STATE OF IDAHO
OFFICE OF THE STATE CONTROLLER

Request for Proposal (RFP)
RFP 2018-08

for

Project Luma Enterprise Resource Planning (ERP) Software Solution

Issue Date: August 24, 2018
Response Due Date: October 5, 2018, 3:00 PM MT

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1.0 Introduction

The State of Idaho (State) Office of the State Controller (SCO) is issuing this Request for Proposal (RFP) to solicit proposals from firms interested in participating (the "Offeror," the "Vendor" or, post-award, the "Contractor") for the acquisition of a comprehensive Enterprise Resource Planning (ERP) software solution, including functionality for Budget, Financial Management, Procurement, Human Capital Management, and Payroll.

The duties of the Idaho State Controller are enumerated in Article IV, Section 1 of the Constitution of the State of Idaho, and within title 67, chapter 10 of Idaho Code. As the chief fiscal officer of State government, the State Controller manages Idaho's fiscal affairs, which include paying all obligations of the state, processing payroll for all State employees, publishing Idaho's Comprehensive Annual Financial Report (CAFR), as well as maintaining the centralized financial management reporting and accounting systems.

Implementation and integration services will be acquired through a separate procurement effort once the ERP software solution has been selected.

There are minimum qualifications to respond to this solicitation. See RFP Section 1.6 below.

1.1 Purpose

In broad terms, the State is considering replacement of its legacy statewide administrative systems, including budget, finance, procurement, human resources, and payroll functionality as more fully defined in the Section 3.2, ERP Solution Scope. Additionally, the State seeks to modernize the underlying technical infrastructure supporting those systems. The State's ideal solution is one where best practices inherent in the software can be adopted by the State with minimal or no customization of the underlying software. This solution would be delivered on a modern, scalable technology platform that will allow the State's investment to be both functionally and technically viable for the foreseeable future.

From a technology viewpoint, the State's vision is a cloud-based solution that is fully supported by the Offeror and removes the State's administrative burden of software fixes/upgrades, hardware refresh cycles, backups, disaster recovery and technical staffing requirements. This RFP requests that the Offeror provide associated hosting services (Services) for the pre-production (development) and production infrastructure under either a Platform-as-a-Service (PaaS) with Managed Application Services (MAS), or Software-as-a-Service (SaaS) model.

Throughout the RFP, references are made to hosting services. It is understood that a SaaS model differs in some ways from a model that includes PaaS and MAS; however, in order to support both models in a single RFP, the use of the term "hosting services" is intended to address both models. The State defines these models as:

- SaaS: software and hardware are centrally hosted and managed in a shared cloud infrastructure and licensed via a subscription model; or
- PaaS: software and hardware are centrally hosted and managed in a dedicated off-premise infrastructure. The software can be licensed through a lump-sum purchase (i.e., State-owned) or via a subscription. For this RFP, the PaaS model also includes comprehensive managed application services for all system and business applications and tools.

Following the notification of Intent to Award to the Apparent Successful Offeror to this RFP for an ERP Solution, the State will release a separate RFP for comprehensive implementation and integration services. The State will execute both the software and services contracts at the same time following selection of a services provider.

1.2 Objectives

The project goals and objectives of the State are to:

- Acquire a modern ERP solution that all State agencies will utilize for statewide unification in Budget, Financial Management, Procurement, Payroll and Human Capital Management. This ERP solution must effectively process the volume, type, and complexity of transactions required by the State;
- Take advantage of continuing advancements in functionality and technology that would enable future improvements in business and administrative practices and meet the needs of the State of Idaho as it grows in size and complexity.
- Improve the efficiency of administrative operation and reduce costs by eliminating redundant systems and standardizing business processes for alignment with industry best practices;
- Deploy a shared statewide chart of accounts to align reporting and simplify consolidation;
- Expand and simplify management access to detailed information;
- Increase transparency of government operations and expenses;
- Improve decision making by capturing and being able to report across a consistent expandable set of data;
- Implement user-friendly, intuitive systems for statewide usage;
- Provide seamless integration between the new ERP solution and other agency-specific systems; and

- Reduce risk exposure and ensure strength and efficiency of the State's data security management by replacing aging or outdated technology infrastructure and custom software.

1.3 About the State of Idaho

The State of Idaho was admitted into the Union as the 43rd state in 1890. The State covers 83,557 square miles bordered on the south by Utah and Nevada, on the east by Wyoming and Montana, on the west by Washington and Oregon, and on the north by Canada. Idaho has a population of 1.7 million people.

Idaho's government is divided into three branches. The Executive Branch is comprised of the Governor, Lieutenant Governor, Secretary of State, State Controller, State Treasurer, Attorney General, and Superintendent of Public Instruction. The Legislative Branch is comprised of two houses, a 35-member Senate and a 70-member House of Representatives. The Judicial Branch is administered and supervised by the Idaho Supreme Court, which is presided over by a Chief Justice and four Associate Justices.

Idaho is comprised of 91 state agencies with over 25,000 state employees. The State provides services such as education, health and human services, highway maintenance and construction, public safety and correction, natural resource management, and economic development programs.

1.4 Background on the Project

In September 2014, the SCO began a Systems Modernization Study (Study) to evaluate the condition of statewide and agency systems supporting the administrative business, financial management, procurement, and HR/payroll processes of the State. As part of this Study, the SCO commissioned an independent assessment of systems capabilities and evaluation of alternative solutions to meet the current and future systems needs of the State.

Results of the Study were presented to the State's Joint Finance-Appropriations Committee (JFAC) in January 2015. This was an informational briefing, and no funding request or specific timeline for next steps was presented. The scope of the Study evaluated two alternatives: (1) continue the status quo with incremental investments to address critical functional needs and defer technical obsolescence; or (2) implement a full ERP suite to replace central financial, budget development, purchasing, human resources (HR), and payroll systems, as well as the administrative systems of other State agencies whose functionality would be included in the ERP system.

From the Study and subsequent research and analysis by the SCO, the rationale and objectives supporting modernization of the State's administrative systems through a statewide ERP initiative can be summarized as follows:

- Increase the efficiency and effectiveness of administrative processes via ERP's enhanced functionality and integration;
- Reduce future funding requests for agency-specific administrative systems for functionality not available in legacy statewide systems;
- Enable greater access to more accurate, consistent, accessible, and timely information through integrated systems and modern reporting tools;
- Reduce technology risks presented by the aging technical underpinnings of key statewide legacy systems whose technologies and staffing expertise are increasingly difficult to maintain;
- Enable the State to move to vendor-supported commercial off-the-shelf (COTS) software that can be updated/upgraded to leverage new features and meet new business and statutory requirements;
- Address performance, design, security, chart of accounts, and user interface limitations of legacy systems (e.g., STARS and EIS/I-TIME/IPOPS) that prevent the State from meeting key accounting, budgeting, reporting and other objectives and policies;
- Obtain integrated procurement and contract management functionality to support improved "spend analysis" and increase leverage in negotiations for goods and services;
- Allow the Idaho Department of Health and Welfare (IDHW) to retire its FISCAL system (Financial Information System with Cost Allocation) and other administrative systems (within scope of the new ERP system) and replace them with the new statewide ERP system; and
- Leverage new ERP functionality to replace the approximately 75 agency-specific systems within scope of the new ERP system.

To obtain additional market data, the State released a Request for Information (RFI) in October 2016. In November 2016, the State received responses from six software vendors and nine systems integration vendors. The written responses were reviewed, and fifteen vender presentations were held.

Additional background materials and recommendations are presented in a Business Case Analysis (BCA) report summarizing the results of the assessment. A glossary of terms and acronyms is provided in Attachment E to the BCA report. Offerors are encouraged to refer to that glossary for any terms or acronyms not defined within the RFP. The complete Systems Modernization Study – Business Case Analysis Report is provided as Attachment 4 to this RFP.

1.5 Current Idaho Systems Environment

The current Idaho systems environment is characterized by a collection of aging central systems that are supported by State employees at various agencies in on-premise environments. Agencies have supplemented those central systems with commercial off the shelf systems or internally developed solutions to address their unique needs. The administrative systems environment of the State is more fully described in Section 2.0 of the Systems Modernization Study. Offerors are encouraged to review the Study to more fully understand the scope of systems included in this project. Findings from the Study are summarized below.

- Due to limitations in the functionality and flexibility of STARS, many agencies maintain their own internal financial management systems, resulting in redundant data and data entry, duplicate platforms, and additional operating costs; also many agencies build front-end systems to avoid SCO transaction fees.
- Many of the State's current systems are functionally adequate from a statewide perspective but have limited integration, leading to inefficiencies and greater opportunity for error.
- The State's current systems do not provide support for a number of core agency business requirements (e.g., invoicing and accounts receivable functions).
- To fulfill agency-specific requirements (either programmatic or financial) not met by statewide systems, a number of agency-level supplemental or "shadow" systems have been acquired or developed, which increases the overall cost to the State to operate its administrative systems environment.
- Decision-makers have difficulty obtaining timely and accurate information. Due to the disparate systems maintaining elements of agency financial and HR/payroll data, the State is unable to achieve a "single source of truth" when providing budgetary and financial reporting. Although the SCO has implemented a central data repository called the Idaho Business Intelligence Solution (IBIS), IBIS is limited to storing data from central systems and often times does not contain agencies' source (and more detailed transaction data) stored in agency systems.
- The current administrative systems lack flexibility and scalability required to meet changing business requirements.
- In absence of a statewide purchasing system integrated with STARS, agencies have their own systems to generate requisitions and purchase orders, to perform budget checking, and to enable receiving and approval processes. This makes it difficult to enforce agencies' use of statewide negotiated contracts to control "maverick" spend and to track agencies' spending by commodity and vendor. Disparate systems and data make it impossible to mine the data and establish linkages between commodity codes, vendors, order sizes, pricing, etc., to analyze spend data.

- The IBIS data warehouse is the State's administrative data warehouse that combines 15-20 years of data from accounting, human resources, and payroll. IBIS is updated daily through a batch interface. Users must build and maintain queries to access data, which is not real time. Going forward, the State would like to provide real-time querying capabilities directly from the ERP on-line systems, provide access for users to both historical and current data through a single, integrated ERP solution using a single data source. Additionally, state agencies would like to use the integrated reporting tools to access agency-specific data sources.

Although implementation of a statewide ERP solution will significantly influence the business operations of agencies in the conduct of their programmatic functions, the ERP solution is not intended to replace agency programmatic systems whose functionality is specialized and cannot be feasibly replicated in an ERP system.

1.6 Minimum Qualifications

It is required that the Offerors meet the following criteria, as applicable, for their submissions to be reviewed:

- The core Financial Management, Procurement, Human Capital Management (HCM), and Payroll components must be provided by the same ERP software provider. The State acknowledges that certain specialized functions may require third-party software solutions.
- The State requires that either the Financial Management or the HCM/Payroll components of the Offeror's proposed ERP software is in production or in the process of being implemented entity wide for a U.S. state government.
- Alternatively, the State requires that either the Financial Management or the HCM/Payroll components of the Offeror's proposed ERP software is in production or in the process of being implemented entity wide for a city or county government of comparable size and complexity to the State of Idaho. For purposes of this RFP, "comparable size and complexity" is defined as an annual budget of at least $4 billion and a minimum of 10,000 full-time employees.

1.7 Glossary of Terms

The State has provided a glossary of terms in Attachment 8 for purpose of providing definitions of terminology, acronyms and abbreviations as used specifically for this RFP. These definitions are provided for convenience and not intended to supersede any more complete definitions as may be provided in Idaho statutes.

1.8 Other Institutions Eligible to Purchase

This solicitation was issued by the Idaho Office of the State Controller. The Offeror may agree to make the awarded contract available to other public entities within the State of Idaho on a cooperative purchasing basis.

The term of agreement with other public entities may, if mutually agreed upon, extend beyond the term of the State of Idaho's contract. In that event all terms and conditions of the State's Contract will inure to the participating entity's agreement.

2.0 General Information for Offerors

2.1 RFP Information

RFP Title:	Project Luma – ERP Software Solution
RFP Lead:	Brian Benjamin, Deputy Chief of Staff, SCO luma@sco.idaho.gov
Physical Address of RFP Lead:	State of Idaho Office of the State Controller Attn: Brian Benjamin 700 W. State Street Boise, ID 83720
Submission Process:	See instructions in Section 2.5.

2.2 Estimated Schedule of Procurement Activities

The schedule in the following table reflects the timeline of expected procurement activities for this RFP. The State reserves the right to adjust this schedule by posting an amendment on https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx. It is the responsibility of Offerors to check the State website on a regular basis for such updates. All methods of delivery or transmittal of reply to this RFP are exclusively the responsibility of the Offeror and the risk of non-receipt or delayed receipt will be borne exclusively by the Offeror.

Friday, August 24, 2018	RFP released to prospective Offerors
Wednesday, September 19, 2018	5:00 PM MT – Last date/time questions are accepted
Friday, September 28, 2018	Last date for issuing an amendment
Friday, October 5, 2018	3:00 PM MT – Proposal submission deadline
December 2018	Software Demonstrations/Offeror Presentations
January 2019	Best and Final Offer (if needed)
January 2019	Notice of Intent to Award
January 2019	Contract Negotiations Begin (upon intent to award)
February 2019	Complete Negotiations for ERP Software Solution
TBD	Execution of Contract for ERP Software Solution

2.3 Pre-Proposal Conference

No pre-proposal conference will be held for this procurement. Offerors are encouraged to submit questions in writing per the instructions found below.

2.4 Offeror Questions and State Responses

Offerors are welcome to submit questions regarding this RFP until the last date/time indicated in the Estimated Schedule of Procurement Activities. The State will be bound only to the State's written answers to questions.

Questions shall be submitted to the RFP Lead via email. Offerors are encouraged to submit questions throughout the question and answer (Q&A) period. The RFP Lead will compile the Q&A responses and post them periodically during the RFP response period to the State's website. A compilation of all Q&A will be posted as an amendment to the RFP as of the last planned date for issuing an amendment.

Submit written questions in Microsoft Word to the RFP Lead using the format of the table below. Offerors are encouraged to include questions regarding RFP specifications and State terms and conditions in Attachment 6.

Company Name	Document or Attachment Name	Section Reference	Question

A copy of the Q&A and any other RFP amendments will be posted to the State's website for this procurement at: https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx.

2.5 Submission of Proposals

Proposals must be submitted to the Office of the State Controller.

Responses to this RFP are due no later than the Friday, October 5, 2018, 3:00 PM MT.

The Offeror remains solely responsible for ensuring that its response is received by the time, date, and an approved method as outlined below. Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of the State and will not be returned.

Sections 4 and 5 outline a response format intended to obtain organizational and reference information from all Offerors, followed by specific response items pertaining to the Technical

Proposal and Cost Proposal. The electronic files or hard copies must contain the signature of an official authorized to bind the company in a legal agreement.

If Offeror wishes to submit a redacted copy of the response in accordance with Section 2.6, those additional files should be clearly marked as "redacted" and submitted along with the primary copy as described below. Redacted versions are not required to be word-searchable.

Proposals may be submitted by either of the following methods:

1. *Digital Submission of Proposals*

   a. Request login credentials for uploading proposals by going to the following link: https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx and click the "Submit Proposals" button.

      Request temporary credentials by entering an email address and selecting the Division (Luma). Login credentials expire at 12:00AM MT every day. **Request login credentials during business hours the morning you plan to submit proposals.** Allow up to 1 hour to receive your credentials.

   b. Once temporary credentials are approved, an e-mail will be sent with an attachment that opens login credentials and a link to the File Transfer Upload Form, where Offeror can upload proposals. Detailed uploading instructions are provided on the upload page.

   Do not attempt to submit your responses electronically through the State's e-procurement system (IPRO).

   Upload one (1) digital copy of all files in either Microsoft Word, Microsoft Excel or PDF format per the response instructions. The digital copies must contain searchable, copiable content (i.e., not scanned image files [except for scanned forms such as insurance forms and other required documentation]). The Technical Proposal submission files must be separate from the Cost Proposal submission files. All files may be submitted in the same upload, but the file(s) pertaining to each submission must be clearly marked and distinct.

2. *Manual Submission of Proposals*

   Manually submitted proposals must contain an original hardcopy with a handwritten signature. The proposals must be addressed to the RFP Lead, sent to the address in section 2.1, and clearly marked "Project Luma, ERP RFP 2018-08". The Technical Proposal must be separate from the Cost Proposal. The Proposal may be shipped in a single container, but the documents pertaining to each submission must be clearly marked and distinct.

   Offerors submitting manually must also submit one (1) digital copy of the proposal on a USB device. The digital copy shall be one (1) digital copy of all files in either Microsoft Word, Microsoft Excel or PDF format per the response instructions. The digital copies must contain searchable, copiable content (i.e., not scanned

image files [except for scanned forms such as insurance forms and other required documentation]). The Technical Proposal submission files must be separate from the Cost Proposal submission files. All files may be submitted on the same USB device, but the file(s) pertaining to each submission must be clearly marked and distinct.

2.6 Proprietary Information/Public Disclosure

Proposals submitted in response to this competitive procurement shall become the property of the State. All proposals received shall remain confidential until the contract, if any, resulting from this RFP is signed by the State and the apparent successful Contractor; thereafter, the proposals shall be deemed public records.

Pursuant to the Idaho Public Records Act, Idaho Code Sections 74-101 through 74-126, information or documents received by the State will be open to public inspection and copying unless the material is exempt from disclosure under applicable law. All, or most, of the information contained in your response to this RFP will be a public record subject to disclosure under the Public Records Law. One exemption potentially applicable to part of your response may be for trade secrets. Trade secrets include a formula, pattern, compilation, program, computer program, device, method, technique or process that derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons and is subject to the efforts that are reasonable under the circumstances to maintain its secrecy.

If you consider any material that you provide as part of your Proposal to be a trade secret, or otherwise protected from disclosure, you **must** so indicate by marking as “exempt,” “trade secret,” or “proprietary” **each page** containing such information. Marking your entire Proposal as exempt or a legend or statement on one page that all or substantially all of the response is exempt is not acceptable or in accordance with this RFP or the Public Records Act and **will be deemed non-responsive unless removed by the Offeror. Prices that you provide in your Proposal or Cost Schedules are not a trade secret.**

If an Offeror submits a Proposal that contains information claimed to be exempt or protected information, you must also submit an electronic redacted copy of the Proposal, clearly marked as “Redacted Version” with all exempt information removed or blacked out. The State will provide this redacted Proposal to requestors under the Public Records Law. Submitting Offerors must also:

- Identify with particularity the precise text, illustration, or other information contained within each page marked “exempt” (it is not sufficient to simply mark the entire page). The specific information you deem “exempt” within each noted page must be highlighted, italicized, identified by asterisks, contained within a text border, or otherwise be clearly distinguished from other text or other information and be specifically identified as “exempt.”

- Provide a separate document with your Proposal entitled "List of Redacted Exempt Information," which provides a succinct list of all exempt material noted in your Proposal. The list must be in the order in which the material appears in your Proposal, identified by Page#, Section#/Paragraph#, Title of Section/Paragraph, specific portions of text or other information; or in a manner otherwise sufficient to allow the State to determine the precise material subject to the notation. Additionally, this list must identify with each notation the specific basis for your position that the material be treated as exempt from disclosure.

The State, to the extent allowed by law and in accordance with this section, will honor a designation of nondisclosure. Any questions regarding the applicability of the Public Records Law should be addressed to your own legal counsel **prior to submission** of your Proposal.

Offerors shall indemnify and defend the State against all liability, claims, damages, losses, expenses, actions, attorney fees and suits whatsoever for honoring a designation of exempt or proprietary or for the Offeror's failure to designate individual documents as exempt. The Offeror's failure to designate as exempt any document or portion of a document that is released by the State shall constitute a complete waiver of all claims for damages caused by any such release. If the State receives a request for materials claimed exempt by the Offeror, the Offeror shall provide the legal defense for such claim.

2.7 Revisions to the RFP

In the event it becomes necessary to revise any part of this RFP, amendments will be published on https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx. For this purpose, the published questions and answers and any other pertinent information shall be provided as an amendment to the RFP and will be placed on the website.

The State also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.8 Pricing Terms

Offerors must provide detailed/itemized pricing as specified in RFP Attachment 3, Cost Schedules.

Pricing must be valid for 270 days following the proposal response due date and time. The State does not intend to execute any contracts as a result of this RFP until the State has awarded the implementation services for the software and a total project budget has been confirmed.

The State will not be obligated to pay any costs not identified on the Cost Schedules. By acknowledging this RFP section, the Offeror certifies that any costs not identified by the Offeror, but subsequently incurred to achieve successful operation of the ERP software solution, will be borne by the Offeror. Failure to do so may result in rejection of the proposal.

2.9 Responsiveness

All proposals will be reviewed by the RFP Lead to determine compliance with administrative requirements and instructions specified in this RFP. The Offeror is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. To assist Offerors in assessing responsiveness of their proposals, the State has provided Attachment 5, Minimum Requirements Checklist.

The State also reserves the right at its sole discretion to waive minor administrative irregularities.

2.10 Most Favorable Terms

The State reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Offeror can propose. There may be no best and final offer procedure; however, the State reserves the right to utilize a best and final offer procedure if it is determined to be in its best interest to do so. The State also reserves the right to contact an Offeror for clarification of its proposal.

2.11 Contract and General Terms & Conditions

The Apparent Successful Offeror will be required to enter into a contract including terms and conditions legally consistent with the State's required legal terms as described in Attachment 6, State Terms and Conditions. Instructions for response to the State's terms and condition are provided in Section 4.8.

2.12 Insurance Coverage

The Apparent Successful Offeror is to furnish the State with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth below.

2.12.1 Contractor shall obtain and maintain insurance at its own expense as required herein for the duration of the agreement, and comply with all limits, terms and conditions stipulated. Policies shall provide, or be endorsed to provide, all required coverage. The contractor shall provide certificates of insurance or certified endorsements as applicable for the insurance required within fifteen (15) days of the contract effective date. The Contractor shall not commence work under the Agreement until satisfactory evidence of all required insurance is provided to the State.

2.12.2 All insurance, except for Workers Compensation, and Professional Errors and Omissions shall be endorsed to name the State of Idaho and the SCO as Additional Insured.

2.12.3 All insurance shall be with insurers rated A-, VII, or better in the latest Best's Rating Guide, and be in good standing and authorized to transact business in Idaho. The coverage provided by such policies shall be primary. Policies may contain deductibles (which shall be disclosed to the State), but such deductibles shall not be deducted from any damages due the state. Coverages shall include a waiver of subrogation in favor of the State, its officers, employees, agents and volunteers.

2.12.4 If insurance is maintained on an occurrence form basis, consultant should maintain such insurance for an additional period of one (1) year following termination of the Contract. If any of the liability insurance required for this agreement is arranged on a "claims-made" basis, "tail coverage" will be required at the completion or termination of this agreement for a duration of thirty-six (36) months thereafter. Continuous "claims-made" coverage will be acceptable in lieu of "tail-coverage" provided the retroactive date is on or before the effective date of this agreement, or twenty-four-months "prior acts" coverage is provided. Contractor will be responsible for furnishing certification of "tail coverage" or continuous "claims-made" coverage.

2.12.5 By requiring insurance herein, the State does not represent that coverage and limits will necessarily be adequate to protect the contractor, and such coverage and limits shall not be deemed as a limitation on the contractor's liability under the indemnities granted to the state.

2.12.6 Contractor shall maintain insurance in amounts not less than the following:

a) *Commercial General Liability* (CGL) with a limit of not less than $1,000,000 each occurrence, and $1,000,000 annual aggregate, if defense is outside the limits. If defense is inside the limits, the limit must be $2,000,000 each occurrence, $2,000,000 general aggregate, and $2,000,000 products or completed operations aggregate. If necessary, a commercial umbrella or excess policy may be used to meet the limits required, providing the CGL is listed on the underlying insurance in the umbrella or excess policy, and the umbrella/excess policy meets the requirements above for acceptable carriers.

b) *Automobile Liability* including owned, non-owned, and hired liability with a limit of not less than $1,000,000 each occurrence, and $1,000,000 aggregate. If necessary, a commercial umbrella or excess policy may be used to meet the limits required, providing the Auto is listed on the underlying insurance in the umbrella or excess policy, and the umbrella/excess policy meets the requirements above for acceptable carriers.

c) *Workers Compensation Insurance* in amounts as required by statute in all states in which the contractor performs work, and Employers' Liability with a limit of $100,000 Bodily Injury by Accident-each Accident, $100,000 Bodily Injury by disease-each employee, $500,000 Bodily Injury by Disease-policy limit.

d) *Professional Liability for IT Technology*, including cyber risk with limits of not less than $10,000,000 each claim/loss and $10,000,000 aggregate. The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the scope of services of this contract. In the event that the professional liability insurance required by the Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this contract is completed. If Contractor contends that any of the insurance it maintains pursuant to other sections of this clause satisfies this requirement (or otherwise insures the risks described in this section), then Contractor should provide proof of same. The insurance shall provide coverage for the following risks:

1. Liability arising from theft, dissemination, and/ or use of confidential information (a defined term including but not limited to bank account, credit card account, personal information such as name, address, social security numbers, etc., information) stored or transmitted in electronic form;
2. Network security liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an authorized third party to gain access to your services, including denial of service, unless caused by a mechanical or electrical failure; and,
3. Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a customer's or third person's computer, computer system, network, or similar computer-related property and the data, software, and programs thereon.

e) *Crime/Employee Theft coverage.* Contractor shall maintain Employee Dishonesty coverage with a limit of not less than $1,000,000 each occurrence, and $1,000,000 annual aggregate including coverage for Client's Property with the State as Loss Payee.

2.13 Health Insurance Portability and Accountability Act

To the extent that this contract involves covered use or receipt of Protected Health Information, as defined under the Health Insurance Portability and Accountability Act (HIPAA), Contractor agrees to fully comply with all applicable privacy requirements under HIPAA.

2.14 Americans with Disabilities Act

The State complies with the Americans with Disabilities Act (ADA). Offeror represents that the proposed ERP Solution substantially complies with the accessibility guidelines of Section 508 of the Rehabilitation Act of 1973 and with Web Content Accessibility Guidelines (WCAG) Version 2.0 Level AA and agrees to promptly respond to and resolve any accessibility complaints received from State.

3.0 Scope of Solution

3.1 Organizational Scope

The State anticipates that the ERP solution will be implemented for essentially all Executive agencies of State government. The legislative and judicial branches will be considered in project scope, but the implementation scope will need to be determined during the integration phases. Colleges and universities associated with the State of Idaho are not expected to be part of the ERP initiative; however, it is anticipated that the ERP solution will interface with college and university systems.

Idaho state government is comprised of approximately 91 organizational entities including agencies, boards, commissions, colleges and universities as follows:

Senate
House of Representatives
Legislative Services
Office of Performance Evaluations
Judicial Branch
Lieutenant Governor
Secretary of State
- Commission on Uniform State Laws

Idaho Code Commission
State Controller
State Treasurer
- State Treasurer Control

Attorney General
Superintendent of Public Instruction
Office of Information Technology Services
Stem Action Center
Workforce Development
Division of Financial Management
Office of the Governor
Public Employee Retirement System (PERSI)
State Liquor Division
State Insurance Fund
Idaho Commission on Aging
Commission for the Blind & Visually Impaired
Military Division
Women's Commission
Division of Human Resources
Office of Species Conservation
Commission on the Arts
Office of Drug Policy
Office of Energy and Mineral Resources
Department of Administration
Department of Agriculture
Soil and Water Conservation Commission
Department of Commerce
Department of Correction
Correctional Industries
Commission of Pardons and Parole
Department of Labor
Department of Environmental Quality
Department of Finance
Department of Fish & Game
- Idaho Wolf Depredation Control Board

Department of Health & Welfare
Department of Insurance
Juvenile Corrections
Idaho Transportation Department
Industrial Commission
Department of Lands
Endowment Fund Investment Board
Idaho State Police
Brand Inspector
Idaho State Racing Commission
Department of Parks & Recreation
Lava Hot Springs Foundation
State Board of Tax Appeals
State Tax Commission
Department of Water Resources
State Board of Pharmacy
State Board of Accountancy
State Board of Dentistry
Board of Engineers and Surveyors
State Board of Medicine
State Board of Nursing
Bureau of Occupational Licenses
Real Estate Commission
Outfitters and Guides
Board of Veterinary Medicine
State Public Defender Commission
Idaho State Lottery Commission
Hispanic Commission
State Appellate Public Defender
Division of Veterans Services
Division of Building Safety
Office of Board of Education
Board for Career & Technical Education
Lewis-Clark State College
Boise State University
Idaho State University
University of Idaho
Idaho Public Television
Idaho Commission for Libraries
State Historical Society
Vocational Rehabilitation
Public Utilities Commission
Idaho State Independent Living Council
Panhandle Health District I
North Central Health District II
Southwest Health District III
Central Health District IV
South Central Public Health District V
Southeast Health District VI
Eastern Idaho Health District VII

3.2 ERP Solution Scope

The Offeror shall deliver all products and services required to support the proposed business application software and enable the business processes in the functional areas identified below.

It is important to the State that the ERP components are tightly integrated as part of the comprehensive solution. The State recognizes that third-party software may be required to meet specific requirements. The anticipated scope for ERP functionality includes:

- Financials
    - General Ledger and Budgetary Control
    - Accounts Payable / Travel
    - Accounts Receivable / Billing
    - Asset Management
    - Grant Accounting and Administration
    - Project Accounting / Management
    - Cost Accounting / Allocation / Labor Distribution
    - Consumable Inventory
- Budget
    - Budget Development (Statewide and Agency)
    - Agency Budget Operations
    - Appropriations
    - Allocations
    - Position Budgeting
- Procurement & Logistics
    - Bid Solicitations
    - Catalog Procurement / Punch-Out
    - Vendor Management
    - Commodity Management
    - Contract Administration
    - Receiving

- Human Resources / Payroll
    - Recruitment and Applicant Services
    - Position Control
    - Employee Time & Attendance
    - Benefits Administration
    - Personnel Administration
    - Payroll
    - Classification and Compensation
    - Learning Management
    - Employee Relations
    - Performance Management
- Reporting/Data Warehouse

  The State desires an integrated financial reporting and/or data warehouse solution. This solution would encompass the following scope of activities:

    - Financial Reporting
    - HCM/Payroll Reporting
    - Procurement Reporting
    - Query and Reporting against Historical Data Sets

Offerors must respond to the following RFP attachments relating to the ERP solution scope in the format prescribed in the RFP instructions:

- Attachment 1, State of Idaho System Requirements;
- Attachment 2, State of Idaho To-Be Business Process Maps; and
- Attachment 7, Narrative Questions Regarding Software Solution.

For those elements of functional scope that are not supported by the Offeror's software, Offerors must propose third-party products or alternative approaches to meet the functional scope.

The State, at its discretion, reserves the right to add or remove functionality or modules from the solution scope prior to contract award.

3.3 Exclusions from ERP Solution Scope

For additional clarity regarding the solution scope, the State specifically excludes the following business functions from the scope of the ERP Solution.

- Investment Management
- Transportation Asset Management
- Programmatic Eligibility Systems
- Medical Inventory Management
- Document Management Systems

To the extent that in-scope software provides related functionality, the State will determine the possibility of including portions of such functionality in-scope for the systems integration RFP.

3.4 Technology Platform and Services Scope

The State desires to acquire and implement an ERP solution that will meet the State's functional and business needs over time and allow for the State to easily maintain a modern, secure system for the foreseeable future. The State prefers a platform that will minimize the State's need to acquire and maintain a technical infrastructure on premise and related support organization in support of the selected ERP software solution. The State recognizes the trend toward Software-as-a-Service (SaaS) ERP solutions and believes that a SaaS solution may be the most appropriate to meet the long-term objectives of the State. However, the State will also evaluate proposals from Offerors that propose a combination of infrastructure hosting and managed services (i.e., Platform-as-a-Service or "PaaS") in a combination that would replicate the advantages of a SaaS solution.

The State acknowledges that there are significant technological and operational differences between the SaaS and PaaS models, including licensing arrangements, support models, upgrade strategies, State staffing requirements, and the like. To provide an inclusive and competitive environment for those Offeror's meeting the minimum qualifications noted in Section 1.6, Offerors may present the technology and services platform that they believe provides the best value in keeping with the long-term objectives of the State. However, Offerors may present only one ERP solution, technical platform, and cost proposal in response to this RFP.

The State intends to adopt the business processes inherent in the ERP solution to meet the requirements of the State through configuration or business process change whenever possible. However, where functionality is unable to meet critical State business needs that are mandated by State or Federal statute, the State will work with the successful Offeror to build extensions to the software's capabilities. The commitment of the Offeror to identify and build required configuration options that can replace State extensions in future updates of the software is an important consideration in evaluating the future direction of the ERP Solution.

This section is intended to provide a high-level description of the technical infrastructure and related services to be included in the proposal. These services will be addressed in detail in the agreements between the State and the Offeror.

Hosting Services

The Offeror shall provision its hosted/cloud solution at project initiation and provide continuous service for the pre-production (development) and production infrastructure required for the management and operation of the proposed ERP solution and other applications or tools included in the Offeror's response. The Offeror shall provide a platform with sufficient capacity to handle the State's needs and maintain all agreed service levels during the term of the contract.

The ERP software environments shall consist of the environments needed to support the respective delivery model.

Environments for SaaS Delivery Model	Environments for PaaS Delivery Model
• Configuration/Development (including integration and conversion); • Testing; • Training; and • Production environment.	• Baseline (version as delivered); • Configuration • Development (including integration and conversion); • Testing; • Training; and • Production environment.

All hosting services must adhere to the following standards and specifications:

3.4.1 Provide for hosting through data center(s) that comply with, at a minimum, Tier Three (3) data center standards;

3.4.2 Reside at data center(s) within the Continental US;

3.4.3 Ensure data center personnel (including any third-party personnel with access) can pass State-approved background checks;

3.4.4 Include the installation, technical support, and secure access to the ERP software, third-party software, and all other development tools and software expected for the ERP project;

3.4.5 Provide availability of and access to the required instances within the timelines identified in Section 3.6 and 3.7;

3.4.6 Provide high availability (24x7x365) and access to the required instances of 99.5% up-time per calendar month, with scheduled maintenance times approved by the State;

3.4.7 Support the scheduling of down-time in coordination with the State to minimize the impact of down-time windows;

3.4.8 Meet a response time standard of less than three (3) seconds for screen-to-screen for 95% of all transactions and less than one (1) second for field-to-field activity (tabbing between fields on a screen) for 95% of all transactions;

3.4.9 Provide capacity management, which refers to the planning and control of all system and support components (e.g., CPU, memory, disk space, tape, network bandwidth, electrical, HVAC) to ensure sufficient infrastructure resources to satisfy the State's system and application requirements;

3.4.10 Provide security for the software environments consistent with the State security standards listed in the general and technical requirements of Attachment 1;

3.4.11 Provide security for confidential or sensitive data contained in the software environments by encrypting or scrubbing (i.e., change to a constant value, assign a sequential value, or blank) reasonable system-identified sensitive data;

3.4.12 Provide notification of any security incident or data breach within 24 hours of occurrence.

3.4.13 Cooperate with the State as reasonably requested to investigate and resolve any actual or potential data breach and promptly implement necessary remedial measures, if necessary;

3.4.14 Provide redundant ERP infrastructure for fail-over of a failed infrastructure component or server;

3.4.15 Provide redundant and geographically distributed ERP data center capacity for fail-over of the ERP infrastructure in the case of disaster;

3.4.16 Provide Recovery Point Objective (RPO) and Recovery Time Objective (RTO) commitments of 1 hour and 12 hours, respectively;

3.4.17 Provide system monitoring tools, employed by the Offeror, to report latency statistics, user access, user access IP address, user access history and security logs, with results provided to the State on a weekly basis; and

3.4.18 Provide source code access to any customized modules, extensions, components, and features that are not part of the base ERP software.

SaaS or PaaS Infrastructure Support Services

The following table describes the required services to support the Offeror's submission of pricing for either a SaaS or PaaS support model. Although these services pertain specifically to the production environment, the State expects that the implementation environment and related support services will meet most, if not all, of the same requirements.

Service Area	Services
Application Monitoring	• Monitor resource utilization and processing workloads of the ERP software and related applications on a 24x7 basis to meet availability and response time service levels; and • Monitor (supported) interfaces to and from the ERP software on a 24x7 basis.
Servers	• Procure, secure, manage and refresh server infrastructure to meet availability and response-time service level agreements (SLAs); and • Support server operations on a 24x7x365 basis.
Database	• Establish database backup schedules and execute back-up procedures; • Install, configure and manage changes to the database management system (DBMS), including creating new database instances as required and assisting with initial data loads; • Manage database availability and resources; • Maintain non-production servers in alignment with production servers through database refreshes and copies; • Monitor the resource utilization and processing workloads of the DBMS on a 24x7 basis; • Monitor database workloads and performance on a 24x7 basis; • Analyze DBMS and database workload and performance data; • Identify system performance trends and, where appropriate, implement corrective actions to the DBMS and databases; and • Forecast capacity requirements for the DBMS and databases.
Storage Management	• Ensure that the proposed storage management strategy has inherent redundancy (e.g., RAID); and • Provide, implement and maintain a backup-and-recovery system for the disk storage system.
Network	• Provide encrypted Internet communication from the end user to the system via Hypertext Transfer Protocol Secure (HTTPS); • Provide continuous, proactive protection against network-based denial of service attacks and other Internet-based attacks; and • Test the effectiveness of network segmentation at least once every six (6) months and disable unneeded network services.

Service Area	Services
Security	*Security Maintenance* • Monitor the availability of software updates associated with high-severity security advisories applicable to the equipment and software; • Implement security software updates; • Establish and use technologies and practices to monitor and remediate malware within the State's processing environment at the Offeror's data centers; • Restrict physical access to the State's network entry point, equipment and data to authorized Offeror personnel; • Establish and maintain formal requisition and approval processes for managing access rights; and • Provide environmental protection for storage media by storing such media in a safe and secure environment. *User Provisioning* • Provide logical access controls to system resources as approved by the State; and • Provide help desk support for issues related to end-user authentication and authorization. *Network Security* • Detect and correct network security; and • Assist in troubleshooting application problems related to network access controls. *Privacy* • Comply with all federal and state privacy requirements.
Accessibility	The Offeror must comply with all applicable provisions regarding system accessibility. See Section 1.8, Americans with Disabilities Act.
Disaster Recovery Services	*Disaster Recovery Planning* • Create and maintain a comprehensive Disaster Recovery Plan for the Offeror's environments. *Disaster Recovery Testing* • Successfully test the Disaster Recovery Plan annually; and • Provide the State with an exercise-results document for each disaster recovery test. *Disaster Recovery Execution* • Report disasters (or potential disasters) to the State immediately upon identification based on the Disaster Recovery Plan and consulting with the State for an official declaration of a disaster as appropriate (as determined by the State and Offeror if option is exercised); • Notify the State of situations that may escalate to disasters based on parameters defined in the Disaster Recovery Plan;

Service Area	Services
	• Execute the Disaster Recovery Plan including the restoration of normal services at a time agreed to by the State; and • Conduct a post-disaster meeting with the State in order to understand the cause of the disaster, develop plans to eliminate or mitigate future occurrences, and report such findings and plans to the State
Program Management	• Provide a single point of contact for the State to address service requests and issues; and • Support audits by the State's internal and/or external auditors.
Service Management	*Service Desk* • Provide a multi-tier Help Desk on a 24x7x365 basis to respond to calls and incidents transferred from the State's internal Help Desks. *Incident Management* • Provide incident management and alerting (i.e., alert collection and filtering, escalation, notification, corrective action plan and reporting). *Release Management* • Plan for and execute updates/upgrades to new releases of all system-level software and utilities in Offeror's environment. *Performance and Capacity Management*: • Monitor utilization and workload trends; • Analyze performance metrics and respond proactively to potential problem areas; and • Assist the State in ensuring that current and future capacity and performance requirements are provided cost-effectively.

3.5 Support, Maintenance, and Upgrades

Under either the SaaS or PaaS delivery models, the Offeror shall provide comprehensive management of all licensed applications, tools, utilities and other software items required for proper operation and maintenance of the proposed solution. These services commence with the pre-production infrastructure and will continue with the production infrastructure. The specific usage, timing and levels of services will be addressed in the agreements, including appropriate Service Level Agreements (SLAs), between the State and the Offeror.

The Offeror shall provide:

3.5.1 Acquisition, provisioning, installation, and maintenance of operating system, database software and operational/monitoring software as well as installation and management of ERP software and all components needed to support the system at the agreed usage levels;

3.5.2 Application of all patches, fixes, upgrades, new releases and other software changes to keep all licensed software at a current level;

3.5.3 Notification of new patches, fixes, upgrades, new releases and other software changes for all licensed products; assessment of impact of changes; options available for installation; updated documentation; and training on new functionality.

3.5.4 Telephone, and onsite support as required, of the platform and all licensed software within agreed support response times;

3.5.5 Comprehensive and proactive monitoring and reporting of system and network performance, system security, availability and other system metrics as agreed; and

3.5.6 Coordination and performance of system and application backups required to support business operations and Disaster Recovery targets.

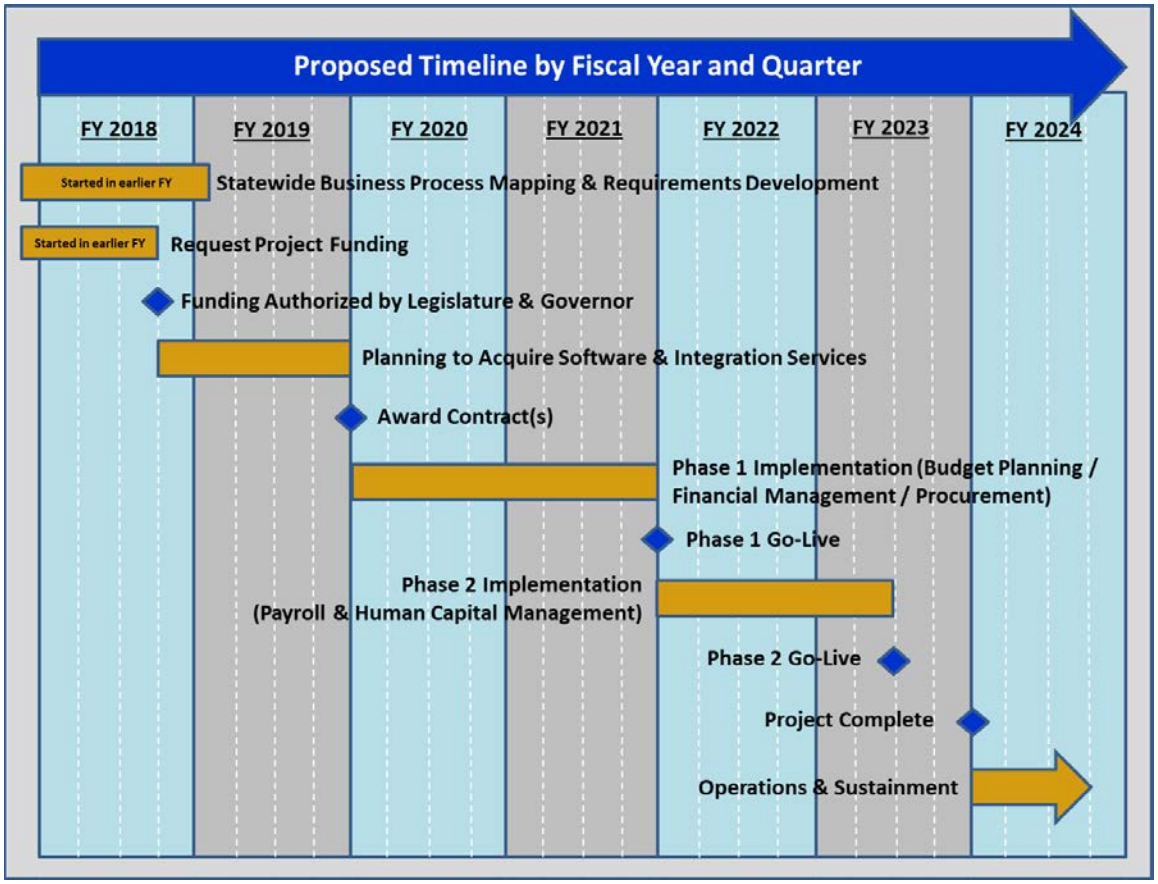
3.6 Project Timing

For purposes of this RFP, the State's timeline assumes a 12-month preparation phase for project planning and executing a formal procurement process. As part of the planning phase, the State intends to utilize State fiscal year 2019 to complete the acquisition of an ERP solution and related systems integration services. As described herein, that shall be accomplished through acquisition of the ERP solution with this RFP, followed by a second RFP for selection of a systems integrator.

The State believes that the most advantageous phasing of functionality would be to begin with an initial implementation of finance, procurement, and budget preparation functionality, followed by the HR/payroll functionality. Although this timeline assumes that all agencies will go live with all functionality at the end of each phase, the State will consider alternative timelines or phasing during the procurement of systems integration services.

The timeline presented below provides a high-level summary of the anticipated project implementation schedule. See Section 3.7 for additional assumptions regarding timeline and phasing for purposes of this RFP.

Due to the expected two-year deferral in the planned start of the HR/payroll implementation, Offerors should reflect this minimal usage of HR/payroll functionality in the detailed pricing schedules required in Attachment 3.



3.7 Assumptions

The Offeror should use the following assumptions when responding to this RFP:

3.7.1 No contract will be signed with the awarded Offeror of the ERP Solution until the selection of a systems integration partner is complete.

3.7.2 The State intends to begin the implementation phase of the project in July 2019.

3.7.3 A "big bang" approach of delivering all ERP functionality to all agencies at the same time appears too high of a risk for the State. The Offerors should assume a phased implementation with an approximate schedule as follows:

- Phase 1 – Finance, procurement, and budget development, and associated functionality implemented over a 24 months period with 6 months of post-implementation support;
- Phase 2 – Human resources, payroll, and associated functionality implemented over an 18-month period with 6 months of post-implementation support; and
- Phase 2 begins immediately upon Phase 1 go-live.

3.7.4 The State will pay nominal subscription fees relating to Phase 2 HR/payroll functionality until the start of the Phase 2 implementation project.

3.7.5 The awarded Offeror of the ERP Solution will provision the required pre-production environments on a schedule consistent with the beginning of each planned phase.

3.8 Organizational Metrics

The following point in time metrics are provided to assist Offerors in determining software subscription/licensing costs and level of effort for configuration, implementation and organizational change management activities.

Financials (processed for 91 agencies)

- Total Revenues (2017) $7.8B
- Total Expenditures (2017) $6.9B
- General Fund Revenues (2017) $3.7B
- General Fund Expenditures (2017) $2.7B
- Number of Funds 280
- Financial Users 660
- Payee Records (Vendors, Providers, Beneficiaries, Other) 5,200
- Payroll Payment Volume per Year (Bi-weekly, 98% Direct Deposit) 497,000

HR/Payroll (processed for 88 agencies [excludes universities])

- Core HR/Payroll Users 450
- Time & Attendance Users 16,000
- Fulltime and Part Time Users of Self Service, HR, and Payroll (Self-service users include separations) 23,000
- Regular Employees (Standard Workforce) 18,000
    - Full Time 15,000
    - Part Time (20 hours per week or less) 3,000
- Hires/Re-Hires per Year 8,000
- Separations (includes seasonal, temp, other non-benefit employees) 6,000
    - Voluntary, including retirements 5,800
    - Involuntary 200
- Benefits Plans (Employees with payroll deductions)
    - Health (medical, dental Rx, Vision and EAP) 19,000
    - Retirement 15,000
    - Tax Deferred Deductions 6,000

Procurement

Due to the decentralized procurement structure, delegated authority, and disparate systems across State agencies, the State of Idaho does not have a simple way to capture purchase order and contract volume. A rough order of magnitude estimate for procurement activity per year is 50,000 to 75,000 with contracts and contract management as a significant portion of this activity.

4.0 Technical Proposal Contents

Proposals must provide information according to the "tab" structure presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal but should assist the Offeror in preparing a thorough response. The tab structure is summarized as follows:

- Tab 1 – Identifying Materials
- Tab 2 – Transmittal Letter
- Tab 3 – Executive Summary
- Tab 4 – Software Firm Qualifications and Experience
- Tab 5 – Narrative Questions Regarding Software Solution
- Tab 6 – System Requirements
- Tab 7 – Business Process Maps
- Tab 8 – Response to Standard Contract Terms

The remainder of this section provides an outline of the required response contents.

4.1 Tab 1 – Identifying Materials

4.1.1 The title page or cover must include the RFP number and title, the RFP due date and time, and the Offeror name and address.

4.1.2 Each response shall be submitted with a table of contents that clearly identifies and denotes the location of each section and sub-section of the response. Additionally, the table of contents should clearly identify and denote the location of all attachments to the response.

4.2 Tab 2 – Transmittal Letter

The Offeror's proposal must include a cover letter on official letterhead of the Offeror with the Offeror's name, mailing address, telephone number, facsimile number, e-mail address, and name of Offeror's authorized signer. The transmittal letter must identify the RFP Title, and must be signed by an individual authorized to contractually obligate the Offeror. In addition, the transmittal letter must include:

4.2.1 Identification of the Offeror's corporate or other legal entity status. Offerors must include their tax identification number. The Offeror must be a legal entity with the legal right to contract.

4.2.2 A statement indicating the Offeror's acceptance of the State Terms and Conditions included in Attachment 6 or reference to exceptions thereto.

4.2.3 A statement of the Offeror's compliance with equal employment laws and regulations.

4.2.4 A statement that Offeror has not employed any company or person other than a bona fide employee working solely for the Offeror or a company regularly employed as its marketing agent, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the contractor or a company regularly employed by the contractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this contract. The Offeror must affirm its understanding and agreement that for breach or violation of this term, the State has the right to annul the contract without liability or, in its discretion, to deduct from the contract price the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.

4.2.5 A statement that Offeror is not currently suspended, debarred or otherwise excluded from federal or state procurement and non-procurement programs.

4.2.6 A statement that the Offeror certifies that they have disclosed in writing any issues (including litigation and going concerns) that could adversely affect the Offeror's and/or subcontractor's ability to operate and/or deliver on the products and support services outlined within the response.

4.2.7 A statement affirming the proposal will be firm and binding for 270 days from the proposal opening date.

Following the Transmittal Letter, this section should also include:

4.2.8 Acknowledgement of Amendments: If the RFP is amended, the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment.

4.3 Tab 3 – Executive Summary

In the Executive Summary, the Offeror should condense and highlight the contents of the proposed solution in such a way as to provide the State with a broad understanding of the offer. The maximum length of the Executive Summary shall be ten pages. This section of the offer is designed to provide a clear and concise understanding of key aspects of the offer as follows:

- Narrative of its understanding and ability to provide the solution and perform the services as outlined in this RFP, including summarizing the proposed solution;
- Discussion of why the products and services proposed represent the best value for the State of Idaho;
- Information on the experience, background, and qualifications of the Offeror providing the proposed ERP solution; and
- Discussion of why the firm(s) presented in the offer are best qualified to provide the products and services required herein.

4.4 Tab 4 – Software Firm Qualifications and Experience

The State is soliciting proposals from qualified firms that are in the business of providing products and services as listed in this RFP. The proposal shall include, at a minimum, the following information.

PRIMARY SOFTWARE PROVIDER

4.4.1 The Primary Software Provider (PSP) of the Primary Software Solution (PSS), assumed to be the Offeror, must include a detailed narrative description of its organization. The narrative must include the following:

a. Brief overview of business operations, with an emphasis on ERP-related operations for public sector clients;
b. The Offeror's ERP experience in public sector, with an emphasis on government and statewide solutions;
c. Research and development budget;
d. Date established;
e. Company legal name and legal form of ownership;
f. Location in which the Offeror is incorporated;
g. Full disclosure of any proposed off-shore activity and the locations involved;
h. Full disclosure of any potential conflict of interest;
i. A statement of whether, in the last ten (10) years, the Primary Software Provider (PSP) has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details;
j. A statement of whether there are any pending Securities Exchange Commission investigations involving the PSP, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the PSP's performance in a Contract under this RFP;

k. A statement of whether the PSP is currently under investigation (or had previous findings in violation) of U.S. export control laws and regulations including but not limited to the Export Administration Regulations (EAR), International Traffic in Arms Regulations (ITAR), and all embargoes and/or other restrictions imposed by the Treasury Department's Office of Foreign Asset Controls (OFAC);
l. A listing of all contracts or purchase orders that PSP executed or accepted within the last seven (7) years and which were canceled or terminated prior to completion by any state agency or other entity with which PSP contracted. For each such contract or purchase order, the PSP must include a detailed explanation for the cancellation or termination and final resolution of the matter. Include the names and telephone numbers of each such agency's or firm's contact person. If none, specify none;
m. A statement documenting all litigation (including open or pending) initiated by PSP or where PSP is a defendant in a customer matter within the last seven (7) years; and
n. Full disclosure of any criminal or civil offense.

4.4.2 As described in the Section 1.6, the Offeror for ERP software must meet minimum qualifications to respond to this RFP. Failure to meet these requirements will disqualify the Offeror from responding and will result in rejection of the Offeror's proposal. Briefly document how your firm meets the minimum qualifications stated in Section 1.6.

4.4.3 List in table format all public sector ERP installations of the PSS that have come into production within the last three years. Include in the table any public sector ERP installations that are in progress (i.e., contracted but not in production) as of the proposal due date. Include columns for:

a. Organization name;
b. Initial production date (or target date of production);
c. Product(s) initially deployed and release/version; and
d. If upgraded since initial production, date of upgrade/update and current release/version.

4.4.4 Financial Statements:

a. Option A – Offerors who have audited financial statements are to provide the following:

   Audited financial statements for the two (2) most recent available years.

b. Option B – Offerors who do not have audited financial statements are to provide the following:

It is preferred that audited financial statements for the two (2) most recent available years be submitted. However, if not available, provide a copy of firm's two (2) most recent tax returns or compiled financial statements by an independent CPA. If the financial statements or tax returns are intended to be confidential, please mark as such.

4.4.5 The Offeror must provide three (3) references from organizations, other than from the State of Idaho. To the extent possible, provide references for public sector customers of a similar size/complexity as the State. References should be provided in the format provided in Section 6.4 and signed by the person submitting the proposal.

The State, at its discretion, may contact any of the references provided by the PSP. Additionally, the State may request site visits, demonstrations and/or web presentations to evaluate the overall user experience of the PSP.

THIRD-PARTY SOFTWARE PROVIDER

4.4.6 All Third-Party Software Providers (TPSP) included in the proposal must provide the same information listed for the Primary Software Provider in Section 4.4.1 above. In addition, the TPSP must provide:

a. The name, title, address, e-mail address, and telephone number of the individual(s) who are authorized to make representations on behalf of and legally bind the TPSP; and
b. The name, title, address, e-mail address, and telephone number of the individual that will function as the primary contact for the TPSP.

4.4.7 The TPSP must provide two (2) references from organizations, other than from the State of Idaho. To the extent possible, provide references for public sector customers of a similar size/complexity as the State.

The following information should be provided for each reference:

a. Organization Name;
b. Organization Description;
c. Reference Contact Information: Name, Mailing Address, Phone, E-mail Address
d. Number of Employees;
e. Software Product, Modules, and Release Number(s) Implemented; and
f. Software Production Date, and Date of Latest Upgrade.

HOSTING SERVICES PROVIDER

4.4.8 The Hosting Services Provider (HSP) must include a detailed narrative description of its organization. (NOTE: If the Hosting Services Provider is the same company as the Primary Software Provider, any identical information does not need to be repeated.) The narrative must include the following:

a. Brief overview of business operations, with an emphasis on ERP-related hosting services in the public sector;
b. HSP's ERP experience in the public sector or commercial customers who are similar in size and complexity to the System;
c. Date established;
d. Company legal name and legal form of ownership;
e. Location in which the HSP is incorporated;
f. Office location(s) responsible for performance of proposed hosting activities;
g. Full disclosure of any proposed off-site activity and the locations involved;
h. Full disclosure of any potential conflict of interest;
i. A statement of whether, in the last 10 years, the HSP has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details;
j. A statement of whether there are any pending Securities Exchange Commission investigations involving the HSP, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the HSP's performance in a Contract under this RFP;
k. A listing of all contracts or purchase orders that HSP executed or accepted within the last seven (7) years and which were canceled or terminated prior to completion by any state agency or other entity with which HSP contracted. For each such contract or purchase order, HSP must include a detailed explanation for the cancellation or termination and final resolution of the matter. Include the names and telephone numbers of each such agency's or firm's contact person. If none, specify none;
l. A statement documenting all litigation (including open or pending) initiated by HSP or where HSP is a defendant in a customer matter within the last seven (7) years; and
m. Full disclosure of any criminal or civil offense.

4.4.9 Financial Statements:

a. Option A – Offerors who have audited financial statements are to provide the following:

Audited financial statements for the two (2) most recent available years.

b. Option B – Offerors who do not have audited financial statements are to provide the following:

   It is preferred that audited financial statements for the two (2) most recent available years be submitted. However, if not available, provide a copy of firm's two (2) most recent tax returns or compiled financial statements by an independent CPA. If the financial statements or tax returns are intended to be confidential, please mark as such.

4.4.10 The HSP must provide three (3) references for a production system from established organizations, other than from the State of Idaho, who can attest to Offeror's experience and ability to provide the services or products described in this proposal. To the extent possible, provide references for public sector or customers of a similar size/complexity.

The State, at its discretion, may contact any of the references provided by the HSP. Additionally, the State may request site visits, demonstrations and/or web presentations to evaluate the overall user experience of the HSP.

The following information should be provided for each reference:

a. Organization Name;
b. Organization Description (e.g., public/private/research);
c. Reference Contact Information: Name, Mailing Address, Phone, E-mail Address
d. Number of Employees;
e. Description of Hosting Services Provided, including Software Product(s) and Modules Hosted; and
f. Period of Hosting Services.

4.5 Tab 5 – Narrative Questions Regarding Software Solution

Within Tab 5, the Offeror must provide a concise response to each question or informational request included in Attachment 7, Narrative Questions Regarding Software Solution. Where noted, Offeror may provide appendices to respond to requests (e.g., software subscription agreements). Please repeat the question and follow the numbering scheme used in Attachment 7 to identify the question and related response.

4.6 Tab 6 – System Requirements

The State has developed System Requirements, provided as RFP Attachment 1, Idaho System Requirements. The Offeror must respond in the provided Excel file to the Requirements specifically as described in this section. A PDF version of the response must be included as an attachment to the Technical Proposal, and the electronic response must be returned as an Excel file. (Do not submit the response to System Requirements in PDF format only.)

The response values that will be used by the Offeror to respond to each Functional Requirement are provided and described below.

The Offeror may also add any comments or explanation in the Comments column of the Excel workbook.

Support Response	Support Response Definition
SF -- Standard Functionality (Configurable)	The software can satisfy the requirement "out-of-the-box" without any modification to the baseline software offering. The software may require configuration using supplied configuration options or tools. The Offeror should only use "SF" if **the baseline software as delivered in the current release meets the requirement "as-is" or through software configuration with minimal effort** (e.g., a configurable API). In the case of a report, query, or interface related requirement, the Offeror should only use "SF" if there is **no development effort** associated with meeting the requirement (e.g., a standard delivered report).
CE -- Customization/ Enhancement	The desired feature or functionality is not available as part of the standard (base or third-party system) delivered software functionality **but a customization or enhancement can be made to the baseline software to satisfy the specified requirement**. A brief explanation is required to support any proposed customization; explanations should be provided in the "Comments" section of the requirements response.
FR -- Future Release	A future release of the software will provide the requested functionality "as-is" or through configuration without any customization to the baseline software offering. The Offeror should only use "FR" if the **future release of the base or third-party software will fully meet the requirement and has a published release date.** A brief explanation is required to help the State understand the expected impact of significant functionality releases and planned product roadmaps on the stated requirements.

Support Response	Support Response Definition
DNM -- Does Not Meet Requirement	The desired feature or functionality is not available as part of the standard (base or third-party) software functionality offered in the Offeror's solution or has an unannounced future release date. The requirement would most likely be met by a business process change, a manual workaround, and/or by interfacing with an existing legacy application. If selecting this option, the Offeror should add a comment in the requirements response proposing a workaround or other method/process that would satisfy this requirement for the System.

4.7 Tab 7 – Business Process Maps

The State has developed representative "to-be" business process maps as provided in RFP Attachment 2, State of Idaho To-Be Business Process Maps. Using the format provided below, Offerors must affirm the ERP Solution's ability to deliver the desired business processes via configuration of the Offeror's proposed software solution.

Offerors must acknowledge the State's desired business processes and indicate the ERP Solution's ability to achieve these business processes through delivered configuration options. For each business process, the Offeror must provide one of the three response values provide below. If a substantive exception exists in the ability to accommodate the "to-be" business process, the Offeror should describe the process exception and explain how the State can revise its business process or propose a work-around for the configured ERP Solution. If a third-party product is required to deliver the desired business process, the product and its integration with the proposed ERP Solution must be described.

Business Process Map Response Values:
M – Meets with no exception, including indicated workflows and forms/screens.
MWE – Meets with exception(s). Please explain exception(s).
DNM – Does not meet – Please explain any proposed workaround(s).

To Be Process Maps	Response	Explanation of Exception or Workaround
Agency Budget		
BUD-1 Agency Budget Development		
BUD-3 Appropriation Adjustment		
BUD-4-1 Initial Budget Allocation		
BUD-4-2 Allocation Adjustment		

To Be Process Maps	Response	Explanation of Exception or Workaround
BUD-6 Grant Upload/Qtrly ERR		
BUD-7 ERR Final Qtrly Process		
DFM Budget		
DFMBUD-1 Budget Development		
LSO Budget		
LSOBUD-1 Budget Development		
Agency Receivables/Billing		
AR-1 Billing		
AR-2 Collections		
AR-3 Treasury Offset Program (TOP) Management		
AR-4 Refunds		
AR-5 NSF		
AR-6 Receipt - Wires		
AR-7 Mail Receipts		
Agency Grants		
GM-1 Grant Awards-New Grants/New Phase		
GM-2 Financial Reporting		
GM-3 School Based Services		
Agency Accounts Payable		
AP-1 Invoice Processing De-centralized		
AP-1(a) Invoice Processing Centralized		
AP-4 Vendor Add/Edit		
Agency Cost Allocation		
COST-1-1 Statistical Process		
COST-1-2 Program Income		

To Be Process Maps	Response	Explanation of Exception or Workaround
COST-1-3 Cost Allocation		
COST-2 Indirect Cost Forecasting		
Agency Fixed Assets		
AM-1 Asset Addition		
AM-2 Retirement		
AM-3 Depreciation		
Agency Cash Management		
CM-1 Wire Transfers		
CM-2 Draws		
CM-3 Cash Projections		
CM-5 Review of Fed Exp/Cash Balances		
CM-6 Review Cash Detail File		
CM-7 Cash Reporting		
CM-8 LOC Recon Begin QTR		
CM-9 LOC Recon End QTR		
CM-10 CMIA Interest Calc		
CM-11 Clearance Patterns		
Agency General Ledger		
GL-1 Journal Entries		
Agency Contracts and Procurement		
CAPS -1 Initiate Purchase		
CAPS-2 Solicitation		
CAPS-3 Receiving		
CAPS-4 Change Orders		

To Be Process Maps	Response	Explanation of Exception or Workaround
Agency Inventory		
INV-1 Fulfillment		
INV-2 Inventory Ordered		
INV-3 Inventory Receipts		
INV-4 Inventory Cycle Counts		
Agency Human Capital Management		
PER-1 Request to Fill		
PER-2 Job Announcement		
PER-3 Application Process		
PER-4 Work Hiring List		
PER-5 Separations		
PER-6 Evaluating Positions		
PER-7 Insurance/FSA Application		
HR-1 First Report of Injury		
HR-2 Disciplinary Actions		
HR-3 Problem Solving		
HR-4 Employee Evaluations		
HR-5 Idaho Personnel Commission Appeal		
HR-6 Employee Complaint		
HR-7 Mediation		
HR-8 Investigations		
Agency Payroll and Time		
TIME-1 Time Entry		

4.8 Tab 8 – Response to State Terms and Conditions

The Apparent Successful Offeror will be required to enter into a contract including terms and conditions legally consistent with the State's required legal terms as described in Attachment 6, State Terms and Conditions.

The Offeror may submit exceptions to the Terms and Conditions provided in Attachment 6. However, the State reserves the right to accept or reject any terms or conditions that are presented by the Offerors that are in conflict with Attachment 6 or that conflict with State of Idaho or Federal Law. It is not acceptable to take exception to all of the State Terms and Conditions. Such blanket exceptions to the State's Terms and Conditions may be grounds for rejection of the Offeror's proposal as non-responsive. The Offeror shall provide alternate language for any exceptions taken to the State Terms and Conditions. The State will review requested exceptions and accept or reject the same at its sole discretion. Exceptions to the State's Terms and Conditions should be submitted in the following format:

Reference	State Term or Condition per RFP	Basis of Exception	Proposed Alternative Language

Also in Tab 8, the Offeror shall provide samples of the contractual documents required to finalize a contractual agreement between the Successful Offeror and the State. This should include samples of ordering documents, subscription or licensing agreements, service level agreements, and support policies. These documents should reflect previous accommodations for contracting with public sector entities.

5.0 Cost Proposal Contents

Offeror shall submit a detailed cost proposal to include all aspects of providing the scope of products and services associated with this RFP. The pricing submitted as part of the proposal shall be considered a valid offer. The remainder of this section provides an outline of the required response contents. The Cost Proposal must be presented separately from the Technical Proposal. All files associated with the cost proposal shall be identified as such in the file name.

5.1 Tab 1 – Identifying Materials

The title page or cover must include the RFP number and title, the RFP due date and time, and the Offeror's name and address. The table of contents should also be included in Tab 1.

5.2 Tab 2 – Transmittal Letter

The Offeror's proposal must include a cover letter on official letterhead of the Offeror with the Offeror's name, mailing address, telephone number, facsimile number, e-mail address, and name of Offeror's authorized signer. The transmittal letter must identify the RFP Title, and must be signed by an individual authorized to contractually obligate the Offeror. In addition, the transmittal letter must include:

5.2.1 A statement that the narrative cost response and cost schedules have been completed in accordance with the instructions provided in the RFP and any amendments thereto.

5.2.2 A statement that all cost assumptions have been disclosed.

5.3 Tab 3 – Narrative Cost Response

As a narrative response to this section, Offerors should document and submit all cost-related assumptions and such other information necessary for State personnel to thoroughly understand each Cost Schedule. If the cost assumption pertains to a particular line item or element on a cost schedule, the reference for the assumption shall be provided.

5.4 Tab 4 – Cost Schedules

Offeror shall submit a detailed cost proposal in the Excel format of RFP Attachment 3, Cost Schedules, to include all aspects of providing the scope of products and services associated with this RFP. Include a PDF version of the spreadsheets as well as the Excel file with the proposal submission.

The Offeror must use the Excel workbook cost format presented as RFP Attachment 3 and not their own format. Entering "TBD" (to be determined) or similar response in the workbook cells for cost estimates is not acceptable. Failure to fully complete the required cost information may lead to a determination that the proposal is non-responsive.

Formulas are provided in the workbook for the convenience of the Offeror. The Offeror shall be responsible for the consistency and accuracy of the formulas, sums and roll-ups contained in the workbook. Any errors are solely the responsibility of the Offeror. Additional rows and columns may be added as needed.

The remainder of this section contains specific instructions concerning how Offerors are to address and submit the various cost worksheets that are included in the Excel workbook, RFP Attachment 3, Cost Schedules. Total cost of ownership will be calculated based on the multi-year cost as reflected on the Summary Presentation Schedule.

5.4.1 Worksheet 1 – Summary Presentation Schedule

This schedule must reflect all costs required to acquire and host the ERP solution. The reference in the cost category indicates which supporting cost schedule worksheet should provide the additional detail to support the summary cost information presented on this schedule. Offerors must ensure the accuracy of the cost information provided in each Cost Proposal schedule and verify the accuracy of any Excel formulas or references. As previously stated, Offerors may present only one delivery model for the State's considerations. Therefore, Offerors should complete either Worksheet 2 or Worksheet 3 as applicable to their solution. Additionally, Offerors should document all cost-related assumptions in Tab 3 of the Cost Proposal as described above.

Due to the expected two-year deferral in the planned start of the HR/payroll implementation, Offerors should reflect this minimal usage of HR/payroll functionality in the cost schedules.

5.4.2 Worksheet 2 – SaaS Delivery Model

The schedules on this worksheet should be completed by Offerors proposing a SaaS delivery model. In the first table, Offerors should provide the proposed subscription service cost by year reflecting all SaaS Subscription Costs. These schedules should list the licensed software product(s) being proposed consistent with Section 3.2, ERP Solution Scope. Offerors proposing a SaaS delivery model may also propose selected software and services under a PaaS delivery model if necessary to address required functionality utilizing the PaaS Delivery Model Worksheet. Additional rows may be added as necessary. Assumptions and other information necessary for State personnel to thoroughly understand the proposed pricing should be submitted as cost assumptions in Tab 3 of the Cost Proposal.

5.4.3 Worksheet 3 – PaaS Delivery Model

This schedule should be completed by Offerors bidding a PaaS delivery model. The schedule is comprised of four (4) sections. Instructions for each section are provided below. Additional rows may be added as necessary.

- *Section 1 Software Licensing Cost* - This section should list the licensed software product(s) being proposed consistent with Section 3.2, ERP Solution Scope. A fixed price for all software to be acquired should be provided. Assumptions and other information necessary for State personnel to thoroughly understand the proposed pricing should be submitted as cost assumptions in the narrative response to this section. For each license metric being proposed, a clear description must be provided as a cost assumption in the narrative response to this section.
- *Section 2 Software Annual Maintenance Cost* - This section should list the software annual maintenance cost for each software product proposed consistent with Section 3.2, ERP Solution Scope. Assumptions and other information necessary for State personnel to thoroughly understand the proposed pricing should be submitted as cost assumptions in the narrative response to this section. If the software annual maintenance cost proposed in any fiscal year is for a period of less than 12 months, then the line number, software product, fiscal year, and number of months proposed for that fiscal year, annual cost and proposed cost should be disclosed as a cost assumption in the narrative response to this section.
- *Section 3 Pre-Production Hosting Cost* - This section should list pre-production hosting cost components, the basis for the costs, any initial setup costs and the monthly recurring costs consistent with Sections 3.4 and 3.5. Offerors should assume that the State will be contracting for two years of pre-production hosting. Actual hosting costs will be determined when the implementation timeline has been defined. Additional assumptions and other information necessary for State personnel to thoroughly understand the proposed pricing should be submitted as a cost assumption in the narrative response to this section.
- *Section 4 Production Hosting Cost* - This section should list production hosting cost components, the basis for the costs, any initial setup costs and the monthly recurring costs consistent with Sections 3.4 and 3.5. Offerors should assume that the State will be contracting for eight years of production hosting. Actual hosting costs will be determined when the implementation timeline has been fully defined. It is anticipated that the required disaster recovery services would be included in this section. Additional assumptions and other information necessary for State personnel to thoroughly understand the proposed pricing should be submitted as a cost assumption in the narrative response to this section.

5.4.4 Worksheet 4 – Other Cost Components

Offerors should utilize this schedule to describe and reflect any additional necessary costs being proposed that were not reflected previously. Each cost component should include a description of the cost component, the cost basis for the component, and the proposed cost of the component. Additional rows may be added as needed. Assumptions and other information necessary for State personnel to thoroughly understand the proposed cost components should be submitted as cost assumptions in Tab 3 of the Cost Proposal.

5.4.5 Worksheet 5 – Payment Schedule

Offerors bidding a PaaS delivery model should provide a Payment Schedule utilizing the template format provided. This schedule should reflect the estimated timing and payment amount for all payments required to match the Grand Total, All Costs from the Schedule 1, Summary Presentation Schedule. Additional rows may be added as needed.

Offerors bidding a SaaS delivery model may submit an alternate Payment Schedule reflecting their proposed frequency, payment amount, number of payments and the total for all payments that should match the Grand Total, All Costs from Worksheet 1, Summary Presentation Schedule.

Assumptions and other information necessary for State personnel to thoroughly understand the proposed payment schedule should be submitted as cost assumptions in Tab 3 of the Cost Proposal.

5.4.6 Worksheet 6 – Optional Costs

See Attachment 7, Item 76, Optional Products/Services. Offerors should utilize this schedule to describe and reflect any optional products or services presented in the proposal. These costs will not be included in the Summary Total Cost that is evaluated by the State. Any products or services presented here are considered nonessential or outside the requested scope by the State and are not required for system operation per the system requirements and in-scope functionality. Each cost component should include a description, the cost basis for each component, and the proposed cost of the component. Assumptions and information necessary for State personnel to thoroughly understand the proposed pricing should be submitted as cost assumptions in Tab 3 of the Cost Proposal.

6.0 Evaluation and Contract Award

This RFP is issued to provide a comparative evaluation of similar solutions provided by various Offerors and to facilitate a competitive procurement process. This RFP is **not** issued pursuant to the State Procurement Act under chapter 92, title 67, Idaho Code, nor governed by the rules promulgated by the Division of Purchasing within the Idaho Department of Administration, nor governed by the Idaho Administrative Procedures Act of chapter 52, title 67, Idaho Code.

6.1 Evaluation Procedures

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation committee, to be designated by the State, which will determine the scoring of the proposals.

The State reserves the right to reject any or all proposals or any part thereof, to waive informalities, and to accept the proposal or proposals deemed most favorable to the State. The State, at its sole discretion, may elect to select the top-scoring firms as finalists for software demonstrations. Offerors who are selected as finalists will make software demonstrations and presentations to the State Evaluation Committee (SEC) at a State site.

The RFP Lead may contact the Offeror for clarification of any portion of the Offeror's proposal.

Where contract negotiations with an Offeror do not proceed to an executed contract within a time deemed reasonable by the State (for whatever reasons), the State may reconsider the proposals of other Offerors and, if appropriate, enter into contract negotiations with one or more of the other Offerors.

No binding contractual obligations are created by the RFP or the act of the State reviewing the response thereto. All actual work to implement the RFP will be governed by separate, later agreements in a form acceptable to the State Controller and its attorneys that integrate and contemplate the RFP specifications.

6.2 Evaluation Weighting and Scoring

It is the intent of the State to award a contract to the Offeror deemed to be the most qualified and responsible firm that submits the best overall proposal based on an evaluation of all responses. Selection shall be based on State's assessment of the Offeror's ability to provide best value to the State, as determined by the State Evaluation Committee.

Each proposal meeting the minimum qualifications and administrative requirements will receive a complete evaluation and will be assigned a score of up to 1000 points possible based on the following items:

A. Functionality, Capability and Integration of Solution (350 Points)
Offeror with the highest rating may receive up to 350 points. Points shall be assigned based on factors within this category, to include but are not limited to:

- Functionality and quality of business applications and associated tools
- User experience and ease of use
- Integration of proposed applications and tools
- Ability to meet State requirements, as specified in Attachment 1
- Ability to support State business processes, as specified in Attachment 2
- Demonstrations and presentations by Finalist Offerors

B. Technology (300 Points)
Offeror with the highest rating may receive up to 300 points. Points shall be assigned based on factors within this category, to include but are not limited to:

- Technical platform and delivery model consistent with the long-term objectives of the State
- Ability to integrate with other State systems and business processes
- Support, maintenance, and upgrade approach to reduce related burden on State resources
- Ability to meet or exceed required service levels
- Ability to meet or exceed security standards and requirements of the State
- Additional technical services (e.g., backup, archiving, disaster recovery)
- Demonstrations and presentations by Finalist Offerors

C. Qualifications, Experience, and References (250 Points)
Offeror with highest rating may receive up to 250 points. This section shall evaluate all firms included in the response, including the primary ERP software provider and the hosting service provider. Points shall be assigned based on factors within this category, to include but are not limited to:

- Stability of company business and financials
- Successful implementations/services at states of similar size and complexity
- Ability to comply with State requirements and standards
- Commitment to public sector, future vision and strategic direction

- Publicly available analysis and reference materials (e.g., Gartner Magic Quadrant reports)
- Comparability of reference to the scope and scale of the State's project
- Recency and relevance of references (e.g., current version vs. old version, last year vs. ten years ago)
- Reference satisfaction with the Offeror's solution and support model
- Publicly available information regarding the Offeror's reputation and performance in the market
- Demonstrations and presentations by Finalist Offerors

D. Cost (100 Points)

Offeror with highest rating will receive 100 points. Points shall be assigned for the cost of the specific components and services, which comprise the overall system, including annual maintenance cost, as follows:

- Cost points will be assigned on the Total Cost of Ownership reflected on the Summary Presentation schedule of the Cost Proposal, for comparison and evaluation purposes.
- The proposal with the lowest estimated Total Cost of Ownership will receive the maximum points possible for this section.
- Remaining proposals will receive points in accordance with the following formula:

  (a / b) x c = d

  a = lowest cost proposal in dollars
  b = cost of proposal being evaluated
  c = maximum points for Cost category (100)
  d = number of points allocated to proposal

6.3 Evaluation Steps

The State has established an evaluation process to ensure a comprehensive, fair, and impartial evaluation of all proposals consistent with all applicable procurement laws and State requirements. The intent of this process is to select the Offeror whose proposal represents the best value for the State. As with all procurements, the State reserves the right to withdraw the RFP at any time and for any reason prior to contract execution without making an award.

The State Evaluation Committee (SEC) will review, verify as appropriate, evaluate and score information submitted by the Offerors. A brief summary of the steps for the evaluation process include:

- Administrative review for responsiveness – The RFP Lead will confirm compliance with minimum qualifications and administrative requirements to determine proposals eligible for evaluation.

- First evaluation of proposals – The SEC scores each Responsive Offeror's Technical Proposal.
- Short-list decision – If in the best interest of the State, the SEC will select a short-list of Finalist Offerors.
- Software demonstrations – Finalist Offerors will present their software solution to the SEC.
- Second evaluation of proposals – The SEC re-scores proposals of the Finalist Offerors, incorporating additional information from demonstrations and other evaluation activities.
- Evaluation of cost proposals – The RFP Lead will calculate Cost points using the formula provided in Section 6.2. Cost scores will be reviewed and verified by the SEC.
- Best and final offer (if needed) – At the State's option, a request for a Best and Final Offer (BAFO) may be issued to selected Finalist Offerors and may include clarification questions for finalists.
- Final scoring of proposals – The SEC incorporates additional information from BAFOs, derives a final score for each Finalist Offeror, and makes a recommendation for award.
- Presentation to Governance Board – Following final scoring of proposals by the SEC, the recommendation of the SEC will be presented to the Governance Board for review of the procurement process.
- Lead Sponsor approval – The Lead Sponsor (State Controller) will review the results of the procurement process and grant approval to enter contract negotiation with the Apparent Successful Offeror.
- Contract negotiations – The State enters negotiations with the Apparent Successful Offeror and prepares a final draft contract.
- Contract execution – Following selection of the systems integration vendor, the State Controller will execute the formal ERP software solution contract on behalf of the State of Idaho. The Offeror shall have no contractual rights until the Contract has been executed by the State Controller.

6.4 References

Offerors are required to provide three (3) references of similar scope and scale to that of Project Luma. The named references may be contacted without advance notice to the Offeror. The Offeror's authorized representative must sign the reference form granting approval. Reference information should be provided in the format provided below and signed by the person submitting the proposal.

The State reserves the right to request or obtain additional information. The State reserves the right to contact or visit any of the Offeror's current and/or past customers to evaluate the level of performance and customer satisfaction.

Client Reference # 1				
Client Name:		Project Timeframe: (e.g. May 2014 – December 2016)		
Number of Employees:				
Public Sector?	Yes ☐ No ☐	Project Scope: (Either in Production or in the Implementation Process)	Budget: ☐	In Production: ☐
Contact Name:			Financials: ☐	In Production: ☐
Contact Position:			Procurement: ☐	In Production: ☐
Contact Phone Number:			HR: ☐	In Production: ☐
Contact Email Address:			Payroll: ☐	In Production: ☐

Client Reference # 2				
Client Name:		Project Timeframe: (e.g. May 2014 – December 2016)		
Number of Employees:				
Public Sector?	Yes ☐ No ☐	Project Scope: (Either in Production or in the Implementation Process)	Budget: ☐	In Production: ☐
Contact Name:			Financials: ☐	In Production: ☐
Contact Position:			Procurement: ☐	In Production: ☐
Contact Phone Number:			HR: ☐	In Production: ☐
Contact Email Address:			Payroll: ☐	In Production: ☐

Client Reference # 3			
Client Name:		Project Timeframe: (e.g. May 2014 – December 2016)	
Number of Employees:			
Public Sector?	Yes ☐ No ☐	Project Scope: (Either in Production or in the Implementation Process)	Budget: ☐ In Production: ☐
Contact Name:			Financials: ☐ In Production: ☐
Contact Position:			Procurement: ☐ In Production: ☐
Contact Phone Number:			HR: ☐ In Production: ☐
Contact Email Address:			Payroll: ☐ In Production: ☐

I authorize the Evaluation Committee to contact the above-named references.

Offeror Name: _____

Person Submitting Proposal: _____

Signature: _____

Date: _____

6.5 Software Demonstrations

The State reserves the right to, but is not obligated to, request and require that Finalist Offerors provide a formal presentation of their Proposal and demonstration of their Software Solution at a date and time to be determined by the SEC. Offerors are required to participate in such a request if the State chooses to engage such opportunity. Finalist Offerors should expect to give an overview of their proposal and respond to a demonstration script, which may include hypothetical scenarios, quality assurance issues, software issues, hardware issues, or other technology questions. Software demonstrations will be used by the SEC to obtain additional clarity and understanding of the Finalist Offerors' proposals and Software Solutions and contribute to a second round of evaluation and scoring activities.

Offerors should plan for four (4) days of demonstrations at a designated State facility in Boise, Idaho. Responses become an official part of the proposal and will be evaluated. Any costs incurred by an Offeror associated with software demonstrations are the responsibility of the Offeror.

6.6 Notification to Offerors

The State will notify the Apparent Successful Offeror of their selection in writing upon completion of the evaluation process. Individuals or firms whose proposals were not selected for further negotiation or award will be notified separately by e-mail.

6.7 Bid Protest Policy and Procedures

The objective of the State of Idaho, Office of State Controller in soliciting and evaluating proposals is to ensure the selection of a firm or individual that will produce the best possible results for the funds expended. As stated in Section 1.0, this RFP is issued to provide a comparative evaluation of similar solutions provided by various Offerors and to facilitate a competitive procurement process. This RFP is **not** issued pursuant to the State Procurement Act under chapter 92, title 67, Idaho Code, nor governed by the rules promulgated by the Division of Purchasing within the Idaho Department of Administration, nor governed by the Idaho Administrative Procedures Act of chapter 52, title 67, Idaho Code.

Any challenge to the RFP's specifications, award, or decision shall be made in writing to the RFP Lead identified in Section 2.1. Any challenge application shall be delivered within five (5) business days of being notified of such determination and shall set forth in specific terms all reasons why a decision is thought to be erroneous. The challenge application shall be reviewed by the Governance Board (defined in Attachment 8) who shall, within five (5) business days, schedule a meeting to review the challenge application. The Governance Board shall issue a recommended order denying or accepting the challenge application no later than thirty-five (35) calendar days from the RPF Lead's receipt of the challenge application. The State Controller shall, within five (5) business days of receipt of the recommended order, adopt the recommendation of the Governance Board, in whole or in part, or issue his own order, which shall be the final agency decision.

RFP Attachments

Attachment 1: State of Idaho System Requirements

ERP software Offerors should download the Excel file containing the system requirements matrix from https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx.

The system requirements matrix must be submitted in Excel and PDF formats per the instructions in Section 4.6.

Attachment 2: State of Idaho To-Be Business Process Maps

ERP software Offerors should download the PDF file containing the to-be business process maps from https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx.

Response to the to-be process maps must be submitted per the instructions and format in Section 4.7.

Attachment 3: Cost Schedules

Offerors should download the Excel file containing the cost schedules from https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx.

The cost schedules must be submitted in Excel and PDF formats per the instructions in Section 5.4.

Attachment 4: Systems Modernization Study – Business Case Analysis Report

The complete Systems Modernization Study – Business Case Analysis Report is available for download from the State Controller's Office website at https://luma.sco.idaho.gov/Pages/Idaho-ERP-RFP-Information-for-Vendors.aspx.

Attachment 5: Minimum Requirements Checklist

Offerors should use the minimum requirements checklist to review for responsiveness prior to submission of their proposal. Inclusion of these items does not ensure that a proposal shall be deemed responsive. However, failure to meet these minimum submission requirements will likely result in determination that an Offeror's proposal is non-responsive.

Primary Reference	Minimum Response Requirement	Reference per Offeror Proposal
Section 1.6	Meets minimum qualifications	
Section 2.2	Response received by RFP Lead prior to the deadline stated in the procurement timeline	
Section 2.5	Technical and Cost proposals submitted in separate files per RFP instructions	
Section 2.8	Pricing valid for 270 days following the proposal response due date and time	
Section 4.2	Transmittal letter signed by an individual authorized to contractually obligate the Offeror	
Section 4.8 Attachment 6	Provided itemized response to any exceptions to State terms and conditions (i.e., no blanket exception)	
Section 6.4	Completed and signed reference form	
Attachment 1	Submitted completed Attachment 1 in both Excel and PDF formats per RFP instructions	
Attachment 2	Submitted completed Attachment 2 response form for business process maps per RFP instructions	
Attachment 3	Cost schedules submitted in both Excel and PDF formats per RFP instructions	

Attachment 6: State Terms and Conditions

Solicitation Terms and Conditions. The following terms and conditions apply specifically to the solicitation process for this RFP. Any questions regarding the solicitation terms and conditions should be addressed during the designated question and answer period prior to submitting a proposal. By submitting a proposal, the Offeror is acknowledging acceptance of the solicitation terms and conditions.

1. No Obligation. The RFP in no manner obligates the State of Idaho, the SCO, or any Idaho agencies to the use of any proposed software or professional services until a valid written contract is signed by the State Controller.

2. RFP Termination. This RFP may be canceled at any time and any and all proposals may be rejected in whole or in part when the State Controller determines such action to be in the best interest of the State.

3. RFP Terms. All Offerors shall be bound by the terms contained in this RFP. Any Offeror questions or request for RFP term revisions shall be submitted as set forth in Section 2.4.

4. Basis for Proposal. Only the RFP, supporting documents supplied by the SCO as a part of the RFP, and information supplied by the RFP Lead in writing is a part of this RFP. The SCO is not bound by other documents or information. Offerors should use only the RFP documents and information as the basis for the preparation of Offeror proposals.

5. Offeror Qualifications. The State Evaluation Committee and/or RFP Lead (or his/her designee) may make such investigations as necessary to determine the qualifications of an Offeror and to determine the validity of answers provided by said Offeror.

6. Right to Waive Minor Irregularities. The State Evaluation Committee reserves the right to waive minor irregularities. This right is at the sole discretion of the SEC.

7. State Rights. The State Controller reserves the right to accept all or a portion of an Offeror's proposal.

8. Electronic Mail Address Required. A large part of the communication regarding this procurement will be conducted by electronic mail (email). Offeror must provide a valid email address to receive this correspondence. It is the Offeror’s responsibility to ensure the provided email address remains current and monitored throughout the State’s procurement process.

9. Project Team Prohibited Activities. State Evaluation Committee members or observers or volunteers are prohibited from participating directly or indirectly in the preparation of this procurement when the employee knows that the individual or any member of

the individual's family has a financial interest in the business seeking or obtaining a contract.

10. Communication. Once the RFP is issued, potential Offerors, their employees, partners, and family members may only communicate with the RFP Lead or his designee relative to any aspect of this RFP. The State Controller may, in his discretion, disqualify any Offeror disregarding this provision.

11. Incurring Cost. Any cost incurred by the Offeror in preparation, transmittal, presentation of any proposal or material submitted in response to this RFP shall be borne solely by the Offeror.

12. Subcontractors. Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name in the proposal. The prime contractor shall be wholly responsible for the entire performance whether or not subcontractors are used.

13. Amended Proposals. An Offeror may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. The State Controller personnel will not merge, collate, or assemble proposal materials.

14. Offeror's Rights to Withdraw Proposal. Offerors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The Offeror must submit a written withdrawal request signed by the Offeror's duly authorized representative addressed to the RFP Lead.

15. Proposal Offer Firm Responses. Offeror responses to this RFP, including proposal prices, shall be firm for 270 days after the due date for receipt of proposals.

Contract Terms and Conditions. Offerors should carefully review Sections 2.11 and 4.8 and the following minimum legal terms. As a public entity, the SCO is subject to statutes, rules and policies that result in terms and conditions unlike those common in contracts between private parties. Offerors may submit questions concerning the following terms under Section 2.4. Exception to these terms may be noted as instructed in Section 4.8. However, the SCO does not have authority to vary many of these terms and in some instances, variations are void under Idaho law.

16. Sovereign Immunity. The Idaho Legislature has not delegated authority to the SCO to waive the State of Idaho's sovereign immunity and the SCO will not accept a waiver term in the final agreement.

17. Governing Law and Jurisdiction. The final agreement shall specify that the forum for disputes is in Idaho courts and that Idaho law governs the terms of the contract.

18. Statute of Limitations. Idaho law provides that a contractual limit on the time in which a party may enforce its rights is void as it is against the public policy of Idaho. The final agreement must not include such a waiver.

19. Payment Terms. Idaho statutes establish the general legal requirements for payments by Idaho agencies. Among other things, Idaho law prohibits full payment on partial deliveries, provides up to forty-five calendar days for payment, and establishes a statutory rate of interest and penalties on late payments. The payment terms in the final agreement must be consistent with Idaho code 67-2302.

20. State Indemnification. The Idaho Constitution and Idaho Statute prohibit and void any indemnification by a state agency. The final agreement must not include an indemnification by the SCO or any Idaho agency.

21. Public Records Act. The SCO is not authorized to limit public access to records beyond the exemptions set forth in the Idaho Public Records Act. Any term providing for confidentiality or non-disclosure of records must be consistent with this Act.

22. Assignment. Idaho Code section 67-1027 provides that the SCO shall not pay an assignee unless the State Board of Examiners has approved the assignment. The final agreement must not allow assignment by the Apparent Successful Offeror without the prior approval of the State Board of Examiners.

23. Contract Amendment and Modification. Contract amendment and modification shall not be binding on the State or the SCO unless acknowledged in a writing signed by the State Controller. No term in the contract shall provide for “shrink wrap,” “click-through,” “continuation of use” or any similar modifications to the contract.

24. Patent and Copyright Indemnity. The Apparent Successful Offeror must defend and indemnify the State against intellectual property claims. The approved State term is below:

    PATENTS AND COPYRIGHT INDEMNITY. Contractor shall indemnify and hold the State harmless and shall defend at its own expense any action brought against the State based upon a claim of infringement of a United States’ patent, copyright, trade secret, or trademark for Property purchased under the Contract. Contractor will pay all damages and costs finally awarded and attributable to such claim, but such defense and payments are conditioned on the following: (i) that Contractor shall be notified promptly in writing by the State of any notice of such claim; (ii) that Contractor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise and State may select at its own expense advisory counsel; and (iii) that the State shall cooperate with Contractor in a reasonable way to facilitate settlement or defense of any claim or suit.

Contractor shall have no liability to the State under any provision of this clause with respect to any claim of infringement that is based upon: (i) the combination or utilization of the Property with machines or devices not provided by the Contractor other than in accordance with Contractor's previously established specifications unless such combination or utilization was disclosed in the specifications; (ii) the modification of the Property unless such modification was disclosed in the specifications; or (iii) the use of the Property not in accordance with Contractor's previously established specifications unless such use was disclosed in the specifications.

Should the Property become, or in Contractor's opinion be likely to become, the subject of a claim of infringement of a United States' patent, the Contractor shall, at its option and expense, either procure for the State the right to continue using the Property, to replace or modify the Property so that it becomes non-infringing, or to grant the State a full refund for the purchase price of the Property and accept its return.

25. Non-Appropriation. The Idaho Constitution and Idaho Statute prohibit and void contract obligations in excess of appropriation. Every state contract must contain a non-appropriation clause to comply with this requirement. The approved State term is below:

TERMINATION FOR FISCAL NECESSITY. The State is a government entity and it is understood and agreed that the State's payments under the Contract shall be paid from Idaho State Legislative appropriations, funds granted by the federal government, or both. The Legislature is under no legal obligation to make appropriations to fulfill the Contract. Additionally, the federal government is not legally obligated to provide funds to fulfill the Contract. The Contract shall in no way or manner be construed so as to bind or obligate the state of Idaho beyond the term of any particular appropriation of funds by the Idaho State Legislature, or beyond any federal funds granted to the State, as may exist from time to time. The State reserves the right to terminate the Contract in whole or in part (or any order placed under it) if, in its sole judgment, the Legislature of the state of Idaho fails, neglects, or refuses to appropriate sufficient funds as may be required for the State to continue such payments, or requires any return or "give-back" of funds required for the State to continue payments, or if the Executive Branch mandates any cuts or holdbacks in spending, or if funds are not budgeted or otherwise available (e.g. through repeal of enabling legislation), or if the State discontinues or makes a material alteration of the program under which funds were provided, or if federal grant funds are discontinued. The State shall not be required to transfer funds between accounts in the event that funds are reduced or unavailable. All affected future rights and liabilities of the parties shall thereupon cease within ten (10) calendar days after notice to the Contractor. Further, in the event that funds are no longer available to support the Contract, as described herein, the State shall not be liable for any penalty, expense, or liability, or for general, special, incidental, consequential or other damages resulting therefrom. At Contractor's request, the State shall promptly provide supplemental documentation as to such Termination for Fiscal Necessity. Nothing in this section shall be construed as ability by the State to terminate for its convenience.

26. Taxes. The Idaho Legislature has not waived the State of Idaho's exemption from the payment of taxes and has not appropriated funds for payment of taxes. The final agreement shall not require the payment of taxes by the SCO or any Idaho public agency.

27. Limitation of Liability. Idaho considers limitations of liability as a matter of public policy and a shift of risks to the taxpayers of Idaho. If a limitation of liability is proposed by an Offeror, the limitation of liability amount must be a dollar figure and the SCO will accept no less than the aggregate total payments made by the State to Contractor for the services in question in the twenty-four (24) month period immediately preceding the first occurrence of the event giving rise to such liability (or, for a claim arising before the second anniversary of the effective date, the amount paid or payable for the first twenty-four (24) month period). The final limitation amount, subject to the foregoing minimum, shall be based upon an analysis of the risks properly shifted from the successful Offeror to Idaho taxpayers, as described in the Offeror's proposal. Below is the limitation of liability term approved for state agency use:

    LIMITATION OF LIABILITY. Contractor's liability for damages to the State for any cause whatsoever is limited to _____; provided, however, that the following shall not be subject to the foregoing limit:

    1. Patent and copyright indemnity required by the Contract;
    2. Liquidated damages assessed under the Contract;
    3. Claims for personal injury, including death;
    4. Claims for damage to real property or tangible or intangible property arising from the Contractor's acts or omissions under the contract;
    5. The insurance coverage required by the Contract;
    6. Damages arising from the gross negligence or willful misconduct of the Contractor, its employees, its subcontractors, or its agents; and,
    7. Government fines and penalties not imposed by the State.

28. Data Ownership. The State shall own all right, title and interest in its data that is related to the Contract. Contractor shall not access the State's data except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of the Contract, or (4) at the State's written request.

29. Data Protection. Protection of personal privacy and data shall be an integral part of the business activities of the resulting contract. The State's approved term regarding data protection is provided below:

    DATA PROTECTION. Contractor shall ensure there is no inappropriate or unauthorized use of the State's information at any time. Minimum standards of data protection measures shall include a duty of the Contractor to:

    (i) Implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access,

disclosure or theft of all data not subject to release under the Idaho Public Records Act, Idaho Code title 74, chapter 1 (Private Data). Upon request, the State will identify Private Data. Security measures shall be in accordance with recognized industry practice or as otherwise specified in the RFP and not less stringent than the measures the Contractor applies to its own confidential data of a similar kind.

(ii) Encrypt all Private Data at rest and in transit with controlled access. Private Data at rest shall be encrypted consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules.

(iii) Not copy, retain, or disclose to any party Private Data for any purpose other than as required to perform the Contract.

(iv) Conduct background checks and not utilize any personnel or service provider personnel to perform the Contract who have been convicted of any crime of dishonesty, including but not limited to criminal fraud.

30. Data Location. The Contractor shall provide its services to the State and its end users solely from data centers in the U.S. Storage of State data at rest shall be located solely in data centers in the U.S. The Contractor shall not allow its personnel or contractors to store State data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor shall permit its personnel and contractors to access State data remotely only as required to provide technical support.

31. Data Center Audit. The Contractor shall perform an independent audit of its data centers at least annually at its expense and provide a redacted version of the audit report upon request. The Contractor may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.

32. Notification and Response for Security Incident or Data Breach. The State has established minimum contractual standards for notification and response relating to security incidents or data breaches. The approved State term is provided below:

NOTIFICATION AND RESPONSE FOR SECURITY INCIDENT OR DATA BREACH.

(i) For the purposes of this Section, the following terms shall have the following meanings:

A "security incident" shall mean the potentially unauthorized access by non-authorized persons to unencrypted Private Data, network, or system.

A "data breach" shall mean the unauthorized access by a non-authorized person that results in the use, disclosure or theft of unencrypted Private Data.

"Unauthorized access" shall mean access that is not required to perform the Contract or approved by the State in writing.

(ii) The Contractor shall notify the State within 24 hours of the Contractor first becoming aware of the security incident or data breach.

(iii) The Contractor shall take commercially reasonable measures to address a data breach in a timely manner. Such measures include, but are not limited to, contacting law enforcement, fielding media inquiries, cooperating with the State to report the data breach as required under Idaho law, and implementing remedial measures to prevent the use of the Private Data by unauthorized users.

(iv) If a data breach proximately arises from Contractor's breach of the Contract (i.e failure to encrypt Private Data or otherwise prevent its release), the Contractor shall bear the costs associated with: (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by law; (3) credit monitoring services required by law; (4) a website or toll-free number and call center for affected individuals required by law.

33. Notification of Legal Requests. The Contractor shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the State's data under this contract, or which in any way might reasonably require access to the State's data. The Contractor shall not respond to subpoenas, service of process and other legal requests related to the State without first notifying the State, unless prohibited by law from providing such notice.

34. Termination and Suspension of Service. In the event of a termination of the contract, the Contractor shall implement an orderly return of State's data in a CSV or another mutually agreeable format at a time agreed to by the parties and the subsequent secure disposal of the State's data. During any period of service suspension, the Contractor shall not take any action to intentionally erase any State data. In the event of termination of any services or agreement in entirety, the Contractor service provider shall not take any action to intentionally erase any State data for a commercially reasonable period in order to provide for the orderly return of the State's data, but not less than 60 days after the effective date of termination.

    The State shall be entitled to any post-termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of the agreement or SLA. The Contractor shall securely dispose of all requested data in all of its forms, such as disk, CD/ DVD, backup tape and paper, when requested by the State. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the State.

35. Prime Contractor Responsibility. Any contract that may result from this RFP shall specify that the prime contractor is solely responsible for fulfillment of the contract with the State. The State will make contract payments to only the prime contractor.

36. Initial Term of Contract and Renewals. The initial term of the Agreement will be for ten (10) years (assuming two years pre-production and eight years of production

operations). At the end of the initial ten-year period, the State Controller may renew the contract for a maximum of two (2) renewal terms, each not exceeding five years. The Contract shall provide that the annual payments by the State for the renewal terms shall not increase more than the lesser of:

a) Three percent (3%) annually; or

b) A percentage equal to the CPI Core Index change for the prior year determined as follows: The "CPI Core Index" shall be the Consumer Price Index determined by the Bureau of Labor Statistics Consumer Price Index for all urban consumers, U.S. City Average, "All items less food and energy" index (the base period: 1982-84=100), not seasonally adjusted, rounded to the nearest whole cent per case. To determine the prior year's CPI Core Index change the CPI Core Index value, published by the Bureau of Labor Statistics for November of the current year, compared to the CPI Core Index value for November of the preceding year. The difference between the prior year November CPI Core Index value and the CPI Core Index value for the November of the current year, shall be divided by the prior year November CPI Core Index (expressed as a percentage) to result in the percentage by which the annual costs are to be adjusted, with the result rounded to the nearest whole cent.

Attachment 7: Narrative Questions Regarding Software Solution

As referenced in RFP Section 4.5, Tab 5 of the Offeror's proposal must provide a concise response to each question or informational request included in Attachment 7. Where noted, Offeror may provide appendices to respond to requests (e.g., software subscription agreements). Please repeat the question and follow the numbering scheme used in Attachment 7 to identify the question and related response.

Proposed Business Software Applications

1. Provide an overview of the Offeror's comprehensive software solution, modules/ software proposed, and the integration of the modules proposed to meet the State's requirements. This section is intended to be a high-level overview of the product(s) offered.

2. Provide a detailed product summary chart that lists:

    - Each Software Provider (please list the Primary ERP Provider first);
    - The different product sets to be provided by each Software Provider;
    - The modules / functions within those product sets;
    - The release level of the products to be used;
    - The next release / version level to be released; and
    - The planned release date of the next release / version.

3. Provide a description of all application software modules (including third-party and data analytics/reporting applications) necessary to meet the requirements specified in this RFP. For each module, the Offeror must summarize in one (1) page or less the key features and functions of that module, as well as the major integration points of the module, in the following format. The size of the individual response items may be adjusted as needed, as long as the total response for each module does not exceed one (1) page.

Sample Format for One-Page Software Modules Summary

Module Name	
Narrative Description of Major Functions	
Integration Points	

Following is a brief explanation of expected response for each required field:

- Module Name – Indicate the module name (e.g., General Ledger, Accounts Payable) from the proposed software solution.

- Narrative Description of Major Functions – Describe in narrative form the major business process functions addressed by the module. Describe the key features of the module and how the module addresses the pertinent business needs of the State.
- Integration Points – Describe the integration of the module with other modules in related business processes. Also describe the business intelligence, security, or middleware products necessary to support the software functionality. An exhaustive listing of all integration points is not required. The intent is to provide a general understanding of relationships and dependencies between software modules.

4. Describe the features of your user interface that makes the system easy to learn and use for both novice and expert users. Include features such as help screens, navigation aids, online manuals, configurable menus, configurable hot keys, configurable tab order, search tools, using multiple windows, etc. Include a description of how the interface can be configured to State-specific business processes and rules. Include a discussion of coding reduction tools or validation rules that help to ensure quicker, more accurate data entry.

5. Describe features of the software that are designed to meet the unique needs of public sector, especially state government. What functionality does the solution provide that supports the mission of a state and its agencies?

ERP Business Processes

6. The State plans for all entities within the scope of this RFP to share a financial chart of accounts to facilitate consolidated reporting for the State.

    - Discuss the delivered chart of accounts structure and how it is typically used to meet public sector needs.
    - Describe how the proposed system can support a flexible chart of accounts that will adapt to and accommodate the State's current and future business needs, including the flexibility to accommodate in one structure small boards as well as large, complex agencies.
    - What features in the system would accommodate the independent operations of all entities but provide for consolidation and reporting at the State level and maintenance of a common chart of accounts?
    - Describe the flexibility inherent in the software's financial chart of accounts and how that flexibility can be used to establish reporting structures capable of balancing the need for standardized reporting across agencies on a statewide basis with the need for flexibility to accommodate agency-specific reporting needs (e.g., by division or location).

7. Describe the ERP solution's support for cost allocation processes, including basic percentage allocations and complex multi-bases, multi-pool, stepdown cost allocation processes.

8. Describe your experience working with state transportation departments (DOT) in a statewide ERP environment. Describe approaches found to be successful in balancing statewide and DOT needs and facilitating unique transportation processes such as Federal Highway Administration (FHWA) billing.

9. Describe the ERP solution's support for end-to-end integration and single-entry of data from employment application through candidate processing, hiring, and onboarding for benefits and compliance functions.

10. Describe the software's ability to facilitate management of a shared vendor file (e.g., all agencies sharing the same vendor file and vendor record). Describe how the software supports multiple locations for a single vendor and multiple address types (general, solicitation, order, remittance, etc.) for a single location for a vendor;

11. Describe how the software supports encumbrance accounting (e.g., requisitions, purchase orders, contracts) to span multiple fiscal periods (e.g., state fiscal year, federal fiscal year, and/or calendar year). Additionally, describe support for carrying forward open requisitions, purchase orders and contracts from one fiscal year to the next, including any tracking of expended/encumbered funding.

12. Describe the integration of procurement, receiving, and invoice processing functionality to enable a seamless three-way matching process. Also describe the ability to record entries necessary for encumbrance and accrual accounting.

13. Describe the functionality to support employee time entry, multiple employee schedules, overtime calculation, and employee leave balances tracking. Also describe the software's ability to support labor distribution to multiple organizations, budget categories, projects, or grants.

14. Position Control. Describe functionality to allow the State to budget, track and control positions. Describe the integration with budget development, finance, and HR/payroll modules for vacant/filled positions. What features and flexibility for position control can be configured in the system (e.g., allowing one employee to occupy more than one position or multiple employees to be assigned to a single position)?

Integrated Software Tools

15. The State will strive to avoid modifications to meet its business needs and follow best business practices inherent in the software. However, the State may have business requirements that are unique to the State or to one of its agencies. With this understanding, in this response the Offeror should describe its capabilities and approach

to addressing client specific needs through configuration or other means without modifying the software source code. These could include the ability to:

- Add and/or activate additional data elements;
- Configure lists of valid values for existing and custom data elements;
- Use standard application programming interfaces (APIs) or standard entry and exit points so that external systems/code can interact with system processes;
- Create and enforce State-specific business rules (i.e., provide business rules engine) that may vary by agency; and
- Create, configure, define, and modify business process models and workflows for business transactions based on business rules that may vary by agency. The Offeror should describe any out-of-the-box workflow capabilities and explain ease of use in configuring additional workflows.

16. Does the automated workflow system delivered with the ERP software have any capabilities to integrate with or incorporate other State software? If so, describe.

17. Describe the high-level approach to responding to changes in Federal or State regulations that would affect business processes or system functionality. How often are these types of updates released? Who is responsible for applying and testing them? How often are tax updates released for the application(s)? What is the Offeror's policy regarding the timeliness of updates in relation to Federal and State implementation deadlines?

18. Describe the document management/imaging capabilities that are built in or delivered as part of the base system. List the document types that may be stored, and describe the process for entry, access, management and archiving. Provide a discussion of the technology that is used to manage the documents.

19. Describe which third-party document management systems are supported by the system. Describe how document management may be integrated into the system to provide a seamless experience to the user. Compare the features and capabilities of the built-in system with a typical third-party document management system. Provide a discussion of any technology that is required (hardware, software, middleware, utilities, etc.) for proper operation and maintenance of the system.

Application Architecture

20. Please describe the architecture that supports the proposed ERP. At a minimum, identify the following:

    - Hardware platforms;
    - Operating systems;
    - Software components; and
    - Database and middleware.

21. The State is concerned about system availability and performance during peak usage times (e.g., payroll processing). Describe Offeror's approach to scale the application in response to spikes in demand. Can the software and hosting architecture allow 24-hour access (no scheduled downtime) during these periods?

22. Describe how performance may be impacted by heavy reporting/query/analytics use. Is there an alternative data warehouse and/or reporting engine or another solution to relieve performance pressure from the primary system?

23. Describe how performance may be impacted by row-level auditing of data changes. How can a performance impact from auditing be mitigated?

Desktop/Browser

24. Identify the minimum and recommended desktop configuration requirements. Catalog the web browsers (including minimum release level) that are compatible with your system.

25. Describe support policy regarding web browsers, including number of past versions supported and frequency of certifying new browser releases for use with your applications?

26. Are there any third-party products or significant browser configuration changes required to run the product? Does any software proposed require a browser plug-in or any installation of code on the device?

Self-Service/Mobile Capabilities

27. Please describe the overall approach to self-service functionality (e.g., manager, employee, vendor) embedded in the proposed ERP Solution.

28. Describe Offeror's strategy and software compatibility with mobile devices, including iOS, Android, or other mobile/tablet/platform such as kiosks, bar code scanners, and hand-held terminals. Describe which mobile operating systems are supported with native apps and if a mobile/responsive version of the application exists.

29. Describe common functions or applications that can be accessed on these mobile platforms in the delivered solution, including common uses for the alternative platforms. Additionally, provide a high-level overview of what features/functions cannot be accessed via a native app or a mobile version of the application.

Technology Support Products

30. The Offeror shall describe all the technology support products (including third-party products) required to operate, control, manage, configure, enhance, upgrade, report on, and integrate the proposed solution and meet the State requirements as specified in this RFP.

- In addition, the Offeror shall provide a product summary chart for each product within the ERP Solution that lists:
- Each technology product provider (i.e., the Offeror or third-party vendor);
- The technology products to be provided by each provider;
- The release level of the products to be used; and
- The next release / version level, planned release date, and frequency of planned releases.

31. Additionally, the Offeror should provide descriptions of the following technology enablers and support products as applicable:

    - Ad hoc reporting tools;
    - Business intelligence tools;
    - Tools for views/screens/custom forms/custom dashboards;
    - Upgrade assistance tools;
    - Enterprise application interface (EAI) tools;
    - Extract, transform, and load (ETL) and data migration tools;
    - Production tools (e.g., schedulers);
    - Application testing tools;
    - Configuration and software change management tools;
    - Performance monitoring tools; and
    - Document management capabilities.

Security

32. Offeror should describe the application security approach within the ERP Solution. The system shall provide application controls to prevent unauthorized use of the system, maintain system process controls, and configurable auditing/logging of all system activities. In addition, the system shall provide security to limit availability to application functionality, software screens, data records, data elements, screen elements, and data element values where appropriate. Where applicable, the response for this section should indicate any capabilities or differences for a statewide system with many agencies. This description should address, but is not limited to:

    - Describe the ERP Solution's ability to support a federated security model (e.g. SAML to pass login credentials to the ERP Solution);
    - Data encryption both in transit and at rest (indicate if there is additional cost for encryption of data at rest);
    - Support for third-party data encryption (e.g., database, backups, file attachments);
    - Configurability of security to allow for agency separation, delegation of security roles to agency counterparts;
    - Role-based authorizations, including any workflow to automate security provisioning;
    - Database access;

- Data privacy;
- Handling classified or confidential data; and
- Preservation and auditability of data and changes.

33. Describe how the system security will limit agency users to view and update information for only their assigned agency while allowing the central office personnel to seamlessly consolidate and manage information from all agencies (e.g., financial consolidations, personnel data). Describe any capability to leverage a user's identity across the State.

34. How do security definitions apply to report writers, particularly any proposed third-party reporting/business intelligence software?

35. Describe how security roles are added/removed when changes occur (e.g., user changes department). Describe any automation capabilities to streamline the addition or removal of security role when personnel changes occur.

36. Does the solution provide any delivered capability to redact or mask sensitive information (e.g., social security number) in non-production environments that were copied from production (e.g., to refresh a training or testing environment)?

37. Describe how the proposed system will provide a detailed audit trail to allow the authorized user to trace the history of all changes in user data or in system configuration. How does the system facilitate the audit of security accounts, roles and access?

38. Describe the tools, processes or capabilities in the system for archiving data. What do you recommend for an archiving policy for your system? What capabilities are delivered with the system to support the storage and retrieval of archived data? Is archived data discoverable during search? How is data validity and integrity assured? Provide two brief examples of how clients have used delivered capabilities to archive and retrieve system data.

39. In the event of a data breach in the ERP Solution provider's data center, what are the required standards for notification to the State, cost for mitigation, other policies/procedures?

40. Describe any capabilities for records retention in the event of a legal hold or litigation (e.g., flag records to be excluded from purge process).

System Integration

41. Describe how functionality is integrated across the proposed solution, ensuring single data entry points and consistent, non-duplicated information across all functional modules, as well as how data integrity is ensured. Describe any delivered communication services that guarantee message delivery and handles queuing and

encryption for various types of communication (e.g., publish and subscribe, request/reply). Identify any data integration hubs or brokers that are proprietary.

42. Describe any prepackaged/supported integrations/interfaces.

43. Do any integrations need to be developed between any system functions or between the system and the data analytics/reporting tool (e.g., interfaces or ETLs)?

44. Are any batch or non-real-time processes required for communications or data exchange between software modules?

45. Offeror should describe its comprehensive approach to allowing the State to interface or exchange data between the proposed software solution and other software systems. The description should include, but not be limited to:
    - The technologies used (e.g., SOAP, REST, XML files, JSON, Text files, CSV files);
    - Description of both the inbound and outbound approaches;
    - A catalog or list of APIs available for State use;
    - Sample detail documentation from each type of API, including any limitations on the number of records that can be accessed by the API; and
    - Any limitations, governors or security model placed on web services-based interfaces.

46. Discuss your integration with office productivity software, such as Microsoft Office or other e-mail clients. What protocols or standards are supported?

Data Management Capabilities

47. Describe any data management capabilities, including any proposed data cleansing and data conversion tools. What does the system provide to ensure integrity of converted data, such as enforcement of field rules or business rules, or application of data edits? Describe the tools/accelerators available to support the conversion of data from our legacy systems to the proposed ERP. Are these tools provided with the proposed ERP or from third parties?

Accessibility

48. Discuss your solution's compliance with promulgated accessibility standards (e.g., ADA Section 508). Describe the features and capabilities of your system that provides for accessibility, and a discussion of the technology behind these features.

Data Analytics and Reporting

49. Describe the delivered analytics/reporting functionality of the ERP solution and how the State could leverage that technology to best address its reporting needs. Offeror shall address the following:

- Ability to provide a single source vendor-developed reporting platform supporting real-time data availability across modules without the need for separately maintained data warehouses;
- Data analytics and reporting capabilities inherent in the ERP system and additional data analytics/reporting tools that may help the State further its analytics/reporting strategy;
- Use of third-party business intelligence tools (e.g., Cognos, Business Objects) to retrieve and report on system data;
- Ability for authorized users to modify delivered reports or create custom reports and queries of data stored in the ERP system;
- What tools are delivered to facilitate the development, testing, and support of custom reports and queries;
- How data from the ERP can be incorporated and merged with data in any existing State data warehouses, including what tools would be used or required to accomplish this;
- Ability to leverage the State's considerable investment and experience in the use of Cognos, Business Objects, or Tableau reporting tools;
- How the State would obtain and refresh data from the ERP system on a real-time or near real-time basis? Additionally, Offeror should describe any capabilities to narrow the data being transferred to only those rows that recently changed; and
- Any limitations or governors in place to limit data transfers, if applicable.

Software Maintenance and Customer Support Services

50. Offeror should describe the proposed maintenance and support plan, including general service-level commitments offered under this support agreement. Maintenance and support information should outline the following:

    - Comprehensive customer support strategy;
    - Definition of the level of proposed support. If alternative maintenance and support plan levels exist (e.g., platinum, gold, silver), provide a description of each alternative plan available to the State;
    - Telephone support (e.g., toll-free support hotline, hours of operation, availability of 24 x 7 hotline);
    - Online support (e.g., "Web chat", ability to submit and check status of issues, remote dial-in, website access to patches, fixes and knowledge base);
    - Offshore support, if any, that would be used to support the State (e.g., "follow the sun" strategy);
    - What level of access do support personnel have to the underlying data of the State;
    - Ability to limit support personnel access to only those residing in the United States;

- Problem reporting, resolution and escalation procedures (e.g., severity levels and response time commitments at each severity level);
- Process for requesting a new single point of contact, if the State desires such; and
- Any recent independent assessments of customer support.

51. What involvement or support can the State expect from the Offeror during the implementation project?

Software Updates

52. The Offeror should keep all software (operating system, business applications, support products) current during implementation and in all production and non-production environments. Offeror should describe its update strategy for the proposed software, an overview of its update history, what support capabilities and tools are provided to facilitate the update process, and the number of software versions that are currently supported.

53. The Offeror should also explain how its update process affects user-defined fields, user-defined tables, and other configuration items. Are there any assurances that updates will not break existing configurations and/or supported interfaces? How are release notes provided to the user community, and when do the release note come available?

54. If third-party applications are proposed, describe the impacts if either the ERP software or the third-party application is updated, and support responsibilities for each software product. How soon after release of a new third-party update will it be integrated into the overall solution?

55. What is the typical new functionality release schedule? Does this include the core system and native mobile apps?

56. Describe the release process for new functionality. How are they tested? How are these managed and migrated to production? Are clients forced to take updates and, if so, how often?

57. Describe the process for bug fixes. What is the SLA commitment for how quickly bugs will be identified and resolved, or a workaround implemented?

System Documentation

58. Describe the application documentation that is delivered with the system. Catalog any business process documentation that is delivered, such as flow diagrams or narratives. Provide representative examples.

59. Describe the system/technical documentation that is delivered with the system. How is documentation updated and delivered with subsequent updates or enhancements to the software? Provide representative examples.

User Community

60. Offeror should describe how customers are able to participate in and influence product direction and enhancements.

61. What public sector user groups are available to the State? How often do they meet and how are they structured? Does the software provider or the user group manage the agenda and contents of the meetings?

Strategic Direction

62. Offeror should describe its future vision and product direction by addressing the following topics at a minimum:
    - Product feature and component development roadmap, including mobile device support and analytics support;
    - Future technology direction and unique or differentiating technology approach;
    - Development methodology and the extent to which it is customer driven;
    - Provide examples of past product roadmap projections and the Offeror's ability to meet projected development target dates;
    - Commitment to public sector and future plans regarding functionality for public sector; and
    - Strategic product plans for the public sector.

Hosting Services

63. Offeror should submit a Sample Statement of Work (SOW)/Service Level Agreement (SLA) to support the hosting model (SaaS or PaaS) being proposed. This Sample SOW/SLA will provide a starting point for drafting the final SOW/SLA that will be included in the final agreement with the Offeror. The Sample SOW/SLA should include a description of the roles and responsibilities for each of the services requested in this RFP and descriptions of all deliverables to be provided. The State expects disaster recovery to be specified in the SOW/SLA. Additionally, the Sample SOW/SLA should include a description of a sample service-level and incentive structure for potential inclusion in the final SOW/SLA.

64. Provide a technical overview that outlines the data center(s) architecture provided as part of the proposed SaaS ERP solution.

65. Where are the data centers (primary and secondary) located that would be used by the State? How long have you been hosting software for clients in these data centers? Can a tertiary data center be provided, if needed?

66. How is application and hardware redundancy accounted for in the architecture?

67. How is system performance (e.g., response time, process run times) accounted for in the architecture? How is the architecture sized to accommodate the State's projected usage profile? How is capacity calculated, and what happens when additional resources are needed?

68. How many non-production instances (e.g., test or sandbox) are included in your standard subscription/offering? Is there a limit to the number of non-production environments? How quickly can a new environment be provisioned? How often can non-production environments be refreshed? Can each environment be on its own refresh schedule?

69. The Offeror should describe the approach and timeline required to deploy the implementation and production environments.

70. Describe scheduled maintenance windows required for the maintenance of the software. Describe how these maintenance windows relate to availability SLAs. How would the State be notified if non-scheduled maintenance needs to occur?

71. Describe Offeror's backup methodology and approach. What are the State's options if there is a need to restore data from the previous day, week or month?

72. Describe Offeror's backup, restore, and disaster recovery procedures. Include standard Recovery Point Objective (RPO) and Recovery Time Objective (RTO) metrics. In the event of a major incident, such as a disaster, how is order and precedence of restoration determined? What priority would the State receive in the event of a regional outage?

73. Describe all relevant certifications and attestations for hosting services, including: SSAE 16 Type II, ISO 27001, Cloud Security Alliance STAR Registry, etc., as well as your ongoing commitment to maintain these standards. Include a copy of your latest SSAE 16 Type II report if available.

74. Describe all relevant compliance related standards for the SaaS infrastructure, including: PCI, HIPAA, etc., and your ongoing to commitment to maintain these standards.

75. Describe the capability of the State to review data center facilities and certifications applicable to data centers used by the ERP Solution.

Optional Products/Services

76. In addition to the requirements and other specifications in this RFP, the State is willing to consider any alternative or innovative products, services or approaches from the Offeror that would result in improved outcomes, better functionality, lower cost and/or lower risk to the State. These might include different products or approaches to the integration of ERP data with other systems, alternate approaches for State access to legacy ERP data, or any other aspect where the Offeror could deliver value to the State. The State invites the Offeror to concisely describe these suggested products or service here. Any product or service presented in response to this section must be an optional added-value component, and not required to meet a requirement or specification from this solicitation. The State may or may not consider any proposed alternatives. The costs associated with any of these options must be presented on Cost Worksheet 6, Optional Costs, as described in Section 5.4.6.

Attachment 8: Glossary of Terms

Advisory Team – The Advisory Team will consist of Subject Matter Experts (SMEs) from key state agencies and consultants who can provide technical expertise and guidance to the Project Team and Governance Board throughout the project.

Apparent Successful Offeror – The responsive Offeror whose proposed software solution is deemed by the State Evaluation Committee to represent the best value for the State of Idaho.

State Controller's Office (SCO) – As the chief fiscal officer of state government, the State Controller manages Idaho's fiscal affairs.

Enterprise Resource Planning (ERP) software – A comprehensive integrated software system that enables more efficient management of administrative functions for finance, procurement, payroll and human resources.

Contract – A written agreement for the procurement of items of tangible personal property or services.

Contractor – A successful Offeror who enters into a binding contract.

Governance Board – The second layer of project oversight consisting of members from a representative group of State Agencies that are the primary stakeholders of budget planning, financial management, procurement, payroll, and human capital management services. The Governance Board will provide leadership and guidance to the Project Team and be chaired by the Chief Deputy Controller.

Lead Sponsor – The State Controller serving as chairperson of the Leadership Council (i.e., project sponsors).

Leadership Council – The Project Sponsors will form a Leadership Council with the State Controller acting as the chair. The primary roles of the Leadership Council are to guide the strategic vision, ensure adequate funding, and remove major project roadblocks.

Luma - The name of the project and future software system for the State of Idaho. Luma is a word based on the Latin origin of lumin, meaning "to shine light on" or "to make clear".

Offeror – Any person, corporation, or partnership that chooses to submit a proposal in response to this RFP.

Platform-as-a-Service (PaaS) – Technical delivery model for the ERP Solution whereby software and hardware are centrally hosted and managed in a dedicated off-premise infrastructure. The software can be licensed through a lump-sum purchase or via a subscription. For this RFP, the PaaS model also includes comprehensive managed application services for all system and business applications and tools.

Primary Software Solution (PSS) – The suite of software products serving as the foundation of the integrated ERP solution.

Primary Solution Provider (PSP) – Owner of the Primary Software Solution; likely the Offeror responding to this RFP.

Project Sponsors – The Governor, the State Controller, the Senate Pro Tempore, and the Speaker of the House.

Project Team – The Project Team will execute daily activities associated with the project and be comprised of SMEs from across a broad range of state agencies and include contractor support personnel from software service and integration companies as required. The Project Team will be led by the Project Manager and be responsible for developing and executing the approved project management plan.

Proposal – The official written response submitted by an Offeror in response to this Request for Proposal.

Request for Proposal (RFP) – All documents and amendments, including those attached or incorporated by reference, used for soliciting proposals.

RFP Lead – The person assigned by the State Controller to manage or administer a procurement requiring the evaluation of competitive sealed proposals.

Responsible Offeror – An Offeror who submits a responsive proposal and who has furnished, when required, information and data to prove that its financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the proposal.

Responsive Proposal – A proposal that conforms in all material respects to the requirements set forth in the RFP. Material respects of a request for proposals include, but are not limited to, price, quality, quantity or delivery requirements.

Software-as-a-Service (SaaS) – Technical delivery model for the ERP Solution whereby software is licensed via a subscription model and centrally hosted and managed in a shared cloud infrastructure.

Solution – The primary software solution, any third-party software, tools and utilities, and the supporting infrastructure in a SaaS or PaaS environment that collectively represents the offering proposed to meet the State's requirements as specified in this RFP

State – Collectively referring to the State of Idaho and/or the agencies thereof.

State Evaluation Committee (SEC) – The body appointed by the Governance Board or its designees to perform the evaluation of Offeror proposals and provide numeric scoring of all proposals.

Subcontractor – Any person, corporation, or partnership that will assist the Offeror in fulfilling the proposed offering in response to a contract award.