Number of departments | 5 |
| | Number of core users | 15 |
| | Number of casual users | 10 |
| | Number of simultaneous users | 25 |
| | Number of cost centers | 500 |
| | Daily /Annual business transactions | 200 / 50000 |
| Operating Environment | Security /Compliance requirements | Extensive State & Federal requirements |
| | Server /Workstation environment | Virtual Windows 2008 Servers, Windows 7 Workstations,  3 Employee Sites |
| | Database management systems | Microsoft Dynamics/SQL, Access databases |
| | Archive /Record management requirements | Extensive State & Federal requirements |

**D.2.** **SUPPLIES AND/OR SERVICES REQUIRED:** Currently, the individual functions of the Authority utilize disparate technology systems resulting in employees performing repetitive entries and processes, reconciling multiple systems, and having to assemble cross-departmental data from these systems. Implementation of a single, Debt Management solution, is intended to ensure transparency and compliance with regulations, increase efficiency and effectiveness by adopting simplified and standardized business processes, optimize costs and risk resulting from maintenance of multiple systems, and empower leadership with critical insights to improve the management of IFA initiatives. The Debt Management Solution shall replace existing system functionality as well as add system functionality where none existed previously.

**The Solution Should Include, But Not Be Limited To, The Following Functional Components:**

• Financial Accounting and Reporting (FAR) functions (bond principal and interest payments and adjustments; loan principal and interest payments and adjustments;  pro forma financial calculations; current and projected balances; all required financial reporting schedules, integrating with popular current General Ledger packages and records management systems, Accounts Receivables functionality and debt collection capability, etc. and supporting financial analytics).

• Debt and Compliance (DAC) functions (data entry and/or upload capability of new debt issuances and prior data on existing data to complete profiles; electronic checklists of required initial documentation and post issuance compliance monitoring; workflow and notification capability; invoicing of loan payments; annual statements, etc.).

• Document and Records Management (DARM) functions (integrating with the Authority's document and records management system; data entry and/or upload capability of new debt issuances and prior data on existing issuances to complete profiles; electronic checklists of required initial documentation and post issuance compliance monitoring; workflow and notification capability; invoicing of loan payments; annual statements, etc.).

**The Debt Management Solution Should Include, But Not Be Limited To, The Following Non-Functional Capabilities:**

• Solution Architecture (NFR-A) components (e.g., Integration Architecture, Workflow Processing, Data Warehousing and Business Intelligence, Data Management, User Interface, Data Entry Support and Online Help, System Administration).

• Technology Architecture (NFR-B) features (e.g., Scalability, Security, Data Storage and Archival, Audit, Capacity and Performance, Business Continuity and Disaster Recovery, Hosting, Remote Services, Cloud Computing, Infrastructure Platform, and Network).

The expected architecture of the Illinois Finance Authority's Debt Management Solution is illustrated in the figure below:
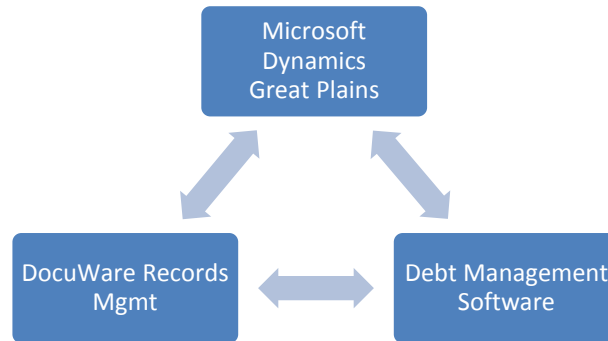


**FIGURE D.1 – PROPOSED MAKE-UP OF IFA'S DEBT MANAGEMENT SOLUTION**

**The Envisioned Illinois Finance Authority's Debt Management Solution Landscape Consists of:**

- All-Inclusive Debt and Compliance transactional backbone: An end-to-end Debt Management Solution Package that is the transactional backbone for all debt and compliance administrative functions, including, but not limited to, financial accounting and reporting, compliance, debt monitoring and reporting, and loan management and reporting. The package could potentially be supplemented by a minimal number of point solutions, where necessary, should the Debt Management backbone fail to provide the required functionality for specific and critical functional components (*e.g.,* integrating with the current IFA ERP system and records management solution).

- Fully-integrated functional modules in the Debt Management Software Package: The Debt Management Software Package must be fully integrated across all modules. In other words, the Debt Management Software Package must be built on a unified code base across major functional domains, such as Financial, Debt and Compliance and Document and Records Management. It must be fully-integrated to deliver seamless data integration across software modules, as well as to facilitate automated, non-disruptive technical and functional upgrades at the Authority's discretion in the future.

- System of record: The Debt Management Solution must serve as the system of record for all debt and compliance-related data and transactions. (*e.g.,* journal entries, debt service and loan payment schedules and balances, compliance reporting and monitoring, etc.).

- Out-of-the-box integrated analytics: The Debt Management Software Package must include pre-built analytical applications that are capable of fully integrating with the IFA's ERP and document/records management systems. Dashboarding, key performance indicators, canned reports (including those included in the Comprehensive Annual Financial Report(CAFR)) and tools for ad-hoc analysis, data-mining, as well as bi-directional integration with MS Office tools such as MS Excel are required.

- Integration framework: A robust integration framework is required to be at the core of the Debt Management Software Package that encompasses capabilities and tools for data integration (*e.g.,* ETL, web services, data quality, data profiling, replication, and change data capture), process integration, and information integration (*e.g.,* content management, imaging, enterprise search and web 2.0) to enable seamless information exchange between the Debt Management backbone and other applications, such as the Statewide ERP solution.

- Information security: Security and controls across the data application and infrastructure tiers are critical features of the envisioned Debt Management Solution. Since the Debt Management Solution will contain highly sensitive and confidential data, robust information security, data protection and governance are required, including encryption, firewalls, identity and access management, role-based access control, privileged user access control (*i.e.,* to prevent system and application administrators from unauthorized access to confidential information), digital rights management, etc., at all tiers of the Debt Management Solution (*i.e.,* from user interface to disk). Additionally, security provisions must protect the Debt Management Solution from malicious code, unauthorized access, hackers, and intrusion. Security provisions of the Debt Management Solution must be in compliance with state security regulations, including but not limited to PIPA (Personal Information Protection Act, 815 ILCS 530/).

## Functional Scope and Requirements

- The scope of the Debt Management Solution encompasses three (3) functional domains: Financial Accounting and Reporting, Debt and Compliance and Document and Records Management. The following illustration depicts the functional modules that fall within the scope of each of these three (3) functional domains. The Debt Management Solution will link both the IFA's ERP and the records management and provide for real-time two way integrating with all modules.

| IFA DATA SOIURCE | CRITERIA | | | |
|---|---|---|---|---|
| Financial Accounting and Reporting | General Ledger | Accounts Payable | Accounts Receivable | Procurement |
| Debt and Compliance | Outstanding Bonds | Notes | Loans | Investments |
| Document and Records Management | All Illinois Finance Authority Records | | | |

**FIGURE D.2 - FUNCTIONAL SCOPE OF THE ILLINOIS FINANCE AUTHORITY'S DEBT MANAGEMENT SOLUTION**

The functional requirement spreadsheets (Appendix I.2) list the desired functionality for each of the specified criteria.

To illustrate that the proposed Debt Management Software Package meets the functional requirements of the Authority, the Offeror must provide a response in Appendix I.2.

## Non-Functional requirements

In addition to the functional requirements, the Authority is envisioning that the Debt Management Solution will meet specific non-functional requirements (Appendices I.3 and I.4) identified as central to the Debt Management Solution's ability to meet the Authority's needs. The non-functional requirements "A" and "B", include usability, innovation, Offeror commitment, and technical requirements. Technical requirements include Solution Architecture (*e.g.,* data warehousing, workflow processing) and Technology Architecture (*e.g.,* hosting, data storage, scalability). To show that the proposed Debt Management Software Package meets the non-functional requirements of the Authority, the Offeror must provide a response in the above appendices.

**Hosting**

The State of Illinois requires that agencies, in making new information technology investments, evaluate and, if feasible, adopt appropriate cloud computing solutions.

Note: "Cloud Computing" is defined as having the same meaning as provided in the National Institute of Science and Technology (NIST) special publication 800-145: Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (*e.g.,* networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. This cloud model is composed of five essential characteristics (*i.e.,* on-demand self-service, broad network access, resource pooling, rapid elasticity, and measured service), three service models (*i.e.,* Software as a Service, Platform as a Service, and Infrastructure as a Service) and four deployment models (*i.e.,* private cloud, community cloud, public cloud, and hybrid cloud).

The Authority will explore options to host the Debt Management Software Package in either a third-party-hosted facility with basic systems administration support, or a third-party-hosted facility inclusive of the full range of managed services.

The Authority will review the Offeror's Debt Management Software Package's capability to accommodate each of the hosting options. The procurement of hosting and associated services is included in this solicitation and is listed in the non-functional requirements "B" portion of this RFP (Appendix I.4).

This RFP's scope includes two hosting models such which the Authority will have the option, as its sole discretion through the contract resulting from this RFP, to change the delivery model of the Debt Management Software Package from an installed-base delivery model to a hosted, as-a-service, or other delivery model.

The two hosting options are:

- **Third-party-hosted (Offeror or other third-party):** The Offeror or a certified third-party partner on behalf of the Offeror will host the Debt Management Software Package in primary and secondary data centers. The Offeror will own the hardware and supporting infrastructure (network, storage, RDBMS servers, and application servers) and provide basic system administration support. In turn, the Authority will own the Debt Management Software Package licenses, be responsible for application administration, help desk and other support services, and rely on the Offeror or certified third-party to provide basic infrastructure administration services. Offerors are encouraged to provide details on either an Offeror hosted, or a certified partner hosted solution, as options for the Authority to consider.

- **Third-party-hosted (Offeror or other third-party) with managed services:** The Offeror or a certified third-party partner on behalf of the Offeror will host the Debt Management Software Package in primary and secondary data centers. The Offeror will own the hardware and supporting infrastructure (network, storage, RDBMS servers, application servers) while the Authority will own the Debt Management Software Package licenses. Additionally, the Offeror will be responsible for providing managed services for the Debt Management Solution (e.g., Help Desk, Application Administration such as, but not limited to user account, role and profile management, application performance tuning, configuration management, etc.). Offerors are encouraged to provide details on an Offeror-hosted or certified partner-hosted solution that includes Offeror provided managed services as an option for the Authority to consider.

Migration of hosting to a cloud or a SaaS version of the Debt Management Software Package is within the scope of this Solicitation.

**Working In Partnership With The Other IFA Vendors And System Integrators**

The Debt Management Software Package Offeror will be required to work in partnership with the IFA Information Technology and Finance staff  and DocuWare and Microsoft Dynamics vendors throughout the implementation process of the Debt Management Solution. In addition, it is requested that Offerors incorporate an optional pricing schedule and mechanism by which any other agency of the executive branch of the government of the State of Illinois may acquire one (1) or more licenses for the software solution proposed in response to this solicitation, at the agency's election, with the approval of the State Chief Information Officer. Offerors should also include an optional pricing schedule for any other agency of the executive branch of the government of the State of Illinois to acquire implementation services necessary for implementing the software solution, if any. Each option will be exercised only at the State's sole discretion, and neither option will be evaluated as part of the Responsiveness Elements.

D.3.  **MILESTONES AND DELIVERABLES:**  Proposals are due **on September 18, 2014 no later than 12:00 p.m**., U.S. Central Time. Proposals will be opened on September 18, 2014 at 12:00 p.m. Central Time at Illinois Finance Authority, 160 North LaSalle Street, Suite C-800, Chicago, IL 60601.  For Finalist Offerors, the Illinois Finance Authority anticipates holding system demonstrations, oral presentations, and Q&A sessions prior to **October 7, 2014**. The Finalist Offerors (as defined in Section B.4.2) will be notified of the location, date and time during this period for its system demonstrations, provide an oral presentation, and answer questions.

D.4.  **OFFEROR / STAFF SPECIFICATIONS:**  Please see Appendix I.1a and I.1b.

D.5.  **TRANSPORTATION AND DELIVERY TERMS:**  N/A

D.6.  **OFFEROR'S PROPOSED SOLUTION TO MEET THE STATE'S REQUIREMENTS:**  Please respond in the following prescribed format: Table/Spreadsheet (Appendix I.2 thru I.4.)

D.7.   **SUBCONTRACTING**

D.7.1.  Subcontractors are allowed.   For the purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by the contract.  If subcontractors are to be utilized, Offeror must identify subcontractors with a total value of more than $50,000 and the expected amount of money each will receive under the contract in the Subcontractor Disclosure form found in SECTION 3 Part I.

D.7.2.  The Offeror shall notify the State of any additional or substitute subcontractors hired during the term of this contract.  If required, Offeror shall provide the State a copy of all such subcontracts within 15 days after execution of this contract or the subcontract, whichever occurs later.

D.7.3.  Any subcontracts entered into prior to award of the Contract are done at the vendor's and subcontractor's risk.

D.8.  **WHERE SERVICES ARE TO BE PERFORMED**

D.8.1.  Unless otherwise disclosed in this section, all services shall be performed in the United States. This information and the economic impact on Illinois and its residents may be considered in the evaluation. If the Offeror performs the services purchased hereunder in another country in violation of this provision, such action may be deemed by the State as a breach of the contract by Offeror.

D.8.2.  Offerors shall disclose the locations where the services required shall be performed and the known or anticipated value of the services to be performed at each location.  If the Offeror received additional consideration in the evaluation based on work being performed in the

United States, it shall be a breach of contract if the Offeror shifts any such work outside the United States.

D.8.3.   Location where services will be performed:  Click here to enter text.

D.8.4.   Percentage of contract of services performed at this location:  Click here to enter text.

**Include Part D and related attachments in Packet 1**

## SECTION 2.

**E.      PRICING**

**E.1.    FORMAT OF PRICING:**

E.1.1.   Offeror shall submit pricing in the format shown below, based on the terms and conditions set forth in Section 1 of this Request for Proposal.  Offeror's price shall serve as the basis for compensation terms of the resulting contract.  Failure to submit pricing as shown in this section may render Offeror's entire offer non-responsive and ineligible for award.

E.1.2.   Pricing shall be submitted in the following format:  Appendix II.

E.1.3.   The IFA prefers to pay for Installation cost only at the start of "development and configuration" on the System. The IFA prefers to pay for license fees only at time of go-live of the specific user group

**E.2.    TYPE OF PRICING:**  The Illinois Office of the Comptroller requires the State to indicate whether the contract pricing is firm or estimated at the time it is submitted for obligation.  Pricing pursuant to this contract is estimated.

**E.3.    EXPENSES ALLOWED:**  Expenses ☐ are not allowed ☒ are allowed as follows: Prior approval by IFA.

**E.4.    DISCOUNT:**  The State may receive a 2% discount for payment within 30 days of receipt of correct invoice.  This discount will not be a factor in making the award.

**E.5.    TAXES:**  Pricing shall not include any taxes unless accompanied by proof the State is subject to the tax.  If necessary, Offeror may request the applicable agency's Illinois tax exemption number and federal tax exemption information.

**E.6.    OFFEROR'S PRICING OFFER:**  Attach additional pages if necessary or if the format of pricing specified above in Section 2.1 requires additional pages.

E.6.1.   Offeror's Price for the Initial Term:  Click here to enter text.

E.6.2.   Renewal Compensation:  If the contract is renewed, the price shall be at the same rate as for the initial term unless a different compensation or formula for determining the renewal compensation is stated in this section.

E.6.2.1.   Agency/University Formula for Determining Renewal Compensation:   0% increase/decrease

E.6.2.2.   Offeror's Price for Renewal(s):  Click here to enter text.

**Include Section 2 part E and related attachments in Packet 2**

## SECTION 3.

**F.1.    TERM AND TERMINATION:**

**1.1.    TERM OF THIS CONTRACT**:  This contract has an initial term of *3 years*.  If a start date is not identified, then the term shall commence upon the last dated signature of the Parties.

   1.1.1.   In no event will the total term of the contract, including the initial term, any renewal terms and any extensions, exceed 10 years.

   1.1.2.   Vendors shall not commence billable work in furtherance of the contract prior to final execution of the contract except when permitted pursuant to 30 ILCS 500/20-80.

**1.2.    RENEWAL**:  Subject to the maximum total term identified above, the State has the option to renew for the following term(s):  2, (1) year terms.

   1.2.1.   Pricing for the renewal term(s), or the formula for determining price, is shown in the pricing section of this contract.

   1.2.2.   Any renewal is subject to the same terms and conditions as the original contract unless otherwise provided in the pricing section.  The State may renew this contract for any or all of the option periods specified, may exercise any of the renewal options early, and may exercise more than one option at a time based on continuing need and favorable market conditions, when in the best interest of the State.  The contract may neither renew automatically nor renew solely at the Vendor's option.

**1.3.    TERMINATION FOR CAUSE:**  The State may terminate this contract, in whole or in part, immediately upon notice to the Vendor if:  (a) the State determines that the actions or inactions of the Vendor, its agents, employees or subcontractors have caused, or reasonably could cause, jeopardy to health, safety, or property, or (b) the Vendor has notified the State that it is unable or unwilling to perform the contract.

If Vendor fails to perform to the State's satisfaction any material requirement of this contract, is in violation of a material provision of this contract, or the State determines that the Vendor lacks the financial resources to perform the contract, the State shall provide written notice to the Vendor to cure the problem identified within the period of time specified in the State's written notice. If not cured by that date the State may either: (a) immediately terminate the contract without additional written notice or (b) enforce the terms and conditions of the contract.

For termination due to any of the causes contained in this Section, the State retains its rights to seek any available legal or equitable remedies and damages.

**1.4.    TERMINATION FOR CONVENIENCE:**  The State may, for its convenience and with 30 days prior written notice to Vendor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Vendor.

1.4.1. The Vendor shall be entitled to compensation upon submission of invoices and proof of claim for supplies and services provided in compliance with this contract up to and including the date of termination.

**1.5.** **AVAILABILITY OF APPROPRIATION:** This contract is contingent upon and subject to the availability of funds. The State, at its sole option, may terminate or suspend this contract, in whole or in part, without penalty or further payment being required, if (1) the Illinois General Assembly or the federal funding source fails to make an appropriation sufficient to pay such obligation, or if funds needed are insufficient for any reason (30 ILCS 500/20-60), (2) the Governor decreases the Department's funding by reserving some or all of the Department's appropriation(s) pursuant to power delegated to the Governor by the Illinois General Assembly, or (3) the Department determines, in its sole discretion or as directed by the Office of the Governor, that a reduction is necessary or advisable based upon actual or projected budgetary considerations. Contractor will be notified in writing of the failure of appropriation or of a reduction or decrease.

**F.2.** **PAYMENT TERMS AND CONDITIONS:**

**2.1.** **LATE PAYMENT**: Payments, including late payment charges, will be paid in accordance with the State Prompt Payment Act and rules when applicable. 30 ILCS 540; 74 Ill. Adm. Code 900. This shall be Vendor's sole remedy for late payments by the State. Payment terms contained on Vendor's invoices shall have no force and effect.

**2.2.** **MINORITY CONTRACTOR INITIATIVE**: Any Vendor awarded a contract under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) of $1,000 or more is required to pay a fee of $15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller's Administrative Fund. 15 ILCS 405/23.9.

**2.3.** **EXPENSES**: The State will not pay for supplies provided or services rendered, including related expenses, incurred prior to the execution of this contract by the Parties even if the effective date of the contract is prior to execution.

**2.4.** **PREVAILING WAGE**: As a condition of receiving payment, Vendor must (i) be in compliance with the contract, (ii) pay its employees prevailing wages when required by law, (iii) pay its suppliers and subcontractors according to the terms of their respective contracts, and (iv) provide lien waivers to the State upon request. Examples of prevailing wage categories include public works, printing, janitorial, window washing, building and grounds services, site technician services, natural resource services, security guard and food services. The prevailing wages are revised by the Department of Labor and are available on the Department's official website, which shall be deemed proper notification of any rate changes under this subsection. Vendor is responsible for contacting the Illinois Department of Labor to ensure understanding of prevailing wage requirements at 217-782-6206 or http://www.state.il.us/agency/idol/index.htm).

**2.5.** **FEDERAL FUNDING**: This contract may be partially or totally funded with Federal funds. If federal funds are expected to be used, then the percentage of the good/service paid using Federal funds and the total Federal funds expected to be used will be provided to the awarded Vendor in the notice of intent to award.

**2.6.** **INVOICING**: By submitting an invoice, the Vendor certifies that the supplies or services provided meet all requirements of the contract, and the amount billed and expenses incurred are as allowed in the contract. Invoices for supplies purchased, services performed and expenses incurred through June 30 of any year must be submitted to the State no later than July 31 of that year; otherwise Vendor may be

required to seek payment through the Illinois Court of Claims.  30 ILCS 105/25.  All invoices are subject to statutory offset.  30 ILCS 210.

2.6.1.  Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax.  If necessary, Vendor may request the applicable agency's/university's Illinois tax exemption number and federal tax exemption information.

2.6.2.  Vendor shall invoice at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract.

Send invoices to:

| Agency/University: | Illinois Finance Authority |
|---|---|
| Attn: | Accounts Payable Division |
| Address: | 160 N. LaSalle, Suite C-800 |
| City, State Zip | Chicago, IL 60601 |

**F.3.** **ASSIGNMENT:**  This contract may not be assigned or transferred in whole or in part by Vendor without the prior written consent of the State.

**F.4.** **SUBCONTRACTING**:  For purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by the contract.  Vendor must receive prior written approval before use of any subcontractors in the performance of this contract.  Vendor shall describe, in an attachment if not already provided, the names and addresses of all authorized subcontractors to be utilized by the Vendor in the performance of this contract, together with a description of the work to be performed by the subcontractor and the anticipated amount of money that each subcontractor is expected to receive pursuant to this contract.  If required, the  Vendor shall provide a copy of any subcontracts within 15 days after execution of this contract.  All subcontracts must include the same certifications that Vendor must make as a condition of this contract.  Vendor shall include in each subcontract the subcontractor certifications as shown on the Standard Subcontractor Certification form available from the State. If at any time during the term of the Contract, Vendor adds or changes any subcontractors, then Vendor must promptly notify, by written amendment to the Contract, the State Purchasing Officer or the Chief Procurement Officer of the names and addresses and the expected amount of money that each new or replaced subcontractor will receive pursuant to the Contract.

**F.5.** **AUDIT/RETENTION OF RECORDS**:  Vendor and its subcontractors shall maintain books and records relating to the performance of the contract or subcontract and necessary to support amounts charged to the State pursuant the contract or subcontract.  Books and records, including information stored in databases or other computer systems, shall be maintained by the Vendor for a period of three years from the later of the date of final payment under the contract or completion of the contract, and by the subcontractor for a period of three years from the later of final payment under the term or completion of the subcontract.  If federal funds are used to pay contract costs, the Vendor and its subcontractors must retain its records for five years.  Books and records required to be maintained under this section shall be available for review or audit by representatives of: the procuring Agency/University, the Auditor General, the Executive Inspector General, the Chief Procurement Officer, State of Illinois internal auditors or other governmental entities with monitoring authority, upon reasonable notice and during normal business hours.  Vendor and its subcontractors shall cooperate fully with any such audit and with any investigation conducted by any of these entities.  Failure to maintain books and records required by this section shall establish a presumption in favor of the State for the recovery of any funds

paid by the State under the contract for which adequate books and records are not available to support the purported disbursement. The Vendor or subcontractors shall not impose a charge for audit or examination of the Vendor's books and records.  30 ILCS 500/20-65.

**F.6.**     **TIME IS OF THE ESSENCE**:  Time is of the essence with respect to Vendor's performance of this contract.  Vendor shall continue to perform its obligations while any dispute concerning the contract is being resolved unless otherwise directed by the State.

**F.7.**     **NO WAIVER OF RIGHTS**:  Except as specifically waived in writing, failure by a Party to exercise or enforce a right does not waive that Party's right to exercise or enforce that or other rights in the future.

**F.8.**     **FORCE MAJEURE**:  Failure by either Party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control and not due to its negligence including acts of nature, acts of terrorism, riots, labor disputes, fire, flood, explosion, and governmental prohibition.  The non-declaring Party may cancel the contract without penalty if performance does not resume within 30 days after the declaration.

**F.9.**     **CONFIDENTIAL INFORMATION**:  Each Party, including its agents and subcontractors, to this contract may have or gain access to confidential data or information owned or maintained by the other Party in the course of carrying out its responsibilities under this contract.  Vendor shall presume all information received from the State or to which it gains access pursuant to this contract is confidential.  Vendor information, unless clearly marked as confidential and exempt from disclosure under the Illinois Freedom of Information Act, shall be considered public.  No confidential data collected, maintained, or used in the course of performance of the contract shall be disseminated except as authorized by law and with the written consent of the disclosing Party, either during the period of the contract or thereafter.  The receiving Party must return any and all data collected, maintained, created or used in the course of the performance of the contract, in whatever form it is maintained, promptly at the end of the contract, or earlier at the request of the disclosing Party, or notify the disclosing Party in writing of its destruction.  The foregoing obligations shall not apply to confidential data or information lawfully in the receiving Party's possession prior to its acquisition from the disclosing Party that were received in good faith from a third-party not subject to any confidentiality obligation to the disclosing Party; that is now or later becomes publicly known through no breach of confidentiality obligation by the receiving Party; or is independently developed by the receiving Party without the use or benefit of the disclosing Party's confidential information.

**F.10.**    **USE AND OWNERSHIP**:  All work performed or supplies created by Vendor under this contract, whether written documents or data, goods or deliverables of any kind, shall be deemed work-for-hire under copyright law and all intellectual property and other laws, and the State of Illinois is granted sole and exclusive ownership to all such work, unless otherwise agreed in writing.  Vendor hereby assigns to the State all right, title, and interest in and to such work including any related intellectual property rights, and waives any and all claims that Vendor may have to such work including any so-called "moral rights" in connection with the work.  Vendor acknowledges the State may use the work product for any purpose.  Confidential data or information contained in such work shall be subject to confidentiality provisions of this contract.

**F.11.**    **INDEMNIFICATION AND LIABILITY**:  The Vendor shall indemnify and hold harmless the State of Illinois, its agencies, officers, employees, agents and volunteers from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements and judgments, including in-house and contracted attorneys' fees and expenses, arising out of: (a) any breach or violation by Vendor of any of its certifications, representations, warranties, covenants or agreements; (b) any actual or alleged death or injury to any person, damage to any property or any other damage or loss claimed to result in whole or in part from Vendor's negligent performance; or (c) any act, activity or omission of Vendor or any of its employees, representatives, subcontractors or agents; or (d) any actual or alleged claim that the services or goods provided under the contract infringing, misappropriating, or otherwise violating any intellectual property (patent, copyright, trade secret, or trademark) rights of a third party.  Neither Party shall be liable for incidental, special, consequential or punitive damages.

**F.12.** **INSURANCE**:  Vendor shall, at all times during the term and any renewals, maintain and provide a Certificate of Insurance naming the State as additionally insured for all required bonds and insurance.  Certificates may not be modified or canceled until at least 30 day's notice has been provided to the State.  Vendor shall provide: (a) General Commercial Liability-occurrence form in amount of $1,000,000 per occurrence (Combined Single Limit Bodily Injury and Property Damage) and $2,000,000 Annual Aggregate; (b) Auto Liability, including Hired Auto and Non-owned Auto, (Combined Single Limit Bodily Injury and Property Damage) in amount of $1,000,000 per occurrence; and (c) Worker's Compensation Insurance in amount required by law.  Insurance shall not limit Vendor's obligation to indemnify, defend, or settle any claims.

**F.13.** **INDEPENDENT CONTRACTOR**:  Vendor shall act as an independent contractor and not an agent or employee of, or joint venture with the State.  All payments by the State shall be made on the basis of Vendor being an independent contractor of or joint venture with the State.

**F.14.** **SOLICITATION AND EMPLOYMENT**:  Vendor shall not employ any person employed by the State during the term of this contract to perform any work under this contract.  Vendor shall give notice immediately to the Agency's director or University's president if Vendor solicits or intends to solicit State employees to perform any work under this contract.

**F.15.** **COMPLIANCE WITH THE LAW**:  The Vendor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations, orders, federal circulars and all license and permit requirements in the performance of this contract.  Vendor shall be in compliance with applicable tax requirements and shall be current in payment of such taxes.  Vendor shall obtain at its own expense, all licenses and permissions necessary for the performance of this contract.

**F.16.** **BACKGROUND CHECK**:  Whenever the State deems it reasonably necessary for security reasons, the State may conduct, at its expense, criminal and driver history background checks of Vendor's and subcontractor's officers, employees or agents.  Vendor or subcontractor shall reassign immediately any such individual who, in the opinion of the State, does not pass the background checks.

**F.17.** **APPLICABLE LAW**:  This contract shall be construed in accordance with and is subject to the laws and rules of the State of Illinois.  The Department of Human Rights' Equal Opportunity requirements are incorporated by reference.  44 ILL. ADMIN. CODE 750.  Any claim against the State arising out of this contract must be filed exclusively with the Illinois Court of Claims.  705 ILCS 505/1.  The State shall not enter into binding arbitration to resolve any contract dispute.  The State of Illinois does not waive sovereign immunity by entering into this contract.  The official text of cited statutes is incorporated by reference. An unofficial version can be viewed at (www.ilga.gov/legislation/ilcs/ilcs.asp).

**F.18.** **ANTI-TRUST ASSIGNMENT**:  If Vendor does not pursue any claim or cause of action it has arising under federal or state antitrust laws relating to the subject matter of the contract, then upon request of the Illinois Attorney General, Vendor shall assign to the State rights, title and interest in and to the claim or cause of action.

**F.19.** **CONTRACTUAL AUTHORITY**:  The Agency/University that signs for the State of Illinois shall be the only State entity responsible for performance and payment under the contract.  When the Chief Procurement Officer or authorized designee or State Purchasing Officer signs in addition to an Agency/University, he/she does so as approving officer and shall have no liability to Vendor.  When the Chief Procurement Officer or authorized designee or State Purchasing Officer signs a master contract on behalf of State agencies, only the Agency/University that places an order with the Vendor shall have any liability to Vendor for that order.

**F.20.** **NOTICES**:  Notices and other communications provided for herein shall be given in writing by registered or certified mail with return receipt requested, by receipted hand delivery, by courier (UPS, Federal Express or other similar and reliable carrier), by e-mail, or by fax showing the date and time of successful receipt.  Notices shall be sent to the individuals who signed the contract using the contact information following the signatures.

Each such notice shall be deemed to have been provided at the time it is actually received. By giving notice, either Party may change the contact information.

**F.21.** **MODIFICATIONS AND SURVIVAL**:  Amendments, modifications and waivers must be in writing and signed by authorized representatives of the Parties.  Any provision of this contract officially declared void, unenforceable, or against public policy, shall be ignored and the remaining provisions shall be interpreted, to the extent possible, to give effect to the Parties' intent.  All provisions that by their nature would be expected to survive, shall survive termination.  In the event of a conflict between the State's and the Vendor's terms, conditions and attachments, the State's terms, conditions and attachments shall prevail.

**F.22.** **PERFORMANCE RECORD/SUSPENSION**:  Upon request of the State, Vendor shall meet to discuss performance or provide contract performance updates to help ensure proper performance of the contract.  The State may consider Vendor's performance under this contract and compliance with law and rule to determine whether to continue the contract, whether to suspend Vendor from doing future business with the State for a specified period of time, or to determine whether Vendor can be considered responsible on specific future contract opportunities.

**F.23.** **FREEDOM OF INFORMATION ACT**:  This contract and all related public records maintained by, provided to, or required to be provided to the State are subject to the Illinois Freedom of Information Act notwithstanding any provision to the contrary that may be found in this contract.  5 ILCS 140.

**F.24.** **SCHEDULE OF WORK**:  Any work performed on State premises shall be done during the hours designated by the State and performed in a manner that does not interfere with the State and its personnel.

**F.25.** **WARRANTIES FOR SUPPLIES AND SERVICES**

> **25.1.** Vendor warrants that the supplies furnished under this contract will: (a) conform to the standards, specifications, drawings, samples or descriptions furnished by the State or furnished by the Vendor and agreed to by the State, including but not limited to all specifications attached as exhibits hereto; (b) be merchantable, of good quality and workmanship, and free from defects for a period of twelve months or longer if so specified in writing, and fit and sufficient for the intended use; (c) comply with all federal and state laws, regulations, and ordinances pertaining to the manufacturing, packing, labeling, sale, and delivery of the supplies; (d) be of good title and be free and clear of all liens and encumbrances and; (e) not infringe any patent, copyright or other intellectual property rights of any third party.  Vendor agrees to reimburse the State for any losses, costs, damages or expenses, including without limitation, reasonable attorney's fees and expenses arising from failure of the supplies to meet such warranties.

> **25.2.** Vendor shall insure that all manufacturers' warranties are transferred to the State and shall provide a copy of the warranty.  These warranties shall be in addition to all other warranties, express, implied, or statutory, and shall survive the State's payment, acceptance, inspection, or failure to inspect the supplies.

> **25.3.** Vendor warrants that all services will be performed to meet the requirements of the contract in an efficient and effective manner by trained and competent personnel.  Vendor shall monitor performances of each individual and shall reassign immediately any individual who does not perform in accordance with the contract, who is disruptive or not respectful of others in the workplace, or who in any way violates the contract or State policies.

**F.26.** **REPORTING, STATUS AND MONITORING SPECIFICATIONS:**

> **26.1.** Vendor shall immediately notify the State of any event that may have a material impact on Vendor's ability to perform the contract.

**26.2.** By August 31 of each year, Vendor shall report to the Agency or University the number of qualified veterans and certain ex-offenders hired during Vendor's last completed fiscal year. For the purposes of this section, qualified veteran is defined in 30 ILCS 500/45-67 and ex-offender is defined in 30 ILCS 500/45-70.

**F.27.** **EMPLOYMENT TAX CREDIT**: Vendors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 35 ILCS 5/216, 5/217. Please contact the Illinois Department of Revenue (telephone #: 217-524-4772) for information about tax credits.

# STATE OF ILLINOIS
# EXCEPTIONS TO SOLICITATION AND CONTRACT TERMS AND CONDITIONS

**G.** Click here to enter text. agrees with the terms and conditions set forth in the State of Illinois Request for Proposal (Reference Number: Click here to enter text.), including the standard terms and conditions, Agency/University supplemental provisions, certifications, and disclosures, with the following exceptions:

| | |
|---|---|
| | Excluding certifications required by statute to be made by the Offeror, both Parties agree that all of the duties and obligations that the Offeror owes to Agency/University for the work performed shall be pursuant to the solicitation, resulting contract, and Offeror's exceptions accepted by the State thereto as set forth below. |
| | **STANDARD TERMS AND CONDITIONS** |
| **Section/ Subsection #** | State the exception such as "add," "replace," and/or "delete." |
| | |
| | |
| | |
| | |
| | |
| | |
| | **ADDITIONAL VENDOR PROVISIONS** |
| **New Provision(s), # et. seq.** | **Section/Subsection New Number, Title of New Subsection**: State the new additional term or condition. |
| | |
| | |

By: Click here to enter text.

Signed: _____

Position: Click here to enter text.

Date: Click here to enter text.

# STATE OF ILLINOIS
# STATE SUPPLEMENTAL PROVISIONS

---

**H.1.**   State Supplemental Provisions:

☐      Agency/University Definitions

Click here to enter text.

☐      Required Federal Clauses, Certifications and Assurances

Click here to enter text.

☐      American Recovery and Reinvestment Act of 2009 (ARRA) Requirements

Click here to enter text.

☐      Public Works Requirements (construction and maintenance of a public work)  820 ILCS 130/4.

Click here to enter text.

☐      Prevailing Wage (janitorial cleaning, window cleaning, building and grounds, site technician, natural resources, food services, and security services, if valued at more than $200 per month or $2,000 per year or printing)  30 ILCS 500/25-60.

Click here to enter text.

☐      Agency/University Specific Terms and Conditions

Click here to enter text.

☐      Other (describe)

Click here to enter text.

# STATE OF ILLINOIS
# SUBCONTRACTOR DISCLOSURE

**I.1.** Will subcontractors be utilized? ☐ Yes ☐ No

**I.2.** The maximum percentage of the goods or services that are the subject of this offer and the resulting contract that may be subcontracted is Click here to enter text..

**I.3.** Please identify below the names and addresses of all subcontractors that will be utilized in the performance of this Contract with a total value of $50,000 or more, together with a description of the work to be performed by the subcontractor and the anticipated amount of money to the extent the information is known that each subcontractor is expected to receive pursuant to the Contract.

Subcontractor Name:  Click here to enter text.

Anticipated/Estimated Amount to Be Paid:  Click here to enter text.

Address:  Click here to enter text.

Description of work:  Click here to enter text.

Subcontractor Name:  Click here to enter text.

Anticipated/Estimated Amount to Be Paid:  Click here to enter text.

Address:  Click here to enter text.

Description of Work:  Click here to enter text.

**If additional space is necessary to provide subcontractor information, please attach an additional page.  All subcontracts must include the Standard Certifications and the Disclosures and Conflicts of Interest, completed and signed by the subcontractor.**

**I.4.** All subcontracts over $50,000 must include the same certifications that Vendor must make as a condition of the contract.  Vendor shall include in each subcontract the subcontractor certifications as shown on the Standard Certification form available from the State.

# STATE OF ILLINOIS
# REFERENCES

Provide references from 3 government agencies (Click here to enter text.) other than the procuring agency/university that can attest to Offeror's experience and ability to perform the contract that is the subject of this solicitation.

**PLEASE COMPLETE THE FORM IN APPENDICES I.5A THRU I.5C FOR THIS REQUIREMENT.**

Offeror Name: Click here to enter text.

Return Mailing Address: Click here to enter text.

**IFA**
ILLINOIS FINANCE AUTHORITY

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

### Debt Management Software
Request for Proposal No.15-0003

# 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:<br>- Description of each product and service category      -<br>Years in Business<br>- 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<br>(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 | | | | | |
| Number of employees focused on system integration services for the implementation of the Debt Management Software Package | | | | | |
| Yearly employee turnover rate (in %) | | | | | |
| 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. | | | | | |

| 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 capabilites 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) | |

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

| | 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) |
|---|---|---|---|---|---|
| | | | **Appendix I.2-Functional Requirements-Each Item Must be Responded To** | | |
| 20 | FAR | General | Based on user-defined criteria:<br> - Calculate cash flow (e.g., receipts and disbursements), and to forecast cash position and requirements<br> - Maintain receipts information<br> - Extract and compile accruals for receipts, reimbursements and expenditures<br> - Sort and organize funds into different classifications<br> - Interface with third-party providers for on-line receipts/payments and deposits<br> - Maintain a set of accounts of all monies received and paid<br> - Identify receipts and disbursements and to prepare monthly and point in time cash basis reporting<br> - Enter, record and maintain deposits and cash projections<br> - 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 | | |

| | Requirement Code | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To** | |
| 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 | |

| | 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 | |

| | Requirement Code | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | **Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To** | | |
| 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 | |

| | Requirement Code | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To** | |
| 49 | NFR-A | Data Warehousing and Business Intelligence | Enable authorized users to view previously generated reports of other users | |
| 50 | NFR-A | 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 | NFR-A | Data Warehousing and Business Intelligence | Enable uploading and integration of 3rd party and non-Debt Management data for analysis | |
| 52 | NFR-A | Data Warehousing and Business Intelligence | Provide a user-friendly reporting tool that can enable end-users to run reports against transactional data | |
| 53 | NFR-A | Data Warehousing and Business Intelligence | Integrate data from multiple data sources to provide consolidated reporting and analysis capabilities | |
| 54 | NFR-A | Data Warehousing and Business Intelligence | Provide role based access control and security in the analytical reporting environment similar to the transactional environment | |
| 55 | NFR-A | Data Warehousing and Business Intelligence | Support integration with MS-office tools | |
| 56 | NFR-A | Data Warehousing and Business Intelligence | Automate the extraction, transformation and loading of data to various external databases | |
| 57 | NFR-A | Data Warehousing and Business Intelligence | Support presentation of IFA's financial information to the public via a secure portal | |
| 58 | NFR-A | 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 | NFR-A | Integration Architecture | Integrate with the IFA e-mail systems (e.g., MS Exchange) | |
| 60 | NFR-A | Integration Architecture | Utilize XML and other industry-standard technologies to describe data elements | |
| 61 | NFR-A | Integration Architecture | Support industry standard data-integration technologies, replication, change-data-capture, etc. as part of the solution's data integration toolkit | |
| 62 | NFR-A | User Interface | Provide a graphical user interface that does not require deployment of application code to end-user workstations | |
| 63 | NFR-A | 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 | |

| | Requirement Code | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.3-Non-Functional requirements A-Each Item Must be Responded To** | |
| 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. | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To** | |
| 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 | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To** | |
| 14 | NFR-B | Capacity and Performance | Capture trending information and forecast future IFA capacity requirements | |
| 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 | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To** | |
| 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. | |
| 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.) | |

| | | | | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | Requirement ID | Category | Technical Requirement | |

<div style="text-align:center"><strong>Appendix I.4-Non-Functional Requirements B-<span style="color:red">Each Item Must be Responded To</span></strong></div>

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| 34 | NFR-B | Hosting | Hosting Services overview: Provide an overview of the various options for hosting and managing the proposed Debt Management Software package, such as: 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 | |
| 37 | NFR-B | Hosting | 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 | Hosting | 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 | Hosting | **Service Availability:** Guarantee 99.99% service availability of the hosted system measured in 5 minute intervals | |
| 40 | NFR-B | Hosting | 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 | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-**<span style="color:red">**Each Item Must be Responded To**</span> | |
| 41 | NFR-B | Hosting | 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 | Hosting | 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 | Hosting | 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 | Hosting | Change Management: Provide detailed change management policy and procedures to IFA, and adhere to agreed upon change management policies and procedures | |
| 45 | NFR-B | 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 | NFR-B | 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 | NFR-B | 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 | NFR-B | 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 | NFR-B | 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 | NFR-B | 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 | |

| | | | 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) |
| 51 | NFR-B | Hosting | Records Management: Hosting services Offeror must comply with IFA's records management standards as defined by the Secretary of IFA | |
| 52 | NFR-B | Hosting | **Bandwidth:** Offeror must provide a minimum of 5 MBPS guaranteed internet bandwidth | |
| 53 | NFR-B | 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 | NFR-B | 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 | NFR-B | 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) | |
| 56 | NFR-B | 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 | NFR-B | 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 | NFR-B | Infrastructure Platform and Network | Utilize industry standard virtualization infrastructure capabilities for high availability and disaster recovery required for the Debt Management Solution | |
| 59 | NFR-B | Infrastructure Platform and Network | Utilize industry standard virtualization infrastructure capabilities to support load balancing required for the Debt Management Solution | |
| 60 | NFR-B | 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 | |

| Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|
| 61 NFR-B | Infrastructure Platform and Network | Support an infrastructure platform and network capabilities as part of overall solution offering based on recommended infrastructure for the Debt Management Solution: <br> - Provide virtualized server environments <br> - Provision servers and operating systems <br> - Provision storage on demand <br> - Provision server, network and storage with no single point of failure <br> - Pre configured access to Internet Service Provider (ISP) and IFA Wide Area Network (WAN) demarcation points. <br> - Recover the application and data at the remote DR data center with minimal manual involvement <br> - Migrate an application for the DR data center back to the primary data center with minimal manual involvement <br> - Provide data center security and privacy to meet IFA security requirements. <br> - Provide firewall administration <br> - Provide data center Local Area Network (LAN) management <br> - Monitor applications and servers for availability as well as transaction and response time performance <br> - Support the DR and failover strategy and annual DR testing | |
| 62 NFR-B | 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 | |
| 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) | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To** | |
| 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 | |
| 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 | |

## 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) |
|---|---|---|---|---|
| 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 | |
| 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 | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To** | |
| 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 | |
| 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 | |

| | Requirement ID | Category | Technical Requirement | Offeror's Response: Proposed Solution Meets Requirement (Answer Y or N ONLY) |
|---|---|---|---|---|
| | | | **Appendix I.4-Non-Functional Requirements B-Each Item Must be Responded To** | |
| 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** | |

| 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<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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 | |

| 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 |
|---|---|---|---|---|
| | | | | |
| | Bonds | | | |
| | Notes | | | |
| | Loans | | | |
| | Miscellaneous | | | |
| DAC | Canned Compliance Reporting | | | |
| | Adhoc Compliance Reporting | | | |
| | Compliance Checklist Integration | | | |

| | Compliance Workflows and Approvals | | | |
|---|---|---|---|---|

| | | Functionality covered by implemented Debt Management Software Package (please check with "x") | Solution information<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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 |
|---|---|---|---|---|
| **FINANCIAL ACCOUNTING AND REPORTING: Intergrating with General Ledger ERP systems and providing syncing of data for:** | | | | |
| **FAR** | Chart of Accounts | | | |
| | Journal Entries | | | |
| | Canned Financial Reporting | | | |
| | Adhoc Financial Reporting | | | |
| | CAFR Requirements | | | |
| | Financial Checklist Integration | | | |
| | Miscellaneous | | | |
| | Financial Transaction Workflows and Approvals | | | |

| | | Functionality covered by implemented Debt Management Software Package (please check with "x") | Solution information<br>1) Provide the name and the version number of the core Debt Management Software Package that was used to cover the functionality.<br>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).<br>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 |
|---|---|---|---|---|
| **DOCUMENT AND RECORDS MANAGEMENT: Ability to link directly with all records in IFA's records and document management system** | | | | |
| **DARM** | All above requirements | | | |
| | Miscellaneous | | | |

# Illinois Finance Authority

## Appendix II. Price Packet

### Debt Management Software

Request for Proposal No.15-0003

| | | INSTRUCTIONS |
|---|---|---|
| | | |

| Please refer to the RFP for details regarding the requirements and use of the Price Sheet. |
|---|

| # | Sheet | Detailed Instructions |
|---|---|---|
| 1 | All | The Offeror is required to fill out the "Debt Management Software Package Price" worksheet to provide information on the Offeror's price and fees, the "Operation Cost" worksheet to provide information on ongoing cost of operating the system, the "Payment Schedule" worksheet to provide the Offeror's proposal for the payment timeline, and the "Offeror Assumptions" worksheet to clarify the assumptions made as part of the price proposal. |
| 2 | All | The Offeror is to provide information for all cells with a green background, unless otherwise stated (e.g., the Offeror is not required to fill out comment fields; comment fields are provided in case the Offeror wishes to provide clarification) |
| 3 | Debt Management Software Package Price sheet | Within the Debt Management Software Package Price worksheet, there are three sections (A, B and C) the Offeror must complete |
| 4 | Debt Management Software Package Price worksheet - Section A | Section A of the Debt Management Software Package Price worksheet requires the Offeror to provide the one-time installation fee (including any other non-user based one-time fees), the one-time license fee and ongoing annual maintenance and support fees for 3 years, within the provided structure of functional groups and modules. If needed, the Offeror is allowed to add new functional module categories in Column C of the "Others" bucket, however each addition must be accompanied by a detailed description of the content of the module. The one-time installation fee shall be provided for each of the functional groups (e.g., DAC, FAR, DARM and Others). The one-time user license fees shall be provided for each individual functional module. The IFA will use the estimated number of users in each category to calculate a total that will be used for price comparison between the price proposals. The ongoing support and maintenance fee shall be provided for each of the 3 years of following the go-live, in combination with a detailed description on how these maintenance and support fees are calculated. |
| 5 | Debt Management Software Package Price worksheet - Section B | Section B of the Debt Management Software Package Price worksheet allows the Offeror to provide bundled price information for the same categories as section A (one-time installation fee, one-time license fee, ongoing support and maintenance fee). This provides the Offeror the opportunity to provide one bundled price for the Debt Management Software Package. When using this option, the Offeror is required to list any additional functional modules, if any, that would be included by the Offeror as par of the bundled package. The IFA encourages each Offeror to provide a bundled one-time license fee (Debt Management license) in combination with information related to cap and change triggers as the current user numbers are based on estimates. |

# INSTRUCTIONS

Please refer to the RFP for details regarding the requirements and use of the Price Sheet.

| # | Sheet | Detailed Instructions |
|---|-------|----------------------|
| 6 | Debt Management Software Package Price worksheet - Section C | Section C of the Debt Management Software Package Price worksheet should represent the Debt Management Software Package Price worksheet totals in each of the price categories. The offer or should enter the lowest price in case price from section A and section B differ. The Offeror has the opportunity to add any additional price components for one-time (C1) or ongoing (C2) fees, including a detailed description in the comment cell, to ensure that the calculated total in C.3 covers the Offeror's full price proposal. |
| 7 | Operational Cost sheet | Within the Operational Cost worksheet, the Offeror must provide information in all four sections A, B, C and D. |
| 8 | Operational Cost sheet | Section A of the Operational Cost worksheet is where the Offeror should provide information on the proposed Debt Management Software Package infrastructure requirements in case of an on-premise installation. For each of the provided infrastructure dimensions, the Offeror should detail the specific requirements and the quantity needed to operate the Debt Management Software Package. <br> The Offeror is encouraged to add further dimensions needed, and provide information on the same detail level. <br> For each dimension, the Offeror has to indicate whether the  mentioned requirements are included in the Debt Management Software Package Price or will be additional costs for the IFA. |
| 9 | Operational Cost sheet | Sections B and C of the Operational Cost worksheet require the Offeror to provide information on select implementation services expert roles (section B), and on select expert roles related to the Offeror's support and advisory services. The cost information shall be provided on a fixed cost basis, and should reflect industry best practices. The Offeror is encouraged to provide the source of the information provided. |
| 10 | Operational Cost sheet | Section D of the Operational Cost worksheet requires the Offeror to provide information on the cost dimensions of a hosted solution with managed services (either Offeror or third party hosted). |
| 11 | Offeror Assumption sheet | The Offeror Assumptions worksheet requires the Offeror to provide detailed information (description and rationale) for each of the assumptions made within the Price Sheet attachment. The Offeror is required to provide information on the impact on Price of each of the assumptions, in case the IFA determines an assumption to be invalid. |

# DEBT MANAGEMENT SOFTWARE PACKAGE PRICE

<span style="color:red">All Prices on this sheet will be considered Final Prices for scoring - therefore please state Prices that already include any discounts that apply.</span>

## A. INDIVIDUAL PRICE PER FUNCTIONAL MODULE

| | Functional modules | Core user[2] | Casual user[2] | Development user[2] | One-Time Prices: Software installation price/non-user-based license fees | License fee per Core user | License fee per Occasional user | License fee per Self-service user | License fee per Development user | Total UL | YEAR ONE SUPPORT/MAINT FEES (Total annual support and maintenance fee based on expected # of users) | YEAR TWO SUPPORT/MAINT FEES (Total annual support and maintenance fee based on expected # of users) | YEAR THREE SUPPORT/MAINT FEES (Total annual support and maintenance fee based on expected # of users) | TOTAL OF 3 YEARS OF SUPPORT/MAINT FEES (Total annual support and maintenance fee based on expected # of users) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *Total number for user (for self-service[2]): 25* | | | | | | | | | | | | | |
| **DAC** | **DEBT AND COMPLIANCE**, i.e. monitoring and documenting compliance, debt service schedules, payoff scenarios and reporting requirements, etc. for: | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Bonds | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Notes | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Loans | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Miscellaneous | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Canned Compliance Reporting | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Ad hoc Compliance Reporting | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Compliance Checklist Integration | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Compliance Workflows and Approvals | 15 | 8 | 2 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **FAR** | **FINANCIAL ACCOUNTING AND REPORTING**, i.e. Integrating with General Ledger ERP systems and providing syncing of data for: | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Chart of Accounts | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Journal Entries | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Canned Financial Reporting | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Ad hoc Financial Reporting | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | CAFR Requirements | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Financial Checklist Integration | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Miscellaneous | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Financial Transaction Workflows and Approvals | 15 | 8 | 2 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **DARM** | **DOCUMENT AND RECORDS MANAGEMENT**, i.e. Ability to link directly with all records in IFA's records and | 15 | 8 | 2 | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | Miscellaneous | 15 | 8 | 2 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | [Others - please fill in] | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

# DEBT MANAGEMENT SOFTWARE PACKAGE PRICE

**All Prices on this sheet will be considered Final Prices for scoring - therefore please state Prices that already include any discounts that apply.**

## A. INDIVIDUAL PRICE PER FUNCTIONAL MODULE

| OTHERS[1] | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | [Others - please fill in] | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | [Others - please fill in] | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | [Others - please fill in] | - | - | - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | **Total of individual prices** | | | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

## B. OPTIONAL BUNDLED PRICING

| OPTIONAL - Bundled price for each of the price columns | One-Time Prices: Software installation price/non-user-based license fees | License fees: User-based license Fees Based on Bundled Price | Ongoing Price (For the 3 years following the go-live) | | | |
|---|---|---|---|---|---|---|
| | | | YEAR ONE SUPPORT/MAINT FEES (Total annual support and maintenance fee based on bundled price) | YEAR TWO SUPPORT/MAINT FEES (Total annual support and maintenance fee based on bundled price) | YEAR THREE SUPPORT/MAINT FEES (Total annual support and maintenance fee based on bundled price) | TOTAL OF 3 YEARS OF SUPPORT/MAINT FEES (Total annual support and maintenance fee based on bundled price) |
| In case you provide a bundled price, the IFA will compare the total of individual prices and your bundled price and will use the lower one for comparison. Should user numbers change, the IFA reserves the right to take the price that is most advantageous for the IFA. [Please describe additional functionality provided as part of bundled price: e.g., fleet management, order entry, capacity planning, bill of materials] | $ - | $ - | $ - | $ - | $ - | $ - |

## C. TOTALS

**C.1 Total one-time price**

    Total Software installation price:     $ -

    Total License fees:     $ -

    Total one-time price     $ -

**C.2 Total ongoing price for 3 years**

    Total ongoing Maintenance and support fees for 3 years     $ -

**C.3 Total price (one-time and ongoing for 3 years)**

    Total price of the Debt Management Software Package
    (all one-time prices plus ongoing costs for 3 years)     $ -

**Notes:**

1. It is the responsibility of the Offeror to ensure spreadsheet calculations are correct.

**OPERATIONAL COST**

**A. Infrastructure requirements for on-premise solution**

| Infrastructure element (Infrastructure quantity should be able to support all necessary platform instances, e.g., production instance, testing instance, development instance) | Detailed description (e.g. processors, type of storage and memory, type of network card) | Quantity (# of units required) | Is cost of specific dimension included within Debt Management Software Package price? (Yes/No) | If infrastructure element is not provided as part of the Debt Management Software Package, please provide a cost estimate for these infrastructure requirements. Estimates will not be used for scoring - infrastructure cost will be calculated on quantity required and IFA benchmarks | | |
|---|---|---|---|---|---|---|
| | | | | One-time cost per unit, in USD | Ongoing cost per unit, per year, in USD | Total cost (one-time plus ongoing cost for 3 years) |
| Database | | | | $           - | $           - | $           - |
| Application server | | | | $           - | $           - | $           - |
| Web server | | | | $           - | $           - | $           - |
| Network infrastructure | | | | $           - | $           - | $           - |
| [Others - please fill in[1]] | | | | $           - | $           - | $           - |
| [Others - please fill in[1]] | | | | $           - | $           - | $           - |
| [Others - please fill in[1]] | | | | $           - | $           - | $           - |

**B. Implementation and support services**
This will be used for cost comparison of implementation and support cost

| Implementation Role | Estimated "Industry-Practice" Fixed Cost | Offeror Comments Please provide source of estimate and add further comments needed for clarification |
|---|---|---|
| Functional Analyst | | |
| Technical Analyst | | |
| Project Manager | | |

**C. Debt Management Software Package Offeror support and advisory services**
This will be used for cost comparison of advisory and support cost. Any services provided by the Offeror need to be provided based on the agreed upon rate card costs.

| Debt Management Offeror Support Roles | Fixed Cost | Offeror Comments Please provide source of estimate and add further comments needed for clarification |
|---|---|---|
| Technical Support Expert | | |
| Solution Architect | | |
| Client Advisor[2] | | |

## OPERATIONAL COST

**A. Infrastructure requirements for on-premise solution**

**D. HOSTING-Provide prices based on best-practice hosting option (either hosted directly by vendor or by recommended third party)**

| Hosting Service Element | Estimated One-Time Cost | Estimated Ongoing Cost Per Year | Estimated Total Cost (one-time plus ongoing cost for 3 years) | Offeror Comment |
|---|---|---|---|---|
| Infrastructure Management & Data Storage | $                    - | $                    - | $                    - | |
| Database Management | $                    - | $                    - | $                    - | |
| Backup & Disaster Recovery | $                    - | $                    - | $                    - | |
| Application maintenance | $                    - | $                    - | $                    - | |
| Application upgrades and modifications | $                    - | $                    - | $                    - | |
| Application services and support (e.g., Help-desk,User administration, Application administration, System-support) | $                    - | $                    - | $                    - | |
| Facility Services | $                    - | $                    - | $                    - | |
| Other [please use comment field to detail the components] | $                    - | $                    - | $                    - | |
| **Total** | $                    - | $                    - | $                    - | |

**Notes:**
1. The Offeror shall describe all proposed hardware.
2. It is the responsibility of the Offeror to ensure spreadsheet calculations are correct.

## OFFEROR ASSUMPTIONS

| ASSUMPTION # | OFFER SECTION (PAGE NUMBER, PARAGRAPH/SECTION) | DETAILED DESCRIPTION | COST IMPACT |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| 14 | | | |
| 15 | | | |
| 16 | | | |
| 17 | | | |
| 18 | | | |
| 19 | | | |
| 20 | | | |

In addition to the requirements of this Request for Proposal, it is requested that Offerors incorporate an optional pricing schedule and mechanism by which any other agency of the executive branch of the government of the State of Illinois may acquire one (1) or more licenses for the software solution proposed in response to this solicitation, at the agency's election, with the approval of the State Chief Information Officer.

Offerors should also include an optional pricing schedule for any other agency of the executive branch of the government of the State of Illinois to acquire implementation services necessary for implementing the software solution, if any. Each option will be exercised only at the State's sole discretion, and neither option will be evaluated as part of the Responsiveness Elements.

## OPTIONAL PRICING INFORMATION:

**ADDITIOINAL LICENSES:**

**ADDITIONAL IMPLEMENTATION SERVICES:**