

Attachment B – Proposal Discussion Items

Participating vendors must respond to each of the following discussion items in MS Word format, with responses immediately following each of the items. Vendor literature in lieu of a direct response to each of these discussion items will not be accepted.

- 1) Participating vendors must offer a "Total Satisfaction" return policy. The policy must permit a minimum of a sixty (60) day-no-questions-asked return starting from the date installation is completed for the first user department(s). Please detail the "Total Satisfaction" return policy offered.
- 2) Data handling by the proposed solution must be described clearly and concisely. The description must minimally reference:
 - a) physical and logical location
 - b) transitory processing
 - c) security provisions
 - d) access
 - e) portability to facilitate CRS decisions that may focus on information security, safety, access and performance
- 3) Submit an overview of the installation plan that provides sufficient detail to facilitate understanding of the process by the UF evaluation committee. (If awarded, the successful vendor will be required to provide a detailed installation plan and timeline that describes all steps related to the installation and implementation of the contract management system, including imaging and workflow, prior to delivery of the software.)
- 4) Provide a listing of all technical infrastructure requirements that are not included in the proposed solution that will be needed to appropriately support the proposed solution. In the response, include the purpose of each of the technical requirements and how it supports the solution.
- 5) Provide listing of all available enterprise, concurrent or module licensing options. Individual, per-seat licensing will not be considered for this ITN. Describe the licensing strategy keeping in mind that the proposed solution must accommodate departments located in different cities with independent networks.
- 6) Submit a statement that addresses the staffing resources UF will have to provide in order to successfully implement the proposed project. Explain their roles, the approximate amount of time required and at which points in the implementation their attention will be required.
- 7) Discuss in further detail how the collaboration between UF resources and Vendor will be conducted. Describe the types of communication, project management and reporting tools that will be used to facilitate the implementation.
- 8) Provide documentation that describes the point at which the implementation project is considered complete and thus transitioned into standard maintenance agreement.
- 9) Describe the scope of the standard maintenance agreement. Describe how the price of maintenance is calculated and billed.

- 10) Detail the levels of software upgrades, versions, updates, modifications etc. Provide definitions and interpretations of terms used in the contract. Identify which of these modifications are billable and which are covered under the warranty or standard maintenance agreement.
- 11) Provide product specific definitions for any terms used in describing the service or product that are not addressed in #9, include whether the item described is billable or 'included'.
- 12) Describe the support resources available to UF during and after implementation, include hours of service, method of contact, and method of delivery of support. Describe any support that may be billable beyond the standard support provided by the implementation plan and maintenance.
- 13) The previous questions are designed to assist UF in evaluating the total cost of ownership for the software and support. Provide a detailed description of any costs associated with the proposed solution that may not be considered in the previous list of items.
- 14) Describe problem resolution process, levels and procedures
- 15) Provide a copy of the software license agreement
- 16) Provide a copy of the software maintenance agreement