



FAIRFAX COUNTY WATER AUTHORITY

8570 Executive Park Avenue, Fairfax, Virginia 22031-2218

www.fairfaxwater.org

REQUEST FOR PROPOSAL

Number: 20-011

Title: CUSTOMER SELF-SERVICE PORTAL

Date Issued: Friday, February 28, 2020

Pre-Proposal Meeting: Tuesday, March 10, 2020 @ 3:00 PM EST

Fairfax Water – Board Room
8570 Executive Park Avenue
Fairfax, Virginia 22031

Deadline for Questions: Tuesday, March 17, 2020

Addendum 1 Issuance: Friday, March 20, 2020

Deadline for Submitting Proposals: Thursday, April 2, 2020 @ 2:00 PM EST.

Proposals to Be Delivered to: Procurement Department
Fairfax Water
8570 Executive Park Avenue
Fairfax, Virginia 22031

Procurement Contact: Elizabeth B. Dooley, CPPO, CPPB
Procurement Program Lead Buyer
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1. INTRODUCTION TO FW & PROJECT BACKGROUND

Fairfax Water (“FW”) is soliciting proposals to furnish and install a Customer Self-Service Portal (“Customer Portal”) which is mobile enabled web application and to establish an annually renewable contract to maintain and host the application for its useful life. Proposals must address the existing SAP production (SAP Suite on HANA) and support landscape, and also provide sufficient flexibility to address changes such as future projects (SAP S/4HANA) that may change the size of the footprint and the type of supported applications. Additionally, FW seeks to address architectural or process changes to minimize or mitigate the impact of system maintenance or other routine activities which otherwise might necessitate downtime in its existing hosting model.

FW is soliciting proposals from Offerors having experience and qualifications in the area identified in this solicitation. Proposals shall contain evidence of the Offeror’s experience and demonstrate abilities in the specified areas and other disciplines directly related to the proposed work.

1.1 INTRODUCTION TO FAIRFAX WATER

Fairfax Water’s mission is to provide its customers with reliable and abundant water of exceptional quality at a reasonable price. FW aspires to remain a respected industry leader, upholding its customers’ trust by providing water of exceptional quality and reliability, at a reasonable price, while supporting the high quality of life and economic vitality of the region.

Chartered in 1957 by the Virginia State Corporation Commission as a public, non-profit water utility, Fairfax Water is governed by a 10-member Board of Directors composed of Fairfax County citizens and appointed by the elected Fairfax County Board of Supervisors. A general manager, supported by a staff of 437 water professionals, manages the day-to-day operations of Fairfax Water.

Fairfax Water has one of the lowest commodity rates in the Washington metropolitan region and is one of only a handful of water utilities in the country to receive an AAA rating from the top three financial rating services.

The Virginia Department of Health regulates Fairfax Water’s water quality according to regulations established by the Environmental Protection Agency and based on the Safe Drinking Water Act passed by the U.S. Congress.

FW is Virginia’s largest water utility and one of the 25 largest water utilities in the country, serving one out of every five Virginians who obtain their water from public utilities. Nearly two million people in the Northern Virginia communities of Fairfax, Loudoun, Prince William, Fort Belvoir, Herndon, Dulles, Vienna, Alexandria, Falls Church, and Fairfax City depend on Fairfax Water for superior drinking water.

FW provides water that is treated at four different locations. FW owns and operates the two largest water treatment facilities in Virginia with an average daily water production of 163 million gallons and combined maximum capacity of 376 million gallons per day. The James J. Corbalis Jr. treatment plant is at the northern tip of Fairfax County and the Frederick P. Griffith Jr. treatment plant is on the southern border of Fairfax County.

FW also purchases water from the McMillan and Dalecarlia treatment plants in Washington DC. They are part of the Washington Aqueduct, owned and operated by the U.S. Army Corps of Engineers.

FW draws raw water from two primary sources: the Potomac River and the Occoquan Reservoir, which is fed by the Occoquan River. The four treatment facilities feed an interconnected distribution system that includes 3,971 miles of water mains, 28,827 fire hydrants, and 97,683 valves.

FW bills the majority of their customers on a quarterly basis. Additional FW information is available at www.fairfaxwater.org.

1.2 BACKGROUND

1.2.1 Introduction

The following SAP (SAP ECC 6.0 EHP8 with HANA 2.0) modules are fully operational at FW.

- Customer Care and Service (CCS)

1.2.2 Financial Accounting (FI)/Controlling (CO)

- Funds Management (FM)
- Materials Management (MM)
- Plant Maintenance (PM)
- Project Systems (PS)
- Human Resources (HR)

1.2.3 Current Customer Portal System

The current Customer Portal is fully hosted by the same vendor that manages the Customer Portal application. All customer data is retrieved from SAP except user id's and passwords of customers using the Customer Portal. The existing Customer Portal was implemented in February 2016 and has undergone one upgrade.

The following business functions are fully operational in our Customer Portal:

- One-time Bank Payments without logging on
- Administration portal for customer service reps including analytics and reporting
- Bill and Payment history
- Consumption history

- Email notifications to customers
- See **Attachment I – Solution Requirements Workbook** for details
- Currently approximately 130K customers use the portal

The following interfaces are utilized by our current Portal Solution:

- Third Party (FW selected) for Credit/Debit card payments
- Third Party (FW selected) for electronic bill presentations under contract for 3 years

FW is also looking at other value-added functionality for the future including but not limited to the following features:

- Move-in / move-outs
- Lien processing
- Pool forms
- Texts to customers
- Additional Payment options (e.g. Paypal, Zelle, Text)
- Intelligent processing, artificial intelligence and machine learning

1.3 Stakeholders

FW has an internal SAP support team centralized in its Technology department. The support team works closely with Super Users and Business Process Owners in the business areas. The support team consists of:

- Business Process Analysts
- SAP Developers
- System and Security Administrators

1.4 Current Platform/Architecture

All production, quality assurance and development instances of the SAP landscape are maintained under a hosting agreement. The present hosting facilities are within the continental United States, which is FW's preferred geographic deployment strategy. The components are detailed in **Attachment H – Hosted SAP**

Other Technical Environments and Protocols

Secure, redundant and highly available network connections to all SAP production, SAP quality assurance, SAP development instances are maintained as part of our SAP landscape hosting agreements. Secure, redundant and highly available network connections to our Customer Portal production, quality assurance and development instances are maintained as part of our existing Customer Portal hosting agreements.

FW has a local FTP server that communicates with the SAP FTP servers in the hosted environment. Communication with external vendors are via FW's local FTP server.

2. PROJECT SCOPE OF SERVICES

2.1 GENERAL

The purpose of this solicitation and resulting contract is to obtain services of a qualified Offeror to provide an all-inclusive application hosting and management services for a Customer Portal application. The objective of this solicitation is to award a contract to provide a turnkey implementation service and continued support on a completely hosted Customer Portal self-service product to include the following requirements listed below and in **Attachment I – Solution Requirements Workbook**. Respondents are required to complete the spreadsheet.

2.2 SCOPE OF RESPONSIBILITIES

The scope of the envisioned contract includes but are not limited to the following areas:

- Management: The oversight, direction and strategic insight on the Solution.
- Solution Planning: The analysis of the current state and requirements.
 - Migration Plan
 - Platform Architecture
 - Network Architecture
- Implementation
- Maintenance and Support

2.2.1 Management

The Offeror shall be responsible for managing the Offeror’s entire team, including any subcontractors, and activities and collaborating with FW on the contracted Solution. The Offeror shall provide a Project Manager as the point-of-contact for the project who can respond and has authority to represent the Offeror an Enterprise Solutions Architect who can address a holistic enterprise solution. FW will support the project with a Project Officer, a System Administrator and Subject Matter Experts (SMEs) as-needed. Responsibility for the Work and project resides with the selected Contractor. The following table includes the anticipated project management activities:

Activity	Description	Deliverable(s)
Manage the Implementation	<ul style="list-style-type: none">• Manage the Offeror activities and resources including 3rd party contracted resources.• Provide detailed implementation schedule in Gantt chart format showing all major tasks and sub-tasks, proposed start and end dates for each task, assigned resources, expected/dependency on FW activities, critical path and all related fees.	Detailed Project Schedule (Gantt chart) Status Reports

Activity	Description	Deliverable(s)
	<ul style="list-style-type: none"> Facilitate and provide routine status reports including budgeting, pending decisions, dependencies, schedule, overall status of activities, issues and risks. 	
Account Management	<ul style="list-style-type: none"> Manage all activities within the hosting environment for the Customer Portal. Manage all activities with the Customer Portal application. On site visits. 	
Technical Management	<ul style="list-style-type: none"> Primary contact for all technical and system operation activities managed under this solution. Manage and identify personnel that are required to ensure the proper operation of the supported system. This includes but is not limited to database, application, network and operating system administrators. Manage the performance of all technical task for the supported systems. Maintain an issue list and risk list that addresses all current and future (planned) activities, risks, and issues currently being worked. 	<p>Root Cause Analyses</p> <p>Annual Disaster Recover (DR) Test Plan and Results</p> <p>Issues List</p> <p>Risk List</p>

2.2.2 Solution Planning

The Offeror shall be responsible for facilitating the migration of current data, implementation process in conjunction with FW’s staff, current hosting partner, current Customer Portal partner, SAP, and relevant third parties. The following table includes Contractor anticipated solution planning activities:

Activity	Description	Deliverable(s)
Define the Implementation and Migration Plans	<ul style="list-style-type: none"> Define the implementation plan including but not limited to: <ul style="list-style-type: none"> Roles and responsibilities of Offeror; 	Implementation and Migration Plan for Customer Portal landscape

Activity	Description	Deliverable(s)
	<ul style="list-style-type: none"> ○ Roles and responsibilities of FW staff; ○ Roles and responsibilities of FW Customer Portal Contractor; ○ Roles and responsibilities of FW hosting partner; ○ Implementation and migration assumptions; and, ○ Implementation validation and FW verification and approval. 	Implementation Plan for Customer Portal DR landscape
Define the Platform Architecture	<ul style="list-style-type: none"> ● Identify new platform and network components for development, quality assurance and production. ● Operating costs, including licenses for the operating systems, are the responsibility of the Offeror. 	Platform and Network Architecture Diagrams for new Customer Portal and its DR environments

2.2.3 Implementation

Fairfax Water desires an Offeror with a proven, clear implementation methodology (including migration of existing portal customers), an approach to phasing the implementation that provides value early in the process without introducing undue risk, a process for mitigating known risks and identifying potential unknown risks, and a detailed project work plan that addresses project management best practices. The following table includes Contractor anticipated implementation activities:

Activity	Description	Deliverable
Implement New Landscape	<ul style="list-style-type: none"> ● Set up and verify the platform architecture. ● Set up and verify the network architecture. ● Set up and verify the security and access. 	New Solution
Implement New Application	<ul style="list-style-type: none"> ● Execute the planned implementation, migration and validation steps. ● Verify the implementation. ● Report on implementation and migration execution results. 	Report completion of implementation and migration

Training	<ul style="list-style-type: none"> • Key users and administrators. 	Training Schedule
Go Live	<ul style="list-style-type: none"> • Provide the final data-sync of production data. • On board existing Customer Portal customers. • Verify final landscape. 	

2.2.4 Maintenance and Support

The Offeror shall be responsible for the maintenance and support services of the new Customer Portal solution in conjunction with FW’s staff, current hosting partner, SAP, and relevant third parties. The following table includes Contractor anticipated maintenance and support activities:

Activity	Description	Deliverable
Backup and Recovery	<ul style="list-style-type: none"> • Provide backup and recovery strategy. • Provide data retention policy and period off-site storage and recovery time (recovery point objective, recovery time objective). 	Rehearsed Restore Findings
Security Administration	<ul style="list-style-type: none"> • Provide a SOC 2 Type 2 audit report demonstrating a sufficiency of operation controls over time and their effectiveness. • Provide cyber security strategy, posture and operations including resources available to respond in the case of a breach. 	SOC 2 Type 2 Audit Report
Disaster Recovery	<ul style="list-style-type: none"> • Provide disaster recovery strategy, including level of redundancy across the suite of facilities and services contemplated and how the various points of failure are addressed. Specify the guaranteed recovery timeframe. 	Disaster Recovery Plan
Performance Administration	<ul style="list-style-type: none"> • Provide a comprehensive service level agreement, including performance thresholds, recovery point objective, recovery time objective, response times and priority thresholds. 	Service Level Agreement Service Level Compliance Report
Certification of Data Destruction	<ul style="list-style-type: none"> • Data storage areas (including backups or other alternative storage resources) are taken out of service. 	Certificate of Data Destruction

<p>Scope of services</p>	<ul style="list-style-type: none"> • Provide a list of services and their frequency that are provided by the Offeror. • Describe how FW-specific customizations/code enhancements are made to your solution during implementation. • Describe the process for requesting customizations post go-live. • Does it require a new contract/statement of work. • What is the typical delay on such a change. • Describe the methodology for transitioning out of your portal, should situation arise. 	<p>List of Services Change Management</p>
<p>Responsibility Matrix</p>	<ul style="list-style-type: none"> • Provide a responsibility matrix indicating who has the primary role for performing the listed task. 	<p>Responsibility Matrix</p>

3. INSTRUCTIONS TO OFFERORS

3.1 ADDITIONAL INFORMATION

All questions relating to this solicitation shall be submitted in writing to Elizabeth B. Dooley, CPPO, CPPB, Procurement Program Lead Buyer, in the Procurement Department via email to edooley@fairfaxwater.org. For a question to be considered, the subject line of the email should state the following: RFP 20-011 Questions. Questions should be succinct and must include the submitter's name, title, company name, company address, and telephone number. Prior to the award of a contract resulting from this solicitation, Offerors and prospective Offerors are prohibited from contacting any FW staff other than those assigned to the Procurement Department.

RFP 20-011 – TENTATIVE SCHEDULE

RFP ISSUANCE	Friday, February 28, 2020
PRE-PROPOSAL MEETING	Tuesday, March 10, 2020 @ 3:00 PM EST
QUESTION DEADLINE	Tuesday, March 17, 2020
ADDENDUM 1 ISSUANCE	Friday, March 20, 2020
PROPOSALS DUE	Thursday, April 2, 2020 @ 2:00 PM EST
ORAL PRESENTATIONS	Week of May 4, 2020
NEGOTIATIONS	Week of May 18, 2020
AWARD	TBD
CONTRACT COMMENCEMENT	TBD

If any questions or responses require revisions to this solicitation as it was originally published, such revisions will be by formal addendum only. If this solicitation includes a separate FW contact for technical information, Offerors are cautioned that any written, electronic, or oral representations made by any FW representative or other person that appear to change materially any portion of the solicitation shall not be relied upon unless subsequently ratified by a written addendum to this solicitation issued by the Procurement Department.

3.2 TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information that is submitted by an Offeror in connection with a procurement transaction may be exempted from public disclosure under the Virginia Freedom of Information Act ("VFOIA"). However, the Offeror must invoke the protection of this subsection prior to or upon submission of the data or other materials, and must identify clearly and in writing, on the Proposal Form, the data or other materials sought to be protected and state the reasons why protection is necessary or falls within the exceptions to the VFOIA. It is the Offeror's sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

3.3 DEBARMENT STATUS

The Offeror shall indicate, in the space provided on the Proposal Form, whether or not it, or any of its principals, is/are currently debarred from submitting proposals to FW or any other state or political subdivision, and whether or not it is an agent of any person or entity that is currently

debarred from submitting proposals to FW or any other state or political subdivision. An affirmative response may be considered grounds for rejection of the proposal.

3.4 CONFLICT OF INTEREST STATEMENT

The Offeror must provide a statement regarding potential conflict of interest. The certification shall be in the form provided in this solicitation, signed by an authorized agent and principal of the Offeror and notarized.

3.5 QUALIFICATION OF OFFERORS

Each Offeror may be required, before the award of any contract, to show to the complete satisfaction of the Procurement Manager that it has the necessary facilities, ability, and financial resources to comply with the contract and furnish the service, material or goods specified herein in a satisfactory manner. Each Offeror may also be required to provide past history and references which will enable the Procurement Manager to be satisfied as to the Offeror's qualifications. Failure to qualify according to the foregoing requirements will justify rejection by FW of a proposal and its respective Offeror.

3.6 OFFEROR INVESTIGATIONS

Before submitting a proposal, each Offeror shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract and to verify any representations made by FW that the Offeror will rely upon. No pleas of ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will relieve the successful Offeror from its obligation to comply in every detail with all provisions and requirements of the contract documents or will be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the successful Offeror.

3.7 COMPETITIVE NEGOTIATION FOR NON-PROFESSIONAL SERVICES

This solicitation is let under the Virginia Public Procurement Act (VPPA) procedure, "Competitive Negotiation for Goods and Services". Under this procedure, the content of the proposals, and the identity of the Offerors are not public record until an award determination has been made. Because of this restriction, the opening of proposals is not public.

3.8 AUTHORITY TO TRANSACT BUSINESS

Any Offeror organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia, or as otherwise required by law. The proper and full legal name of the firm or entity and the identification number issued to the Offeror by the Virginia State Corporation Commission must be written in the space provided on the Proposal Form. Any Offeror that is not required to be authorized to transact business in the Commonwealth shall include in its proposal a statement describing why the Offeror is not required to be so authorized. FW may require a firm to provide documentation

prior to award which: 1) clearly identifies the complete name and legal form of the firm or entity (i.e. corporation, limited partnership, etc.), and 2) establishes that the firm or entity is authorized by the State Corporation Commission to transact business in Virginia. Failure of a prospective and/or successful Offeror to provide such documentation shall be grounds for rejection of the proposal or cancellation of the award. For further information refer to the Commonwealth of Virginia State Corporation Commission website at: www.scc.virginia.gov.

3.9 INSURANCE REQUIREMENTS

Each Offeror must review the insurance requirements section carefully with its insurance agent or broker prior to submitting a proposal to ensure they can provide the specific coverage requirements and limits applicable to this solicitation. If the Offeror is not able to meet the insurance requirements of the solicitation, alternate insurance coverage satisfactory to FW may be proposed by the Offeror and considered by FW. Written requests for consideration of alternate coverage must be received by the FW Procurement Manager at least ten (10) calendar days prior to the date set for receipt of proposals. If FW denies the request for alternate coverage, the coverage required by the Insurance Requirements section must be provided. If FW permits alternate coverage, an addendum to the Insurance Checklist will be issued prior to the time and date set for receipt of proposals.

3.10 INTEREST IN MORE THAN ONE PROPOSAL, AND COLLUSION

More than one proposal received in response to this solicitation from an individual, firm, partnership, corporation, affiliate, or association under the same or different names will be rejected. Reasonable grounds for believing that an Offeror is interested in more than one (1) proposal for a solicitation both as an Offeror and as a subcontractor for another Offeror, will result in rejection of all proposals in which the Offeror is interested. However, a firm acting only as a subcontractor may be included as a subcontractor for two (2) or more Offerors submitting a proposal for the work. Any or all proposals may be rejected if reasonable grounds exist for believing that collusion exists among any Offerors. Offerors rejected under the above provisions shall be disqualified if they respond to a re-solicitation for the same work.

3.11 PROPOSAL WITHDRAWAL

No proposal may be withdrawn after it is filed unless the Offeror makes a request in writing to the FW Procurement Manager prior to the time and date set for the receipt of proposals or unless FW fails to award or issue a notice of intent to award a contract within one hundred and twenty (120) days after the date and time set for receipt of proposals.

3.12 OPTIONAL RIDER CLAUSE

Subject to the mutual agreement between the parties, any contract awarded on the basis of this solicitation may be used by any public entity (to include jurisdictions comprising the Metropolitan Washington Council of Governments), to enter into a contract for the services described and defined herein. For single purchases, the contract may be used for up to 12 months from the actual date of contract award. For multi-year contracts, the contract may be used throughout the effective period of the contract. Contracts awarded as a result of this solicitation will be

subject to these terms and conditions, and/or such terms and conditions as may be required by the controlling body for the public agency using the contract. Pricing shall be as offered by the successful Offeror and subsequently accepted by FW.

3.13 CONTRACT AWARD IS IN THE BEST INTEREST

FW reserves the right to accept or reject proposals, to waive any informalities or irregularities therein and to contract as the best interests of FW may require in order to obtain the goods and/or services that best meet the needs of FW, as described in this RFP. Selection of a proposal does not mean that all aspects of the proposal are acceptable to FW. FW reserves the right to negotiate the modification of terms and conditions with the Offeror offering the best value to FW in conjunction with the evaluation criteria contained herein prior to the execution of a contract, to ensure a satisfactory contract.

3.14 NOTICE OF DECISION TO AWARD

FW will post a written Notice of Decision to Award on our public website, stating the date the decision to award was made, and identifying the name(s) of the awardee(s).

4. PROPOSAL REQUIREMENTS

4.1 GENERAL

Proposals must be submitted in hard copy and must be fully executed. FAILURE TO SUBMIT A PROPOSAL WITH A FULLY-COMPLETED PROPOSAL FORM USING THE PROPOSAL FORM PROVIDED IN THIS SOLICITATION MAY BE CAUSE FOR REJECTION OF THE PROPOSAL. The Proposal Form must be signed by a person authorized to legally bind the Offeror.

Offerors must include an original longhand signature in at least one of the proposals submitted, and shall clearly mark on the face of that proposal the word "ORIGINAL". The additional copies required herein may include photocopies of the original Proposal Form.

Modification of or additions to any portion or terms of the solicitation may be cause for rejection of the proposal; however, FW reserves the right to decide, on a case-by-case basis, in its sole discretion, whether or not to reject such a proposal as nonresponsive.

Proposals not submitted in the number of copies requested are subject to immediate rejection. Proposals submitted by facsimile or electronically will NOT be accepted.

Proposals and all documents related to this solicitation submitted to FW by an Offeror or a prospective Offeror shall, upon receipt by FW, become the property of FW.

The Offeror's proposal shall address the required information identified under the Proposal Submittal Elements section below, in the order listed, and shall not exceed the stated page limitations, if any. The proposal shall be limited to a page size of 8 ½" x 11", single space and type size shall not be less than 10 point font for each response item. Note: for page-counting purposes, a page equals a one-sided sheet. If a page limit is not noted within the section below there is no page limit.

4.2 EXPENSES INCURRED IN PREPARING PROPOSAL

FW accepts no responsibility for any expense incurred by any Offeror in the preparation and presentation of a proposal. All expenses related to an offer are the sole responsibility of the Offeror.

4.3 PROPOSAL FORM SUBMISSION

The required Proposal Form is provided with this solicitation. One (1) proposal with a Proposal Form containing an original longhand signature, and nine (9) additional copies, each including a photocopy of the original signed Proposal Form (ten (10) copies total), and an electronic copy of the proposal on a SharePoint site which can be accessed by FW, shall be submitted by hand in a sealed envelope no later than the time and date deadline specified in this solicitation to:

Fairfax Water
Procurement Department
8570 Executive Park Avenue

Fairfax, Virginia 22031

Timely submission of the proposal is solely the responsibility of the Offeror. Proposals received after the specified date and time will be rejected. The exterior of the envelope or package shall indicate the name of the Offeror, the scheduled proposal submission date and time, and the number of the solicitation. The time and date of receipt shall be indicated on the envelope or package by FW.

4.4 INCOMPLETE DOCUMENTS

Each Offeror is responsible for having determined the accuracy and/or completeness of the solicitation documents upon which it relied in making its proposal, and has an affirmative obligation to notify FW Procurement Manager immediately upon discovery of an apparent or suspected inaccuracy, error in, or omission of any pages, drawings, sections, or addenda whose omission from the documents was apparent from a reference or page numbering or other indication in the solicitation documents.

If a potential Offeror downloaded an electronic version of the solicitation documents, that potential Offeror is responsible for determining the accuracy and/or completeness of the electronic documents.

If the successful Offeror proceeds with any activity that may be affected by an inaccuracy, error in, or omission in the solicitation documents of which it is aware but has not notified FW Procurement Manager, the Offeror hereby agrees to perform any work described in such missing or incomplete documents at the Offeror's sole expense and at no additional cost to FW.

4.5 PROPOSAL STANDARDS

Proposal submitted in response to this solicitation shall meet standards of professional writing established for the type of report or written material provided, shall be thoroughly researched for accuracy of content, shall be grammatically correct and not contain spelling errors and shall be submitted in a format outlined herein. Whenever possible, proposals submitted in response to this solicitation shall comply with the following guidelines:

- All copies should be printed on at least thirty percent (30%) recycled-content and/or tree-free paper;
- All copies shall be double-sided;
- Covers or binders shall be recyclable, made from recycled materials, and/or easily removable to allow for recycling of pages (proposals with glued bindings that meet all other requirements are acceptable);
- The use of plastic covers or dividers should be avoided;
- Unnecessary attachments or documents not specifically asked for should not be submitted, and superfluous use of paper (e.g. separate title sheets or chapter dividers) should be avoided; and
- Numbered tabs and dividers are required for each of the sections listed and in the order

below:

- PROPOSAL FORM
- EXECUTIVE SUMMARY
- SOLUTION EXPERIENCE
- IMPLEMENTATION PLAN AND METHODOLOGY
- PROJECT ORGANIZATION AND STAFFING
- PRICING
- REFERENCES
- FINANCIAL STABILITY
- EXCEPTIONS TO THE CONTRACT TERMS AND CONDITIONS

4.6 PROPOSAL SUBMITTAL ELEMENTS

4.6.1 Proposal Form

Attachment A – Proposal Form must be fully completed and submitted in Tab I or the proposal could be deemed non-responsive. This attachment also includes the Conflict of Interest Statement & Insurance Checklist.

4.6.2 Executive Summary

The Offeror’s proposal shall contain an executive summary that summarizes why their firm is the most qualified for this scope of work, anticipated challenges, and innovative approaches, and opportunities for cost savings.

4.6.3 Solution Experience

Offerors shall provide information describing its experience, capabilities and other qualifications for this project.

The Offeror shall restate each question or information request verbatim from this solicitation and include a response. A response is required for each item.

Item #	Description
1.	<p>Attachment B – Experience and Competency must be fully completed, including customer references.</p> <p>Provide information about the Offeror’s experience and competency with delivering multi-phased projects as it relates to the proposed Solution in the RFP, including:</p> <ul style="list-style-type: none">• Number of continuous and recent years supporting or executing similar solutions (minimum of continuous 3 years)• Minimum of five (5) References, detail the client and project name of similar scope (utility sector) and size (40K and higher number of customers/accounts) or larger recently completed projects (within the last five years from issuance of this RFP). (minimum of 5 references)

Item #	Description
2.	<p>Describe the Offeror’s long-term development strategy and plans to ensure that the Solution proposed, and the firm remains viable in the marketplace, including future direction of the technology, roadmap and products proposed. As examples:</p> <p>Are your Customer Portal solution using public cloud infrastructure? If so, is your cloud platform government compliant? Please explain.</p> <p>Do you have new methods of automation or support that establishes unique positioning for your business? Please describe.</p>
3.	<p>Attachment C – Third Party Software or Services must be fully completed.</p> <p>Provide a minimum of four (4) references for which you are providing Customer Portal Hosting and Application Management Services. At least three (3) references must be for clients for whom you have provided at least two (2) complete years of services. At least two (2) references must be for clients running HANA S/4. FW reserves the right to contact any or all references, to require additional references from the Offeror and/or to obtain additional references or other information to inform its assessment from other sources not provided by the Offeror.</p> <p>Experience should be within the last five (5) years from the issuance date of this RFP and include the following information:</p> <ul style="list-style-type: none"> • Company Name; • Software or Service; • Description of Purpose in Solution; and, • Company’s prior Customer Portal experience.
4.	<p>Describe your experience working within the water or waste water industry, other utilities, or other similar business environments or scenarios.</p>
5.	<p>Attachment E – Project Team Staff must be fully completed.</p> <p>Provide a list of key personnel proposed to manage and complete the migration.</p> <ul style="list-style-type: none"> • Role; • Years of experience in Role; • Description of Role; and, • Percentage of time allocated and dedicated to Project.
6.	<p>Attachment F – Customer Portal Personnel must be fully completed.</p> <p>Provide a list of key personnel proposed to support FW’s hosted environment.</p>

Item #	Description
	<ul style="list-style-type: none"> • Personnel Name • Years of experience in proposed role • Years of experience with Offeror • Competency of the proposed staff including but not limited to the following role requirements: <ul style="list-style-type: none"> ▪ Account Management ▪ Technical Management ▪ Application Support Staff ▪ Infrastructure Staff ▪ Identify which project deliverables and/or tasks the staff will complete
7.	<p>Attachment I – Solution Requirements Workbook must be fully completed.</p> <ul style="list-style-type: none"> • Offerors shall provide answers to all questions listed in Attachment I – Solution Requirements Workbook. This workbook includes multiple sections. Offerors should review the workbook carefully and confirm all answers and/or comments are provided as requested.

4.6.4 Pricing

Monthly invoicing for services will be provided to FW. Invoicing will identify services rendered, pricing and agency specific service usage. Offeror must describe its process or policies for adjusting agency level billing due to failing to meet SLA's.

Flexible pricing will be applied when services are either increased or decreased. Offeror must describe its process or policies that will address the flexible pricing requirements.

Response to the pricing identified in

Attachment G – Pricing Workbook must be submitted in paper copy and followed up by an email electronic copy. In addition, Offeror shall provide any assumptions that would help FW to understand the cost proposal. **Attachment G – Pricing Workbook** has 5 worksheets that need to be completed. These worksheets cover the following:

- i. **Pricing – Provide RFP Solutions Total Costs for SAP Suite on HANA:** including reoccurring and non-reoccurring costs. Reoccurring costs should include duration and escalation assumptions given in the Pricing Assumptions worksheet. Make sure to include any one-time expenses, any hardware, software licenses, subscription fees, implementation fees, travel and expenses.

- ii. **Pricing** – Provide RFP Solutions Total Costs for S/4HANA: including reoccurring and non-reoccurring costs. Reoccurring costs should include duration and escalation assumptions given in the Pricing Assumptions worksheet. Make sure to include any one-time expenses, any hardware, software licenses, subscription fees, implementation fees, travel and expenses
- iii. **Managed Services Rate Card** – Input all rate card information for managed services/offerings that are in addition to services covered by the recurring Monthly Hosting, DR and Support costs.
- iv. **Resource Rate Card** – Input all rate card information for resource personnel. Include both Offeror staff and 3rd party contractors. Include personnel that are required for the Customer Portal Migration and any future maintenance and support functions. Make sure to cover consulting and development services in support of the Solution.
- v. **Pricing Assumptions** – Identify any Pricing Assumptions in this worksheet. Please also include any assumptions about price escalation in this section.

4.6.5 References

FW will select past clients based on the information provided by the Offeror in **Attachment B – Experience and Competency** and perform reference checks. No additional information needs to be submitted by Offerors in this section.

4.6.6 Financial Stability

The Offeror shall provide a letter from an independent auditor attesting to the financial stability of the offeror. NOTE: review of financial stability will not be performed during the evaluation of written proposal and is therefore not part of the evaluation criteria for review of written proposals. Additional information may be requested by FW related to the Financial Stability of the Offeror.

4.6.7 Exceptions to the Contract Terms and Conditions

The Offeror shall provide a list of all exceptions to the contract terms and conditions as listed in **Attachment J – Contract Terms and Conditions**.

5. EVALUATION PROCESS

Fairfax Water (hereinafter "FW") is soliciting proposals from Offerors having experience and qualifications in the area identified in this solicitation. Each proposal must contain evidence of the Offeror's experience and abilities in the specified area and other disciplines directly related to the proposed work. Other information required by FW may include the submission of profiles and resumes of the staff to be assigned to the project, references, illustrative examples of similar work performed, and other information that will clearly demonstrate the Offeror's expertise in the area of the services sought by this solicitation. Offerors are encouraged to elaborate on their qualifications and performance data or staff expertise, as well as provide alternative concepts.

An Evaluation Committee will review and evaluate all written proposals and identify firms that may be invited to submit more detailed proposals, conduct oral presentations, and/or provide product or service demonstrations. The evaluation of written proposals will be based on the evaluation criteria identified elsewhere in this solicitation. The Evaluation Committee will rely upon the information provided in the written proposals submitted in order to select finalists. Subsequent stages of the process to select firms for negotiations may include, but are not limited to, review of more detailed proposals, oral presentations, or demonstrations. If such subsequent stages are conducted, they will be evaluated based on the same evaluation criteria used to evaluate written proposals, as relevant to the areas being evaluated. FW may consider site visits for those firms selected to participate in contract negotiations. FW may award a contract or initiate negotiations with one or more Offerors without further contact with any other Offerors.

6. RFP ATTACHMENTS

FAIRFAX WATER

REQUEST FOR PROPOSALS NO. 20-011

6.1 Attachment A – Proposal Form

THE UNDERSIGNED UNDERSTANDS AND ACKNOWLEDGES THE FOLLOWING:

THE OFFICIAL, TRUE, AND COMPLETE COPY OF THE SOLICITATION DOCUMENTS, WHICH SHALL INCLUDE ANY ADDENDUMS THERETO, IS THE ELECTRONIC COPY OF THE SOLICITATION DOCUMENTS AVAILABLE FROM FW'S WEBSITE AT: http://www.fairfaxwater.org/procurement/current_bids.htm.

POTENTIAL OFFERORS ARE RESPONSIBLE FOR DETERMINING THE ACCURACY AND COMPLETENESS OF ALL SOLICITATION DOCUMENTS THEY RECEIVE, INCLUDING DOCUMENTS OBTAINED FROM FW, AND DOCUMENTS OBTAINED FROM ALL OTHER SOURCES.

I. ALL MATERIAL (PROPOSAL AND ATTACHMENTS) SUBMITTED SHALL BE IN TEN (10) COPIES, CONSISTING OF: ONE PROPOSAL, CLEARLY MARKED ON ITS COVER WITH THE WORD "ORIGINAL", WHICH SHALL INCLUDE THIS PROPOSAL FORM CONTAINING AN ORIGINAL LONGHAND SIGNATURE; AND NINE (9) ADDITIONAL COPIES, WHICH SHALL INCLUDE A PHOTOCOPY OF THE ORIGINAL SIGNED PROPOSAL FORM AND A ELECTRONIC COPY OF THE PROPOSAL ON SHAREPOINT SITE ACCESSABLE BY FW. THE ORIGINAL, SIGNED PROPOSAL FORM SHALL BE THE FIRST PAGE OF THE ORIGINAL PROPOSAL.

2. INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS PROPOSAL (PROJECT MANAGER).

NAME (PRINTED): _____ TITLE: _____

E-MAIL ADDRESS: _____ TEL. NO.: _____

TRADE SECRETS OR PROPRIETARY INFORMATION:

Trade secrets or proprietary information submitted by an Offeror in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, §2.2-4342. Public inspection of certain records, F., of the Virginia Public Procurement Act states that the Offeror the bidder, Offeror or contractor shall (i) invoke the protections of this section prior to or upon submission of the data or other materials, (ii) identify the data or other materials to be protected, and (iii) state the reasons why protection is necessary.

Please mark one:

() No, the proposal I have submitted does not contain any trade secrets and/or proprietary information.

() Yes, the proposal I have submitted does contain trade secrets and/or proprietary information.

PROPOSAL FORM, PAGE _____ OF _____

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the proposal containing such data or materials:

State the specific reason(s) why protection is necessary:

If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of §2.2-4342. Public inspection of certain records, F., of the of the Code of Virginia. Accordingly, effective upon the award of contract, the proposal will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this proposal is not the result of, or affected by, any act of collusion with another person (as defined in Code of Virginia Section 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia §18.2-498.1 et seq.).

PROPOSAL FORM, PAGE _____ OF _____

THE PROPER FULL LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS PROPOSAL MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS PROPOSAL FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE SOLICITATION TO BE SUBMITTED WITH THIS PROPOSAL FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED ADDENDUMS, MUST BE FULLY AND ACCURATELY COMPLETED AND

SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY AND CONTRACTUALLY BIND THE OFFEROR, OR THE PROPOSAL MAY BE REJECTED:

AUTHORIZED SIGNATURE _____

PRINT NAME AND TITLE _____

SUBMITTED BY: (LEGAL NAME OF ENTITY)			
ADDRESS:			
CITY/STATE/ZIP:			
TELEPHONE NO:		FACSIMILE NO.:	
THIS FIRM IS A: • INSERT NAME OF STATE _____ ___ CORPORATION, ___ GENERAL PARTNERSHIP, ___ LIMITED PARTNERSHIP, ___ UNINCORPORATED ASSOCIATION, ___ LIMITED LIABILITY COMPANY, ___ SOLE PROPRIETORSHIP			
IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?			
IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:			
ANY OFFEROR EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED			
IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO FAIRFAX WATER AUTHORITY, OR ANY OTHER STATE OR POLITICAL SUBDIVISION IN THE COMMONWEALTH OF VIRGINIA?			
OFFEROR STATUS:	MINORITY OWNED:	WOMAN OWNED:	NEITHER:

PROPOSAL FORM, PAGE _____ OF _____

INSURANCE CHECKLIST

CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGE AND ENDORSEMENTS INDICATED BY "X"

COVERAGES REQUIRED			LIMITS (FIGURES DENOTE MINIMUMS)
X	1	WORKERS' COMPENSATION	STATUTORY LIMITS OF VIRGINIA
X	2	EMPLOYER'S LIABILITY	\$100,000 ACCIDENT, \$100,000 DISEASE, \$500,000 DISEASE POLICY LIMIT
X	3	COMMERCIAL GENERAL LIABILITY(CGL)	\$1,000,000 CSL BI/PD EACH OCCURRENCE, \$2 MILLION ANNUAL AGGREGATE
X	4	PREMISES/OPERATIONS	\$500,000 CSL BI/PD EACH OCCURRENCE MILLION ANNUAL AGGREGATE
X	5	AUTOMOBILE LIABILITY	\$1 MILLION BI/PD EACH ACCIDENT, UNINSURED MOTORIST
X	6	OWNED/HIRED/NON-OWNED VEHICLES	\$1 MILLION BI/PD EACH ACCIDENT, UNINSURED MOTORIST
X	7	INDEPENDENT CONTRACTORS	\$500,000 CSL BI/PD EACH OCCURRENCE, \$1 MILLION ANNUAL AGGREGATE
	8	PRODUCTS LIABILITY	\$500,000 CSL BI/PD EACH OCCURRENCE, \$1 MILLION ANNUAL AGGREGATE
X	9	COMPLETED OPERATIONS	\$500,000 CSL BI/PD EACH OCCURRENCE, \$1 MILLION ANNUAL AGGREGATE
X	10	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$500,000 CSL BI/PD EACH OCCURRENCE
	11	PERSONAL AND ADVERTISING INJURY LIABILITY	\$1 MILLION EA. OFFENSE, \$1 MILLION ANNUAL AGGREGATE

	12	UMBRELLA LIABILITY	\$1 MILLION BODILY INJURY, PROPERTY DAMAGE AND PERSONAL INJURY
	13	PER PROJECT AGGREGATE	\$1 MILLION PER OCCURRENCE/CLAIM
	14	PROFESSIONAL LIABILITY	
	A	ARCHITECTS AND ENGINEERS	\$1 MILLION PER OCCURRENCE/CLAIM
	B	ASBESTOS REMOVAL LIABILITY	\$2 MILLION PER OCCURRENCE/CLAIM
	C	MEDICAL MALPRACTICE	\$1 MILLION PER OCCURRENCE/CLAIM
	D	MEDICAL PROFESSIONAL LIABILITY	\$1 MILLION PER OCCURRENCE/CLAIM
	15	MISCELLANEOUS E&O	\$1 MILLION PER OCCURRENCE/CLAIM
	16	MOTOR CARRIER ACT END. (MCS-90)	\$1 MILLION BI/PD EACH ACCIDENT, UNINSURED MOTORIST
	17	MOTOR CARGO INSURANCE	
	18	GARAGE LIABILITY	\$1 MILLION BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE
	19	GARAGE KEEPERS LIABILITY	\$500,000 COMPREHENSIVE, \$500,000 COLLISION
	20	INLAND MARINE-BAILLIE'S INSURANCE	\$
	21	MOVING AND RIGGING FLOATER	ENDORSEMENT TO CGL
	22	DISHONESTY BOND	\$
	23	BUILDER'S RISK	PROVIDE COVERAGE IN THE FULL AMOUNT OF CONTRACT
X	24	XCU COVERAGE	ENDORSEMENT TO CGL
	25	USL&H	FEDERAL STATUTORY LIMITS
X	26	CARRIER RATING SHALL BE BEST'S RATING OF A-VII OR BETTER OR ITS EQUIVALENT	
X	27	NOTICE OF CANCELLATION, NONRENEWAL OR MATERIAL CHANGE IN COVERAGE SHALL BE PROVIDED TO FAIRFAX WATER AT LEAST 30 DAYS PRIOR TO ACTION	
X	28	THE FAIRFAX WATER SHALL BE AN ADDITIONAL INSURED ON ALL POLICIES EXCEPT WORKERS COMPENSATION, PROFESSIONAL LIABILITY, AND AUTOMOBILE LIABILITY	
X	29	CERTIFICATE OF INSURANCE SHALL SHOW SOLICITATION NUMBER AND TITLE	

INSURANCE AGENT'S STATEMENT:

I have reviewed the above requirements with the Offeror named below and have advised the Offeror of required coverages not provided through this agency.

AGENCY NAME: _____ AUTH. SIGNATURE: _____

OFFEROR'S STATEMENT:

If awarded the Contract, I will comply with contract insurance requirements.

OFFEROR NAME: _____ AUTH. SIGNATURE : _____

6.2 Attachment B – Experience and Competency

Complete as appropriate to Offeror's experience and current state the fields in white.

Experience and Competency			
Years Supporting Similar or Larger Solution			
List client and project name of similar or larger recently	#	Client Name	Project Name
	1		
	2		

completed projects executed (minimum of 5)	3		
	4		
	5		
	6		
	7		
	8		
	9		
	10		
SAP Partner Standing			
SAP Partner Level			
SAP Partner Recognitions/Awards			

6.3 Attachment C – Third Party Software or Services

Complete as appropriate the following form for each 3rd party software or service proposed by the Offeror to complete the Solution.

3rd Party Software or Services	
Company Name	
Software or Service	
Description of Purpose in Solution	
Company's prior Customer Portal experience	

--	--

6.4 Attachment D – Solution Experience

Complete the following form for 4 of the 10 clients listed in Attachment B that had a recent similar or larger Solution experiences.

Detailed Solution Experience	
Client Name	
Project Name	
Point-of-Contact (POC) Name	
POC Role (preferably the Contract Project Manager)	
POC Email Address	
POC Phone Number	
Stakeholder Size & Diversity	
Estimated Duration of Customer Portal Hosting, Application Management contract	
Actual Duration of Customer Portal, Application Management contract	
Original Contract Amount	\$
Final Actual Contract Amount	\$
Estimated Duration of Migration	
Actual Duration of Migration	
Summary of Solution, including complexity of landscape	

Describe any challenges and how you resolved the	<ul style="list-style-type: none"> • <Challenge> <ul style="list-style-type: none"> ○ <Resolution> 		
Names of the key personnel and roles supporting the implementation, specifically proposed staff for RFP Solution. (Add additional roles as appropriate)	Key Personnel	Role	Proposed Staff Member for this RFP Solution (Yes / No)
Rate your performance on the project using a scale from 1 - 10 with 1 being poor performance and 10 being superb performance. Provide an explanation for each rating			

6.5 Attachment E – Project Team Staff

Provide a list of project team staff proposed to migrate and implement the Solution:

Project Team Staff	
Role	
Years of experience in Role	
Description of Role	

Percentage of Time Allocated and Dedicated to Project	

6.6 Attachment F – Customer Portal Personnel

Complete the following form for all key personnel proposed to implement the Solution. And complete the form for backup personnel if the key personnel are unavailable to implement the Solution:

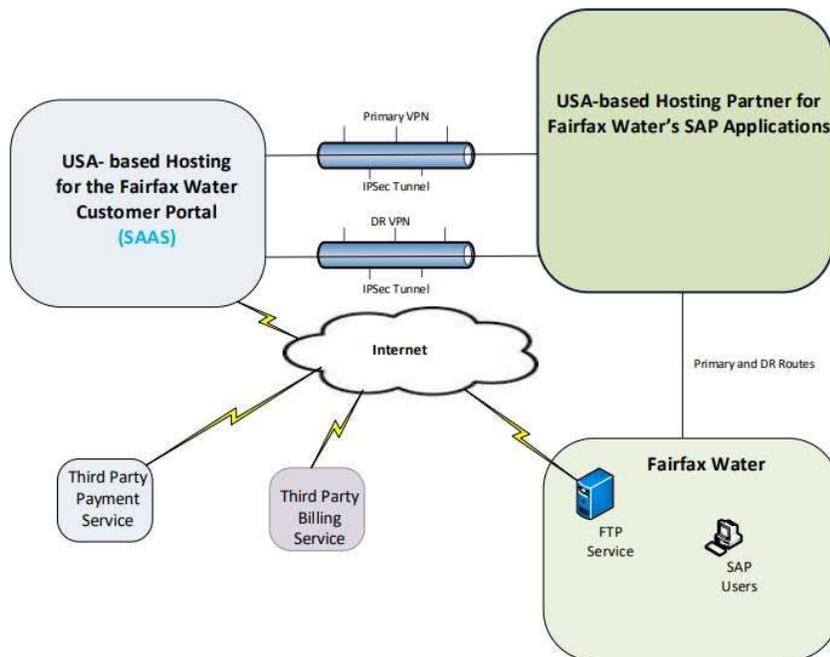
Support Personnel				
Key Personnel or Backup	<Enter either: Key Personnel OR Backup>			
Personnel Name				
Years of Experience in Proposed Role				
Years of experience with Offeror				
Competency (Certified SAP infrastructure personnel preferred)				
Identify which project deliverables and/or tasks the staff will complete, including whether it will be done onsite or remotely				
List of projects and role and capacity for which the person has acted. Note: Highlighting the projects included in the 10 clients list using or implementing the proposed Solution.	Project Name	Role	Duration on Project	% Capacity / Dedicated to Project

6.7 Attachment G – Pricing Workbook

The pricing workbook is made up of worksheets as shown below: Instructions; 1 – Pricing – Customer Portal Landscape; 2 – Managed Services Rate Card; 3 – Managed Services Rate Card; 4 – Resources rate Card and 5 – Pricing Assumptions. Use the FW provided Microsoft Excel Pricing Workbook to complete this proposal submittal element.

6.8 Attachment H – Hosted SAP and Customer Portal Landscape

Fairfax Water’s SAP and Customer Portal Landscape



6.9 Attachment I – Solution Requirements Workbook

6.10 Attachment J – Contract Terms and Conditions