



**Government Employees'
Retirement System of the Virgin Islands**

Request for Proposal

RFP # 0001-2011

Due February 15, 2011

**Implementation
of a
Financial Accounting Replacement System (FARS)**



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PART A PROCUREMENT INFORMATION



A-1 Introduction

The Government Employees' Retirement System of the Virgin Islands (GERS) is soliciting proposals to implement a new Financial Accounting Replacement System (FARS). The following document outlines the requirements for responding to this Request for Proposal (RFP).

A-1.1 EXECUTIVE SUMMARY

GERS is soliciting proposals from firms having recent proven experience in the implementation of an enterprise financial accounting and payroll software solution including the optional enablement of purchase orders and accounts payable through imaging and workflow. The successful offeror will:

- Develop a comprehensive project implementation plan including a needs analysis, integration plan, data conversion plan, test plan, training plan, and parallel processing plan.
- Specify the hardware configuration necessary to support the recommended financial system modules as well as any underlying database.
- Install the appropriate system modules that will include, but not necessarily be limited to:
 - Activity Tracking
 - Audit and Security
 - General Ledger
 - Budget
 - Cash Management
 - Fixed Asset Management
 - Accounts Receivable
 - Accounts Payable – including optional enablement by imaging and workflow
 - Administrative Payroll
 - Loan Payments
 - Disbursements
 - Contribution/Pension Refunds
 - Purchasing – including optional enablement by imaging and workflow
 - Bank Reconciliation
 - Reporting
 - Third Party Payments
 - Check Writing
 - ACH.
- Business Process Reengineering (BPR) of GERS' current accounting processes as necessary to increase processing efficiency and take best advantage of the proposed solution
- Provision of training for system users and IT – not only in application navigation and the use of screens, windows and functionality; but, also in the use of the new financial solution to perform all of various job functions, processes, and sub-processes in the new solution
- Conversion and bridging of data as necessary based on historical data requirements, the current financial system MAS 90, Vitech's V3 pension system and other systems
- Provision of full implementation of the new solution (including as-built documentation of system configurations and customizations)
- Facilitation of accounts payable function by imaging and workflow



- Provision of ongoing software support for the financial solution during the implementation and during the warranty period as provided herein
- Provision by Vendor to propose a yearly post implementation support "Option #1" for five years after implementation
- Provision of project management services for the implementation effort as provided herein
- Offerors may propose additional tasks or activities that will substantially improve the results of the project
- Support for the execution of all processes required in accordance with Generally Accepted Accounting Practice (GAAP) and Governmental Accounting Standards Board (GASB) standards, system standards, policies, procedures etc. that are in effect on the day of contract execution
- A warranty that starts with the rollout of the first functional capability and concludes twelve months after the rollout of the final capability.

A-1.2 GERS POINT OF CONTACT

From the issue date of this RFP until the selection and announcement of a successful offeror, offerors are not allowed to communicate, for any reason, with any GERS staff regarding this **particular procurement**, except through the Contracting Officer named herein. For violation of this provision, GERS shall reserve the right to reject the proposal of the offending offeror.

The point of contact for questions and all other contractual matters relating to this RFP is:

Name: Pamela Krigger
Title: Administrative Assistant
Address: 3438 Kronprindsens Gade STE 1
GERS Complex - 3rd Floor
St. Thomas, VI 00802-5750
E-Mail: pkrigger@usvigiers.com

The deadline for offeror's proposals is, February 15, 2011 by 3:00 PM delivered to the GERS office, marked to the attention of:

Name: Grasilda Dobbins
Title: Acting Chief Financial Officer
Address: 3438 Kronprindsens Gade STE 1
GERS Complex - 3rd Floor
St. Thomas, VI 00802-5750
E-Mail: gdobbins@usvigiers.com

By submitting a proposal, the offeror acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements.



A-1.3 OFFEROR QUESTIONS ABOUT RFP AND PROCUREMENT

Submit offeror questions relating to this RFP and/or procurement via email to the Point of Contact named in Section A-1.2 through January 26, 2011. Submit all questions as a Word document using the format specified in Table 1 below. Failure to comply with the use of this format may be grounds for the questions not being answered.

Table 1. Format for Submission of Offeror Questions

No.	RFP Section	RFP Page	Question
Q1			
A1			
Q2			
A2			

Email is the required method of communications – using a Word file as an attachment. All written questions must include the name of the firm and the person submitting the questions. GERS will post a compilation of all questions and answers, along with any RFP addenda, to the GERS website <http://www.usvigiers.com> no later than January 28, 2011.

A-1.4 BIDDERS NON-MANDATORY RFP CONFERENCE

A pre-proposal site tour and Bidders Conference will be held at the GERS' office, 3438 Kronprindsens Gade, GERS Complex, 3rd Floor, Charlotte Amalie, St. Thomas, VI 00802 on February 1, 2011. Any offeror intending to respond to this RFP may participate in this conference in person. A tour of the GERS facility will commence at 9:00 AM and the bidder's conference will begin at 10:00 AM. Attendance is limited to two individuals from each offeror's organization.

Offerors will be allowed to submit written questions only to the Point of Contact identified in Section A-1.2 **prior** to the pre-proposal conference. Oral questions will be allowed and spontaneous answers will be provided at the conference. However, offerors are cautioned that clarifications, changes or revisions to the RFP will be accomplished only through the issuance of an addendum. No verbal response at the pre-proposal conference will, by itself, change the requirements of the RFP.

A-1.5 BIDDERS RFP RSVP

Offerors that intend to bid on the GERS FARS RFP are expected to notify GERS via email to the Point of Contact named in Section A-1.2 of their intent to do so by the date and time shown in Section A-3.1.

A-1.6 REQUESTS FOR CLARIFICATION

Upon review of proposals submitted by offerors, GERS may, at its discretion, submit to offerors written questions and requests for clarification relating to their technical and/or cost proposals. Offerors will be provided a reasonable period of time in which to submit written responses to GERS' questions and requests for clarification. Such question-and answer exchanges may be repeated until GERS is satisfied that all offeror information necessary to enable a complete evaluation of proposals has been obtained.



All such written exchanges between GERS and the successful offeror will be incorporated by reference into the contract to be executed by the two parties.

A-1.7 PRESENTATIONS AND PRODUCT DEMONSTRATIONS

At GERS' discretion, offerors who receive high scores after the initial review of proposals may be required to provide presentations and/or product demonstrations on site at GERS' offices, on site at the offeror's office or via webinar session. If presentations and/or demonstrations are required, offerors will be offered alternative dates from which to select. Offerors will also be provided with scripted product demonstration scenarios on which to base their product demonstrations in order to assure an objective comparison among offerors' proposed solutions.

GERS requires meeting the Project Manager and other key assigned project staff when conducting the demonstrations. GERS' objective is to discern the offeror's proposed project staffs' familiarity with the proposed financial solution and their ability to explain, communicate, converse, and interact with GERS staff. While respecting the role of sales and marketing staff in the sales process, GERS is most interested in interacting with key project members.

In addition, GERS staff may conduct visits to existing offeror customer sites that are running the proposed solution in production.

GERS reserves the right not to conduct offeror presentations, product demonstrations, and/or customer site visits.

A-1.8 BEST AND FINAL OFFERS (BAFO)

At GERS' discretion, Best and Final Offers (BAFO) may be solicited from offerors whose scores are ranked highest after the initial review of proposals and product demonstrations and site visits (if demonstrations and site visits are conducted).

BAFOs may address cost, scope changes, staffing changes, changes to approach – both those solicited by GERS and those offered by the offeror.

These offerors' Best and Final Offers must be received at the address identified in Section A-1.2 by the time specified in the solicitation. If a Best and Final Offer is not submitted, the previous submittal will be construed as the Best and Final Offer. BAFO proposals must be prepared in the same number of copies and packaged and submitted according to the same instructions that apply to the initial proposal submission (please refer to Section C-1). After Best and Final Offers are received, final evaluations will be conducted for an award.

GERS reserves the right not to solicit Best and Final Offers.

A-1.9 RFP ORGANIZATION

This RFP is organized as described below.

PART A – Procurement Information

This part of the RFP sets forth the procedures for conducting the procurement, the nature of the solution being sought, the project timetable, and a description of GERS' existing environment.



PART B – Project Scope

This part of the RFP defines in detail the scope of the effort. It addresses the business requirements to be satisfied, the project's technical requirements (including standards to be observed, hardware and software to be provided, and interfaces to be accommodated), and other required services and deliverables, including project management services, data-related services, staffing, training, testing, disaster recovery planning, and warranty, maintenance, and support requirements. Options to be proposed are also identified.

PART C – Offeror Proposals

This part of the RFP provides detailed instructions for the preparation and format of offeror proposals, both technical and cost.

PART D – GERS Terms and Conditions

This part of the RFP sets forth the standard GERS terms and conditions that the offeror must abide by in preparing its response to this RFP and/or in conducting the effort after award.

A-1.10 CLARIFICATION OF TERMINOLOGY

All references in this RFP to features, functions, or deliverables that “should”, “must”, “will”, “has ability to”, etc. be provided by the offeror are to be construed as mandatory. Similarly, all references in this RFP to information that “should”, “must”, “will”, “has ability to”, etc. be provided in the offeror's proposal are to be construed as mandatory.

Bidders may be referred to alternatively as “bidders”, “offerors”, “successful offerors”, “successful bidders”, “vendors”, etc. All such references (except for those explicitly defined otherwise) are to the primary contractor who submits the proposal in response to this RFP and, if successful, who will be responsible for the successful completion of all required deliverables.

In reviewing offerors' technical proposals, GERS will assume that all features and functionality described therein will be delivered for the quoted not-to-exceed cost presented in the offerors' cost proposals. Statements such as “ ... [functionality n] *can be provided* ...” or “ ... [functionality n] *may be provided* ...” or other similar sentence constructions will be interpreted to mean that [functionality n] will be provided at no additional cost. If offerors wish to discuss functionality that is feasible but not included in their cost bid, they must explicitly state as much in every applicable case.

References to days are to work days unless otherwise explicitly stated.

Reference to time as stated in this RFP is based on Atlantic Standard Time. The Virgin Islands do not participate in day light savings time.

Offerors should be aware and take into consideration that express mail and overnight delivery may take longer due to the geographical location of the Virgin Islands.

Throughout this RFP, GERS refers to awarding of the contract as if that award were a given. In fact, GERS reserves to itself the right to reject all proposals and to make no award whatsoever.



A-2 NATURE OF PROCUREMENT

GERS is soliciting proposals from firms having recent experience in the implementation of financial solutions including optional enablement of the accounts payable and purchase order function through imaging and workflow in the public sector for a pension system. To meet GERS' minimum qualifications, the bidder must be able to cite five or more such previous public sector financial solution projects, at least three of which must be complete, i.e., in the warranty period or later.

For the optional imaging and workflow enablement of the accounts payable and purchase order functionality, the offeror must have prior experience and provide references for at least 3 successful projects. References from governmental agencies, especially public employees' retirement systems, and those which include the delivery of the enabled accounts payable function and purchase order utilizing a proven, industry-standard imaging platform are of particular interest to GERS. (Please refer to Section C-1 for instructions on preparing the technical proposal.) This section sets forth high-level information about the procurement.

A-2.1 ABOUT GERS

The Government Employees' Retirement System of the Virgin Islands (GERS) was established in 1959. The plan includes the Executive, Judicial, and Legislative branches of the government as well as outside agencies. The statutory mandate of the GERS is to encourage qualified employees to enter and remain in the service of the government by establishing an orderly means; whereby, those members who become superannuated or incapacitated because of disability may retire without suffering economic hardship.

As of September 30, 2010, GERS had approximately 10,706 active contributing members and was paying retirement benefits to approximately 7,304 retired members. There are a total of 16 employing agencies reporting wage and contribution data.

The System provides for retirement, death, and disability benefits. The System is also responsible for the administration of a member loan program providing loans to finance a home, automobile, or other personal needs.

Currently, the following information systems are essential to GERS business processes:

- Vitech V3 - A new customized Commercial off the Shelf (COTS) browser based pension system that is used to account for member contributions, calculate benefits, service and process loans and generally administer the programs of the retirement system. This system will replace the old BASIS system and is scheduled to go live in the Summer of 2011.
- BASIS – A custom developed Oracle application to account for member contributions, calculate benefits, and generally administer the programs of the retirement system*
- DocPREP – A proprietary program which has been customized to prepare the necessary documentation required for the administration of the GERS loan program*
- 3D – A proprietary program by LSSI which has been customized to administer the GERS loan program*
- ReMACS - A custom developed Access program to maintain a document inventory associated with member files*



- ADP – A service bureau used to produce the bi-weekly administrative** and semi-monthly retirement payrolls* based upon extracts from the ADP program and BASIS* program respectively
- MAS 90 Financials – A proprietary, COTS program currently used to maintain the financial statements for GERS. **

*Systems to be replaced by the Vitech V3 solution.

**System and functionality to be replaced by Financial Accounting Replacement System solution.

A-2.2 PROJECT OBJECTIVES AND SCOPE

GERS is about to embark on a major project initiative with the aim of implementing a new financial solution, including administrative payroll and optional accounts payable and purchase order imaging and workflow enhancement. GERS intends that this project will be an implementation of an integrated COTS module based real time solution.

The objective of this RFP is to solicit proposals from offerors who will be responsible for completing all of these project components - as well as selected options

A-2.2.1 General Objectives and Scope

The objective of this RFP is to solicit proposals from Enterprise Resource Planning (ERP) financial software vendors, implementation vendors and solution resellers for a replacement to GERS current financial and payroll software. Specifically, offerors are to propose a solution consisting of the implementation of a fully integrated, best-practices-based financial system to meet the mandatory requirements of GERS.

The contract to be awarded, as a result of this solicitation, will be for the following solution components: hardware, financial and payroll application software, process reengineering, documentation, testing, implementation, conversion, integration, training, warranty, and support.

GERS will award this contract to the offeror who can best meet the needs as defined in this RFP. The new financial solution will support GERS accounting units activities and duties. The high level functionality required by the new solution includes, but not limited to the following:

- Core functions, which include the applications that permit the agency to perform all of its financial operations, e.g.: activity tracking, audit and security, general ledger, budgeting, cash management, fixed asset management, accounts receivable, accounts payable, administrative payroll, disbursements, refunds, purchasing, bank reconciliation, reporting, third party payments, check writing, ACH, tax processing, W2P and 1099 processing, etc.
- Support for administrative payroll, which produces 90 payments on a bi-weekly basis
- Payment and check writing support for the GERS' loan program including personal, auto, and real estate loans including mortgages and construction financing. GERS currently produces 6,000 loan payments per year
- Support for the execution of all processes required in accordance with GAAP, and GASB standards, GERS policies and procedures, etc. that are in effect on the day of contract execution



- Business Process Reengineering (BPR) of GERS' current business processes as necessary to increase processing efficiency and take best advantage of the financial solution
- User friendly GUI based interface software that allows access to the solution for members, users, and managers to facilitate ease of application use, deployment and maintenance
- Conversion and porting of GERS historical financial data to the new solution and bridging of data as necessary based on a single or multi-phased implementation solution
- Enablement of all required interfaces with other entities, including but not limited to the Vitech's V3 pension and loan system, Banks, other supporting systems, etc.
- Standard, Management, Tax and ad hoc reporting capabilities
- Thorough test and quality assurance of the entire solution
- A warranty that starts with the rollout of the first functional capability and concludes twelve months after the rollout of the final capability
- Provide improvements in productivity
- Provide an accurate and efficient accrual system for the purpose of calculating annual leave, sick leave and compensatory time
- Provide flexibility, growth and the ability to add new modules as needs change
- Provide for a single point of entry for both accounting and administrative payroll information.
- Provide for the optional implementation of imaging and workflow management capability to support accounts payable and purchase order functionality on hardware that the offeror will install and configure at the GERS office
- Browser-based access to all solution components for users and managers to facilitate ease of application system deployment and maintenance
- Optional integration of imaging with workflow management for accounts payable and purchase order functionality, whereby incoming images will trigger the appropriate workflow notifying the appropriate user that work is available
- Providing manuals and documentation for system user, administrators and IT; in addition to all baseline functionality, all such documentation must reflect any customization to the base solution
- Providing training for system users, administrators, and IT – not only in application navigation and the use of screens and windows, but also in the use of the new solution to perform all of its various job functions, processes, and sub-processes
- Providing configuration and configuration management for the financial system software
- Providing any necessary software customizations to meet business and functionality requirements
- Providing full implementation of the new solution (including as-built documentation of system configurations and customizations).

This RFP articulates the functional, technical, and other requirements and expectations of GERS in the new financial solution. The objective of this RFP is to elicit a response from offerors for the implementation of the new solution.



The RFP also specifies the common format of offeror responses and the estimated time frame to enable GERS to compare the offerors' solutions and to make its choice. In addition, the RFP briefly explains the selection process.

A-2.2.2 Project Goals

The specific project goals are to:

- Complete the project by 12/31/2011
- Train all users
- Minimize disruption to the work place
- Ensure a smooth transition to the new system
- Complete the project within budget

A-2.2.3 Project Phases

The project is organized in a phased approach. The project planning, design and analysis, system and hardware setup tasks are expected to be completed during the first three phases of the project. The fourth phase of the project consist of the integration, data conversion and testing tasks for the two functional sub phases of the project. An overview of the plan phases are detailed below:

- Phase 1 - Planning and kickoff
- Phase 2 - Project design and analysis to determine what if any modifications are required to meet GERS requirements
- Phase 3 - Hardware and software installation, configuring, and modification.
- Phase 4 - Integration and data conversion, and testing for the following two sub-phases:
 - 4a - Financial Accounting - application with all of the functionality detailed within this RFP to facilitate all of the financial needs of GERS accounting group including the imaging and workflow enablement of accounts payable and purchasing if that option is selected
 - 4b - Internal GERS Administrative Payroll - application to meet the administrative payroll functionality as detailed within this RFP (less than 200 individuals)
- Phase 5 - User training and system rollout and start of warranty

GERS is seeking proposed solutions that provide a phased approach. By requiring the offeror to deliver the solution in phases, the amount of change that must be absorbed by the organization, particularly the system end-users, at any one time can be reduced to manageable levels.

A-2.3 SINGLE SOURCE OF SUPPORT

GERS is seeking a single source for all activities relating to the new financial solution implementation. The offeror (prime contractor) shall be granted the right to subcontract a portion of the work but shall retain sole responsibility for the successful delivery of all contracted deliverables. The offeror (prime contractor) must be designated in the proposal, and any use of subcontractors must be clearly explained. All references in this RFP to the contractor, vendor, offeror, bidder, or successful offeror, vendor, bidder, etc. shall be construed to encompass both the offeror (prime contractor) and all subcontractors and infer the single source of support as the offeror (prime contractor).

If the use of subcontractors is planned, the proposal must specifically identify the tasks that each subcontractor is to perform. All subcontractor staff in key positions must meet the same qualifications for



experience specified for the prime contractor. All subcontracting agreements must be signed at the time of contract award, and executed copies provided to GERS for review prior to the execution of a contract with the prime contractor. Proprietary or confidential information may be redacted in the copies provided to GERS. Prior to contract execution, GERS reserves the right to reject any subcontractor or the specific agreement between contractor and subcontractor.

All offerors must list in their proposals the complete names and addresses of all subcontractors and the type and percentage of work they will be providing. Proposals must include a signed, written statement from any proposed subcontractors verifying their commitment to perform the services indicated to be completed by them.

Failure to identify subcontractors may be grounds to find the prime contractor in breach of contract.

Substitution of any proposed subcontractor is allowed only after prior written permission is received from GERS.

A-2.4 FACILITIES TO BE PROVIDED BY GERS

GERS has limited space that it can make available for this project. Office space can be provided for the project manager and two additional team members. Training space can be provided; however, the offerors must inform GERS of the number of training classes, user attendees and space required. The GERS main conference room will be made available on a priority, as-needed basis unless previously scheduled for a Board or other meeting. Offerors should state their needs in their proposals. If additional space is required beyond that noted above, offerors should include the cost for this space as part of the proposal. In addition, offerors should include as part of their cost proposal sufficient equipment to outfit the training room.

GERS will provide appropriate connectivity to its network. Offerors must agree to abide by all GERS security and other policies and procedures. **Furthermore, should it be determined that any fault in the network (virus, worm, etc.) can be traced to an action taken (or not taken) by the offeror, the offeror will be fully responsible for all actions taken and all expenses incurred to correct the fault.**

A-2.5 NATURE OF DESIRED SOLUTION

This section sets forth high-level objective for the FARS procurement.

The primary objective of this project is to implement a stable, state-of-the-industry, fully integrated solution capable of supporting GERS well into the 21st century. It will enable GERS accounting staff to perform all of their duties associated with financial accounting, using the workstations (PCs) on each desk tied together through a GERS-wide network via a browser-based system. Note: GERS requires a real-time application.

Additional objectives to be served by this procurement include:

- Replacement of the current application with a new or upgraded integrated single data entry solution
- Improved service levels for users
- Improved system activity tracking and increased work efficiency
- Improved accuracy of all information collected, maintained, and provided



- Improved timeliness and accuracy of responses to inquiries
- Improved system audit and control capabilities
- Improved management reporting features
- Inclusion of any proven new technologies that can provide cost-effective benefits to GERS'
- A secure environment for the production of checks and ACH transfers.

In addition to the financial application, the new solution is expected to include, but not be limited to, practices, procedures, activity tracking management elements, optional imaging and workflow enablement of accounts payable and purchase order, business process, as well as all computer hardware and software necessary to support GERS' requirements (detailed in the following sections of this Request for Proposal [RFP]).

GERS desires to accomplish its' goals with as much standard "off-the-shelf" technology and software as possible. The offeror is responsible for ensuring that the solution will meet or exceed all functional and performance requirements set forth in this RFP till the end of the warranty period defined herein.

The solution proposed to GERS must generally reflect the capabilities available to the most technologically enabled state-wide public retirement systems. GERS does not wish to be a test or "beta" test site for any technologies or solutions.



A-3 Project Timetable

The sections below provide a high-level of the proposed procurement schedule as well as suggesting the timing of initial and major deliverables once the project is underway.

A-3.1 PROJECT SCHEDULE AND MILESTONES

The dates provided in Table 2 below are approximate and are for the period up to the project start date following contract award.

GERS reserves the right to change the calendar of events or issue amendments to the RFP at any time. GERS also reserves the right to cancel or reissue the RFP. Offerors should check the GERS Website from time to time as any amendments or other RFP related materials will be posted there.

Table 2. Project Schedule

Date	Activity
January 18, 2011	RFP issued
January 26, 2011	Questions to be read at the bidders conference are due
February 1, 2011	Bidders conference
February 5, 2011 @ 3:00 p.m.	Bidders RFP RSVP
February 8, 2011	Responses to offeror questions from bidders conference and previously submitted questions are provided
February 15, 2011 @ 3:00 p.m.	Deadline for receipt of proposals
February 22, 2011	Hold scripted product demonstrations / presentations for short listed vendors
March 4, 2011	GERS evaluation complete
March 14, 2011	Contract negotiations begin
March 28, 2011	GERS selection approved and contract executed
April 1, 2011	Project starts

A-3.2 TIMING OF MAJOR DELIVERABLES

Offerors must provide a detailed listing of deliverables that will be produced for the project with estimated completion dates.

A-4 Current GERS Environment

The sections that follow detail GERS' current financial and pension administration current organization, and the supporting technical environment.

A-4.1 OVERVIEW OF ORGANIZATION AND FUNCTIONS

The System contains five Divisions as follows:

- Benefits



- Accounting and Finance
- Loans
- Operations
- Administration.

In addition, the Director of Human Resources, General Counsel and the MIS Director each report to the Administrator.

The current staff complement consists of 85 individuals.

The **Chief Financial Officer** oversees a division comprised of 15 staff and is responsible for the day-to-day activities in the following areas:

- Financial Reporting and Accounting which is overseen by a Director
- Budgets
- Tax Reporting
- Cash Receipts
- Cash Disbursements (including member loans)
- Accounts Payable
- Administrative Payroll
- Retirement Payroll Interface
- Investment Fund.

A-4.2 LEGACY TECHNICAL ENVIRONMENT

The sections below contain information describing the current physical technical environment and the component subsystems that, taken together, comprise the current legacy environment. It is GERS' intent that the new financial solution will be a single, integrated real time solution rather than the isolated batched silos of information that characterize the legacy environment.

GERS will assume responsibility for all operational and programming support of its legacy financial system. The offeror will have no responsibilities in this regard. Also, GERS will assume responsibility for all activities relating to the shutdown / decommissioning of legacy financial system after cutover to the new solution.

A-4.2.1 Current Hardware Environment

The current environment is described herein.

A-4.2.1.1 SERVERS

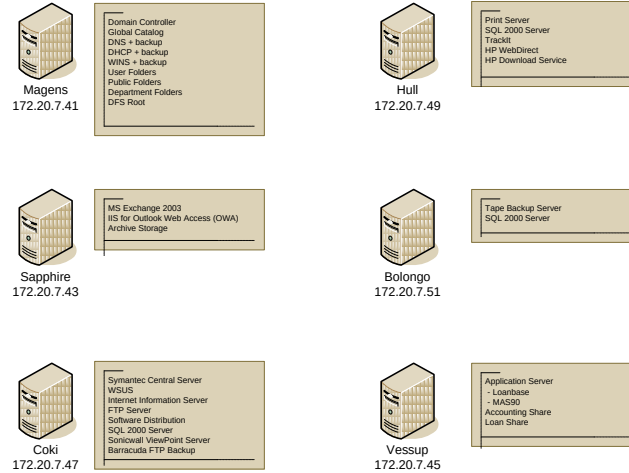
GERS has a uniform hardware platform consisting of DELL servers each running Windows server 2003.



Figure 1 presents a generalized schematic of the current IT operating environment. Figure 2 and Figure 3 present the current GERS network topology.

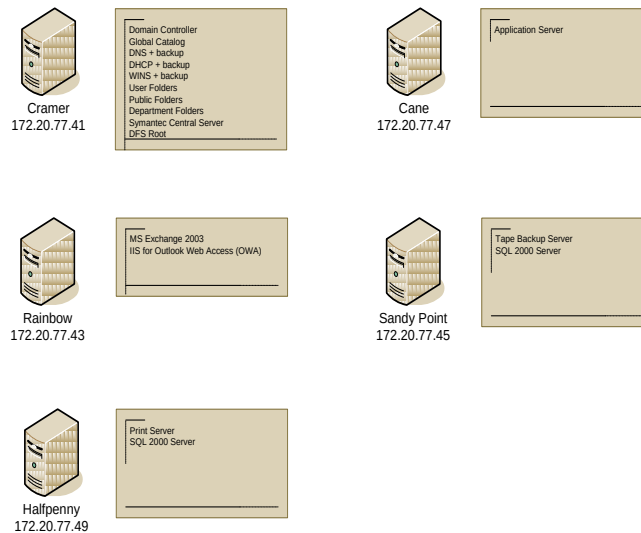
Figure 1. Current Network Overview

GERS Windows 2003 Server Roles – St. Thomas



Page 1

GERS Windows 2003 Server Roles – St. Croix



Page 1



Figure 2. GERS Network Topology – St. Thomas

GERS Network Topology – St. Thomas

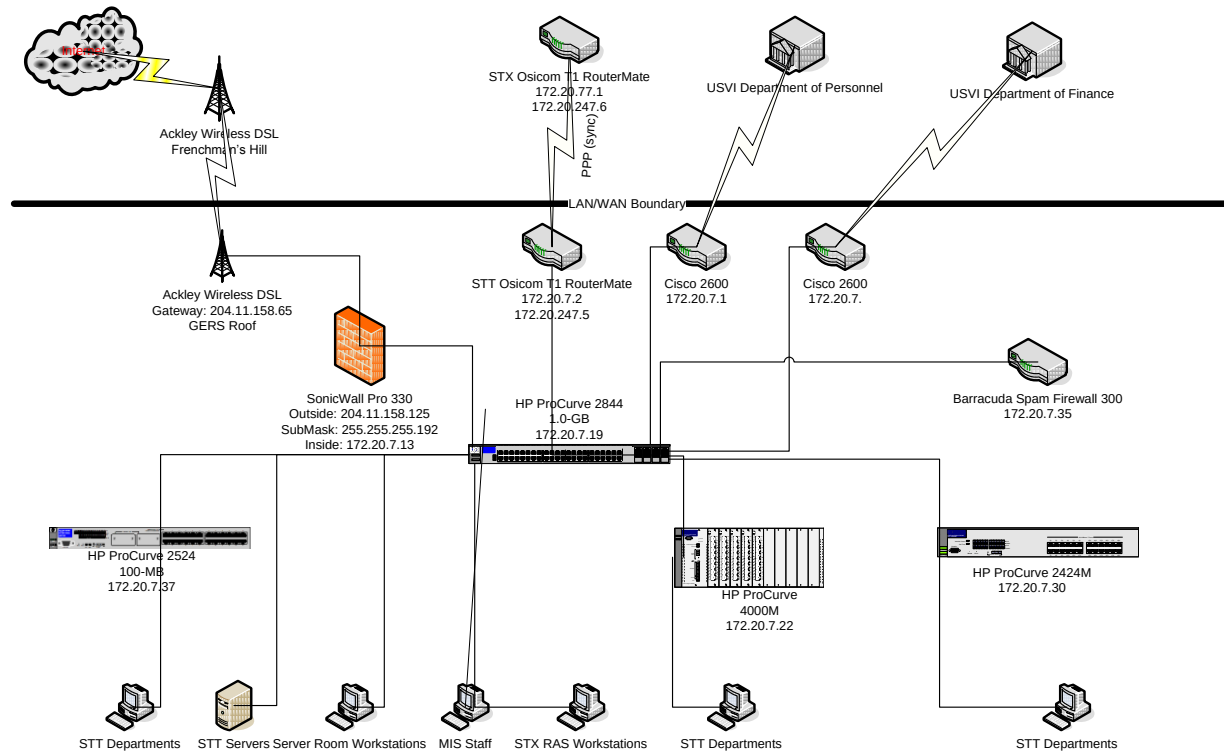
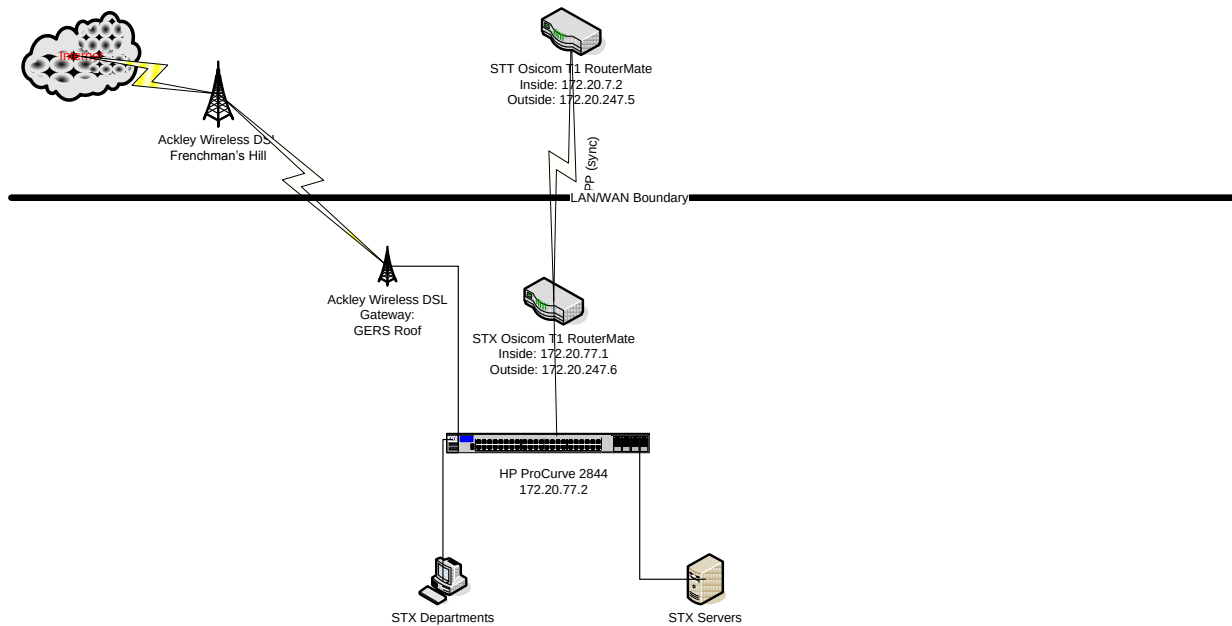




Figure 3. GERS Network Topology - St. Croix

GERS Network Topology – St. Croix





A-4.2.1.2 PRINTERS

Table 3 below provides GERS' current inventory of printers. At present, the retirement payroll and 1099s are produced by an outside vendor, ADP.

Table 3. GERS Current Main Printer Inventory

Department	Model
St Thomas (Hull)	
Accounting	HP Color Laser Jet 4600 PCL6
Accounting	HP Laser Jet 2200 Series PCL
Accounting	HP Laser Jet 4050 Series PCL6
Accounting	HP Laser Jet 6P
Accounting	HP Laser Jet P4515tn (Troy Security Printer)
Administration	HP Laser Jet 6P
Administration	Xerox DocuColor 1632 PCL 6
Benefits	HP Laser Jet 4100 Series PCL #2
CFO	Xerox WorkCentre 7425 PS
Benefits Hall	Xerox WorkCentre Pro 275
Legal	HP Color Laser Jet CM1312 MFP
Loans	Dell Laser Printer 5310n
Loans	HP Laser jet 4350 PCL 6 #2
Loans	HP Laser Jet 4350 PCL 6
MIS	HP Laser Jet 5N
Operations	HP Officejet Pro L7600 Series
QA	HP LaserJet M2727 MFP Series PS
Records	HP Laser Jet 2100 TN
Records	HP Laser Jet 2100
St. Croix (Half Penny)	
	Xerox CQ9201 PS
	HP Laser Jet 4050 Series PCL6
	HPJ4+

A-4.2.1.3 DESKTOPS

There are currently 95 PCs within GERS. The workstation configuration reflects the following minimum:

- 2.66Ghz Processor
- 3.25GB Memory Module
- DVD Multi Recorder Drive



- ATO Radeom HD 3450 Graphics Card 512MB
- 149GB SATA Hard Drive
- SoundMAX Integrated Digital High Definition Audio
- 20" Monitors.

Windows XP is the standard operating system with collaborative architecture structure as indicated in Table 4.

Table 4. Collaborative Architecture Structure

Software Name	Developer	Version	Purpose
MS Office 2007 XP	Microsoft	12.0.6545.5000	Business applications
Corel WordPerfect 11	Corel	11.0.0.233	Business applications
Symantec EndPoint Protection Manager	Symantec	11.0.5002.333	AV Client
WinZip	WinZip	8.1	Archive utility
Windows XP	Microsoft	SP4	Operating System
Oracle Client	Oracle	9.02	Benefits / Loans/ Accounting
MAS90	Sage	3.41	Accounting
PC Payroll for Windows	ADP	4.00.06	Payroll
Servicer3D	LSSI	2.1af	Loan
DocPrep for Windows	LSSI	V3.2	Loans
Lotus Approach	Lotus		Death benefit certifications

A-4.2.2 Current Financial Application Environment

The following sections describe major applications supporting the current operations of GERS.

A-4.2.2.1 MAS90 FINANCIAL APPLICATION

General Purpose: GERS financial accounting system consists of the general ledger, accounts payable and accounts receivable modules.

Technology: A flat file database application developed and maintained by Sage

Installed: 1999

Current Software Version: 3.71

A-4.2.2.2 VITECH V3

General Purpose: V3 is a browser based pension system that uses an Oracle database. This application, currently in the final stage of implementation, supports all aspects of the public pension benefits administration. It provides for pension processing, loan processing, employer reporting and accounting work flow, employer accounting and reporting and pension payroll processing.



A-4.2.2.3 ADP

General Purpose: This application is used to import and transmit data to ADP to allow for the processing of the administrative and retirement payrolls. Completed payroll data is then transferred to the MAS90 - 3.71 system through a manual entry utility.

A-4.3 CURRENT As Is BUSINESS FUNCTIONALITY

The current financial functionality is provided to GERS through MAS90 – 3.71. Excel spreadsheets and Word documents have been developed to assist the accounting staff meet many of their current duties and reporting needs. The Accounting group's current business functionality is:

- General Ledger *
- Budget
- Cash Management
- Fixed Asset Management
- Accounts Receivable *
- Accounts Payable *
- Administrative Payroll *
- Loan Payments *
- Disbursements*
- Contribution/Pension Refunds *
- Purchasing
- Bank Reconciliation
- Reporting
- Third Party Payments *
- Check Writing *
- ACH *

*Functionality managed using the current MAS90 application.

Currently the Accounting Group has no imaging or workflow enablement.



PART B PROJECT SCOPE



B-1 Functional Requirements

The matrices in the following subsections list the detailed business functional capabilities that the proposed integrated financial solution must provide.

TO BE CONSIDERED FOR EVALUATION, YOUR RESPONSE MUST INCLUDE A COMPLETELY FILLED-IN MATRIX FOR EACH FUNCTIONAL AREA.

The column headings in the 'To-Be' matrices are:

1. **Requirement ID** – an internal indicator of the specific requirement
2. **Description** – a detailed description of the requirement
3. **Compliant** – checked by the offeror to indicate functionality included in the base product with no customization required. (Configuration of tabular parameters by user administrator or business analyst is acceptable herein.)
4. **Customization** – checked by the offeror to indicate functionality **not** included in the base product but will be provided to GERS by a customization to the base product
5. **Non-compliant** – checked by the offeror to indicate Functionality is not currently included and will not be provided.

To ensure that GERS' selection of a vendor is adjudicated by the merits of the proposed solutions, one of the responses in columns 3-5 must be provided for each listed capability in the "To Be" matrices. Offerors are to check the appropriate column in the matrix to indicate their response.

GERS has a vision that the new financial system, including payroll and imaging- and workflow- enhanced accounts payable and purchase order functionality will be rich in functionality, providing ease of use to GERS users. Specific implementation and/or policy decisions as to which financial module features should be "turned-on" and "when" are to be discussed and agreed upon throughout the course of the implementation project. As a result, the ability to support the timing of the initiation of the required functionality must be easily administered by a system administrator and not an IT specialist.

Offerors are to take note that remote access to the application must be available for up to 5 users, on a near 24 X 7 basis. If some level of "downtime" is essential for system / remote maintenance and support, then the downtime period must be no greater than four (contiguous) hours per week on a pre-established schedule. Offerors are to explicitly state their agreement to meet this critical performance requirement in their technical proposals.



Table 5. Financial Solution Functional Requirements

Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
1	Budget	System has the ability to identify the budget fiscal year, program year, and territorial fiscal year of receipts.			
2	Budget	System has the ability to track and report by account and budget unit.			
3	Budget	System has the ability to track and report differences and changes between budget versions.			
4	Budget	System has the ability to copy one budget version to another.			
5	Budget	System has the ability to update previously submitted budgets, in error, and re-submit them to comply with budget instructions.			
6	Budget	System has the ability to inquire against budget data.			
7	Budget	System has the ability to budget objects of expense and report them at different levels.			
8	Budget	System has the ability to calculate and report comparisons between different versions of the Budget, and provide exception reports.			
9	Budget	System has the ability to generate a report that documents new codes added to the budget system during the budget cycle.			
10	Budget	System provides the ability to budget and report by managers' unit.			
11	Budget	System provides the ability to calculate spending forecasts applied to actual or budgeted expenditures in prior or current years.			
12	Budget	System provides the ability to calculate spending forecasts based on multiple step calculations.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
13	Budget	System provides the ability to calculate core budget levels based on revenue estimates or spending forecasts.			
14	Budget	System provides the ability to develop both summary budgets and detail budgets at any level of Account.			
15	Budget	System provides the ability to report project budget variances by dollar amount and percentage.			
16	Budget	System provides the ability to report project expenditures by all budgetary levels or Account elements.			
17	Budget	System provides the ability for the development of detailed single and/or multi-year period budget.			
18	Budget	System provides the ability for the creation and calculation of fully-loaded budgets.			
19	Budget	System provides the ability to edit all transactions to ensure that budget is available before posting the transaction.			
20	Budget	System has the ability to produce system edits or warnings for budgeting.			
21	Budget	System has the ability to perform an operating budget available edit (which is user-defined).			
22	Budget	System maintain budgets for multiple years			
23	Budget	System budget amounts spreadable based on monthly percentage amount			
24	Fixed Assets	System provides the ability to integrate with Fixed Asset property assets for recording of property claims against specific state assets			
25	Fixed Assets	System provides the ability to manually create and assign a unique asset number.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
26	Fixed Assets	System provides the ability to make mass adjustments to update all assets in that category.			
27	Fixed Assets	System provides the ability to record replacement costs.			
28	Fixed Assets	System provides the ability to record different depreciation methods.			
29	Fixed Assets	System provides the ability to perform multiple depreciation methods, including: Straight Line			
30	Fixed Assets	System provides the ability to perform multiple depreciation methods, including: Declining Balance			
31	Fixed Assets	System provides the ability to perform multiple depreciation methods, including: Sum of the Years Digits			
32	Fixed Assets	System provides the ability to perform multiple depreciation methods, including: Hours / Mileage / Age			
33	Fixed Assets	System provides the ability to perform multiple depreciation methods, including: User-Defined			
34	Fixed Assets	System provides the ability to prevent depreciating an asset's value below zero.			
35	Fixed Assets	System provides the ability to record different conventions for depreciable assets, such as beginning of month, half year, mid-month, etc.			
36	Fixed Assets	System provides the ability to allow depreciation methods to be changed for an asset or a group of assets, and re-calculate depreciation.			
37	Fixed Assets	System provides the ability to calculate and allocate depreciation based on the funding source.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
38	Fixed Assets	System provides the ability to record corrections to the previous accounting year and retroactively adjust the beginning balance of accumulated depreciation or original cost of an asset.			
39	Fixed Assets	System provides the ability to report accumulated depreciation.			
40	Fixed Assets	System provides the ability to record both transfers that involve an exchange of funds and those that are non-monetary transfers.			
41	Fixed Assets	System provides the ability to audit all changes made to asset records.			
42	Fixed Assets	System provides the ability to report on assets for financial reporting purposes.			
43	Fixed Assets	System provides the ability to report asset transfers.			
44	Fixed Assets	System provides the ability to report a total amount of fixed asset purchases by their funding source.			
45	Fixed Assets	System provides the ability to report all fixed asset balances.			
46	Fixed Assets	System provides the ability to report asset activity on a monthly basis.			
47	Fixed Assets	System provides the ability to provide asset reporting at multiple user defined levels.			
48	General	System has the ability to provide automated year-end close processes. System should close to the level of detail determined by the user.			
49	General	System has the ability to permit users to initiate year-end processing at any point in time after the end of the fiscal year with appropriate security.			
50	General	System has the ability to edit transactions to ensure that each is balanced and complete.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
51	General	System has the ability to provide all procedural functions of a fund accounting system in conformity with GASB.			
52	General	System provides the ability to make prior fiscal year adjustments in the current fiscal year based on appropriate security.			
53	General	System provides the ability to balance inter-fund receivable, payable, and operating transfer accounts by fund and maintain the appropriate audit trail.			
54	General	System provides the ability to provide a date and time stamp, by user, on all transactions.			
55	General	System provides the ability to allow transactions to be effective-date driven			
56	General	System allows for checks and stubs to be fully customizable			
57	General	System allows for separate screens for deposits, withdrawals			
58	General	System generates automatic next check number			
59	General	System maintains list of commonly used payees			
60	General	System allows for the setup and processing of recurring check payments			
61	General	System allows for separate memo lines for each check			
62	General	System generates visual void stamp for voided checks			
63	General	System allows for the printing of one check, marked checks, or ranges of checks that are within audit requirements – no manual selection of check numbers			
64	General	System supports a user defined general ledger account structure with the ability to add and define multiple account segments			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
65	General	System generates a check register that shows each transaction			
66	General	System provides that General Ledger control must be fully integrated with all relevant modules to ensure that all transactions using or affecting an account are validated online, real-time against up-to-date totals based on established controls.			
67	General	System provides the ability to comply with GAAP and GASB statements.			
68	General	System provides the ability to track all cash disbursements by financial reporting categories required by GAAP.			
69	General	System provides the ability to automatically update the financial balances including general ledger and available budget in the appropriate budget year based on the cancellation reason code.			
70	General	System has the ability to report the variance between prior year revenue accruals and actual collection on reported year-to-date revenue.			
71	General	System has the ability to download data into flat file formats (e.g., CSV, Comma-delimited, etc)			
72	General	System has the ability to download data into spreadsheet format.			
73	General	System has the ability to differentiate between transfers and non-expense items.			
74	General	System provides the ability to control user view based on role-based security.			
75	General	System provides the ability to control user updates based on organizational span of control.			
76	General	System provides the ability to			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		reverse or adjust prior allocations.			
77	General	System provides the ability to calculate and post memo costing entries to tasks.			
78	General	System provides the ability to accommodate both fixed and variable costs.			
79	General	System has the ability to provide the source and disposition information on the results of allocation processing.			
80	General	System provides the ability to allocate costs among unlimited funds.			
81	General	System provides the ability to calculate and post within any open accounting period.			
82	General	System provides the ability to allocate across open time periods.			
83	General	System provides the ability to make mass corrections/updates with appropriate role-based permissions to groups of transactions selected by key fields while maintaining an audit trail.			
84	General	System provides the ability for manual data entry of deposit information from hard copy reports by agency.			
85	General	System provides the ability to calculate daily cash position by Account elements.			
86	General	System provides the ability to provide real-time processing.			
87	General	System provides the ability to maintain petty cash balances.			
88	General	System provides the ability to reconcile petty cash accounts.			
89	General	System provides the ability to generate cash projections based on cash flow 'what if' analysis.			
90	General	System provides the ability to view fund balances on-line.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
91	General	System provides the ability to produce reports on fund balances.			
92	General	System provides the ability to write checks on individual and multiple bank accounts			
93	General	System provides the ability to make corrections or changes during the reconciliation process.			
94	General	System provides the ability to bill other agencies or internal units.			
95	General	System provides the ability to change allocations automatically (based on monthly, quarterly or user-defined time period).			
96	General	System provides the ability to automatically set aside retainage by multiple user-defined criteria.			
97	General	System provides the ability for input, adjustments, and transfer of costs by any elements of the Accounts.			
98	General	System provides the ability to perform user-defined time period reporting.			
99	General	System provides the ability to review financial information online.			
100	General	System provides the ability to route transactions requiring approval to the appropriate person.			
101	General	System provides the ability to be table-driven with on-line screens to control parameters.			
102	General	System provides the ability to integrate error messages with on-line help function; error messages are self explanatory and not just codes.			
103	General	System provides the ability for internal review and approval prior to release, including electronic signatures.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
104	General	System provides the ability to broadcast e-mail messages to notify registered sub-grantees of new opportunities.			
105	General	System supports approval or disapproval via electronic signatures based on secure, user-specific access rights.			
106	General	System provides the ability to base periods upon user-defined timeframes.			
107	General	System provides the ability for all changes to be logged.			
108	General	System provides the ability to track costs identified in the system as billable or non-billable at the transaction level.			
109	General	System provides the ability to make on-line correction of accounting distribution			
110	General	System provides the ability to provide a mechanism to make mass corrections/updates to groups of account distribution transactions selected by key fields while maintaining an audit trail			
111	General	System provides the ability to provide an easy method of "resetting" the system for a new fiscal and calendar year, taking into account business rules for setting amount fields and carrying forward relevant balances			
112	General	System provides the ability to provide a method to validate all Accounts on a real-time basis			
113	General	System provides the ability to maintain data files or month-to-date, quarter-to-date and year-to-date totals (e.g. Taxable Wages and Tax Withheld for Territory fiscal and calendar year) by accounts, individual employee and source of funds			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
114	General	System provides the ability to provide extensive audit trail capability – which can be queried and reported upon			
115	General	System provides the ability to log date, time and approver for each level of approval as it occurs.			
116	General	System provides the ability to prevent redundant data entry by providing full integration between all application components.			
117	General	System provides the ability to report on all data elements			
118	General	System provides the ability to report on any Chart of Account elements for any user-defined time period.			
119	General	System provides the ability to perform wild-card searches on all fields.			
120	General	System provides the ability to manually override defaults.			
121	General	System provides the ability to define/maintain accounting periods within a given year (daily, weekly, monthly, quarterly, etc.).			
122	General	System has the ability to track all Account/Fund elements at the line item level item			
123	General	System has the ability to track journal entry description at the line item level			
124	General	System records all information about each check (i.e. payee, check number, amount)			
125	General	System allows for the stub area to hold GERS defined text			
126	General	System allows for MICR printing for plain or pre-printed check stock			
127	General	System provides the ability to track contract and project numbers in GL for reporting purposes.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
128	General	System provides the ability to allow entry of negative amounts for line item amounts or adjustments.			
129	General	System provides the ability to perform bank account reconciliation on multiple bank account funds			
130	General	System provides the ability for integration with other relevant Financial Systems (i.e. V3 benefits administration system).			
131	General	System provides the ability to review compliance information online.			
132	General	System provides the ability for multiple concurrent application sessions for selected users.			
133	General	System provides the ability for all changes to be approved by the agency.			
134	General	System provides the ability for historical tracking of fund performance data.			
135	General	System provides the ability to override amounts			
136	General	System provides the ability to support retroactive processing			
137	General	System provides the ability to manually enter item information.			
138	General	System's report generator provides reports on usage statistics based on data usage by user.			
139	General	A single user would not be allowed multiple concurrent application sessions .			
140	General	System validates all input edited via defined parameters prior to processing.			
141	General	System provides the ability to track data at the detail level.			
142	General	System provides the ability to track data at the summary level.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
143	General	System provides the ability to override system or user-defined defaults.			
144	General	System provides the ability to have notes on all transactions.			
145	General	System provides the ability to copy a document in order to create a new document of the same type.			
146	General	System provides the ability to process mass changes and deletions.			
147	General	System provides mass change functionality for defined groups of transactions or data.			
148	General	System provides the ability to allocate investment income by fund.			
149	General	System supports GL account masking			
150	General	System supports statistical account usage			
151	General	System supports a user defined fiscal calendar			
152	General	System support up to 24 account periods			
153	General	System supports the usage of unique identifiers or reference numbers per journal entry			
154	General	System supports recurring journal entries and templates			
155	General	System supports the automatic reversal of accrual transactions			
156	General	System supports both hard and soft close			
157	General	System allows two or more accounting periods to be open at one time			
158	General	System supports the automatic close of income and expense accounts to retained earnings			
159	General	System supports automatic year end processing			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
160	General	System allows the user to run year end more than once			
161	General	System allows the user to open next year prior to closing current year			
162	General	System allows the user to reopen closed periods			
163	General	System allows prior period adjustments			
164	Payroll	Ability to turn on and off, based on audit requirements, the entering of starting check numbering and a new starting check number.			
165	Payroll	System provides for the ability to do daily time entry in the system with electronic approval path.			
166	Payroll	System has the ability to perform payroll cost projections with multiple pay matrices.			
167	Payroll	System has the ability to project payroll costs based on pay range movements, including annualized costs.			
168	Payroll	System provides the ability to calculate payroll projections based on an increase or decrease in positions			
169	Payroll	System provides the ability to calculate payroll projections based on transfers by different time periods			
170	Payroll	System provides the ability to do "what if" modeling for payroll projections.			
171	Payroll	System provides the ability to provide a mass update to reallocate payroll expenses by either hours, percentages, or dollar amounts from one or multiple Chart of Account to another			
172	Payroll	System provides the ability to provide for online access to all detailed payroll data			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
173	Payroll	System provides the ability to provide for direct deposit of employee pay to one or more bank accounts based on employee and user selectable options (e.g., by percentage, by dollar amount, by pay type- travel)			
174	Payroll	System provides the ability to provide a complete audit trail of all records updated on-line			
175	Payroll	System provides the ability to maintain budgeted salary information by payroll type and retirement type			
176	Payroll	System provides the ability to integrate position control with time reporting and payroll processing rules			
177	Payroll	Ability to pay payroll deduction vendors (i.e. healthcare, retirement) in a single check following execution of payroll			
178	Payroll	System provides the ability for deduction register to be produced for each desired deduction type.			
179	Payroll	System provides for the fringe benefit costs to be table driven within the system.			
180	Payroll	System provides for the interface to multiple Time Clock systems "specifically" – system needs to interface to the current GERS Time Clock Plus (Data Management Inc.) BIO 200 Series Ethernet Pin Punch.			
181	Payroll	System provides the ability for payroll process to automatically update financial system for all expenses, liabilities and employer-share expenses of fringes.			
182	Payroll	System provides the ability for payroll is processed by exception method. (i.e. contract employees do not have to be entered each pay, only exceptions and changes)			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
183	Payroll	System provides the ability for payroll links directly to general ledger for multiple funds and accounts			
184	Payroll	System provides the ability for at least 99 pay and deduction types.			
185	Payroll	System provides the ability for user defined pay cycles, which may include weekly, biweekly, monthly or semi-monthly.			
186	Payroll	System has the ability to produce checks from download data files in multiple file formats (e.g., CSV, Comma-delimited, Excel etc)			
187	Payroll	System provides the ability for a comprehensive module, fully integrated with budgeting and general ledger.			
188	Payroll	System provides the ability for direct deposit file in accepted ACH format.			
189	Payroll	System provides the ability for production of reports and related magnetic media files in approved formats.			
190	Payroll	System provides the ability for production of W-2/1099 forms and related magnetic media formats.			
191	Payroll	System provides the ability for a remote site payroll entry function.			
192	Payroll	System provides the ability for a secure method of hours entry that can be accessed from a remote site.			
193	Payroll	System provides the ability for reporting payroll deductions.			
194	Payroll	System provides the ability for exception-based entry of hours and salary amounts.			
195	Payroll	System provides the ability for integrated Position Control. (i.e. pay is driven off a database of authorized positions, an related budget sources)			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
196	Payroll	System provides the ability for laser check printing with digitized signatures.			
197	Payroll	System provides the ability for tracking contracts for each employee, and pays employee to the penny of the contract amount.			
198	Payroll	System provides the ability for tracking full time equivalency (FTE) percentage for all positions.			
199	Payroll	System has the ability to produce online payroll balances report for accrued leave time.			
200	Payroll	System has the ability to provide detailed payroll absence reports showing types of leave time used, dates, reasons, etc.			
201	Payroll	System has the ability to produce payroll warrant document.			
202	Payroll	System has the ability to produce an expense distribution report showing accounts charged for each pay run.			
203	Payroll	System has the ability to produce leave balance reports for sick, personal, etc.			
204	Payroll	System has the ability to produce unemployment compensation report.			
205	Payroll	System has the ability to provide departmental time sheet report.			
206	Payroll	System has the ability to provide gross payroll reports for salary and hourly employees.			
207	Payroll	System has the ability to produce a report which shows the budget status of each payroll account, as well as the budget savings if an employee terminates or retires mid-year.			
208	Payroll	System allows a limit to be set for deduction maximums.			
209	Payroll	Ability to manage multiple bank			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		accounts (i.e. AP account, Payroll Account, etc.)			
210	Payroll	Ability to print (or not) payroll advice for both direct deposit and payroll checks			
211	Payroll	Ability to validate bank routing numbers for EFT and direct deposit payments.			
212	Payroll	System provides the ability to provide for online access to all current period and historical employee time and attendance data including time punches interfaced from time keeping systems			
213	Payroll	System provides the ability to log a travel advance due			
214	Receipts/ Payables	System provides the ability to automatically update liability account and accounts payable balances in the general ledger for payment processes.			
215	Receipts/ Payables	System provides the ability to integrate with Accounts Receivable to provide all billing, aging, and tracking capabilities.			
216	Receipts/ Payables	System provides the ability to process refunds.			
217	Receipts/ Payables	System provides the ability to provide an overpayment report			
218	Receipts/ Payables	System provides the ability to issue EFT payments.			
219	Receipts/ Payables	System provides the ability to produce payment registers.			
220	Receipts/ Payables	System provides the ability to integrate with all relevant modules.			
221	Receipts/ Payables	System provides the ability to put an invoice on hold so that it is not paid.			
222	Receipts/ Payables	System provides the ability to put a payment on hold.			
223	Receipts/ Payables	System provides the ability to automatically generate payments			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		based on two, three or four way matching.			
224	Receipts/ Payables	System provides the ability to reprint remittance advices.			
225	Receipts/ Payables	System has the ability to generate Invoice Number			
226	Receipts/ Payables	System has the ability to generate PO Number			
227	Receipts/ Payables	System has the ability to produce a consolidated bill with information from all billing divisions within an agency.			
228	Receipts/ Payables	System has the ability to bill by type of Customer/Provider.			
229	Receipts/ Payables	System has the ability to process uncollectible accounts			
230	Receipts/ Payables	System has the ability to obtain proper approvals on a transaction to write-off account balance if not collected, based on user-defined criteria such as receivable type and dollar amount.			
231	Receipts/ Payables	System has the ability to print comments on both an individual and group basis on the billing documents.			
232	Receipts/ Payables	System has the ability to automatically calculate interest and fees on an individual account and bill the Customer/Provider for the interest and principal. A single Customer/Provider may have multiple receivable accounts.			
233	Receipts/ Payables	System has the ability to copy and modify existing invoices.			
234	Receipts/ Payables	System has the ability to create invoice templates.			
235	Receipts/ Payables	System has the ability to apply a negative (overpayment) balance total existing in an account against a new invoice, or create a refund transaction.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
236	Receipts/ Payables	System has the ability to convert negative A/R balances to deferred revenue at user-defined periods with proper security.			
237	Receipts/ Payables	System has the ability to establish and maintain loan information, including principal, interest, and fluctuating interest rates and provide an audit trail.			
238	Receipts/ Payables	System has the ability to generate user-defined delinquency notices based upon user-defined aging buckets (for example 30, 60, 90, 120, and greater than 120 days) using the original invoice or transaction date and current system date based on receivable type.			
239	Receipts/ Payables	System has the ability to automatically or manually apply late charges (e.g., penalties, interest, etc.) based upon user-defined criteria to the unpaid balance on selected accounts receivable. System supports varying penalty amounts and interest by agency or organizational sub-level.			
240	Receipts/ Payables	System has the ability to calculate various types of interest/payment schedules			
241	Receipts/ Payables	System has the ability to calculate Interest-free periods			
242	Receipts/ Payables	System has the ability to calculate Installment payments			
243	Receipts/ Payables	System has the ability to calculate Interest deferrals or suspensions of interest payments			
244	Receipts/ Payables	System has the ability to calculate Standard or Non-Standard Terms			
245	Receipts/ Payables	System has the ability to perform aging on committed funds and on actual receivables.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
246	Receipts/ Payables	System has the ability to enter miscellaneous invoices on-line.			
247	Receipts/ Payables	System has the ability to produce letters/billings based on a user-defined threshold.			
248	Receipts/ Payables	System has the ability to define the frequency of billings and provide interim and final billings.			
249	Receipts/ Payables	System has the ability to provide entry of manual billing transactions.			
250	Receipts/ Payables	System has the ability to produce reconciliation statements showing beginning balance, charges, credits and payments, and a new balance.			
251	Receipts/ Payables	System has the ability to support preparation and generation of a "Final Invoice".			
252	Receipts/ Payables	System has the ability to support the billing and payment by multiple entities			
253	Receipts/ Payables	System has the ability to add bad check fees to receivables accounts.			
254	Receipts/ Payables	System has the ability to support electronic billing.			
255	Receipts/ Payables	System has the ability to process multiple and/or partial invoice payments on the same receipt.			
256	Receipts/ Payables	System has the ability to record the receipt amount to the correct account upon entry of the receipt transaction			
257	Receipts/ Payables	System has the ability to create hard-copy receipts			
258	Receipts/ Payables	System has the ability to enter Cash, including capture of Bank Code			
259	Receipts/ Payables	System has the ability to enter Check number for inbound checks			
260	Receipts/ Payables	System has the ability to enter EFT/ACH			
261	Receipts/ Payables	System has the ability to enter detailed receipt transactions for cash collected.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
262	Receipts/ Payables	System has the ability to compile receipts into deposits more or less frequently than daily and provide the ability to drill back and forth between deposit and receipt.			
263	Receipts/ Payables	System has the ability to apply payments on receivables by referencing the invoice number, which infers all invoice information to the receipt.			
264	Receipts/ Payables	System has the ability to optionally post partial payments by invoice line item.			
265	Receipts/ Payables	System has the ability to correct misapplied payments.			
266	Receipts/ Payables	System has the ability to handle on-line inter-fund transfers of cash.			
267	Receipts/ Payables	System has the ability to automatically adjust A/R account and pass appropriate data to the financial system when accounts have been written off.			
268	Receipts/ Payables	System has the ability to process miscellaneous cash receipts without creating a billing record.			
269	Receipts/ Payables	System has the ability to accept cash receipts applied against multiple invoices.			
270	Receipts/ Payables	System has the ability to generate an outstanding payable for over-payments and notify the collecting unit of the outstanding payable.			
271	Receipts/ Payables	System has the ability to update status of receipts when payments are received.			
272	Receipts/ Payables	System has the ability to process, record, and track collections.			
273	Receipts/ Payables	System has the ability to match checks received for over-payments to the original check paid to an individual.			
274	Receipts/ Payables	System has the ability to restrict the bank account where money can be deposited.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
275	Receipts/ Payables	System has the ability to generate various user-defined reports, based on any data field within the invoice and all Chart of Accounts			
276	Receipts/ Payables	System has the ability to produce a Billing Status Report			
277	Receipts/ Payables	System has the ability to produce a report of Billed and Unbilled Charges			
278	Receipts/ Payables	System has the ability to produce a report of Delinquent Accounts and Referrals of Delinquent Accounts and Bankrupt			
279	Receipts/ Payables	System has the ability to produce a Receivables Tracking report			
280	Receipts/ Payables	System has the ability to produce a report of Long-term Receivables			
281	Receipts/ Payables	System has the ability to produce a Memo Billing Status Report			
282	Receipts/ Payables	System has the ability to query all invoice/adjustments for a single Customer/Provider online and print the information queried.			
283	Receipts/ Payables	System has the ability to generate a report of all outstanding invoices on a given date by Account elements.			
284	Receipts/ Payables	System has the ability to report un-billed charges.			
285	Receipts/ Payables	System has the ability to account for cash receipts revenue.			
286	Receipts/ Payables	System has the ability to summarize open invoices by Account elements.			
287	Receipts/ Payables	System provides the ability to reopen a purchase order if the purchase order was closed in error.			
288	Receipts/ Payables	System provides the ability to provide an audit trail of purchase orders to the corresponding purchase requisitions, solicitation, contracts, asset, inventory items, receipts, invoices, and vouchers with forward and backward tracking.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
289	Receipts/ Payables	System provides the ability to maintain an audit trail of all purchase order changes, including the operator and date, time stamp who initiates the change.			
290	Receipts/ Payables	System provides the ability to support the user defined methods of procurement			
291	Receipts/ Payables	System provides the ability to support procurement approvals			
292	Receipts/ Payables	System provides the ability to maintain a detailed history of all purchasing activity.			
293	Receipts/ Payables	System provides the ability to support a shared vendor file across all modules.			
294	Receipts/ Payables	System provides the ability to report purchase orders on hold			
295	Receipts/ Payables	System provides the ability to record the receipt of goods and services with an update to the purchase order status.			
296	Receipts/ Payables	System provides the ability to mandate required information be entered on requisitions.			
297	Receipts/ Payables	System provides the ability to perform the following functions on purchase requests: inquiry, add, change, and cancel at the line and document level.			
298	Receipts/ Payables	System provides the ability to manually assign/reassign requisitions to purchasing agent/buyer.			
299	Receipts/ Payables	System provides the ability to provide an audit trail from requisition to payment with forward and backward tracking.			
300	Receipts/ Payables	System provides the ability to reopen a requisition.			
301	Receipts/ Payables	System provides the ability to process multiple invoices against a single PO.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
302	Receipts/ Payables	System provides the ability to make changes to purchasing documents that result in new approval paths without losing the relevant approvals that have already been granted.			
303	Receipts/ Payables	System provides the ability to prevent further changes to a work order after approval.			
304	Receipts/ Payables	System provides the ability to automate monthly fixed cost tracking.			
305	Receipts/ Payables	System provides the ability to report all transactions outside acceptable ranges.			
306	Receipts/ Payables	System provides the ability to maintain an audit trail of all transactions associated with the Contract, including a status of each transaction (active, complete, cancelled) and associated dates (received, mailed, and returned).			
307	Receipts/ Payables	System provides the ability to manually assign Contract numbers.			
308	Receipts/ Payables	System provides the ability to support the user defined inventory costing methods			
309	Receipts/ Payables	System provides the ability to process prepaid expenses (e.g., advanced payment, travel, etc.).			
310	Reporting	System provides the ability to meet all of the agency's financial reporting needs for Accounts			
311	Reporting	System has the ability to provide access historical financial information in detail format on-line.			
312	Reporting	System has the ability to provide integrated Financial and Payroll systems for salary, wage and payroll related information.			
313	Reporting	System has the ability to project payroll costs based on pay range movements, including annualized costs.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
314	Reporting	System provides the ability to produce ad-hoc reports using any field in the General Ledger.			
315	Reporting	System provides the ability to produce a trial balance by fund, or other user defined Accounts segments.			
316	Reporting	System provides the ability to produce a Statement of Net Assets			
317	Reporting	System provides the ability to produce a Statement of Activities			
318	Reporting	System provides the ability to produce a Balance Sheet of Funds; Reconciliation of the Funds Balance Sheet to the Statement of Net Assets			
319	Reporting	System provides the ability to produce financial statements on an accrual, modified accrual, and cash basis.			
320	Reporting	System provides the ability to produce Trial Balance			
321	Reporting	System provides the ability to produce Cash Flow statements			
322	Reporting	System provides the ability to produce Fund Balance Reports			
323	Reporting	System provides the ability to produce Balance Sheet			
324	Reporting	System provides the ability to produce Income Statement			
325	Reporting	System provides the ability to produce Cash Balance Report			
326	Reporting	System provides the ability to display appropriate Account element names on reports.			
327	Reporting	System provides the ability to have ad hoc and standard reports.			
328	Reporting	System provides the ability to produce a report providing a cash view of the ledger.			
329	Reporting	System provides the ability to run a trial balance at any time.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
330	Reporting	System provides the ability to produce a report supporting periodic forecasting.			
331	Reporting	System provides the ability to produce reports supporting budget preparation/creation.			
332	Reporting	System provides the ability to view daily balances on-line.			
333	Reporting	System provides the ability to produce a report that provides the beginning and ending balance for the year.			
334	Reporting	System has the ability to permit users to cancel transactions, with audit trail.			
335	Reporting	System has the ability to provide on-line validation and editing for error identification and correction before actual posting occurs.			
336	Reporting	System provides the ability to reprint w2/1099 forms for an individual.			
337	Reporting	System provides the ability to correct 1099 information in the system, reprint the 1099 form, and produce a correction file.			
338	Reporting	System provides the ability to automatically identify transactions as 1099 reportable based on the transaction/ activity type.			
339	Reporting	System provides the ability to inquire and report vendor history based on user defined criteria.			
340	Reporting	System provides the ability to track aging of accounts payable.			
341	Reporting	System provides the ability to inquire on-line to obtain current accounts payable status on a voucher or invoice.			
342	Reporting	System has the ability to generate charts and graphs for analysis.			
343	Reporting	System has the ability to create ad hoc budget queries and reports.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
344	Reporting	System has the ability to print reports at all reporting levels.			
345	Reporting	System provides the ability to generate reports with drill-down capabilities from budgeted summary categories to line item detail.			
346	Reporting	System provides the ability to display information graphically.			
347	Reporting	System provides the ability to produce Activity Summary Reports.			
348	Reporting	System provides the ability to produce Financial Summary Reports.			
349	Reporting	System provides the ability to generate and print invoices.			
350	Reporting	System provides the ability to generate late payment notices.			
351	Reporting	System provides the ability to generate financial reports and invoices on schedule or on demand.			
352	Reporting	System provides the ability to create customized non-standard invoice formats and forms.			
353	Reporting	System provides the ability for final financial reports to be viewed online.			
354	Reporting	System provides the ability to provide exception reports			
355	Reporting	System provides the ability to automate the scheduling, generation and distribution of reports			
356	Reporting	System provides the ability to produce and generate a report for direct deposit records.			
357	Reporting	System provides the ability to provide for audit trail of all changes to positions including reorganizations and transfers			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
358	Reporting	System provides the ability to perform "what-if" cost analysis for all budgeting and staffing control functions (e.g., proposed salary increases, reclassifications, salary adjustments)			
359	Reporting	System provides the ability to perform "what-if" incremental costs by department and Accounts			
360	Reporting	System provides the ability to produce reports for a specific time period for all elements of position control			
361	Reporting	System provides the ability to record historical information for all classification changes			
362	Reporting	System provides the ability to maintain a complete history associated with all audit activity			
363	Reporting	System provides the ability to maintain an audit trail of all entries and updates.			
364	Reporting	System provides the ability to save ad-hoc report templates.			
365	Reporting	System provides the ability to record the following Asset Management functions: Acquisitions			
366	Reporting	System provides the ability to record the following Asset Management functions: Changes to all asset information			
367	Reporting	System provides the ability to record the following Asset Management functions: Decreases			
368	Reporting	System provides the ability to record the following Asset Management functions: Disposals			
369	Reporting	System provides the ability to record the following Asset Management functions: Reverse previous transactions, including depreciation			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
370	Reporting	System provides the ability to record the following Asset Management functions: Transfers			
371	Reporting	System provides the ability to record the following Asset Management functions: Depreciation, Amortization of Intangibles, Trade-In credit,			
372	Reporting	System supports an automated online report delivery and tracking solution to manage and reduce the cost of report distribution.			
373	Reporting	System budget vs. actual reporting			
374	Reporting	System detailed and summary ledgers with on-line review			
375	Reporting	System user defined financial reports			
376	Reporting	System user defined totals and sub-totals			
377	Reporting	System standard report for chart of accounts			
378	Reporting	System standard report for comparative balance sheets for individual period review			
379	Reporting	System standard report for comparative income statements			
380	Reporting	System standard report for account roll up for financial statements			
381	Reporting	System standard report for GL transaction register			
382	Reporting	System standard report for detailed trial balance by primary account			
383	Reporting	System standard report for detailed trial balance by full account			
384	Reporting	System standard report for cash flow			
385	System	System provides the ability for on-line approval.			
386	System	System provides the ability to configure Account elements field lengths during installation.			
387	System	System provides the ability to copy			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		accounts.			
388	System	System has the ability to provide for Account element names to have a long description.			
389	System	System has the ability to provide for Account element names to have a short description.			
390	System	System provides the ability to accommodate an unlimited number of Account element values.			
391	System	System provides the ability to maintain each fund a self balancing set of accounts.			
392	System	System provides the ability to record date Fund was established			
393	System	System provides the ability to record Fund Type			
394	System	System provides the ability to record Fund Group			
395	System	System provides the ability to record Fund Description			
396	System	System provides the ability to group or un-group Account elements for reporting purposes			
397	System	System provides the ability to distribute reports electronically as well as retain them on-line.			
398	System	System has the ability to store Vendor Code			
399	System	System has the ability to store Vendor contact First Name			
400	System	System has the ability to store Vendor contact Last Name			
401	System	System has the ability to store Vendor Company Name			
402	System	System has the ability to store Vendor Description			
403	System	System has the ability to store Address Line 1			
404	System	System has the ability to store Address Line 2			
405	System	System has the ability to store City			
406	System	System has the ability to store			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		Miscellaneous Vendor			
407	System	System has the ability to store 1099 Vendor Indicator			
408	System	System has the ability to store Current Budget Year Expended Amount			
409	System	System has the ability to store Last Transaction Action Date			
410	System	System has the ability to store Phone Number			
411	System	System has the ability to store Comments			
412	System	System has the ability to store Certified Vendor Begin Date			
413	System	System has the ability to store Certified Vendor End Date			
414	System	System has the ability to store Certified Vendor Prior Begin Date			
415	System	System has the ability to store Certified Vendor Prior End Date			
416	System	System has the ability to store Payment Hold Flag			
417	System	System has the ability to store Territory or State			
418	System	System has the ability to store Business Type (Proprietorship, Partnership, Corporation, Small Business Corporation, LLC)			
419	System	System has the ability to store vendor email address			
420	System	System has the ability to store Last Date of Vendor Info Change			
421	System	System has the ability to store Prior Budget Year Expended Amount			
422	System	System has the ability to store Effective Date - Begin			
423	System	System has the ability to store Effective Date - End			
424	System	System has the ability to store Paymode ID #			
425	System	System has the ability to store E-Invoicing Flag			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
426	System	System has the ability to store Bank Account Number			
427	System	System provides the ability to maintain a table of master descriptions.			
428	System	System provides the ability to load historic item transactions from existing agency systems.			
429	System	System provides the ability to record the user required data for account set up.			
430	System	System provides the ability to record the user required data for account contacts.			
431	System	System supports real-time and secure access to report content across an enterprise.			
432	System	System provides the ability for password expiration.			
433	System	System security is integrated throughout all the proposed solution modules.			
434	System	System uses a single password and logon for all system functions enabled in the user's security profile.			
435	System	System provides the ability to have near 24-hour access to all modules of the system, 7 days a week.			
436	System	System provides Real-time update of tables from end-user input screens without the use of batch processes.			
437	System	System allows for the simultaneous access of the application for all main office location users			
438	System	System supports cut and paste for copying data between windows.			
439	System	System supports the ability to provide GUI/windows functionality.			
440	System	System provides that error messages appear in a consistent format across all proposed system modules for both batch and on-line			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		processing.			
441	System	System provides the ability for a central log of all problems/errors.			
442	System	System provides that deleted records are marked for deletion but not removed from the database until archived.			
443	System	System provides the ability to list all archived records.			
444	System	System provides the ability to archive, and restore inactive records based on user-defined criteria.			
445	System	System provides the ability to archived, rejected, or un-posted transactions based on user-defined criteria maintained by the system administrator.			
446	System	System provides the ability to generate, in hardcopy and electronic form, 1099's in the format prescribed by the IRS by Agency Taxpayer ID.			
447	Tax	System has the ability to store 1099 Vendor Number			
448	Tax	System has the ability to store 1099 Reporting Vendor Name			
449	Tax	System has the ability to store 1099 Addresses			
450	Tax	System provides the ability to generate W-2/1099 forms without using pre-printed forms			
451	Tax	System provides the ability to provide for the direct mail of W-2/1099 forms to employees			
452	Tax	System provides the ability to calculate and produce duplicate W-2/1099 forms for multiple years			
453	Tax	System provides the ability to make payment of territory and state taxes withheld, in compliance with territory and state payroll tax reporting requirements			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
454	Tax	System provides the ability to provide earnings by type			
455	Tax	System provides the ability to allow print initial and duplicate W-2/1099's.			
456	Tax	System provides the ability to print their W-2/1099's on blank stock paper in the proper format			
457	Tax	System provides the ability to allow for the retrieval of employee W-2/1099s based on ID number, name, or SSN			
458	Tax	System provides the ability to produce W-2/1099 forms, including multiple W-2/1099s for multiple territory and state reporting			
459	Tax	System provides the ability to select from varying W-2/1099 formats (i.e. mailer or side-by-side)			
460	Tax	System provides the ability to print W-2/1099Cs once corrections have been made			
461	Tax	System provides the ability to calculate and produce duplicate W-2/1099 forms for multiple years			
462	Tax	System provides the ability to allow for preliminary runs of W-2/1099s where corrected amount fields can be entered and reflected on associated 941 reports			
463	Tax	System provides the ability to produce a report and maintain an audit trail of all corrections made to W2/1099s			
464	Tax	System provides the ability to report taxable travel payments on a W-2/1099 form in compliance with current and ongoing IRB/IRS rules and regulations			
465	Tax	System stores default customer tax code by customer			
466	Tax	System allows tax status override at purchase order			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
467	Activity Tracking	System provides the ability to integrate transactions with activity tracking such that transactions requiring further attention will be routed to the appropriate individual(s)			
468	Activity Tracking	System provides the ability to integrate activity tracking with email and to allow for approvals to occur from within the system or from within email with direct data updates to the system.			
469	Activity Tracking	System will support user-defined activity tracking for any system event or transaction.			
470	Activity Tracking	System activity trackings can be designated as either 'informational' or 'action (such as approval) required'.			
471	Activity Tracking	System will provide that transactions are not finalized until approval activity trackings are complete.			
472	Activity Tracking	System's activity tracking can be designed to allow simultaneous actions or can require consecutive actions, as defined by authorized users.			
473	Activity Tracking	System will display status and location of activity tracking transactions.			
474	Activity Tracking	System will provide integrated activity tracking error handling.			
475	Activity Tracking	System's activity tracking supports user-defined transaction status, including approved, rejected, pending, under consideration.			
476	Activity Tracking	System's activity tracking destination may be defined as specific users or roles within agency.			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
477	Activity Tracking	System provides the ability for steps in the activity tracking to be bypassed by allowing approvers higher in the approval chain to approve transactions before the transactions arrive in the approver's "inbox".			

B-1.1 ADDITIONAL NEW FUNCTIONALITY

In addition to the detailed business requirements relating to the existing and the desired “to be” GERS functions defined in Sections A-4.3, respectively, the new financial solution must provide additional new functionality as described in the following sections.

Although some of the requirements in the following sections have been included in the desired “to be” matrices, these new functionality requirements are set forth separately in this section – and offerors are required to provide a separate response to them – for the following reasons:

- Many of them span more than one of the business function areas defined in Sections A-4.3.
- Given that the requirements set forth in this section represent functional capabilities that generally do not currently exist at GERS, GERS is interested in receiving a narrative response from offerors, discussing in detail how the new functionality will be implemented and what additional capabilities the offeror can provide in these areas above and beyond those that have been explicitly stipulated below.

B-1.1.1 Financial Management Package

GERS currently has a financial management system with capabilities and equipment as described in Section A-4.2.2.1. The remainder of this section provides a description of the Financial Accounting Replacement System (FARS) capabilities that GERS requires. The offeror is required to integrate the FARS solution it provides within GERS' current accounting environment.

The FARS solution will be responsible for maintaining a variety of financial transactions associated with GERS financial business model. Transaction activity recorded will include but not limited to potentially other transactions that have an impact on either the income statement or balance sheet accounts currently maintained within the MAS90 general ledger system for the GERS retirement fund – as well as additional functionality including internal administrative payroll and retiree payroll data.

The financial solution shall provide functionality allowing GERS to import accounting activity such as that described above in one or more files as may be deemed necessary by the applicable by the new financial solution module(s). Such import processes will accept data files in formats compatible with the reporting system and shall not require any manual alteration of the file (e.g., opening the file in Excel and



changing values therein). The import process shall be such that it may be executed on any frequency (i.e., daily, weekly, monthly, etc). The process will prevent the operator from unintentionally importing the same transactions more than once, but it will not preclude the operator from importing the data again, for example, to replace a corrupted export file. It is anticipated that some setup information (e.g., transaction date range, desired transaction category) may need to be entered (in a dialog box, for example) prior to running the import process.

B-1.1.2 Reporting

GERS current reports are based on the standard accounting report functionality of its current system. A number of reports are also created using other tools because, of the limitation of the current software used. It is expected that the new financial solution will eliminate the need for the use of the other reporting tools by offering a more robust list of standard reports, and additional user friendly capabilities to facilitate the easy creation of ad-hoc and customized reports.

The offeror is expected to supply a list of standard reports, as well as, samples of those sample reports in their response.

In addition, the offeror must include, in their proposal, the cost of creating any additional customized reports. The offeror is also expected to define each of the reporting complexity levels (i.e. simple, average and complex) and the associated cost (hourly rate and time) for creating each complexity level report, based on their prior experience and expertise with similar size and type financial accounting projects.

B-1.1.3 System Audit, Security, and Control Features

The new financial application must provide a comprehensive array of audit, security, and control features designed so as to satisfy both GERS and any external auditing entity review of the new financial solution's overall integrity and reconcilability. The offeror's responsibilities also include:

- Development of user-oriented procedural documentation to guide their use
- Delivery of user training in their use
- Design of all necessary test materials to validate them
- Certification that the offeror has tested them successfully prior to system rollout.

The required audit, security, and control features are discussed in detail in appropriate sections of this RFP. They are collected below in summary form for the offeror's convenience in preparing its response:

- An automated process for entry of information relating to "one-off" checks, including the following safeguards:
 - ✓ Only users with appropriate roles and permissions are authorized to enter "one-off" check information
 - ✓ Every "one-off" check is identified as either an original or a replacement check
 - ✓ All necessary information, including the number of the check, the amount of the check, tax withholding amounts, other deduction amounts, the fund from which the check was issued, and the type of the check (benefit or refund, original or replacement), is collected for purposes of making the appropriate general ledger entry



- ✓ All “one-off” checks are appropriately posted and linked to the recipient in the pension solution, including ensuring that the issue date in the solution is the check’s true issue date (not necessarily the posting date)
- An automated process for the successful reconciliation of all GERS checking accounts, including confirmation of the accuracy of the outstanding checks report; the reconciliation process must include “one-off” generated checks
- An automated process for the successful reconciliation, by fund, of the aggregate amount withheld from all payments (including “one-off” checks) issued during a defined period against the amount calculated to be submitted to tax authorities
- An automated process for reconciling a given month’s internal administrative payroll to that of the preceding month prior to printing the actual checks
- An automated process for reconciling the number of checks printed in a given month’s payroll to the number of checks produced in the preceding month
- Automated audit trails sufficient to trace all transactions from original source of entry into the system, through all system processing, and to the results produced by the system **AND** to trace all transactions from the final results produced by the system, through all system processing, back to the original source of entry
- Automated processes for the reconciliation of all GERS GL, Bank and checking accounts
- Automated processes to ensure that the aggregate amount of tax withholding from all checks (including “manual” or “one-of” checks) issued during the period reconciles with the amount of the tax deposit for the period as calculated by the pension solution
- Automated processes to ensure that numbering of all checks printed is correct – i.e., that the first check printed is numbered with the next available check number and that all remaining checks are numbered sequentially

B-1.1.4 Activity Tracking Management

GERS believes that electronic activity tracking is a powerful enabling tool to assist in the automation and management of our work processes. However, GERS also feels that activity tracking is the kind of tool that works most effectively when subordinate to the actual processing of work. That is, GERS expects the tool to deliver work to a staff member for processing, possibly provide guidance in what that processing should be, and route the completed work correctly – all without intruding in the actual processing. In its proposal, the offeror is to describe how activity tracking management software manages automated document processing, as well as other content, and integrates it throughout the solution.

B-1.1.5 Optional Functionality and Requirements

Below the two options requested of offerors are described.

The project has been divided into mandatory and optional portions. This section and all of its subsections identify the optional project areas. They are optional only in the sense that GERS will have the option of authorizing them. GERS may choose to authorize no options or any one, any combination, or all of the options. GERS will make a decision as to whether or not to authorize each option at the time of contract negotiations.



B-1.1.5.1 ELECTRONIC ENABLEMENT OF ACCOUNTS PAYABLE AND PURCHASE ORDER FUNCTIONALITY

GERS believes that imaging and workflow management are an important set of enabling technologies that will significantly enhance the new financial solution's accounts payable and purchase order functionality. GERS is considering including these technologies with the implementation of the FARS project based on the cost and benefits to be derived as an option.

The remainder of this section provides a description of the optional capabilities that GERS is considering for this solution.

The offeror is required to respond to this Optional section. The offeror is responsible for ensuring that the related business requirements are fully addressed.

The remainder of this section details additional business-related features that are required of the imaging and workflow capabilities to be integrated into the new financial system to support the optional accounts payable and purchase order functionality.

The GERS Legacy Accounts Payable process is a paper-based manual operation with no automated workflow. Paper based A/P documents must be manually sorted, attached, tracked, and routed during the approval process. This may involve multiple approval levels which can introduce inefficient processing and delays.

The GERS Purchase Order process is paper based; documents must also be routed manually for creation, numbering, editing, tracking, approval, etc. and may need to be handled by multiple employees causing delays with ordering, receiving, and payments.

The current processes require that the forms be forwarded to an immediate supervisor for approval, then with supporting documentation to a manager, CFO and/or the system administrator.

GERS requires a new process leveraging technology to improve efficiencies in the manual AP and PO process. GERS wishes to substantially shorten the AP cycle with the use of a imaging and workflow process enabling automation software, which would provide an online view of invoices throughout the creation / receiving, review, approval and payment process. The improved process should also provide a higher level of accountability and audit.

Below is a high-level sample of automation of the accounts payable and purchase order workflow that GERS envisions; offerors are to describe in their proposals in detail how their electronically enabled capability works:

- Vendor remittance of invoices are received, opened, sorted and batched
- Invoices are prepared for scanning paper invoices are scanned, indexed, quality controlled, released then routed by workflow to accounts payable
- Images of invoices that are routed to the accounting department are reviewed for accuracy, image quality control and validation of the invoices
- Accounting then matches / attaches (electronically) to existing documentation (example open PO) assisted by using imaging indexing
- Purchase order invoices are automatically matched against an existing purchase order in the system



- The invoice is sent directly to the approver (via workflow), who then routes for more information, declines approval or approves the invoice, additional step approvals and workflows may be required (need for role and rules based routing)
- Indexing standards to assist in search, lookup, and account matching are needed during the imaging process for every invoice
- Validation of all required invoice data is monitored so that only fully approved and validated invoice can be submitted
- Final approval of invoices should then use workflow to be routed to the financial system for payment.

Based on this sample automation of accounts payable workflow, GERS expects the benefits of automating the accounts payable workflow cycle:

- The accounts payable workflow cycle will be faster
- The accounts payable workflow will provide real-time event status
- The accounts payable workflow will reduce manual routing of paper
- The new process should provide better control of approvals levels, accountability, continual AP statistics and a full audit trail.

GERS envisions the proposed solution will allow for purchase orders and invoices to be scanned, indexed and stored in a centralized repository, then routed electronically to the appropriate person for approval based on existing business rules. The automation workflow rules are expected to incorporate approver notifications, route invoices, create and maintain approval timers, and perform workload balancing.



Table 6. Optional Work Flow Requirements

Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
1	Workflow	System has the ability to provide workflow processes for new transactions.			
2	Workflow	System has the ability to provide workflow processes for recurring transactions.			
3	Workflow	System provides the ability to do online approvals and support workflow.			
4	Workflow	System provides the ability to flag invoices for additional workflow approval upon entry.			
5	Workflow	System provides the ability to place electronically received vendor invoices into workflow.			
6	Workflow	System has the ability to monitor collection dates and generate workflow transactions or notifications based on user-defined criteria.			
7	Workflow	System provides the ability to route change items through a workflow process for review and approval.			
8	Workflow	System provides the ability to track progress of AR & PO review through electronic workflow.			
9	Workflow	System provides the ability for reviewers to document comments through electronic workflow, with multiple review cycles.			
10	Workflow	System provides the ability for agencies to establish multiple steps or levels in the review and approval cycles.			
11	Workflow	System provides the ability to trigger required workflow for approvals.			
12	Workflow	System provides the ability to change purchase orders following issuance to the vendor			
13	Workflow	System provides the ability to support workflow notification boxes or emails			
14	Workflow	System provides the ability to use workflow for approvals of purchase orders and change orders.			
15	Workflow	System provides the ability to support workflow for purchase transactions			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
16	Workflow	System must allow calendar definition of working and non-working days with workflow duration due dates respecting these dates.			
17	Workflow	System provides the ability to interface/link to an external document imaging/management system.			
18	Workflow	System will allow user-defined, standard approval timeframes and alternative approval paths along with automatic notification for overdue tasks.			
19	Workflow	System's definition of workflow events may be based on user-defined criteria, values or parameters			
20	Workflow	System's routing of workflow may have multiple destinations based on user-defined criteria.			
21	Workflow	System will allow user(s) to attach notes at the transaction and line item level within the workflow and store these notes with user id and date/time stamp.			
22	Workflow	System workflows can be designated as either 'informational' or 'action (such as approval) required'.			
23	Workflow	System will provide that transactions are not finalized until approval workflows are complete.			
24	Workflow	System provides tools to support workflow analysis for workflow process improvement.			
25	Workflow	System's workflow can be designed to allow simultaneous actions or can require consecutive actions, as defined by authorized users.			
26	Workflow	System routes rejected transactions to any designated party.			
27	Workflow	System will provide the ability for a "inbox" for each user with workflow items to be reviewed.			
28	Workflow	System will display status and location of workflow transactions.			
29	Workflow	System's workflow supports user-defined transaction status, including approved, rejected, pending, under consideration.			
30	Workflow	System provides the ability to automatically notify designated parties when items in their "inbox" have gone unprocessed for a user- defined period of time.			
31	Workflow	System provides the ability to automatically route transactions to a workgroup after a specific time of			



Requirement ID	Function	GERS - Functional and Technical Requirements Description	Compliant	Customization	Non-Compliant
		inaction (based on user-defined criteria).			
32	Workflow	System provides the ability for steps in the workflow to be bypassed by allowing approvers higher in the approval chain to approve transactions before the transactions arrive in the approver's "inbox".			
33	Workflow	System supports the use of a "master approver" for each workflow who may approve a transaction at any time whether included in the normal workflow or not.			
34	Workflow	System allows external file attachment of additional documentation or notes to workflow events.			

B-1.1.5.2 POST IMPLEMENTATION SUPPORT

Offerors are to propose a yearly post implementation support “Option #1” for five years after implementation of the solution. In their proposals, they are to describe the approach, mode, methodology, and costs to provide this support.

B-2 Technical Requirements

The sections that follow detail GERS technical requirements for the new FARS solution.

B-2.1 STANDARDS

The sections that follow provide the offeror with an overview of the standards that must be applied in their provision of a new financial accounting replacement system.

B-2.1.1 User Interface Standards

The offeror should provide a discussion of how its solution meets the following guidelines:

- The system is to be fully integrated and all modules are to be seamlessly interfaced
- The application shall have an intuitive look and feel and allow for easy navigation,
- The application shall have a consistent style such that users encountering an operation for the first time should feel that the screen is ‘familiar’ with common options and capabilities available in the same geographic location on the screen. Specifically the system must demonstrate:
 - ✓ Learnability (e.g., intuitive navigation) for all users
 - ✓ Efficiency of use



- ✓ Memorability, especially for casual users
- ✓ Subjective satisfaction on the part of the heads-down user
- ✓ The offeror must describe in their response just how they meet the above requirements. The description should include reference to any standards incorporated in the user interface design and/or testing such as the International Organization for Standardization's Guidance on Usability (ISO 9241-11)

B-2.1.2 Maintainability

GERS recognizes that no application can remain viable without regular upgrades and repairs performed in response to changes in technology, changes in functional expectations, changes in statutes, etc. Further, GERS defines software maintainability to be the ease with which a software application can be modified to correct faults, improve performance or other attributes, or adapt to a changed environment.

Offerors must confirm the maintainability of their proposed financial solution against industry norms as well as providing a discussion of how they arrived at that conclusion. The discussion should include recognition of the time period mentioned above and confirm maintainability for that period.

B-2.2 HARDWARE

The solution vendor will procure, install, confirm and transfer all warranties for all hardware components and software that will be required to support the proposed solution to GERS. The offeror will be responsible for acquiring, testing, installing and configuring the required hardware in the GERS data center. The offeror's recommended hardware configuration must support all RFP requirements. Furthermore, the recommended configuration must be compatible with GERS current LAN environment.

In their response, offerors are cautioned to include all ancillary equipment required by the proposed solution such as cabling, connectors, equipment racks, and backup devices.

The offeror's hardware specifications must provide sufficient printing capability to support the printing of all reports, checks, administrative payroll, associated w2s/1099's, as well as other in-house financial system-generated printing needs. Those specifications should take advantage of the current inventory of GERS' printers and specify only those additional printers that are deemed necessary.

The successful offeror must provide the capability for users (not assisted by IT personnel) to redirect all outputs to any of the appropriate printers or other devices attached to the network in a simple one step process. In addition, users (not IT) should have the capability to change their default printer for all system output in a simple one-step process.

For an inventory of existing printers see Section A-4.2.1.2.

B-2.3 SOFTWARE

Software requirements are described herein.

Note that in addition to the solution security and control requirements outlined below, the offeror must also comply with the functional audit and control requirements described in Section B-1.1.1.



The system must be designed to control and limit access via logins and/or other security mechanisms. Access control and integrated security in general, must be managed by role rather than by authorizing a specific individual.

Throughout the system, the system administrator will provide access and restrictions based on individual user-ids; he/she must be provided with the flexibility to grant or restrict access at the menu, sub-menu, and discrete screen level as well as to limit access to screens to query only or to allow both query and update. The application must provide controlled access to individual screens and functions based on user login id. At a minimum, the application or security package must provide the following controls:

- Application access
- Function access
- Fund access
- Account access
- Transaction approval process

The security and control requirements listed above must interact appropriately with the required account locking features, and the audit indicator requirements. Additionally, such security and controls must support appropriate segregation of duties.

The offeror must populate security repositories by entering the users and their assigned roles into the application using an appropriate security administration tool. The offeror must work closely with GERS staff to define the roles necessary to perform all required business functions. The security repository must be populated, and the offeror must provide written affirmation certifying that it has done so, prior to any user testing activities.

The login process must establish the access rights and associate all automatic and manual transactions initiated by a user with that user. The system must provide an advisory warning message on the login screen regarding the unauthorized use of GERS' business information and the possible consequences of violations.

The application must provide tools for the system administrator to manage user accounts. This will include such tasks as resetting a password and activating, suspending, or deleting a user account. These functions must be limited to only the system administrator or other well-defined privileged users.

The application must provide tools for the system administrator to monitor the activities of specific terminals or network addresses in real time.

The application administrator must be provided the capability to independently and selectively review the actions of any one or more users, including privileged users, based on individual user identity.

The application must provide a real-time capability to monitor and log the occurrence or accumulation of security-relevant events that may indicate an imminent security violation and immediately notify the system administrator when events exceed established thresholds. If the occurrence or accumulation of these security relevant events continues, the system must take the least disruptive action necessary to terminate the event involved.

The application must provide the capability for the system administrator to generate a status report detailing the values of all configurable security parameters.



B-2.4 INSTALLATION AND CONFIGURATION

An existing data center is available at GERS to accommodate the installation of new hardware. As part of their response to the RFP, offerors must stipulate any required alterations to the current configuration of this room to support the offeror's proposed solution (including but not limited to physical floor space, air conditioning load, power requirements, fire suppression, smoke, water, and heat sensors). This information must be presented as an attachment to the offeror's proposal.

The offeror must commit to be responsible for providing, and must (in the cost proposal) propose ALL costs associated with installation services.

After installation GERS will assess installation and configuration of the system hardware, cabling, and related components, as well as any commodity software. Prior to acceptance, the successful offeror shall evidence that all hardware components have been registered with the hardware manufacturers and all commodity software products have been registered with the commodity software publishers under GERS' name as owner.

Offerors must understand and agree that there will be a minimum of "downtime" available to them to support installation, configuration, tuning, and similar or related activities. Thus, offerors must plan on completing this work during evening and weekend hours.

The offeror must state in its cost proposal its hourly rate for customization of scripts, APIs, software, and similar or related items over and above that required in this RFP.

B-2.5 OPERATIONAL REQUIREMENTS

Operational requirements are included herein.

B-2.5.1 System Sizing and Performance Requirements

The offeror must specify the configuration of hardware and software platforms on which the new solution will be implemented, as well as their configurations.

The offeror's solution must be architected, configured, and sized so that ALL functionality can be processed on-line in real time – both editing and updating. In general, solutions that require overnight batch jobs to update the solution will be rejected.

B-2.5.2 Scalability Requirements

The solution must provide the ability to scale the environment beyond that necessitated by the current growth predictions through the addition of hardware (or hardware components such as CPU and RAM), further partitioning the application to scale across hardware, or other means.

As stated previously, the solution must be able to meet the projected growth in processing volume of at least 3 percent per year for a period of 3 years following the end of the warranty period with no additional cost to GERS.



B-2.5.3 Availability Requirements

The solution must provide for a system uptime of 98%, or near 24 hours a day, seven days a week, for all major functions proposed, excluding scheduled downtime or GERS-initiated scheduled downtime. Offeror must specify how availability is measured, under what conditions this guarantee will not be met, and the remedies available to GERS if it is not met.

B-2.6 SOFTWARE VERSION CONTROL

Software version control software must be provided. At a minimum, automated date/time stamping and labeling of various versions must be supported. The software version and configuration control tools and methodology must:

- Be an industry standard set of tools and methodologies and
- Be described and discussed in the offeror's proposal.

B-2.7 INTERFACE REQUIREMENTS

Interface requirements are discussed herein.

B-2.7.1 Remote Access

GERS believes that there will be no more than 5 remote access users accessing the system through the Internet.

B-2.7.2 Integration with External Entities

The new financial solution must interface with the following external entities:

- Banks and Credit Unions
- Vitech's V3 for the production of the retirement payroll. However, vendors should note that the proposed system must be capable of printing the retiree payroll within GERS and is a desired outcome of this project.

Currently all of the interfaces consist of manual reports.

B-3 Project Management-Related Requirements

In addition to the business and technology requirements specified, GERS has identified several project management-related areas that are of importance in selecting an offeror. These requirements have been accumulated under a single heading — Project Management-Related Required Services and Deliverables. The intent of this section is to inform the offeror of its responsibilities and the expectations for its conduct over the duration of its relationship with GERS in the following areas:

- Project management
- Assisting GERS staff and users
- Standard project management deliverables



- Process and organizational change recommendations and transition management
- Data
- Project staffing
- Documentation
- Training and knowledge transfer
- Testing
- Offeror Transition and Support.

B-3.1 PROJECT MANAGEMENT

GERS expects the offeror to be competent in project management skills and considers this a key attribute of both selection of a solution provider and a key element of success. The offeror's approach to project management must ensure that:

- Project planning is part of normal daily activities
- Resource planning occurs in conjunction with GERS management
- There is an established path for escalation of project issues
- Risk management is included as part of the normal process
- Project management is able to provide reports to GERS business units and management on the progress against project objectives, to ensure continued project support
- The project plan is organized in a phased approach that provides achievable and demonstrable milestones and deliverables. The engagement should be managed to meet specific milestones with an established method of reporting project status.

B-3.1.1 Relationship

The nature of the relationship will be key to the success of the project. To address this issue, the proposed solution and approach must ensure that:

- The offeror has a demonstrated ability to understand and deliver realistic mission-critical systems
- There is a high degree of cooperation between GERS and the offeror
- The offeror can provide technical leadership and has the courage to suggest innovative solutions and take advantage of opportunities as they present themselves
- The offeror understands the aggressive nature of the schedule and will take ownership of tasks in a proactive manner
- The offeror understands the vision for GERS and is able to align the offeror's capabilities with GERS' needs
- The relationship is not an opportunity to sell untried offeror offerings that may place GERS at risk in meeting its business objectives.



B-3.1.2 Project Oversight

The offeror will report to the GERS Project Manager, who will be a GERS staff member dedicated to this project. The offeror will report project status as described in Section B-3.2.2.

B-3.1.3 Four Party Relationship

All offerors must understand and acknowledge in their proposals that the project is a four-party relationship between GERS, the offeror, a designated Oversight Project Manager / Quality Assurance (OPM/QA) consultant, and Vitech. The OPM/QA consultant will assist GERS with: (1) assessing the project methodologies, planning, and execution, (2) assessing implementation quality, and (3) evaluating quality and compliance of deliverables. The OPM/QA consultant will also assist GERS in developing and implementing the following project monitoring procedures:

- Project schedule monitoring
- Project scope monitoring
- Project budget monitoring
- Project quality assurance monitoring.

All written project materials (e.g., statements of work, project plans and schedules, design documents, test materials, training materials, form and letter templates) are to be provided directly to the OPM/QA consultant by the offeror, as well as to appropriate GERS staff for review and approval. The OPM/QA consultant will review all such materials and provide suggestions and comments in the same time frame and in the same manner as will GERS staff.

It is the offeror's responsibility, and not GERS', to deliver such project materials directly to the OPM/QA consultant. Nor is it the OPM/QA's responsibility to access the material from an internal e-mail system. This delivery to a third party may well require additional document preparation steps relative to the delivery to GERS staff. The deliveries will be made electronically via (Internet) e-mail. The documents being delivered must be complete, i.e., no "embedding" of documents using "shortcuts" will be accepted unless they can be opened after being transmitted through the Internet.

Therefore, offeror staff may be required to perform some document and file manipulation in order to accommodate the delivery to the OPM/QA consultant. This limitation may require additional planning and coordination on the part of the offeror to ensure that materials are delivered for review in a timely fashion. Offerors should plan to compress or "zip" all significant files. Offerors are cautioned to factor into their project-staffing plan any additional efforts related to delivery of project materials to OPM/QA consultant.

After contract execution at the project's inception, the offeror will be provided with e-mail addresses and distribution lists for submission of the various project materials.

Offerors must acknowledge in their proposals that it is their responsibility to provide all such written project materials to the OPM/QA consultant via e-mail as described above (as well as to GERS staff).

The OPM/QA consultant will be bound to reasonable commercial terms of confidentiality protecting the confidential or proprietary information of offeror and its subcontractors. As such, no material will be limited in its distribution and/or restricted from review and discussion with such a consultant.



B-3.1.4 Multiple Products, Services and Methodologies

It is essential that the offeror understand that GERS is seeking more than just a “software reseller” company. Mature software product development skills and experience are a necessary, but far from sufficient, qualification. GERS understands that each offeror has (or should have) a methodology for developing and deploying its particular (retirement) solution, but GERS is seeking a solution comprised of more than just those tasks and items identified in the offeror’s development methodology. In order to deliver the broad, integrated solution that GERS seeks, the offeror must have experience with, and methodologies to address, numerous other disciplines such as procedure document development, training, and activity tracking analysis, in addition to financial industry knowledge. Offeror proposals must provide evidence of a mature, proven methodology in each of these other critical areas of the project.

Therefore, the offeror’s proposal must address not only the standard system development methodology referenced above. It must also provide a detailed discussion of the methodology that will be employed in each of the following areas:

- Project management
- Project scheduling
- Process change (Business Process Reengineering)
- Data conversion and bridging
- Data cleansing
- Configuration management
- Risk management
- Project Communication
- Project change control
- Problem incident reporting
- Training
- Testing

During the course of the project, the offeror will be expected to deliver and support all products and services described in the RFP – not just those steps described in its standard system development and deployment process.

B-3.2 STANDARD PROJECT MANAGEMENT DELIVERABLES

GERS understands that offerors will bring to the project their own project methodologies and standard deliverables. However, GERS has identified a set of project deliverables that the offeror must provide. They are described and defined in detail in the following subsections.

B-3.2.1 Requirements Traceability Matrix

To assist GERS in tracking all project requirements and deliverables, a Requirements Traceability matrix or reasonable equivalent will be initially prepared by GERS, then completed and regularly maintained by



the offeror. This section discusses the purpose of and detailed requirements for the Requirements Traceability matrix.

The offeror will be responsible for tracking and matching project requirements, not only from the RFP (and associated amendments, questions and answers, offeror's proposal and any amendments thereto) to the design definition, but also through the requirement definition, design, and implementation activities. At any time, should GERS question how a particular requirement expressed in the RFP / procurement cycle will be addressed in the new system, the offeror must be able to demonstrate how that requirement was carried forward from the RFP into the proposal, the requirements definition, the system design, and eventually the final implementation.

B-3.2.2 Weekly Status Reports and Project Status Meetings

The offeror will be required to submit written weekly status reports and to facilitate weekly project status meetings. The status reports must include separate sections that cover all parallel parts, phases, or aspects that were in progress or had been completed during the reporting period or that will be begun during the next reporting period.

The status reports must be available to the GERS Project Manager by 5:00 PM Monday of the week following the reporting period. The weekly reporting period ends at close of business each Friday.

The final format of the status report will be mutually agreed upon between GERS and the offeror within thirty (30) days of the project start date. Offerors should include samples of previously used status reports on other similar projects.

B-3.2.3 Executive Level Reporting

In addition to detailed project status reports, the offeror will be required to produce a monthly executive level report presenting project summary information targeted at an executive audience (e.g., project sponsors, the Board of Trustees). This report should provide a succinct monthly summary of the project's status against key indicators and furnish decision makers with an analysis tool and communication vehicle for proactive planning and risk mitigation. The objective is to keep executives and sponsors aware of the project's status in order to enable prompt decision making aimed at restoring the project's health when problems develop – e.g., decisions to enlist additional resources, appropriate additional funds, and/or adjust the project's scope.

The report should provide information for each of the key project indicators, i.e.,:

- Milestones (schedule)
- Budget
- Scope
- Risk
- Quality (test results).

Such reports are frequently characterized as 'dashboard' or 'critical success factor' reports. Samples should be included in the offeror's proposal.



B-3.2.4 Monthly Steering Committee Meeting

Successful projects require constant communication among all parties and well defined structures for maintaining control, reviewing progress, settling disagreements or amending the project based on exigent circumstances. The Steering Committee meeting represents an opportunity to bring together the major stakeholders on a regular basis to accomplish, among other things, the following:

- To monitor the progress of the project as it relates to the overall project work plan
- To facilitate the resolution of disputes or provide additional clarification of issues at the highest level
- To encourage collaboration among all of the participants by reminding them that the project enjoys support at the highest levels within the organization.

Meetings of the GERS Steering Committee will be scheduled on a monthly basis. The offeror's Project Manager, and other offeror senior staff as appropriate, will be required to attend each of these meetings.

As requested by the GERS Project Manager, the offeror's Project Manager may occasionally be required to deliver a presentation on pertinent topics at the Steering Committee or Board meeting.

Prior to each Steering Committee meeting, the offeror's Project Manager will meet with the GERS Project Manager and others as deemed appropriate by the GERS Project Manager in order to develop the meeting agenda.

No later than two business days after each Steering Committee meeting, minutes of the meeting will be prepared and distributed to all meeting participants and all other project participants who are affected by the meeting's outcome.

B-3.2.5 Requirements Analysis

Offerors are to take note that GERS considers it essential that key resources within the accounting group, which use the legacy system, will be actively engaged in the GAP analysis – since they are knowledgeable in many areas about both the “as is” current environment and the desired “to be” environment. This participation must be carefully scheduled.

B-3.2.6 Change Orders, Change Control and Reporting

This section includes requirements pertaining to change control, change reporting, and the management of the integration of changes over the course of the project.

Changes may incur additional costs and possibly delays relative to the project schedule. The GERS Project Manager will provide all such change requests in writing to the offeror's Project Manager. The offeror's Project Manager will respond to such change requests with a written proposal for completing the change. The offeror's proposal for implementing the change – i.e., the change order – must be delivered to GERS by the offeror within ten (10) business days of the offeror's receipt of the written request for the change. The change order must define the effort involved in implementing the change, the total cost of implementing the change (if any), and the effect, if any, of implementing the change on all pertinent project schedules.



B-3.2.7 Problem Incident Reports

Offerors must provide evidence in their proposals that they have in place and will utilize an automated and demonstrable problem incident reporting (PIR) system for managing and facilitating test-related activities as well as production problems.

The desired summary / reporting mechanism should be in a row-and-column format. It should summarize current and “phase-to-date” PIRs and include graphics capabilities showing trends in problem incident reporting and resolution, as well as the existing backlog of PIRs at any point in time and amount of time (maximum, minimum, average) to close out and correct PIRs.

A detailed listing of the information of interest (not just a summary total), must be made available in printed format.

The offeror will provide training to appropriate GERS staff as necessary to facilitate their use and understanding of the PIR system. No user testing will proceed until the PIR approach has been presented to, reviewed by, and accepted by GERS.

In addition, the offeror will be required to implement a methodology for classifying PIRs. Such methodology should include conducting joint meetings with GERS (at mutually agreed to intervals) to determine the classification of PIRs. Offerors must fully describe their methodology for classifying PIRs in their proposals.

B-3.3 DATA SECURITY

The security of GERS' data must be paramount throughout the execution of this project. GERS recognizes that access to the real data will be necessary for both data conversion and for debugging of any problematic calculations; however, the risk of loss or inappropriate use of data or other such abuses is high. Therefore, we require that the offeror provide a discussion in its response regarding how it proposes to manage the security of GERS' data during the project implementation. That response should eventually be incorporated into the Security.

No data is to be removed from GERS' premises. The offeror must describe in detail the processes and safeguards that will be utilized to safeguard GERS data. GERS recognizes that this may pose challenges for vendors during data cleansing and data conversion but regards its concern for the security of member data to take precedence.

B-3.4 DATA CONVERSION AND BRIDGING

GERS understands that a critical component of the project is the accurate and complete conversion of legacy system data to the new environment. GERS expects 3 full years of data to be converted to the new system environment.

B-3.4.1.1 DATA CONVERSION AND BRIDGING PLAN

The offeror must create a data conversion plan that establishes the conversion environment and outlines strategies for both the automated and manual conversion of data for the new solution.



The offeror will map legacy data to the new solution and design the data conversion file extracts from the legacy system, based on file formats defined collaboratively by the offeror and GERS. The offeror will have no responsibilities for manual corrections to legacy system data.

As part of the conversion plan, the offeror must include plans for testing the conversion process, including full reconciliation and balancing procedures for ensuring that all legacy system data was correctly converted and loaded.

In addition, GERS requires that the implementation be accomplished in distinct implementation phases as described in Section A-2.2.3. Thus, not only data conversion, but also data bridging (the regular, periodic “synchronizing” of data between the old and new environments during the period when both environments will be in use), are crucial activities in assuring a successful implementation.

B-3.4.1.2 DATA CONVERSION AND BRIDGING STRATEGY AND METHODOLOGY

Offerors must demonstrate in their proposals that they have in place a strategy and methodology for data conversion and bridging that is comparable to and compatible with their methodology for the design and development of the financial solution.

Therefore, offerors are to include in their proposals their proposed strategy and methodology for data conversion and bridging.

B-3.5 PROJECT STAFFING

The offeror must include in its proposal a preliminary project staffing plan. This plan must lay out the reporting structure of the offeror’s team that will be assigned to the effort and illustrate how this reporting structure fits into the offeror’s overall organizational structure.

The staffing plan must include estimates of the manpower loading of project phases, broken out by staff category (including but not limited to managers, supervisors, analysts, programmers, users, trainers, and subject matter experts), differentiated by offeror (prime contractor) staff, subcontractor staff, and GERS staff. In a second presentation, manpower loading must be estimated by staff category by month for the duration of the project. The staffing plan is to include appropriate totals so that GERS can identify total hours to be expended, per phase and for the entire project, by offeror staff and (separately) by GERS staff – i.e., subtotaled by offeror and by GERS and totaled across the project.

B-3.6 DOCUMENTATION

As a goal, the system provided by the offeror should be so easy to use, so self-explanatory, so intuitive that little or no documentation is necessary. However, laudable as that goal may be, GERS requires that the offeror provide two types of documentation for the new financial solution:

- User documentation, including electronic help
- System administration documentation including material for both business analysts who need to reconfigure a function and IT staff who need to reconfigure/maintain/support the system.

The required documentation is discussed in the sections that follow.



B-3.6.1 User Documentation

The most important piece of user documentation associated with the new solution is described below as the Work Process Manual. But that is not all of the user documentation that must be delivered as part of the system. Below GERS documents a minimal set of requirements for user-oriented documentation for the new solution.

B-3.6.1.1 WORK PROCESS MANUAL

To augment the user work process training effort, the offeror will be required to produce a hard copy Work Process Manual and a corresponding on-line help facility (see below) to assist the users in processing work with the new solution. The manual should be organized to correspond with the work processes for which each user is responsible. Planning for the manual and help facility should start at the beginning of the requirements definition effort. The manual must reflect the 'as built' nature of the system, and not the as defined or as designed. It must include an index as well as a table of contents.

In addition to documenting all steps to accomplish all of the processing of work, the Work Process Manual should make appropriate references to both automated and "manual" provisions designed to ensure the proper segregation of duties for internal security and control purposes. Examples include: ensuring that a user cannot update his or her own account, ensuring that account reconciliation is performed by someone other than the person responsible for general ledger postings, ensuring supervisor review of account reconciliations. While it is GERS' responsibility to implement the recommended segregation of duties, the offeror must develop the procedures and describe such segregation processes in terms of roles and work processes.

B-3.6.1.2 WORK PROCESS ON-LINE HELP FACILITY

The on-line help facility must reflect the 'as-built' nature of the system, and not the as-defined or as-designed. The on-line help facility envisioned by GERS should operate much like Microsoft Word's Word Help with its "Search for:" help assistance. A field should be provided near the top of each system screen into which the user can enter a question (e.g., "How do I reprint a member's annual statement?") or a series of key words (e.g., "annual statement reprint"). The help facility should respond with a list of likely work processes / sub-processes from which the user can select. When the user selects an item from the list, the appropriate excerpt from the Work Process Manual should be displayed.

B-3.6.1.3 DELIVERY OF WORK PROCESS MANUAL AND ON-LINE HELP

Both the Work Process Manual and the on-line help facility must be delivered in final draft form at least three weeks prior to the time of each functional cutover. GERS will review the material and respond with comments and corrections in timely fashion. Upon receipt of those comments, at least one week prior to cutover, the corrected material, accompanied by an addendum describing all changes that have occurred since the distribution of the original deliverables, must be provided.

B-3.6.2 Administrative and System Documentation

The sections below define the documentation required for system administrators, those who will reconfigure components of the solution and those who will support it.

B-3.6.2.1 GENERAL SYSTEM ADMINISTRATION DOCUMENTATION

System documentation that must be provided includes but is by no means limited to:



- Backup and recovery procedures (complete with recommended schedule)
- Error code descriptions accompanied by a discussion of how to work around or recover from the particular error condition.

B-3.6.2.2 GENERAL SYSTEM CONFIGURATION DOCUMENTATION

System configuration documentation that must be provided includes but is by no means limited to:

- Documentation on aspects of the system that are configurable and system system-specific (e.g., frequency of backups).

B-3.6.2.3 SYSTEM MAINTENANCE AND OPERATIONS DOCUMENTATION

The Offeror is required to provide both hard and electronic copies of all documentation required by GERS operation staff to maintain and operate the system following the turn-over of the responsibility of those operations from the offeror staff to the GERS.

B-3.7 TRAINING AND KNOWLEDGE TRANSFER

The offeror will provide comprehensive training, addressing the respective training needs of:

- GERS users (GERS staff and managers), both those individuals involved in User Acceptance Testing (UAT) and the general user population
- GERS technical staff

The format of the training to be provided to both GERS groups (users and technical staff) must include, in addition to classroom instruction, training workshops / laboratories that offer participants hands-on experience with all of the facets of the new solution pertaining to their job duties.

Training to be provided to the employers may consist of classroom training or Web-based training.

On-site training is to be provided by the offeror in all aspects of the new system. All trainers are to be certified as trainers of the software solution product(s) on which GERS staff is being trained. This training can be accomplished by offeror staff or subcontractor staff.

Although GERS recognizes that subcontractors will provide some training services, the offeror (prime contractor) will be solely responsible for the quality and timely completion of all training activities.

The following subsections define the specific training requirements for users versus technical staff versus employers.

B-3.7.1 User Training

Offerors may assume that GERS staff is experienced with the Microsoft Windows environment and, thus, will require no training in basic Windows operation.

Topics to be addressed in the user training program include, at a minimum, those items listed below:

- With respect to the new system's functional capabilities:



- ✓ This training must be focused on educating the users in how to accomplish their job duties, i.e., which processes / sub-processes apply to the user's particular job responsibilities and how to invoke and execute those processes and sub-processes
 - ✓ This level of training is distinct and separate from training in user procedures (menus, windows, screens, radio buttons, etc.) defined below
 - ✓ It includes training in the use of the Work Process Manual and help facility discussed in Section B-3.6.1.1, and encompasses all manual as well as automated processes
 - ✓ Where appropriate, this training also indicates where processing that previously was done manually (or with an access database or excel spreadsheet) is now done as a part of the actual financial solution. This will help wean users from the use of their former "outside the system" tools
- User procedures (including but not limited to navigating menus and screens, entering data, queries, and "short-cuts" / "hot keys")
 - User system administration (including but not limited to system functional access and system-wide parameters)
 - User maintenance of date sensitive parameters, variables, and coefficients used in the system
 - All applicable balancing and reconciliation processes involved in bridging and/or converting data
 - Use of the various documentation deliverables, including on-line help and error messages
 - Query language(s)
 - Report writer products
 - Internet access capability.

B-3.7.2 IT Staff Training

GERS has chosen to include in this section the training on all aspects of the offeror's proposed solution that are not included in the user training specified in the previous section (Section B-3.7.1).

Topics to be addressed in the technical staff training program include, at a minimum, those items listed below:

- All applications software, whether packaged or customized
- Hardware operations
- Operating system level software
- Systems administration
- Troubleshooting and fault isolation
- Query language(s)
- Report writer products
- Tools and techniques that will be employed in maintaining the applications software
- Data base management system



- Remote access capability.

Training in both the use and the administration of software tools is required. It is desired that this training be provided on-site in the GERS training room. However, if such training is only available through a certified trainer outside of the area, then the offeror will bear the cost of such trips by GERS staff. Offerors must disclose such costs, if any, in the proposal.

B-3.8 TESTING

GERS expects a comprehensive testing process to be in place and utilized to determine whether the solution delivered satisfactorily addresses the requirements defined in the RFP as confirmed or revised during requirements definition.

B-3.8.1 Scope of Testing

GERS is concerned as to the adequacy of the *scope* of testing of the financial application. However, **at a minimum**, the offeror is responsible for designing test plans and specific test cases and developing all test materials necessary to exercise and validate each and every line item in the spreadsheet of the Requirements Traceability Matrix.

In its proposal, the offeror is to state its commitment to design test cases and develop all related test materials necessary to validate, at a minimum, each and every line item in the Requirements Traceability Matrix. GERS welcomes discussion of any additional line of business application testing being proposed by the offeror.

Thus the offeror is to develop and deliver a test plan and test materials for all functionality to be delivered to GERS – regardless of its origin, i.e., baseline product, modification to a baseline product, or custom function.

B-3.8.2 Offeror Acceptance Testing

The Offeror Acceptance Test will demonstrate the successful testing and operation of the system by the offeror, ensuring that the new financial solution is functioning and processing data correctly and ready for GERS User Acceptance Testing (UAT).

Furthermore, OAT includes continuous regression testing of the implemented solution to ensure that all subsequent fixes and changes to the system do not break things which worked prior to the implementation of those changes. Offeror Acceptance Testing must be performed for each functional rollout phase of the project.

In fulfilling this responsibility, the offeror must provide an internal, independent group to conduct offeror unit, integration and system testing before functionality is delivered to GERS for UAT.

The following subsections set forth specific requirements relating to the offeror's unit testing, integration testing, system testing and regression testing.

B-3.8.2.1 UNIT TESTING

Unit testing will be performed by the offeror for each functional rollout phase of the project. Certification that the offeror's test team has successfully completed all unit tests must be delivered to GERS prior to



the commencement of Offeror Acceptance Testing (OAT). Note that it is not necessary to indicate the name of each module that has been unit-tested, merely, that unit testing has been completed.

B-3.8.2.2 INTEGRATION TESTING

Integration testing will be performed by the offeror for each functional rollout phase of the project. Certification that the offeror's test team has successfully completed all integration tests must be delivered to GERS prior to the commencement of Offeror Acceptance Testing (OAT).

B-3.8.2.3 SYSTEM TESTING

System testing will be performed by the offeror for each functional rollout phase of the project. System testing will be performed on one of the environments installed at the GERS. System testing should include end-to-end testing of the system to ensure that when GERS executes the UAT scripts and processes there will be no unexpected errors or other deficiencies. In addition, system testing includes the performance- and backup and recovery-testing outlined in subsequent sections.

Certification that the offeror's test team has successfully completed all system (including the pass through the UAT testing) tests must be delivered to GERS prior to the commencement of Offeror Acceptance Testing (OAT).

B-3.8.2.4 PERFORMANCE TESTING

Offerors must demonstrate via a performance benchmark test to be conducted as mutually agreed to between the offeror and GERS that the proposed solution will meet all agreed upon performance criteria.

As such, offerors must ensure response time averaging two (2) seconds or better, and never more than three (3) second response time, for all on-line activities. Response time is defined as the amount of time between pressing the RETURN or ENTER key or depressing a mouse button and receiving a data-driven response on the screen, i.e., not just a message or indicator that a response is forthcoming. **For this purpose, response time will be measured on a PC permanently connected directly to a private LAN segment – in order to eliminate any issues that could be attributable to GERS' LAN traffic, or other software that may be running on users' workstations over the LAN, or other similar issues.**

The required performance benchmark test must include:

- Stress testing
- Volume testing

The performance test must:

- Be described in detail in the offeror's proposal
- Be conducted as a condition of acceptance of the full system.

B-3.8.2.5 BACKUP AND RECOVERY TESTING

Offerors must agree in their proposals to conduct a backup/recovery test to confirm that a full system backup of the financial solution can be completed within four (4) hours – and that a complete system



restore of the financial solution can be accomplished in eight (8) hours. The complete backup/recovery tests will be repeated for each functional rollout of the new solution.

During any backup/recovery test, should the offeror fail to demonstrate that a full backup and a full restore can each be completed within the specified four-hour window, the offeror must agree that it will, at its own expense, take the steps necessary to enable the system to consistently meet the four-hour backup/recovery requirement.

B-3.8.3 Criteria for Final Cutover

The offeror must certify in writing, signed by both the offeror's project manager and the offeror's test director (an individual separate and apart from the development staff, charged only with test and quality assurance responsibility), that the following criteria have been met prior to the cutover to the "live" processing for each functional rollout of the new system:

- Successful GERS execution of all User Acceptance Testing:
 - ✓ Successful execution of all Business Process Testing
 - ✓ Successful execution of full Life Cycle Testing
 - ✓ Successful execution of Reporting Testing
- Successful offeror execution of all Offeror Acceptance Testing:
 - ✓ Successful execution of a full Regression test
 - ✓ Successful execution of complete system testing
 - ✓ Successful execution of a full stress test cycle
 - ✓ Successful execution of full integration test
 - ✓ Successful benchmark test
 - ✓ Successful test and execution of all failover, backup and recovery operations
 - ✓ Successful test of application, data, and infrastructure security
- Successful reconciliation of all client checking accounts (including confirmation of the accuracy of the outstanding checks report), using the reconciliation procedures delivered by the offeror, the reconciliation process must include "manually" generated checks
- Successful reconciliation of general ledger account balances using the reconciliation procedures delivered by the offeror, at least once every two weeks during UAT
- Successful reconciliation of the calendar year general ledger and the fiscal year general ledger, using the reconciliation procedures delivered by the offeror
- Successful reconciliation of administrative and benefit payroll to that of the preceding pay period.

In addition, there must be no critical PIRs outstanding and no more than 10 non-critical PIRs outstanding.

B-3.9 OFFEROR TRANSITION SUPPORT DURING CUTOVER

The transition from the current financial processes to those in each phase and each system module must be planned and managed by the offeror. Having implemented their solution in other locations and with other clients, the offeror understands that having received GERS' approval of the UAT phase of testing is just one milestone in GERS' transition into competent usage of the new financial solution.



The offeror is required in their response to detail the cutover support plans for the financial solution and for the specific modules.

B-4 Other Required Services and Deliverables

In addition to the business, technology and project management requirements specified, GERS has identified several additional areas that are of importance in selecting an offeror. These requirements have been accumulated under a single heading — Other Required Services and Deliverables. The intent of this section is to inform the offeror of its responsibilities and the expectations for its conduct over the duration of its relationship with GERS in the following areas:

- Disaster recovery planning
- Warranty and support
- Miscellaneous.

B-4.1 DISASTER RECOVERY PLAN (DRP)

The offeror will be required to produce a detailed, comprehensive Disaster Recovery Plan (DRP).

The purpose of the DRP is to:

- Assist GERS in accomplishing a speedy, orderly return to normal production mode
- Ensure that one of GERS' primary goals, "getting the checks out on-time", is fully supported.

The DRP will address all aspects of the new solution, including but not necessarily limited to:

- Operating system-level software
- Applications software
- Data
- Backup and restore procedures
- Activity Tracking
- Procedures (both end-user and computer-related).

The DRP document must include a systems and software configuration inventory that will form the basis for system replacement in the event of a disaster. It will include actions to be taken:

- In the event any single component of the new solution is out-of-service
- In the event of a "major" disaster that disables most of or all GERS' processing capabilities
- To restore normal operations once the disaster situation has been resolved.

It will address both the actions that need to be taken to resolve the emergency situation and restore normal operations, and the alternative procedures that will be observed by system users to continue day-to-day



business transactions (albeit in a degraded mode) while the resolution effort is in progress. Disaster recovery team members will be identified and their roles will be defined.

B-4.2 WARRANTY AND SUPPORT

The sections that follow provide discussion of the various aspects of warranty and support that are required of the offeror.

B-4.2.1 Financial Application Warranty

With regard to the financial solution the offeror must warranty that it will operate, in its entirety, in accordance with the RFP's requirements and the specifications approved by GERS, for twelve months after final turnover and acceptance of the last phase of the project. The cost for this warranty should be included in the offeror's cost proposal and be so identified. This implies a longer warranty period for portions delivered earlier in the project. If a component of the financial solution has a version upgrade, the offeror shall be responsible for upgrading such component without any additional cost to GERS.

B-4.2.1.1 STATUTORY AND REGULATORY CHANGES

For statutory and regulatory changes that have been necessitated by any federal government agency, board of review, federal statute, federal directive or required by GAAP, and GASB standards (including but not limited to IRS, Department of Labor, Department of the Treasury, and ERISA) from the point of contract award through the end of the warranty period, including changes in the federal tax withholding tables, GERS will not be charged. Rather, this functionality will be provided to GERS at no additional cost. Following the warranty period, such changes will be provided to GERS for as long as GERS maintains a support arrangement with the offeror. The annual software license and maintenance fee or other such fee will be included in the offeror's cost proposal and so identified.

B-4.2.1.2 LIMITATIONS

In Section A-1.6 (Warranty Limitations) of their technical proposals, offerors must identify any and all limitations and constraints with respect to software maintenance and warranty. They must be explained in terms of risk, change control, and cost implication. If the offeror does not identify such limitations and constraints and if they are not all included in the single, appropriately labeled section, then warranty and maintenance protection afforded GERS, and its associated costs, will be as described above without limitation or constraint.

B-4.3 HARDWARE / SOFTWARE SUPPORT

For every hardware component and software license that will be delivered under the contract, offerors must include in their technical and cost proposals, as part of the procurement's mandatory requirements, guaranteed on-site maintenance support during the Principal Period of Maintenance (PPM) for the continuous period beginning on the date of acquisition of the component and ending twelve months after final turnover and acceptance of the last phase of the project. For this purpose, PPM is defined as 7:00 AM through 6:00 PM, Monday through Friday, local GERS time, except GERS holidays. Acquisition of a component (whether hardware or software) is defined as delivery, setup, installation, testing, configuration, and written acceptance by GERS.

For all hardware components, the service provider must guarantee on-site response within one-half business day from the receipt of the request. Further, the offeror must commit to:



- Returning the system, at a minimum, to degraded mode within four (4) hours.
- Returning the system to full service within one business day.

Although GERS recognizes that manufacturers differ in their definitions of the terms “warranty” and “maintenance”, that difference is immaterial to the requirements stated in this section. It will be the offeror’s responsibility to track the expiration of initial warranties and to obtain extended maintenance coverage as necessary to fulfill the GERS requirements for on-site support through the end of the twelve-month warranty period following final turnover and acceptance.

Further, it is likely that some industry support contracts must be renewed for a full year, which implies, for example, that a component acquired nine months prior to final turnover and acceptance, may be subject to (maintenance contract) renewal three months after final turnover and acceptance. In this particular case, the contractor would be required to pay for coverage through fifteen months after final turnover and acceptance in order to meet the minimum requirement for twelve months of coverage beyond the end of the project. Based on the work plan submitted, offerors must factor such additional costs into their cost proposals.

The cost to be quoted by the offeror for satisfying the requirements of this section will depend directly on the length of the project as estimated by the offeror in its work plan. Therefore, if completion of the project is delayed relative to the work plan, the cost to the offeror of satisfying maintenance requirements will increase. If the delay is caused by the offeror’s failure to meet project deadlines or any other action, or failure to act, on the part of the offeror, the increased cost of maintenance support will be borne by the offeror. If the delay is caused by GERS actions (e.g., significant new requirements introduced during the course of the project or major GERS-desired schedule changes), the increased cost of maintenance support will be handled through standard project change control procedures, subject to the provisions of Section B-3.2.6.

In their response to this section in the technical proposal, offerors are to describe the support they will provide, confirm their acceptance of the requirements stated in this section, and list all of the vendors / service providers who will provide the actual warranty and maintenance support for all hardware and software.



PART C PROPOSAL FORMAT AND EVALUATION



C-1 Format of Offeror Proposals

This section sets forth the format that must be followed by offerors in developing their proposals in response to this RFP. Proposals that vary from this prescribed format are subject to being judged non-compliant and withdrawn from consideration.

The offeror must understand that GERS will view the degree of compliance with this section as an indication of the degree of cooperation to be expected from the contractor in working with GERS after contract award. GERS' request in this vein is not arbitrary; rather it is designed to enable the evaluation team to compare, in as straightforward a manner as possible, the contents of all proposals. Thus, it is in the offeror's best interest to organize its proposal as described below.

Offerors are to submit separately bound and separately packaged Technical and Cost Proposals. No cost information is to be included in the Technical Proposal – with the single exception of Section 1.5, Exceptions, in which it is permissible for offerors to include relative or differential cost information (i.e., percentages are acceptable; hard dollar amounts are not). Please refer to the discussion under 1.5 Exceptions, below.

The proposals are to be prepared on standard 8½" x 11" white paper. All proposals are to be in single-column format and page-numbered from first page to last, with the permitted exception of attachments to the proposal. A Table of Contents must be included. Foldouts containing charts, spreadsheets, and other necessary supporting documentation are permissible, but must be held to a minimum. The pages must be placed in a binder with tabs separating the major sections outlined below. Figures and tables must be numbered and referenced in the text by that number.

The following information must appear on the title page of each copy of both the Technical and Cost Proposal:

Virgin Islands Government Employees' Retirement System (GERS) Technical or Cost Proposal for [Financial Accounting Replacement System Solution] Federal Tax ID Number: _____ Dun and Bradstreet No.: _____ Closing date and time for submission of proposals: _____ [Name, title, address, voice, and fax telephone numbers of organization submitting proposal] Signature _____

An individual authorized to bind the respondents to its provisions must sign proposals. The proposal must remain valid for at least one hundred eighty (180) days from the proposal receipt deadline.

Offerors must provide the following number and type of submissions when submitting their proposals:



- Ten (10) originals (marked as original) of the Technical Proposal.
- Ten (10) originals (marked as original) of the Cost Proposal.
- Two (2) CDs of the Technical Proposal; in Microsoft Word and/or Excel format – one folder containing technical proposal as submitted and another folder containing technical proposal with confidential information redacted or removed and in PDF format (refer to Section D-11 for provisions relating to confidential proposal material).
- Two (2) CDs of the Cost Proposal; in Microsoft Word and/or Excel format – one folder containing cost proposal as submitted and another folder containing cost proposal in PDF format (refer to Section D-11 for provisions relating to confidential proposal material).

All printed copies of proposals and the electronic version provided on CDs must be clearly labeled so as to be easily identifiable with the offeror's submission. The Word and Excel files must be provided in an "unlocked" form that will allow GERS to edit, insert comments, "cut-and-paste" and annotate the documents and spreadsheets with comments and revisions during its evaluation. Finally, we point out that GERS' internal review of the electronic version of the response is greatly facilitated if the proposal is a single MS Word document.

GERS recognizes that offerors may wish to copy the required cost spreadsheets into their cost proposals in picture format (to ensure that bid information cannot be altered). While this approach is acceptable, the offeror must also provide the source Excel spreadsheets (unprotected) as .xls files on the CDs containing the cost proposal.

C-1.1 TECHNICAL PROPOSAL FORMAT

The organization and content of the offeror's Technical Proposal must conform to the outline set forth below. Section numbering of the offeror's proposal must agree with the outline. Following the outline is a description of the information that must be included in each section of the proposal.

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Specific contents to be included in each section of the offeror's proposal are discussed in detail below.

Table of Contents

Each page of the proposal must be numbered (with the possible exception of pre-printed material included in attachments), and each section heading must appear in the proposal Table of Contents.

Proposal Letter

The Proposal Letter must be included and must be signed by a person authorized to legally bind the company. **Failure to include this signed proposal letter may result in needless delays.**

PART A Offeror Information

A-1 General Information

A-1.1 Offeror Certifications and Affirmations

In this section, the offeror must include the following statements of affirmation:



- A statement regarding the offeror's legal structure (e.g., a LLC, a corporation), Federal tax identification number, and principal place of business
- A list of the people who prepared the offeror's proposal, including their titles
- The name, phone number, and fax number of a contact person who has authority to answer questions regarding the offeror's proposal
- A list of all subcontractors, if any, that the offeror will use on the project if the offeror is selected to do the work – for each proposed subcontractor, the offeror must include (in Attachment 13 of the technical proposal) a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following information included in the letter:
 - ✓ The subcontractor's legal status, tax identification number, and principal place of business address
 - ✓ The name and phone number of someone who is authorized to legally bind the subcontractor to contractual obligations
 - ✓ A description of the work the subcontractor will do
 - ✓ A commitment to do the work if the offeror is selected
 - ✓ A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP
- A statement indicating the proposed Project Manager is an employee of the prime contractor
- A statement affirming the offeror's commitment to develop a full set of all of the rules, regulations, procedures, and practices that need to be accommodated in the new solution (refer to Section B-1 for additional information)
- Affirmation of the offeror's responsibility for the life of the contract for all contractual activities, products, and deliverables offered in the proposal whether or not that contractor directly performs or provides them. This includes providing an overall project plan and for each functional rollout phase, the detailed requirements definition, all necessary hardware and software components (if those options are authorized), including fully integrated Activity Tracking capabilities, an Financial solution, system integration services, enablement of all interfaces described in this RFP, test preparation and execution (including training and assisting GERS with its testing responsibilities) of all elements of the offeror's solution (not just customized elements), data conversion, training for users, employers, and IT staff, documentation, process change recommendations, organizational recommendations, and implementation of any other proposed technologies, as well as first-line problem resolution.
- Affirmation that the offeror's organization is the prime contractor and the primary point of contact with regard to contractual matters. The offeror must confirm that should any third party provider go out of business or otherwise become unable to fulfill its contractual obligations to GERS with respect to this procurement, then the offeror (prime contractor) will guarantee delivery of the same or equivalent products and services at the contractually agreed upon price.
- Affirmation that the offeror has reviewed the "Current 'As Is' Business Functionality," as provided in the RFP.
- Affirmation that all requirements expressed in this RFP must be met by the solution implemented by the offeror unless an explicit written agreement to delete one or more of the RFP's provisions is signed by both GERS and the offeror.



- Identification of any contact that the offeror, a lobbyist, or any other third party which has been retained by the offeror in any manner has had with GERS staff, GERS Board members, US Virgin Islands legislators, the office of the Governor of the Virgin Islands, or legislative or gubernatorial staff related to the procurement. In addition, describe the nature of the contact, the dates, and the substance thereof. Failure to do so accurately may be grounds for rejection of your proposal and/or cancellation of any subsequent contract.

The offeror must also include the following seven certifications:

1. Certification as to whether the offeror has ever had a contract terminated for default or cause. If so, the offeror must submit full details, including the other party's name, address, and telephone number.
2. Certification as to whether the offeror has ever been assessed any penalties in excess of five thousand dollars (\$5,000), including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity). If so, the offeror must provide complete details, including the name of the other organization, the reason for the penalty, and the penalty amount for each incident.
3. Certification as to whether a client has ever demanded payment of a performance bond or a bid bond of the offeror. If so, provide the name of the client, client contact information and an explanation of the circumstances.
4. Certification as to whether the offeror has ever been, or is currently, the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
5. Certification as to whether trading in the stock of the offering company has ever been suspended. If so, provide the date(s) and explanation(s).
6. Certification as to whether the offeror, any officer of the offeror, or any owner of a twenty percent (20%) interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
7. Certification as to whether the offeror, any officer of the offeror, any director of the offeror, or any owner with a twenty percent (20%) interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any of the last seven (7) certification items above is affirmative, the offeror must provide complete details about the matter. An affirmative answer to any of these items will not automatically disqualify an offeror from consideration. However, at the sole discretion of the evaluation committee, such an answer and a review of the background details may result in a rejection of the offeror's proposal. The committee will make this decision based on its determination of the seriousness of the matter, the matter's possible impact on the offeror's performance on this project, and the best interests of the Territory.

A-1.2 Statement of Understanding

In this section, the offeror must summarize its understanding of the requirements set forth in the RFP. The offeror may also reference, in general terms, projects it has successfully completed that met requirements similar to those of GERS.

A-1.3 High Level Deliverables

In this section of the proposal, the offeror must identify and briefly describe the high level deliverables to be provided to GERS over the course of the project. The offeror must make the commitment to include



all of the high level deliverables discussed in Section A-3.2 of the RFP. The offeror is encouraged to identify additional deliverables as it deems appropriate. In the cost proposal, the offeror will be required to allocate project costs against the high level project deliverables identified in this section.

A-1.4 Assumptions

In this section, the offeror must identify and discuss all assumptions it has made in preparing its technical and cost proposals. Further, the offeror must state that there are no further assumptions related to meeting requirements of the RFP other than those enumerated in this section of the proposal.

Please include any assumptions you have made with regard to facilities to be provided by GERS for office space and meeting / training rooms.

Any assumptions mentioned elsewhere in the offeror's proposal will not be valid unless they are also listed in this section.

In setting forth their assumptions, offerors should note the difference between "assumptions" and "exceptions" and take care that no **exceptions** to the RFP's requirements are included. Valid "assumptions" are suppositions made by the offeror about issues on which the RFP is silent. "Exceptions" are suppositions made by the offeror that contradict, or fail to conform with, one or more of the requirements stated in the RFP. Any items that are actually exceptions to the RFP's requirements, but misrepresented by the offeror as assumptions in Section A-1.4 of the proposal, will be treated as exceptions by GERS – and will, due to the misrepresentation, have a greater negative effect on the offeror's technical score than would be the case had the item been correctly classified by the offeror as an exception. (See A-1.5 Exceptions below for a discussion of how to set forth exceptions.)

A-1.5 Exceptions

In this section of the proposal, the offeror must affirm that it has read and understands the RFP, any RFP amendments issued, and the questions and answers provided during the bidders conference. The offeror must state in this section of the proposal any and all exceptions it takes with the technical / functional requirements set forth in the RFP and/or with any terms and conditions contained in the RFP relating to the ensuing contract. Only those exceptions identified in this single section of the proposal will be considered by GERS; any others "distributed" across the proposal will be superseded by the provisions of this RFP and will not be considered or honored by GERS.

For each exception listed in Section A-1.5 of the proposal, the offeror is required to propose at least one alternative that would still be acceptable to the offeror, as a potential vendor, and that the offeror reasonably believes will be acceptable to GERS. In other words, the offeror is required to be creative in addressing all exceptions by setting forth two alternative versions of each one (alternative A and B) in the hope that the offeror and GERS will more quickly arrive at a mutually acceptable compromise. The alternative versions of each offeror exception may take various forms – again, the offeror is being encouraged to apply creativity in order to accommodate legitimate offeror reservations in a fashion that will not lead GERS to reject the bid due to onerous exceptions.



A-1.6 Warranty Limitations

In this section of the proposal, the offeror must state any and all limitations and constraints with respect to software maintenance and warranty. They must be explained in terms of risk, change control, and cost implication. Only those limitations and constraints identified in this single section of the proposal will be considered by GERS; any others not included in the single, appropriately labeled section will not be considered or honored by GERS.

A-2.0 Offeror's Qualifications

This section (as described in detail below) shall include details on the experience of the offeror and offeror's recent clients having requirements similar to those of GERS.

A-2.1 Corporate Background

This is an introduction to the offeror's company: its history, scope of operations, organization, size, and any other relevant information about the company that the offeror desires to include.

In this section, the offeror must provide basic information about its organization, including the following:

- The name of the offeror and the location of its principal place of business and all other offices, including the location of the office which will perform work on behalf of GERS
- The names, titles and length of tenure of the top five officers of the company (or its subsidiary or operating division responsible for this project). For any whose time in the position is less than a year, provide the name of his or her predecessor and the reason for the change in position
- Any change in the ownership status of the company in the past three years (or any forthcoming change)
- The average number of employees over the past five years, the average number of full time employees, the average number of contract employees, and the average number of total employees (state explicitly the number of professional employees)
- Number of years in business
- Brief history of company, products, and services
- Company and product visions; must demonstrate commitment to product life and enhancement for at least eight years
- Industry innovations or best practices
- Number, nature and name of subsidiaries and operating divisions
- Where incorporated or otherwise legally established
- Representative client list
- Include a copy of any applicable CMM Level 3 or ISO9000 certifications.

The same information must be provided for all subcontractors or other third party providers of products or services.

In addition, for each subcontractor or other third party, the offeror's proposal must include:

- A description of all work to be subcontracted to and/or products to be provided by third parties.



- Descriptive information relating to the nature and duration of the previous relationship of all subcontractors and/or third parties with the prime contractor.
- Explanation of any existing contractual relationships between the prime and subcontractors, or among subcontractors.

Failure to identify subcontractors may be grounds for rejection of the proposal or, after award, cancellation of the contract.

A-2.2 Relevant Project Experience

The details of offeror's experience relevant to the project shall include a summary of the offeror's experience over the past three (3) years in implementing new, financial system solutions for multi-employer, defined benefit, public employee retirement systems. To meet GERS' minimum qualifications, the offeror must be able to cite five or more such previous public sector projects, at least three of which must be complete, i.e., in the warranty period or later. This section shall also include a discussion by the offeror regarding similarities between GERS and the client implementations cited.

A-2.2.1 Client References

Offerors should submit a list of at least three current and former (within the past five years) clients and describe the work performed for each, together with an analysis of the degree of similarity in the scope of the project GERS desires to that of the referenced client, the hardware configuration used, and the application systems produced. Indicate whether the client is a current client (i.e., one with whom a project is currently underway) or a former client (i.e., one for whom no work is being performed or whose project is in the warranty / maintenance period). For all references, include the site name, the name / title / phone / address of a client representative who is familiar with that work and may be contacted regarding the firm's qualifications and past performance, start and end dates of the contract, and the initial and final project cost, including all change orders. Provide a brief summary of the project including but not limited to business problem, scope, approach, and resources applied. In addition, provide for each reference a list of the major subcontractors that supported the project and a list of all offeror staff members proposed to GERS who also participated in the referenced client project.

Offerors are cautioned that the previous project experience being sought by GERS should be recent, but should not include projects only recently initiated. Ideally, the offeror can cite several references for projects that have been completed within the last three (3) years and at least one that began more than a year ago but remains in progress.

All references may be contacted by GERS to verify the offeror's claims. Offerors are advised to ensure that the contact person's telephone number is current and that each reference contact is willing to discuss the offeror's performance with the evaluation committee.

References must be for at least three (3) different projects, as similar as possible to the GERS project, and three (3) different individuals with knowledge of the offeror's performance on those respective projects. One (1) person with knowledge of several projects qualifies as only a single reference.

Offerors are encouraged to include more than three references if they wish. If subcontractors are being proposed, preference will be given to offerors who can cite multiple projects on which the offeror / subcontractor **team** being proposed to GERS previously collaborated.

Reference information should be provided by using the form on the following page. Replicate the form as necessary to provide profiles of all client references.



Government Employees' Retirement System of the Virgin Islands Financial Accounting Replacement System Project – Offeror Client Reference			
Reference #:	Offeror Name:		Project Name:
Client:		Client Address:	
Type of Organization:			
Client Phone:			
Contact Name:		Contact Address:	
Contact Title:			
Contact Phone:		Contact Email Address:	
Start Date:	End Date:	Initial Project Cost:	Final Project Cost:
Hardware Configuration:		Description of Application:	
Project Summary (business problem, scope, approach, resources applied):			
Major Subcontractors Supporting the Referenced Project – Subcontractors: Roles:			
Similarity to GERS Project:			
List all offeror staff members proposed to GERS who also supported the referenced project: Staff Member Name: Proposed Role for GERS: Role on Referenced Project:			



A-2.2.2 Presentations and Product Demonstrations

In this section, affirm the offeror's commitment to provide oral presentations and/or product demonstrations (led by the offeror-proposed Project Manager) at GERS' offices, if so requested by GERS, in response to Section A-1.6 of the RFP.

A-2.3 Financial Information

This section of the proposal must contain offeror's current and two previous years' audited financial statements, including consolidated balance sheets and income statements (statement of profit and loss). Failure to provide this information may be grounds for rejecting offeror's proposal. (The offeror's annual report to shareholders should be included as an attachment – see below.) The offeror must describe the trends of the last five years in revenues, employees, and profitability. If the offeror is a subsidiary of a larger corporation, financial information specific to the offeror is required. An overall corporate information package may also be submitted.

Identify any legal actions, lawsuits, arbitration or formal protests related to public employee retirement systems projects in which the offeror is currently involved as a defendant at the time the proposal is submitted. Additionally, identify any other such actions in which the offeror has been involved during the past five (5) years.

Any delisting of offeror's stock must be disclosed and described.

Any changes in corporate ownership, changes in CEO, CFO, or COO in the past 5 years or projected in the next 6 months must be described.

The offeror must inform GERS if any site used as a reference has a financial relationship with the offeror whereby the client may receive any sort of compensation, including but not limited to reduction in fees, commission, and/or credits based on references leading to sales of offeror's software, hardware, other products, or services.

The same financial information described above must be provided for any subcontractors and/or third parties proposed to participate in the project.

The offeror must summarize the percentage of its organization's current revenue that is derived from retirement system solution implementations (and, as a separate calculation, the percentage of revenue derived from retirement system consulting, actuarial engagements, and the like). Similar information must be provided for each of the previous two (2) years.

A-2.4 Offeror Staffing

In this section, the offeror must provide detailed descriptions of how the offeror's team experience will meet the project requirements. Include team members' resumes (as discussed below), tailored to highlight experience and skills specifically relevant to their role on this effort. This section of the proposal must include the qualifications of the project manager and staff to be assigned to accomplish this project.

The offeror must designate a single full-time project manager to represent and oversee the project. This person will serve as the focal and contact point for all business matters relating to the project. Additionally, in this section, confirm that the project manager will:



- Be responsible for timely completion of all phases of the project
- Be responsible for meeting all contractual requirements for the duration of the project
- Attend status, quality review and acceptance meetings as required and present status and progress reports on the project
- Remain assigned to the project full time through final cutover and acceptance by GERS.

The offeror must provide a list of all the key personnel, as defined in Section B-3.5 of the RFP, to be assigned to any part of the project. Offerors are encouraged to specifically identify additional project staff members if possible. Each staff member proposed shall be identified by title and by firm, as well as by project responsibilities and job functions and current client / home office location. The number of other personnel to be assigned shall be identified by job function and by firm.

GERS understands that the offeror may have one or more other proposals open and under consideration by other prospective clients and that offeror staff included in the GERS proposal may have been included in these other proposals. For any offeror resource so allocated, the offeror shall indicate in its proposal the role for which each such resource was assigned for each open proposal and the capacity (e.g., hours, % FTE) for which they have been proposed. In addition, the offeror will indicate what method it will use to resolve any conflict arising from the award of contracts competing for these resources.

Offerors shall also include the resumes of all key employees (project manager, lead analyst, and the other key staff), and any other proposed staff members who are identified by name in the proposal. Those resumes must describe in detail the employee's experience in similar efforts as well as past education and training. Each resume shall include as its first page a Resume Summary prepared by the offeror using the form provided on the following page. Each Resume Summary **must** include three (3) professional personal references for the particular staff member. These professional references must be provided by offeror client staff members, from three different clients. Professional references from within the offeror organization are **not** acceptable.

Offerors must also confirm in this section of the proposal their understanding that:

- Personnel whose names and resumes are submitted in the proposal shall not be removed from this project without prior approval of GERS. Substitute or additional personnel shall not be used for this project until a resume is received and approved by GERS.
- GERS shall have the right to request, and the contractor will comply with any such request, the removal of any offeror staff member from all work on this project immediately.
- The replacement for any staff member who is removed from or leaves the project for any reason must match or exceed the replaced staff member in terms of skill level and experience. Such replacements are subject to GERS approval/rejection at the time of the assignment as well as at any time during the 90 days after the replacement begins work on the project.



Form 2. Offeror Staff Resume Summary Form

Government Employees' Retirement System of the Virgin Islands Financial Accounting Replacement System Project – Resume Summary	
Staff Member Name:	
Proposed Role on GERS Project:	
Number of years of professional experience – Total: Retirement system: In role proposed for GERS project:	
Education (indicate institutions attended and degrees obtained):	
Professional Reference #1	
Client Name and Address:	Project Title:
	Staff Member's Role on Project:
Contact Name:	Description of Services Provided:
Contact Title:	
Contact Phone:	
Contact E-mail:	
Start Date: End Date:	
Professional Reference #2	
Client Name and Address:	Project Title:
	Staff Member's Role on Project:
Contact Name:	Description of Services Provided:
Contact Title:	
Contact Phone:	
Contact E-mail:	
Start Date: End Date:	
Professional Reference #3	
Client Name and Address:	Project Title:
	Staff Member's Role on Project:
Contact Name:	Description of Services Provided:
Contact Title:	
Contact Phone:	
Contact E-mail:	
Start Date: End Date:	



PART B Offeror Response to Project Scope

PART B of the proposal will contain the offeror's response to the project scope. It is to include all of the sections of PART B of the RFP, numbered identically. Each section of PART B of the proposal will provide a complete response to the corresponding section of this RFP.

ATTACHMENTS

Attachment 1 Data Center Specifications

This attachment must set forth the optimum required data center configuration necessary to support the offeror's proposed solution and all options (including but not limited to physical floor space, air conditioning load, power requirements, fire suppression, smoke, water, and heat sensors).

Attachment 2 Offeror's Annual Financial Report to Stockholders and Audited Financial Statements

Attachment 3 Comprehensive List of all Documentation to be Delivered

Attachment 4 Samples of Application Documentation

Attach samples of end-user and technical documentation.

Attachment 5 Menu and Screen Snapshots

Attach samples / "snapshots" of menus and screens from offeror's implementation most similar to GERS.

Attachment 6 High-level Work Plan

Attachment 7 Sample Data Conversion Plan

Attachment 8 Sample Test Plan

Attachment 9 List of Standard Reports

List all standard reports included in the proposed solution, classified as management, operational, or financial.

Attachment 10 Report Samples

Provide actual samples of reports included in the proposed solution. Of particular interest is a sample of the member's annual statement and calculation worksheet produced by the proposed system. Be sure to include a sample of a standard audit trail history report.

Attachment 11 Samples of Previously Used Status Reports

Attachment 12 Proposed System License Agreement

Attachment 13 Subcontractor Letters of Commitment

Attachment 14 Subcontractor Agreements



C-1.2 COST PROPOSAL FORMAT

The cost proposal shall identify the costs of each phase, such that the total project cost will be the total of Phases 1 - 3 (as defined in Section on Project Phasing) plus all of the integration, data conversion and testing to be defined by the offeror (Phase 4) plus the training, system rollout and support costs during the warranty period (Phase 5). The total cost of all phases must be consistent with the details of each phase, and must be clearly discernible (see the cost spreadsheets which follow).

Adherence to and consistency with the work plan are considered critical acceptance criteria for any phase.

The offeror should bear in mind the specific terms and conditions presented in Section D when preparing its cost schedules. In addition, GERS provides the following reminders:

- Offerors must include in the cost proposal a summary, by staff position, of the number of hours and the hourly rate for all contractor support services included in the proposal.
- The offeror must include its "D-U-N-S®" (Dun and Bradstreet) number on the cover page of the proposal.
- Offeror's cost information will be evaluated on the basis of its consistency with the information provided in the offeror's technical proposal. All calculations in offeror's cost schedules will be verified for correctness.
- Although the lowest overall price may not necessarily be the primary determining factor for award, GERS shall make every effort to substantiate prices for products and services to ensure that those prices are considered fair and reasonable.
- Any proposal that does not meet the requirements outlined in Section C-1.1 and in the points above, or for which a fixed-dollar proposal amount cannot be precisely determined may be considered a non-responsive proposal and may be rejected by GERS.

Although it is understood that many project deliverables will be submitted to GERS by the selected offeror, only 8 payments will be made under the contract to be awarded. Each payment will be tied to one of **8 contractual deliverables payment points** as defined by GERS. Invoices for the 8 contractual deliverables may be rendered only after each has been completed and formally accepted by GERS.

For terms relating to invoicing and payments, please refer to Section D-9.

Schedules for presenting the offeror's cost bid are provided on the following pages. Offerors should add line items to the cost schedules as necessary to include all project costs and suitable breakdowns. The Excel spreadsheets are provided as a single Excel workbook on the CD accompanying the RFP for the offerors' convenience. All subtotals and totals will be computed automatically.

Following is a list of the cost schedules that must be completed and a description of the information to be provided in each:

GERS Bid Summary

On this worksheet, fill in the offeror name. All other entries will be automatically populated based on the offeror entries in Schedules 1 through 7.



Schedule 1 – Hardware Costs for Mandatory and Optional Project Elements

Enter all hardware components required to affect the mandatory and optional portion of the proposed solution. For each required item, provide the manufacturer, model, a description, the quantity, and the unit cost. Cost extensions and totals will be computed automatically.

Schedule 2 – Software Costs for Mandatory and Optional Project Elements

Enter all software products required to affect the mandatory and optional portion of the proposed solution. For each required item, provide the manufacturer, model, a description, the number of copies required, and the unit cost. Cost extensions and totals will be computed automatically.

Schedule 3 – Mandatory and Optional Project Elements

This schedule consists primarily of service related costs to implement the mandatory and optional portion of the proposed solution. For each area of service section (e.g., Requirements Analysis, Software Modifications Development), list the applicable staff positions, number of hours, and hourly rates. Hourly rates must be fully loaded to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses. GERS' expectation is that the project can be completed in 9 months from contract execution. (If the offeror believes that a longer schedule is indicated, the offeror should expand this and the other cost schedules appropriately.)

For most service categories, therefore, it is expected that hours will be entered only for 6 months and no entries will be made in the columns designated "12 Mo Warranty Period." The *Application Software Warranty* section is an exception to this rule: here the only entries should be in the "12 Mo Warranty Period" columns. The *On-site Hardware and Commodity Software Maintenance and Support during PPM* is also an exception: here entries should be made for the term of the project and the 12 Mo Warranty Period.

When filling in the Training section of the spreadsheet, be sure to include the cost for GERS IT staff travel if any IT training will be conducted outside the Virgin Islands area.

At the bottom of the schedule, enter the following incremental costs where indicated:

- Hourly rate for customization, etc. (see Section B-2.4)
- The maximum hourly rate that would be charged for on-site hardware maintenance and support during non-PPM hours during the term of the project execution (see Section B-4.3).

Schedule 4 – Option 1 – Post Implementation Support

In this schedule, enter the positions, the number of hours for each position, and the hourly rate for each position for providing post implementation support in each of the five years after implementation. Hourly rates must be fully loaded to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses. At the bottom of the schedule, please enter the hourly rate (including all expenses) applicable to extending the post implementation support beyond the five-year support period.

Schedule 5 – Cost Estimate by Project Phase

Enter cost figures for the project phases assuming mandatory project elements only. The first three preliminary phases have been defined in the RFP. Offerors should add the functional rollout phases (phases 4a and 4b at a minimum) they propose and enter costs accordingly. Please note that the total of Schedule 7 should be equal to the total of Schedules 1, 2, and 3.



The cost proposal worksheets are presented in picture format on the following pages for information purposes only. Offerors must use the accompanying Excel workbook for compiling and submitting their bids.



Figure 4. Bid Summary Worksheet

GERS Bid Summary Through Implementation and Warranty Period					
Offeror's Fixed Price Cost Proposal					
Offeror: _____					
Project Element	Quarter 1	Quarter 2	Quarter 3	Warranty Period	Totals
Mandatory Project Elements					
Hardware	\$0.00				\$0.00
Commodity Software	\$0.00				\$0.00
Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total - Mandatory	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Optional Project Elements - enablement of purchase orders and accounts payable through imaging and workflow					
Hardware	\$0.00				\$0.00
Commodity Software	\$0.00				\$0.00
Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL - Optional	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Additional Project Elements (through implementation and warranty period)					
1 - Post Implementation Support	(See Schedule 4 for post-implementation support costs)				
TOTAL - Additional Options	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
GRAND TOTAL - MANDATORY + OPTIONS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Incremental Costs					
Hourly rate for customization of scripts, etc.					\$0.00
Maximum hourly rate for on-site hardware maintenance and support during non-PPM hours.					\$0.00
Customized Report Costs	Simple		Average		Complex
Hourly rate for customization of reports, etc.	\$0.00		\$0.00		\$0.00
Expected hour(s) to create customized reports.					



Figure 5. Hardware Cost Worksheet

[illegible]



Figure 6. Commodity Software Cost Worksheet

[illegible]



Figure 7. Services Cost Worksheet

GERS - Schedule 3 Offeror's Firm Fixed Price Cost Proposal for Mandatory & Optional Project Elements Service Related and Miscellaneous Costs and Fees (The offeror should replicate this table to produce separate detail and totals for mandatory and optional project elements.)														
Cost Element	Quarter 1			Quarter 2			Quarter 3			Warranty Period			Total Hours	Total Cost
	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total		
Requirements Analysis														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
Software Setup & Modification														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
Hardware and Commodity Software Installation and Configuration														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
Integration														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
Conversion and Bridging														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00

NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.



GERS - Schedule 3 Offeror's Firm Fixed Price Cost Proposal for Mandatory & Optional Project Elements Service Related and Miscellaneous Costs and Fees (The offeror should replicate this table to produce separate detail and totals for mandatory and optional project elements.)														
Cost Element	Quarter 1			Quarter 2			Quarter 3			Warranty Period			Total Hours	Total Cost
	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total		
Training														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
GERS Travel														\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				\$0.00	\$0.00
Testing														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
Document Preparation														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
Project Management														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
FARS Application Software Warranty for 12 Months after Final Acceptance (Maintenance and Support)														
Position:												\$0.00	0.00	\$0.00
Position:												\$0.00	0.00	\$0.00
Position:												\$0.00	0.00	\$0.00
Position:												\$0.00	0.00	\$0.00
Subtotal											0.00	\$0.00	0.00	\$0.00

NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.



GERS - Schedule 3
Offeror's Firm Fixed Price Cost Proposal for Mandatory & Optional Project Elements
Service Related and Miscellaneous Costs and Fees

(The offeror should replicate this table to produce separate detail and totals for mandatory and optional project elements.).

Cost Element	Quarter 1			Quarter 2			Quarter 3			Warranty Period			Total Hours	Total Cost
	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total		
On-site Hardware and Commodity Software Maintenance and Support during PPM														
Position:			\$0.00			\$0.00			\$0.00			\$0.00	0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00			\$0.00	0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00			\$0.00	0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00			\$0.00	0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00	0.00	\$0.00
Other Support Services														
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Position:			\$0.00			\$0.00			\$0.00				0.00	\$0.00
Subtotal		0.00	\$0.00		0.00	\$0.00		0.00	\$0.00				0.00	\$0.00
SERVICES TOTAL		0.00	0.00		0.00	0.00		0.00	0.00		0.00	\$0.00	0.00	\$0.00

Hourly rate for customization of scripts, etc.	\$0.00
Maximum hourly rate for on-site hardware maintenance and support during non-PPM hours.	\$0.00
Not-to-exceed cost for a one-month slip in any of the project's phases attributable to the actions or inaction of GERS.	\$0.00

NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses.



Figure 8. Option 1 - Post Implementation Support Worksheet

GERS - Schedule 4																	
Option 1 - Post Implementation Support																	
Offeror's Firm Fixed Price Cost Proposal																	
NOTE: All hourly rates quoted must be fully "loaded" to capture all reimbursable travel-related expenses.																	
Cost Element	Year 1 after Implementation			Year 2 after Implementation			Year 3 after Implementation			Year 4 after Implementation			Year 5 after Implementation			Total Hours	Total Cost
	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total	\$/hr	Hours	Total		
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Position:			\$0			\$0			\$0			\$0			\$0	0	\$0
Total		0	\$0		0	\$0		0	\$0		0	\$0		0	\$0	0	\$0

Hourly rate (including all expenses) applicable to extending the Post Implementation Support beyond the five-year support period	\$0
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Figure 9. Cost by Project Phase Worksheet

GERS - Schedule 5	
Offeror's Cost by Project Phase	
Listed Are Preliminary Project Phases Defined in RFP	
Project Phase	Cost
Phase 1: Planning and Kick-off	0
Phase 2: Project Design and Analysis	0
Phase 4 Modification, Integration, Conversion & Testing	0
Phase 4a: Financial Accounting	0
Phase 4b: Administrative Payroll	0
Phase 5: User Training, System Rollout and 12 Month Warranty	0
Total	0



C-2 Proposal Evaluation

The evaluation and offeror selection process will be based on “best value”. This procurement method will be used so as to result in the “best buy” for GERS in terms of the functions to be performed.

The evaluation committee may request written clarifications of any offer received. However, GERS in its sole discretion may refuse to accept in full or partially the response to a clarification request given by any offeror.

Offerors are cautioned that the evaluators are not required to request clarifications; therefore, all offers should be complete and reflect the most favorable possible terms. GERS may elect to conduct negotiations with one or more offerors and make requests of offerors as may be necessary or proper for best and final offers (BAFOs).

The best and final offers must be received at the address identified in Section A-1.2 at a time and date to be specified by GERS. If a best and final offer is not submitted, the previous submittal will be construed as the best and final offer. BAFO proposals must be prepared in the same number of copies and packaged and submitted according to the same instructions that apply to the initial proposal submission (please refer to Section C-1). Final ranking of responses and award of the contract will be made after GERS reviews all bids and completes its evaluation, including the evaluation of best and final offers, if they are requested. An award will be made to the offeror with the most advantageous offer.

C-2.1 EVALUATION CRITERIA

For this procurement, proposals will be evaluated based on the following criteria (in decreasing order of importance):

Table 7. Proposal Evaluation Criteria

Criteria	Weight
Solution Features	45%
Offeror Qualifications (including experience, project methodology, demonstration and references)	20%
Cost	20%
Proposed Project Methodology and Work Plan	15%

C-2.2 EVALUATION METHODOLOGY SUMMARY

Presented herein is an overview of the evaluation methodology being used for this procurement.



C-2.2.1 Evaluation Committee

An Evaluation Committee will be established consisting of members of GERS's management team. When the committee has completed the evaluation process, the committee chair will make a recommendation to the GERS Board.

C-2.2.2 Initial Activities

When the proposals are submitted, they will be evaluated and responses scored. The highest-rated offerors from this assessment will be further evaluated. Customer references and client site-visits to existing customer sites that are running the proposed retirement system software in production may be conducted by GERS staff.

C-2.2.3 Presentations and Product Demonstrations

Selected offerors are also expected to demonstrate their solution and their ability to implement and customize the selected products in a scripted demonstration, based on scenarios to be provided by GERS, to be conducted at a site selected by GERS.

Offerors will be offered alternative dates from which to select to provide the demonstrations. GERS will provide the offerors with actual data and demonstration scripts on which to base their product demonstrations in order to assure an objective comparison among offerors' proposed solutions.

GERS reserves the right not to conduct offeror presentations and product demonstrations. Should the presentations and/or demonstrations be held, GERS requires that they be led by the proposed Project Manager.

C-2.2.4 Best and Final Offers

At GERS's discretion, best and final offers (BAFOs) may be solicited.

After best and final offers are received, final evaluations and negotiations will be conducted for an award.

C-2.2.5 Negotiations

Negotiation is the last step in selecting the apparent winner. GERS will initiate negotiations with the top-rated offerors. If negotiations with the highest ranked offeror cannot be concluded to GERS's satisfaction within two weeks, GERS reserves the right to initiate negotiations with the next lower ranked offeror. Similarly, if negotiations with the next lower ranked offeror cannot be concluded to GERS's satisfaction within two weeks, GERS reserves the right to initiate negotiations with the next lower ranked offeror. This process will continue until negotiations are successfully concluded to GERS's satisfaction.

Upon the successful conclusion of negotiations, the winning offeror will be announced.



PART D TERMS AND CONDITIONS



D-1 RFP Amendments

GERS reserve the right to amend the RFP prior to the date of proposal submission. Amendments will be posted to the GERS Web site at the following address: www.usvigiers.com.

D-2 Proposal Modification or Withdrawal

Offerors who submit proposals in advance of the deadline may withdraw, modify, and resubmit proposals at any time prior to the deadline for submitting proposals. Offerors must notify the GERS Point of Contact, as identified in Section A-1.2, in writing if they wish to withdraw their proposals. If an offeror notifies GERS of its intent to withdraw its bid prior to the bid closing deadline, the bid will be returned to the offeror unopened. Notifications of intent to withdraw proposals may be delivered electronically via email, but responsibility for confirmation of the delivery and receipt by GERS rests solely with the offeror.

D-3 Cost for Preparing Proposals

The costs for preparation and delivery of the proposal, as well as any other costs incurred in the pursuit of contract award (e.g., travel to bidders conference, preparation and presentation of product demonstrations), are the sole responsibility of the offeror. GERS will not provide reimbursement for such costs.

D-4 Contract

The contract that GERS expects to award as a result of this Request for Proposal will be based upon the bid proposal submitted by the successful offeror and this RFP. The contract between GERS and the successful offeror shall be a combination of the specifications, terms and conditions of the Request for Proposal, including the terms contained in this Part D of the RFP, the offeror's technical and cost proposals, written clarifications or changes made in accordance with the provisions herein, and any other terms deemed necessary by GERS.

Offerors are required to submit their proposed system license agreement, subcontractor letters of commitment, subcontractor agreements and project contract as Attachments 12 through 14. GERS reserves the right to substitute a separate system license agreement and to negotiate with the successful offeror based upon this separate agreement.

Prior to award, the apparent winning offeror will be required to enter into discussions with GERS to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within one (1) week of notification; if not, the offeror's proposal may be rejected and discussions may be initiated with other offerors.

By submitting a proposal, each offeror acknowledges its acceptance of these specifications, terms and conditions without change, except as otherwise expressly stated in its proposal.



D-5 License Requirement:

The Offeror must submit with the bid, a copy of a valid license to do business in the state in which Offeror operates. Additionally, a contract shall not be executed with any firm or individual doing business in the Virgin Islands to perform work with the GERS until evidence is submitted that said firm or individual has a valid V.I. Business License to do business in the Virgin Islands. Offeror must submit a hard copy of a valid V.I. Business License within fourteen (14) business days of award of the contract. All Offeror as Joint Ventures must be licensed as a Joint Venture in the Virgin Islands.

D-6 Certificate of Good Standing:

The Offeror must submit a Certificate of good Standing from the Secretary of State, or any such other regulatory agency in the Offeror's State of Incorporation, establishing that the Offeror is in good standing in the jurisdiction.

D-7 Payment of License Fees and Taxes:

The Offeror shall be responsible for the payment of any license fees and/or taxes assessed as a result of the services performed or rendered under this agreement. GERS shall not make any deductions or withholdings from the compensation paid to Contractor, except as required by Title 33, Chapter 3, Section 44 of the Virgin Islands Code which requires:

(a) The Government of the Virgin Islands, including its instrumentalities, agencies and public corporations, when making a payment as defined under subsection (b) of this section, to any person, partnership, firm, corporation, or other business association that is subject to the payment of gross receipts tax under the provisions of this title, shall deduct and withhold from such payment gross receipts tax equal to four percent of such payment. Such tax shall be paid to the Virgin Islands Bureau of Internal Revenue within ten days of the last day of the calendar month during which such tax was withheld on forms to be provided by the Virgin Islands Bureau of Internal Revenue.

(b) For purposes of withholding under this section, payment is defined as the following:

(1) any single payment of at least \$30,000; and

(2) any payment pursuant to a contract providing for a total expenditure of \$120,000 or more.

(c) Every person, partnership, firm, corporation, or other business association whose annual gross receipts are greater than \$120,000 and who is subject to the payment of gross receipts taxes under the provisions of this title shall file a return each month with the Director of the Virgin Islands Bureau of Internal Revenue, on forms to be provided by the Virgin Islands Bureau of Internal Revenue, declaring the dollar value of the gross receipts during the calendar month along with such books or records as may be required by the Virgin Islands Bureau of Internal Revenue, accompanied by payment of taxes due on said gross receipts for such calendar month. Every such person, partnership, firm, corporation, or other business association will receive a credit for any gross receipts tax withheld under subsection (a) of this section. The returns and payments required by this subsection shall be due within 30 calendar days following the last day of the calendar month concerned.

(d) Every person, partnership, firm, corporation, and other business association whose annual gross receipts are \$120,000 or less shall file an annual return with the Director of the Bureau of Internal Revenue, on forms to be provided by the Bureau of Internal Revenue, stating the gross receipts for each



calendar month and the total amount of the gross receipts for the year. Every such person, partnership, firm, corporation, or other business association will receive a credit for any gross receipts tax withheld from gross receipts under subsection (a) of this section. The return and payment required by this subsection shall be due within 30 calendar days following the last day of the year concerned.

(e) Every person, partnership, firm, corporation, or other business association that is subject to the payment of excise taxes on articles, goods, merchandise, or commodities delivered to the importer or consignee in the Virgin Islands by the United States Postal Service, under the provisions of this title, shall file a return each month with the Director of the Virgin Islands Bureau of Internal Revenue, on forms to be provided by the Virgin Islands Bureau of Internal Revenue, declaring the dollar value of the taxable imports delivered by the United States Postal Service during the calendar month along with such other books or records as may be required by the Virgin Islands Bureau of Internal Revenue, accompanied by the payment of the excise taxes due on such shipments received from the United States Postal Service for such calendar month. The returns and payments required by this subsection shall be due within 30 calendar days following the last day of the calendar month concerned.

(f) Upon receipt by the Bureau of Internal Revenue of excise tax returns filed at the time of importation or of the gross receipts tax returns required under subsections (a), (c) and (d) of this section, the Director of the Bureau of Internal Revenue shall cause such returns to be examined and the applicable tax computed. The Director shall thereafter notify the taxpayer of any deficiency that may be due thereon and after such notice, the amount of the deficiency plus penalties shall be a lien in favor of the Government of the Virgin Islands upon all property or rights to the property, whether real or personal, belonging to such taxpayer. The amount may be collected by seizure and sale of such property.

D-8 Order of Precedence

The executed contract between GERS and the selected offeror shall have precedence over all other documents relating to the project. In the event that there is a conflict or ambiguity within the text of the contract and any other incorporated documents, the order of precedence shall be:

- The executed contract and any other incorporated documents
- Amendment to this RFP (if any)
- This RFP
- Vendor Evaluation Questions and Answers (issued subsequent to the Bidder's Conference)
- Additional responses from selected offeror
- Offeror response to this RFP.

D-9 Invoicing, Payments, Holdbacks, and Tracking Thereof

Although it is understood that many project deliverables will be submitted to GERS by the selected offeror, the number of payments made will be limited to the sum of the **8 contractual deliverable payment points** identified in Table 8 below.

There is a significant difference between GERS' receipt of a contractual deliverable and GERS' acceptance of that deliverable. It must be understood that in most cases, GERS will require a minimum of thirty (30) days to provide formal written acceptance of a contractual deliverable. Only upon receipt by



the offeror of written acceptance from GERS' Project Manager, may the contractual deliverable be invoiced to GERS. All invoices must include a copy of the signed acceptance(s) by GERS. Payments of invoices by GERS will be made within 30 days of receipt of the invoice for an accepted contractual deliverable.

Each invoice submitted to GERS by the offeror must reflect a 10% holdback amount.

The successful offeror will provide a monthly, updated spreadsheet indicating what has been billed (and when), what has been paid (and when), what invoices may be in dispute, and the remaining project budget. The format of this tracking spreadsheet and the detail will be reviewed and approved by GERS. Invoice dates, invoice numbers, warrants numbers, and warrant dates must be included.

After 90 days of the acceptance of the final rollout of the system by GERS' Project Manager, the offeror will submit an invoice which includes one-half the sum of all holdback amounts (5% of the total project cost), for payment by GERS. Offerors are cautioned that *when* GERS' final acceptance of the system will occur cannot be pre-defined. Acceptance will not be forthcoming until the solution is delivered in final form – that is to say, not until all Requirements Traceability Matrix line items have been accepted AND all documentation is updated to reflect the “as-built” condition of the system AND all authorized change orders have been completed AND all “punch lists” have been resolved to GERS' satisfaction. Recall that the offeror's project manager cannot be reassigned until this point in the project.

Upon the conclusion of the warranty period (twelve months after GERS' acceptance of the final rollout), the offeror will submit an invoice which includes the remainder of all holdback amounts (the last 5% of the total project cost), for payment by GERS.



Figure 10. Financial Accounting Replacement System Life Cycle, Acceptance Criteria, Payment Points

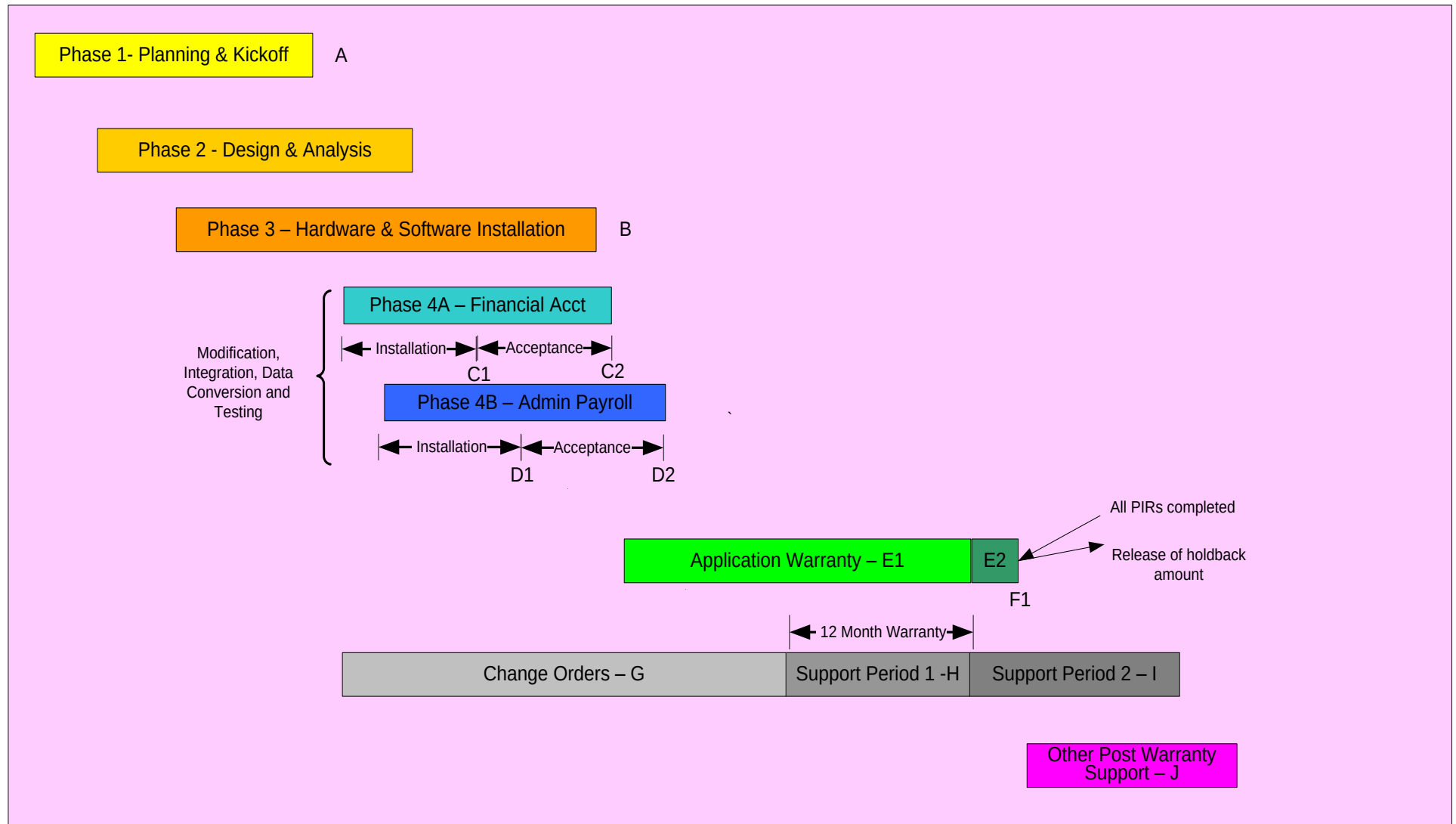




Table 8. Financial Accounting Replacement System Life Cycle, Acceptance Criteria, Payment Points

#	Ref	Title	Description	Acceptance Criteria	Amount
1	A	Planning and Kick-off (Phase 1)	Acceptance of complete detailed project work plan.	Complete and comprehensive project plan reviewed, revised, and accepted by client.	10%
2	B	Hardware and software installed, Demo of full system (Phase 3)	Infrastructure installed.	All infrastructure installed, configured, documented, and labeled; all warranty and maintenance information documented and turned over to client staff; all software licenses in client's name; upgrade, maintenance, and configuration control plans delivered and accepted by client; detailed performance monitoring scheme agreed to and in place. Conference Room Pilot installed and tested for client use.	10%
3	C1	Phase 4A – Financial Accounting Replacement System Installation	System Installation	Certificate of Installation – Phase 4A all licensed programs have been installed at GERS, the applicable documentation has been delivered, and the licensed programs are deemed to comply in all material respects with the applicable installation test specifications.	15%
4	C2	Phase 4A - Financial Accounting Replacement System Acceptance	System Acceptance	Certificate of Acceptance - Phase 4A is in production; data converted; data bridging procedures in place; user acceptance testing completed; life cycle testing completed; all user training completed; data cleansing/conversion audit report complete and accepted by client. All defects that GERS deems material, discovered after the issuance of the Certificate of Installation, have been corrected and that the phase complies in all material respects with all of the applicable system specifications.	15%
5	D1	Phase 4B – Internal Payroll Installation	Phase 4B - System Installation	Certificate of Installation – All licensed programs have been installed at GERS, the applicable documentation has been delivered, and the licensed programs are deemed to comply in all material respects with the applicable installation test specifications.	10%



#	Ref	Title	Description	Acceptance Criteria	Amount
6	D2	Phase 4B – Internal Payroll Acceptance	Phase 4B - System Acceptance.	Certificate of Acceptance - Phase 4A is in production; all phase 4B data converted and cleaned; data bridging procedures in place; user acceptance testing completed; life cycle testing completed; all user training completed; data cleansing/conversion audit report complete and accepted by client. All defects that GERS deems material, discovered after the issuance of the Certificate of Installation, have been corrected and that the phase complies in all material respects with all of the applicable system specifications.	15%
7	E1	Application Warranty	Warranty period completed.	All support necessary provided; all PIRs identified prior to start of Phase 3 Warranty resolved; no critical PIRs open; plans developed and agreed upon to close out all remaining PIRs within 60 days. No more PIRs will be reported after the end of this period. Includes application, operational, and infrastructure support. All agreed upon upgrades provided – e.g., software, tax tables, federal reporting.	15%
8A	E2	Application Warranty – PIRs completed	Warranty closure.	Resolution of all remaining PIRs.	10%
8B	F1	Release of Holdback	Release Holdback.	Satisfactory compliance with contract performance through rollout of the last phase to go into production; resolution and completion of RTM (punch list) items and all remaining items.	Full release of the agreed upon holdback amount
9	G	Change Orders	On-going.	Identification and resolution of issues that are out-of-scope from project inception until the conclusion of last phase of rollout. Ends contemporaneously with the end of the rollout of the last phase into production. Work is scoped by offeror, agreed to by client, then executed, tested, and then accepted.	TBS
10	H	Support Period 1	Parallel-to-Warranty Support.	Application, operational, and infrastructure support not covered by warranty; identified as to scope, level of effort, and fees.	TBS



#	Ref	Title	Description	Acceptance Criteria	Amount
11	I	Support Period 2	On-going support – post warranty.	Continuing support in the post-warranty period	TBS
12	J	Other Post Warranty Support	Other support.	Post warranty support – delivered by offeror according to their business model including: updates, upgrades (base software, configuration changes/updates/upgrades, customizations); delivered and priced according to offeror business delivery model.	TBS



D-10 Conflict of Interest

If an offeror has any existing client relationship(s) that involve the Territory of the U.S. Virgin Islands, its government, or GERS that would compromise its objectivity, the offeror must disclose such relationship(s).

D-11 Confidentiality Requirements

The staff members that are assigned by the successful offeror to this project – be they employees of the offeror, sub-contractors to the offeror or employees of sub-contractors – may be required to sign a non-disclosure statement.

GERS may treat all information submitted by an offeror as public information following the conclusion of the selection process unless the offeror properly requests that information be treated as confidential at the time of submitting the bid proposal. GERS' release of information is governed by 1 V.I.C. § 254 (b)(4) – Disclosure of trade secrets or financial or commercial information. Offerors are encouraged to familiarize themselves with Section 254 before submitting a proposal. GERS will copy public records as required to comply with the public records laws.

Any request for confidential treatment of information must be included in the transmittal letter with the offeror's bid proposal. In addition, the offeror must enumerate the specific grounds in 1 V.I.C. § 254 (b)(4) or other applicable law which support treatment of the material as confidential and explain why disclosure is not in the best interest of the public. The request for confidential treatment of information must also include the name, address, and telephone number of the person authorized by the offeror to respond to any inquiries by GERS concerning the confidential status of the materials.

Any bid proposal submitted which contains confidential information must be conspicuously marked on the outside as containing confidential information, and each page upon which confidential information appears must be conspicuously marked as containing confidential information. Identification of the entire bid proposal as confidential may be deemed non-responsive and disqualify the offeror.

If the offeror designates any portion of the proposal as confidential, the offeror must submit one copy of the bid proposal from which the confidential information has been excised or redacted. This excised copy is in addition to the number of copies requested in Section C-1 of this RFP. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the bid proposal as possible.

GERS will treat the information marked confidential as confidential information to the extent such information is determined confidential under 1 V.I.C. § 254 (b) (4) or other applicable law or by a court of competent jurisdiction.

The offeror's failure to request confidential treatment of material will be deemed by GERS as a waiver of any right to confidentiality which the offeror may have had.

By submitting a bid proposal, the offeror agrees that GERS may copy the bid proposal for purposes of facilitating the evaluation of the bid proposal or to respond to requests for public records. The offeror consents to such copying by submitting a bid proposal and warrants that such copying will not violate its rights or the rights of any third party. GERS shall have the right to use ideas or adaptations of ideas that are presented in the bid proposals.



D-12 Insurance

The following requirements shall be adhered to by Contractor throughout the duration of the Contract, and as may otherwise be specified herein. Contractor shall procure and maintain insurance, which shall protect the Contractor and the GERS from any claims for bodily injury, property damage, and/or personal injury, which may arise out of operations under the Contract. Contractor shall procure the insurance policies at the Contractor's own expense and shall furnish the GERS an insurance certificate of the coverage required in this Section. Contractor is required to obtain and maintain the following types of insurance coverage for the duration of the Contract:

Insurance / Limits of Liability:

- Worker's Compensation – Statutory
- Unemployment Insurance – Statutory
- **Commercial General Liability Insurance** – The minimum limits of coverage of such insurance will be \$500,000 per person and \$1,000,000 per occurrence for personal and bodily injury and \$100,000 for property damages.
- **Liability, Malpractice, and/or Errors and Omissions Insurance** – The contractor shall maintain malpractice and/or an errors and omissions insurance policy in the amount of at least \$1,000,000. Additionally, the contractor shall maintain adequate business insurance to include an umbrella liability policy of at least \$3,000,000 total. Coverage under these policies must include protection from the fraudulent conduct and breach of fiduciary responsibility of the contractor.

GERS shall be named as an additional insured on all insurance policies that Contractor is required to procure.

Contractor will indemnify, and save harmless the US. Virgin Islands Government Employees' Retirement System, its directors, officers, employees and agents from and against any and all claims, actions, damages, liabilities, costs, and expenses arising out of Contractor's operation and performance under this Contract including all claims for bodily and personal injuries, sickness, death and/or damages to property.

All offerors must submit within ten (10) calendar days after notification of intent to award the original or a certified true copy of insurance certificate(s) confirming coverage as stipulated above. If this information is not provided within this time frame, the proposal will be rejected. All insurance coverage costs must be exclusive of any legal costs.

New insurance shall be promptly furnished in the event of insolvency, bankruptcy or failure of any insurance company. The contractor shall notify GERS thirty (30) days in advance of cancellation, termination or alteration of insurance policies as required by this RFP. A renewal policy or certificate shall be delivered to GERS at least thirty (30) days prior to the expiration date of each expiring policy. If at any time, any of the policies shall be or become unsatisfactory to GERS as to form, or substance, or any of the carriers issuing such policies shall be or become unsatisfactory to GERS, the Contractor shall promptly obtain a new and satisfactory policy in replacement. If determined necessary by GERS' Representative/Contract Administrator, the Contractor shall deliver to GERS' Representative upon demand a certified copy of any policy required herein for review.

Insurance certificates must be submitted and accepted by GERS prior to the commencement of work under this RFP and accompanying contract. Failure to obtain insurance satisfactory to



GERS will result in the rescission of any Notice of Award to the offeror. Any contract awarded shall be void if this requirement is not met.

D-13 Adherence to GERS Workplace Policies

It is anticipated that a number of the offeror's project team will be on-site – some regularly over the course of the project; others periodically as the need arises. Regardless of their purpose in being on-site or the frequency with which they are there, all offeror staff must adhere to GERS workplace policies as described below.

Building Access – The GERS Project Manager shall be responsible for allocating building access, equipment access, and any other necessary services available from GERS that may be used by the offeror. Any use of GERS facilities, equipment, internet access, and/or services shall only be for project purposes as authorized by the GERS Project Manager.

Network Connection – The offeror will be expected to provide its own personal computers which must comply with any applicable GERS security policies before use is allowed at GERS.

D-14 Ownership of Work Product and Intellectual Capital

GERS will have all ownership rights to hardware and software, or modifications thereof, as well as associated documentation designed, developed, or installed. "All data, technical information, materials gathered, originated, developed, prepared, used, or obtained in the performance of the contract, including, but not limited to, all reports, surveys, plans, charts, literature, brochures, mailings, recordings (video and/or audio), pictures, drawings, analyses, graphic representations, software computer programs and accompanying documentation and print-outs, notes and memoranda, written procedures and documents, regardless of the state of completion, that are prepared for or are a result of the services required under this contract shall be and remain the property of the GERS and shall be delivered to the GERS upon 30 days' notice by the GERS. With respect to software computer programs and/or source codes developed for the GERS, the work shall be considered "work for hire," i.e., the GERS, not the contractor or subcontractor, shall have full and complete ownership of all software computer programs and/or source codes developed."

All work products and deliverables produced under contracts awarded as a result of this bid will be the exclusive property of the GERS. This includes, but is not limited to, software, documentation, and development materials. An offeror shall not sell a work product or deliverable produced under a contract awarded as a result of bids without explicit permission from the GERS.

GERS' ownership interest the financial solution and the enhancements provided through post-implementation, out year support, is a license to use them in perpetuity.

The offeror's proposal must clearly describe the terms of all licensing considerations, such as an End User License Agreement. GERS is agreeable to source code being provided under a non-exclusive license, including appropriate intellectual property protections for the offeror; however GERS does require the source code and all related software, procedures and processes to maintain and enhance the system.



D-15 Indemnification and Liability Restrictions

The offeror will indemnify GERS against liability for any suits, actions, or claims arising from or relating to performance of the offeror under this contract.

GERS has no obligation to provide legal counsel or defense to the offeror if a suit, claim, or action is brought against the offeror or its sub-contractors as a result of the offeror's performance of its obligations under the contract. In addition, GERS has no obligation for the payment of any judgments or the settlement of any claims against the offeror as a result of the offeror's performance of its obligations under the contract. The offeror shall immediately notify GERS of any claim made or suit filed against the offeror resulting from the offeror's obligations under the contract. The offeror will cooperate, assist, and consult with GERS in the defense or investigation of any claim made or suit filed against GERS resulting from the offeror's performance under the contract.

GERS will not indemnify the offeror for any reason associated with the offeror's performance under this contract. GERS has not waived any right or entitlement to claim sovereign immunity under this contract.

The offeror agrees to indemnify and hold GERS, its Chief Executive Officer, managers, Board, elected and appointed officials, and employees harmless from any and all liabilities, damages, settlements, judgments, costs and expenses, including reasonable attorney fees of GERS staff or of the Territory's Attorney General's Office, and the costs and expenses and attorney fees of other counsel GERS may retain, related to or arising from:

- Property damage, personal injury, death, loss costs, expense or other harm arising out of, resulting from, relating to or connected with any act or omission by the offeror, its divisions, subsidiaries, subcontractors, partners, principals, employees, agents, elected or appointed officials, officers and directors in fulfilling this contract; or
- Claims for infringement of patents, trademarks, trade dress, trade secrets, or copyrights arising from this contract; or any breach or any claimed breach of this contract by the offeror or by any of its subcontractors, partners, principals, officers, directors, employees and agents.

D-16 Project Termination

Offerors are advised that GERS expects to complete the effort with a single offeror. However, the proposals and ensuing contracts shall provide that at the end of any phase, GERS may, at its sole discretion and with no penalty, terminate the effort and not move forward with the offeror to a subsequent phase.

Should GERS elect to terminate the project at the end of any phase, the termination shall be subject to the following terms and conditions:

- Termination shall become effective upon GERS sending written or electronic notice to the offeror. GERS shall only be liable for payment of an amount equal to the costs allocated to the phases that were completed and accepted by GERS; GERS shall not be liable for any other cost, overhead, profits, or damages.
- Termination shall not be considered for cause or for default, and notice of termination shall not constitute an admission or accusation of any wrongdoing on the offeror's part in connection with the termination.



- Upon termination, GERS and the offeror shall each execute a covenant not to sue and a general release of all claims or potential claims, including those for costs, profits, liabilities, or damages, as of the date of termination. However, GERS may assert a claim that Contractor failed to return GERS materials and data, which shall include all original files and other materials, and all copies, including unauthorized copies, of such materials in all media, including portions of either originals or copies, in offeror's possession or under its control. Offeror shall agree that it will refrain from using any such materials or copies thereof. GERS materials consist of but are not limited to devices, records, data, notes, reports, proposals, business cards, letters, specifications, drawings, equipment, and other materials. Offeror shall agree to erase or destroy any GERS materials and portions thereof contained in all types of computer memory, and so warrant in writing to GERS within thirty (30) days of termination.