Department of Citywide Administrative Services (DCAS)

Request for Systems Integration Services

For

Mainframe and End of Life Real Estate Systems

May 2024

Contents

I. Project Title: Mainframe and End of Life Real Estate System

II. Scope/objectives/description

DCAS Real Estate Services (RES) manages a vast portfolio of 37 million square feet, overseeing key operational services such as Citywide acquisitions, sales and dispositions of City-owned real estate, architectural design and project management, zoning and land use analyses, property valuation, and financial analyses of real estate transactions. Additionally, RES manages 15,000 City-owned lots and approximately 430 leases and licenses for City agencies in privately-owned properties, comprising around 22 million square feet of City-leased space.

DCAS is responsible for the tracking of properties, maintenance, renovation, and construction in city owned properties. To support these responsibilities, DCAS has a set of tools that are at its end of life, which can no longer be supported and/or require modernization. Some of the applications at the end of life include Real Estate's IPIS mainframe applications, Facilities' Computerized Maintenance Management system and ACRES On-Premises SharePoint Application.

DCAS IT is in search of a System Integration (SI) Vendor to implement the **Mainframe and End of Life Real Estate Systems Project,** with ARCHIBUS, SharePoint and Dynamics 365 /.Net experience. Vendor is to provide one proposal for all scope of work. The selected vendor will lead the implementation and configuration Dynamics 365 functionality, ARCHIBUS and SharePoint per requirements following the city's security accreditation process.

Vendor will be required to conduct the following activities:

1. Configure and deploy updates to various applications supporting real estate and facilities processes that will integrate into application.
2. Lead the development of Dynamics 365 applications as determined with technical lead.
3. Upgrade and create new features in the ARCHIBUS application to support transition into one online application.
4. Upgrade and configure SharePoint online to migrate from on premise SharePoint solution.
5. Perform project management, change control activities (issue resolution, system change tracking, and communication).
6. Perform requirements validation and identification of new or enhanced requirements.
7. Create Data warehouse as outlined in requirements.
8. Configure and deploy reporting solution based on specifications/requirements.

9. Integrate related applications as indicated in requirements.
10. Lead data analysis, mapping and migration into new concessions application and related processes
11. Lead the development of new processes with the use of Dynamics 365 Support the integration of ARCHIBUS data into Dynamics 365
12. Conduct system development, integration, and data migration.
13. Work with Agency Cybersecurity Team to ensure NYC Security accreditation of overall solution and facilitate any required architecture reviews.

The subproject details and high-level requirements are outline below:

A. IPIS mainframe cutover & Reporting

The IPIS mainframe & cutover project marks the final phase of a comprehensive multiyear initiative aimed at eliminating real estate mainframe systems. Leveraging modern technology, such as CRM dynamics, ARCHIBUS, and Power BI, we have successfully deployed legacy application replacements for space requests, lease administration and property tracking in previous phases. In this crucial phase, we will be migrating outstanding features/processes into the newly built technology, while developing a holistic reporting solution that enables a seamless transition away from IPIS applications. This migration mitigates single point of failure risks associated with legacy systems, enhances integration with other technologies, ensures security accredited systems, and achieves full legacy system retirement. We are seeking a vendor with expertise in legacy system migrations to provide insights, best practices that will ensure a successful cutover into new systems and will help support the sunsetting of mainframe systems.

- Process tracking functionality is critical for identifying vacant properties and leasing them to private entities. DCAS currently faces challenges due to manual management process through spreadsheets, basic IPIS Interests, email, and paper documents. To streamline and expedite this process, DCAS RES seeks to implement an electronic solution to manage concessions, approvals, agreements, and financials. By adopting this solution, we aim to optimize revenue generation from city-owned properties without identified city use.
    - Ability to track and manage overall workflow processes, approvals, and key milestones.
    - Ability to track procurement process including pre-solicitation, solicitation, evaluation, award, registration, and overall tracking of Vendor/Applicant after award.
    - Ability to track the development and approvals of an agreement, contract, or lease.

  - Ability to track contract/agreement registration information, related costs, invoices, and budget.
  - Ability to link process information with vendor and financial information.
- Service Management functionality provides ability to create intake forms for service-related requests that get routed to specific teams based on request type, while being able to track requests based on location, teams assigned and associated assets as needed. Service management feature allows you to track process, resources and time associated to request for service.
- Applicants Bidder Tracking
  - Ability to track Applicant/bidder information, contact details and company information.
  - Ability to identify problem bidders or previous problem tenants.
- Contract management functionality that allows the tracking of agreement all the way to the end of the contract. Contract execution, registration, and life of the contract, tracking funding, costs, payments, extensions and change orders.
  - Ability to track draft agreement/contract from beginning to end of the contract.
  - Agreement/Contract details, specifications, and related signatures/approvals
  - Tracking of contract execution, registration, and life of the contract including funding, costs, payments, billing, extensions and change orders.
- Inspections: Inspections form accessible through mobile device to be used on the field for property inspections. Scheduler functionality allowing the creation of automatic inspections schedule based on resources, inspector's responsibilities, timeframes and location.
- Space renovation/construction tracking functionality that allows the integration of space request and overall management of space renovations construction through the system.
- Costs/Billing: Ability to track cost details, budget, billing, payment information, vendor/tenant related to constructions, agreements, contracts.
- Mortgage Account tracking functionality allows the tracking and management of legacy city provided mortgages, payments, and overall account management. The Mortgage account tracking also provides functionality to track sales of city owned properties, providing sales receivables features.
- OMB Actuals tracking: Create new feature in CRM dynamics that allows the collection of lease cost information through city agencies, and the tracking of this data to be derived per space occupies and lease. This feature allows the user to identify all costs and split up costs per space and report on costs per lease, per space, per agency, per location. OMB Actuals reporting: Ability to collect city agency lease cost information per agency,

space occupied and lease. Ability to split up costs per space, lease, agency, property report.

- TAS Cutover: Migration of tenant account information, creation of reports for tenant account system including PDF reports and ARCHIBUS views, ability to email reports to centralized group email. Tracking of security deposits and related process.
- Historical Data Repository: extract, migrate and create a repository for historical data to be accessed by business users and leveraged through reports.
- Central Name Index: create new contacts tracking with historical data migration.
- Lease administration: create feature to capture lease terms in negotiation, lease account request creation/updates, and automation and population of dates based on specific calculations and terms for lease options and expirations.
- Data Warehouse/Reporting Solution: The Data warehouse and ACRES BI reporting tool, it builds upon the success of previously deployed CRM dynamics and ARCHIBUS systems, providing a central repository of all data to be analyzed and reported on with the use of Power BI. The tool should provide ability to see and report on historical data to be previously in IPIS legacy application. This new tool offers user-friendly features, predefined dashboards, and reports relevant to users' roles. Additionally, designated super users can create ad hoc reports, providing a comprehensive view of real estate operations.

B. SharePoint Online:

The SharePoint online project seeks to upgrade current on-Premises application into SharePoint on the cloud. SharePoint is currently used to house real estate documents used to manage real estate processes and is currently integrated with ARCHIBUS and CRM dynamics.

- To be consistent between application solutions and the ability to maintain infrastructures consistently, migration of SharePoint from an on-prem to a cloud solution is necessary. The migration will offer the ability to integrate with other applications more efficiently as well as offer scalability and expandability.
- The integration between ARCHIBUS and SharePoint will be required. Documents are uploaded through the ARCHIBUS interface and automatically added to the SharePoint Repository along with key metadata and tagging information. The SharePoint Cloud solution will need to include this integration so that there is no user impact to the current functionality.
- CRM Dynamics is currently a cloud solution. There is a need for integrations such as uploading documents using the CRM Dynamics solution and the storage of those documents on SharePoint.

- CRM Dynamics will be generating unique BBL property records (Borough, Block, Lot) with specific identifiers that are used to track properties, related processes, and documents. BBLS are the foundation of the complete Real-Estate solution. Having an integration where BBL's that are generated in CRM Dynamics will be automatically added to the SharePoint BBL list so that users can use this list to search against the document repository as well as use to add as metadata for documents that are loaded through the SharePoint interface is critical to the solution.
- In addition to the migration from on-prem to cloud migration, the ability to add/update document categories to categorize and search for documents is required. Bulk upload/update/soft delete documents and the ability to automatically update property records "BBL's stored in SharePoint is critical.

III. Business Justification

There are currently a set of systems that are at end of life or require modernization used to manage DCAS managed buildings, track city owned property information, and manage various real estate processes. Service management application is required to manage tenant requests for service, track assets and agreements related to DCAS real estate properties. and ACRES document management used to manage over 175,000 documents for real estate services. To date, we have implemented a new ACRES' application made up of ARCHIBUS, CRM dynamics, .Net, SharePoint, GIS and Power BI that provides users that ability to manage various real estate processes, while collaborating with various teams and providing role-based security where users have access to what they need based on their jobs.

- The IPIS Mainframe cutover project seeks to create new features/functionality while replacing end of life applications that can no longer be supported while integrating with the ACRES application features that will enable faster cost savings, and better real estate management processes.
- Reporting solution
- The SharePoint Online seeks to upgrade the current On-premises SharePoint application, while migrating current documents, features and integrations to provide the needed modernization to integrate with ARCHIBUS, CRM dynamics to enable better performance, ease of use and minimize system administration functions.

The "AS IS" is a combination of new ACRES technology being used for various real estate processes, while concurrently using some IPIS mainframe legacy systems and manual processes with emails, spreadsheets, and word documents. The ACRES application is a combination of ARCHIBUS, CRM dynamics, SharePoint, Power Bi that is scalable with flexibility to support new

features and functionality that is pending IPIS transition. While new ACRES functionality has helped improve processes and operations, until all processes/ features are cutover into the new system, efficiencies and cost savings will not be fully realized.

"TO BE" will include one central ACRES application made up of various technology tools such as ARCHIBUS, CRM Dynamics, Power BI, SharePoint online and ARC GIS to provide users a seamless user experience with easy-to-use navigation, workflow features, notifications, and state of the art reporting functionality.

IV. Business Requirements

High-Level Business Requirements. Full requirements document is listed as Annex A – Mainframe & End of Life RES requirements.

The central web-based application will support the development of new processes and integrate with current ACRES applications seamlessly.

- *General System*
  - Form to capture request information, requestor information.
  - Ability to send email alerts for overall status updates, and alerts to related stakeholders.
  - Seamless transition/integration between systems for users leveraging ARCHIBUS, CRM dynamics, Power BI, and ARC GIS
  -

- *Process Tracking*
  - Ability to track and manage overall workflow processes, approvals, and key milestones.
  - Ability to track procurement process including pre-solicitation, solicitation, evaluation, award, registration, and overall tracking of Vendor/Applicant after award.
  - Ability to track the development and approvals of an agreement, contract, or lease.
  - Ability to track contract/agreement registration information, related costs, invoices, and budget.
  - Ability to link process information with vendor and financial information.
  - Ability to integrate process with other processes and sub-processes in ACRES.

- Service Management
  - Ability to create intake forms for requests for service.
  - Ability to manage requests for service/complaints from tenants.
  - Ability to route requests based on request type automatically to specific groups.

  - Ability to receive requests in a queue, capture priority and assign to specific resource/resources for resolution.
  - Provide email notifications and alerts as needed.
  - Provide ability to track progress to fulfill request.
  - Provide ability to track assets in a specific location/property.
  - Provide ability to create requests associated to a specific asset.
  - Provide ability to create requests for a specific asset ad hoc or based on predetermined schedule.
  - Provide ability to track assets for a specific property/space.

- Applicants/Bidder tracking
  - Ability to track Applicant/bidder information, contact details and company information.
  - Ability to identify problem bidders or previous problem tenants.

- Agreements/Contracts
  - Ability to track draft agreement/contract from beginning to end of the contract.
  - Agreement/Contract details, specifications, and related signatures/approvals

- Costs/Billing
  - Ability to track cost details, budget, payment information, vendor/tenant.

- Role Based security.
  - Ability to provide role base security, allowing multiple users to collaborate in specific properties/requests at the same time.
- Query/Search
  - Ability to search for concession projects, properties, bidders, applicants, and overall cost information.
- Integrations
  - Integration with power bi, ARCHIBUS, SharePoint and new ACRES CRM

Data Warehouse Solution

- The data warehouse solution will be created such that data from multiple sources can interact with each other Main considerations will include:
  - Ability to house multiple data sources in one location.
  - Ability refresh data daily, monthly as needed.
  - Meta data about the data to include:
    - Main Source
    - Date last updated.
  - Develop a Data Model to:

- Support the reporting needs of the business where multiple applications will access the data such as:
  - Microsoft Dynamics 365
  - ARCHIBUS
  - ArcGIS
  - Power Bi
- Create a Data Dictionary so that users can understand each data element. At a minimum each data element should include the following metadata:
  - Datatype
  - Source (i.e., Microsoft Dynamics 365, ARCHIBUS, etc.…)
  - Detailed Description
  - Field Name
  - Filed Alias Name (Common Name)
  - Date field was updated.
  - Data Category (i.e., Property, Lease-In, Project(Construction), Space Management, etc.…)

Reporting Solution

- Reports will utilize at a minimum the Data Warehouse solution as well as have the ability to use data from other databases as well as data sources such as spread sheets.
- Report Format/s
  - Reports will be delivered in a variety of formats depending on the Business need, source application, and output requirements. Some of these formats will include but not limited to:
    - PDF Non-Editable Version
    - SRSS report that will be embedded into the CRM Solution for viewing/printing.
    - Microsoft Word format. This format will be generated using code to generate the file.
- Report Solution should comprise of three main report types:
  - Canned Reports
    - Reports defined by the business that will be:
      - These will typically be reports that will replace current canned types of reports that are being generated for the business.
      - Defined by the business based on their needs.
      - Information needs to be intuitive, concise, easy to read, easy to navigate and interact.
      - Be refreshed based on the business' timeframes.
  - Dashboards

        - Reports defined by the business that will be consumed mostly by Executives. These reports will be:
            - High-level report information as defined by the business.
            - Dashboards will have limited interactive ability.
            - Information needs to be intuitive, concise, easy to read, easy to navigate and interact.
            - Dashboard will automatically be refreshed.
    - Ad Hoc Report Templates
        - Templates are defined by the business that will be consumed mostly by Business. These reports will be:
            - Setup with the required data loaded into the report and ready.
            - All relationships with tables will be already made.
            - Filed Names will be easily readable.
            - A Data dictionary will be included so the users have a definition for each field that is in the dataset.
            - Template will automatically be refreshed.
    - Custom Reports for Tenant and Mortgage accounting systems
        - Build upon current ARCHIBUS reporting solution and database to generate reports that will replace current reports.

- User friendly reporting interface replacing IPIS on PC functions using Power BI
    - Role Based access.
    - Ability to create ad hoc reports.
    - Ability to publish reports to groups.
    - Ability to save reports.
    - Ability to integrate different data sources for reports.
    - Ability to create dashboards and graphs.
- Ability to query database and crease saved search parameters.
- Ability to publish public or private reports/dashboards.
- Integration with current power bi tools, and other data sources currently in use

Mainframe Cutover

- Cutover Features
    - Lease administration (ARCHIBUS/CRM)
        - Automatic base date calculations on lease records
        - Provide ability to update options, expirations and key alerts based on based date updates, and general lease term details.

- Provide ability to update lease dates automatically when options are exercised.
- Create a Term Sheet document from CRM data and ARCHIBUS data.
- Create lease advise request for cost admin group to establish an account.

- Contract management (CRM)
  - Ability to track agreements, contracts, vendors, and related funding information.
  - Generate work order with related fundings estimates.
  - Tracking funding estimates, actuals, and related invoices
  - Ability to tracking in progress, pending, and paid invoices.
  - Ability to track capital, expense budget organized into different buckets for difference purposes.
- Space renovation/construction tracker (CRM)
  - Track project milestones for space renovations/construction
  - Provide high level timeline/Project plan.
  - Ability to track planned vs. actual and expected completion.
  - Associated vendors/contracts and related funding info.
- Inspections scheduler (CRM)
  - Provide ability to create a schedule of future inspections based on location, property type, # of inspectors and legal requirements.
  - Ability to automatically assign inspections based on different criteria to inspectors.
  - Ability to access and enter inspection information through a mobile device, including attaching pictures.
  - Integration with SharePoint application to house pictures and attachments.
- Mortgage Account tracking (CRM/ARCHIBUS)
  - Provide ability to track previously city funded mortgages, payment history, interest rates calculation, payment calculations and outstanding balance.
  - Provide ability to track property sales, sales price, down payments, generate payment receipts (sales receivables)

        - Provide ability to manage active accounts while migrating historical data into new application to house historical data.
    - OMB Actuals: (CRM/ARCHIBUS)
        - Create ability to collect lease costs by agency with ability to segregate lease costs based on space use while at the same time track on the lease record level.
        - Provide ability to track costs related to a lease and segregate them per lease space, per agency to account for total cost per space/per agency.
        - Migrate historical data and provide ability to export data as needed.
        - Provide ability to report on costs per agency, location, space.
    - Central Name Index: (CRM)
        - Provide ability to track companies, contacts that have had dealings with the city of New York, creating a central contact database.
        - Provide ability to rate/tag a company or contact to identify when company is of concern due to any previous engagement.
        - Migrate central name index information from legacy application to new application.
        - Provide ability to search for companies/contacts.
    - Tenant Account Management (ARCHIBUS/CRM)
        - Provide ability to capture security deposit information.
        - Provide ability to manage security deposit return process and update accounts automatically.
        - Provide ability to search and report of security deposit information.
        - Create tenant accounting reports using ARCHIBUS for non-pdf reports.
        - Create PDF reports that get emailed to general email account in a scheduled basis.

SharePoint Online:

- Migration Requirements
    - Migrating current on-prem SharePoint application into a modernized SharePoint Online while integrating with ARCHIBUS and SharePoint applications.
    - Migration from On-Prem to Cloud

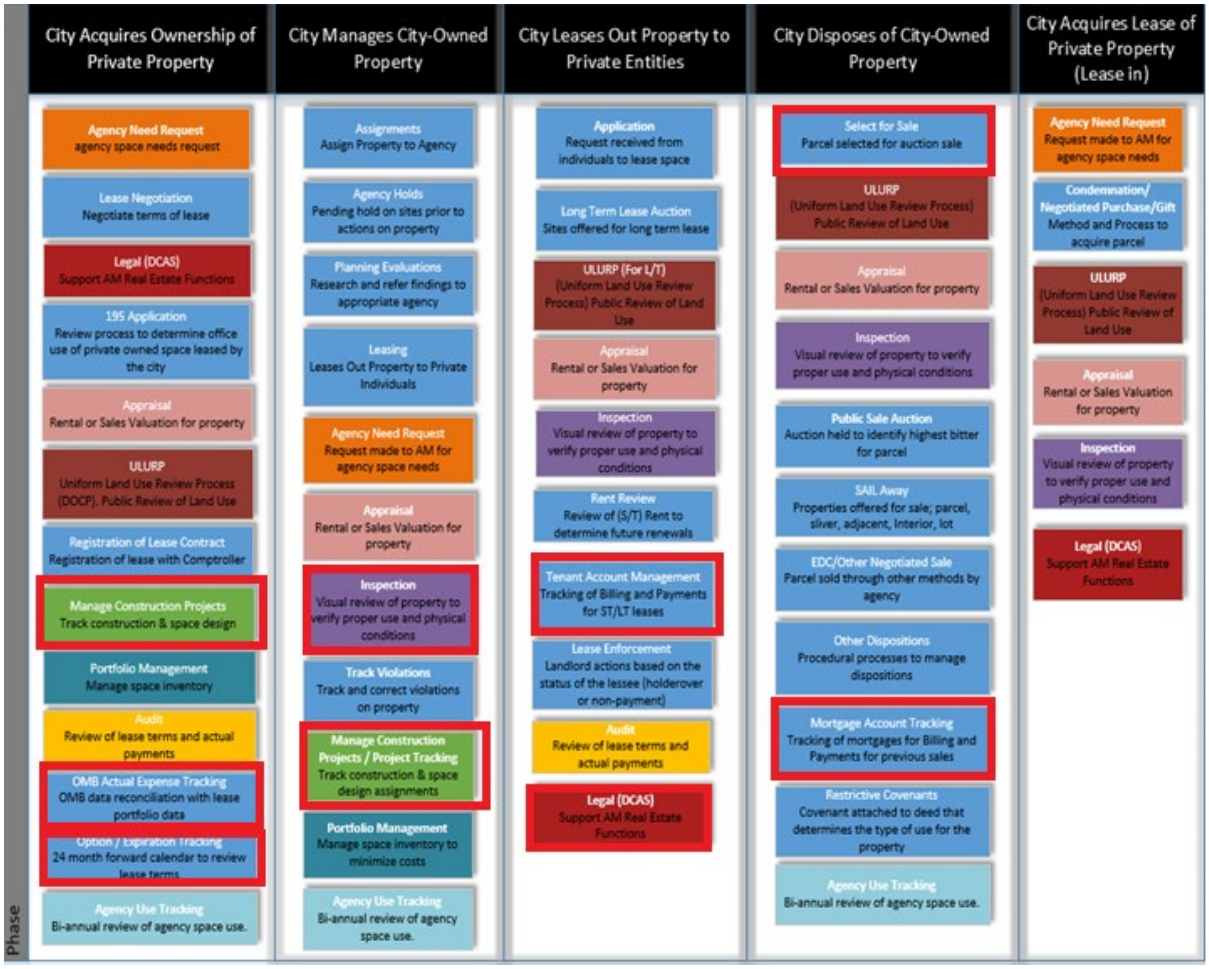
- Migration the current on-prem application to a cloud environment.

- SharePoint Customizations
  - An automated process is needed to maintain the current BBL list. Microsoft CRM generates the new BBL and SharePoint needs to automatically ingest the new BBL as soon as it is created.
  - All pre-existing customizations will need to be migrated from the on-prem version to the new Cloud version.
  - Users need the ability to bulk load documents into the Cloud with common tagging and meta data requirements.
  - Warning message when users are going to upload a document that pre-exists.
  - System to automatically handle documents with a single quote.
  - As documents are updated in SharePoint, the updated version needs to be synchronized with the other applications such as ARCHIBUS and Microsoft Dynamics so that they will open the latest version.
  - The ability for certain Documents to be store in a locked version indefinitely.
  - Ensure users cannot rename the filename.
  - Users need the ability to preview documents within a search which enables users to more easily find the document that they are searching for.
  - Users need the ability to search on a BBL or part of a BBL.
  - The ability to add additional document categories on a as needed basis.
  - An administration function to bulk re-categorization of documents.
  - Ability for Administrators to create new metadata fields based on a document category.
- SharePoint Data Migration
  - A minimum of approximately 175,000 Documents currently stored on the on-prem version of SharePoint will need to be migrated to the Cloud.
- SharePoint Data Integrations
  - Integrations between SharePoint and ARCHIBUS as well as SharePoint and Microsoft Dynamics will need to maintain as part of

the migration. All customizations will need to be migrated to ensure a seamless transition and no impacts to the users.

1.1.1. Process Flows

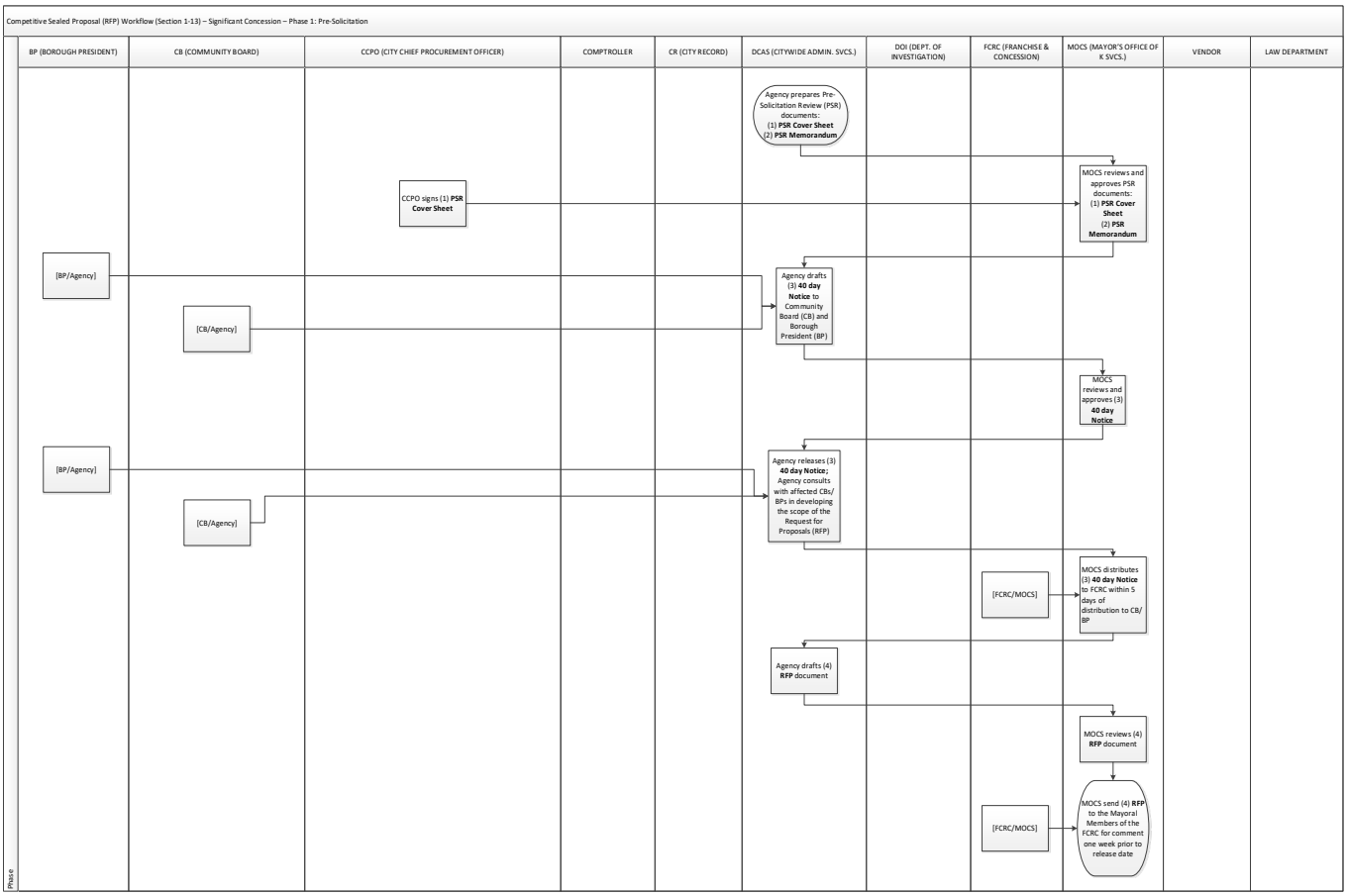
A. Below are the processes that are used to manage DCAS portfolio. Processes in red will require development work.



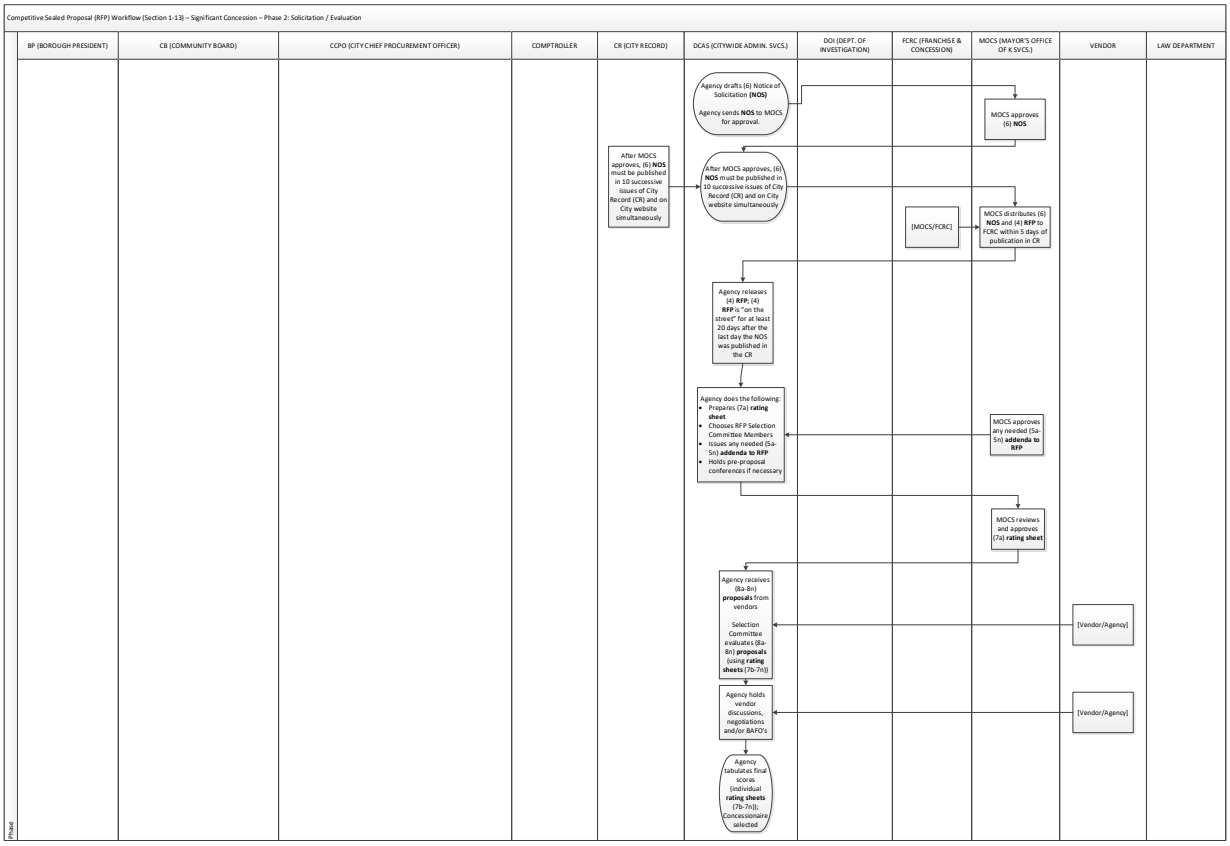
B. Concessions Processes:

Below are some current high-level processes that describe the concessions process:

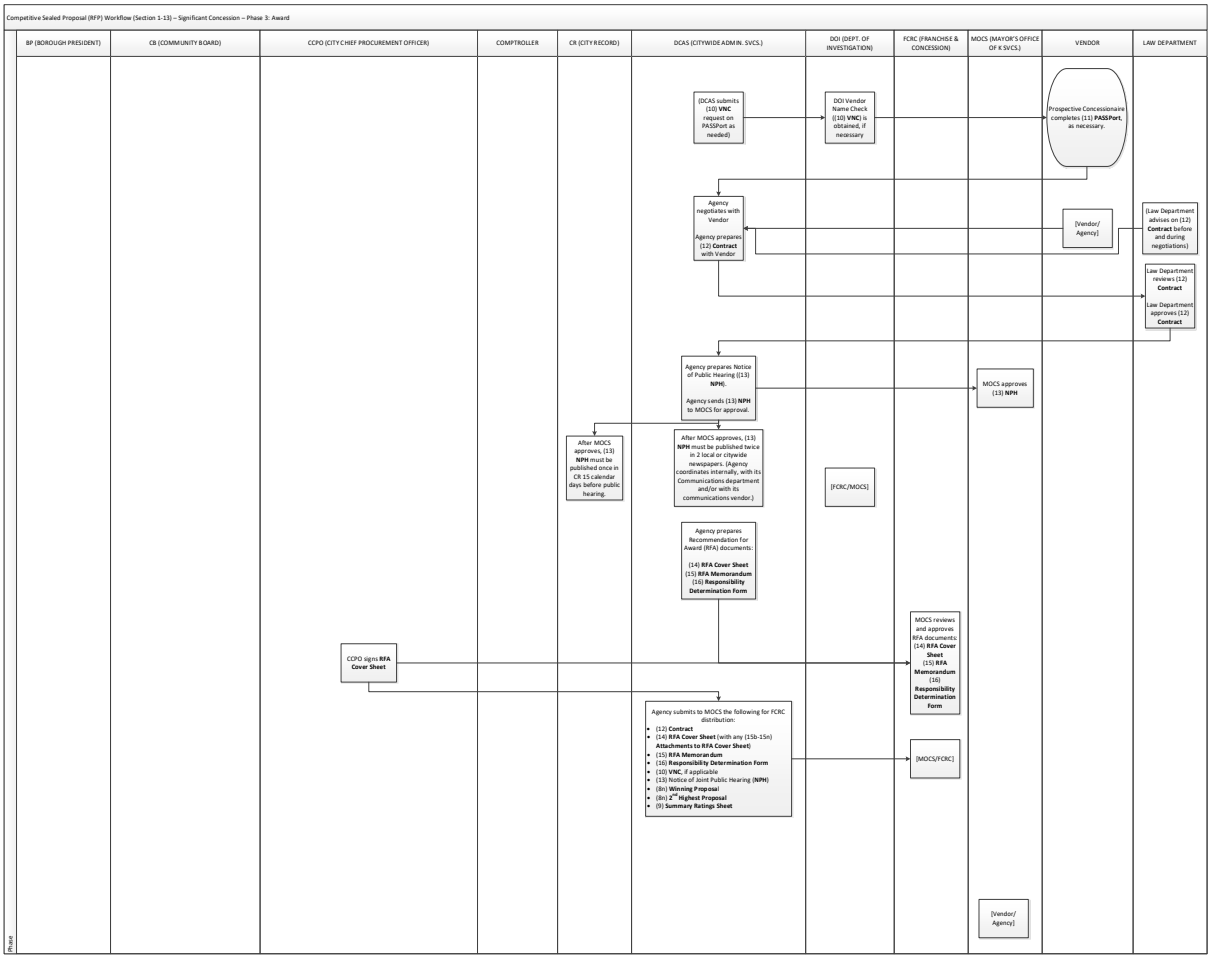
Pre-Solicitation



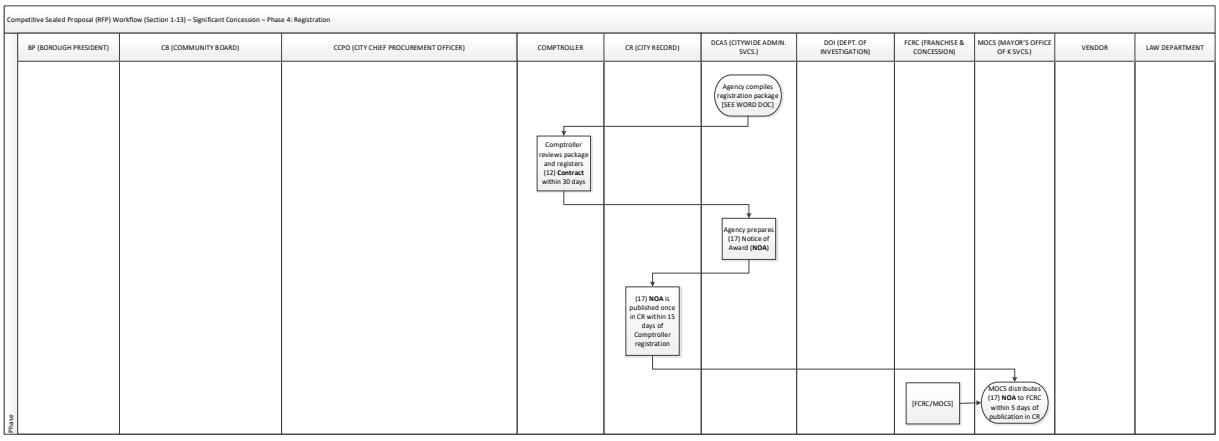
Solicitation/Evaluation



Registration



Award



C. CMMS Online work order Process

V. Technical Requirements

The SI Contractor shall develop the solution using the following technical components listed here and will follow the process for security accreditation for all tools that make up the REMS system. See **Annex B: Security Accreditation.**

Platforms Architecture:

DCAS requires new features to the current installation of the three-tiered load balanced with built-in redundancy architecture to support Dynamics 365, ARCHIBUS and agency facing Web portal: Database, Application and Web. The Database Tier will be hosting a Microsoft SQL Server, the Application Tier will employ Tomcat as web application container for ARCHIBUS, backend Dynamics services and the Web Tier will be using IIS (Internet Information Services).

The SI Contractor will propose necessary updates to current architecture to develop a solution using the following platform components.

Platforms:

- Dynamics 365
- Power BI
- ARCHIBUS 22.1, 24.1
- SharePoint
- Azure SQL
- Azure App Service
- Dynamics CRM 365

Hosting:

The application will be secured using SAML SSO authentication using secure sign-in token.

- Internal (Accessible only for DCAS Employees)

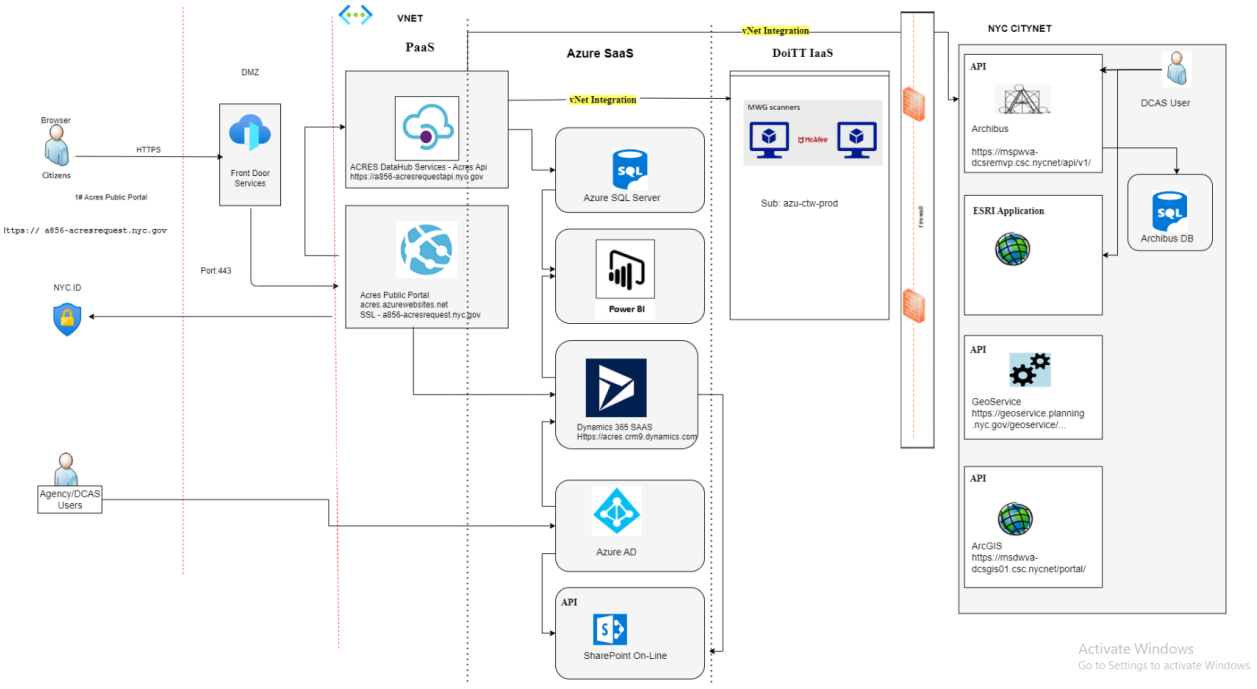
1.1.2. Conceptual Architecture Diagram

For data transfer between CRM and .Net application Dynamics CRM provides many options for extending and customizing the solution enabling the flexibility to support multiple interfaces to

external systems. The extensibility platform is the heart of Dynamics CRM. The Dynamics CRM SDK allows developers to build on top of the platform. The Dynamics CRM platform supports several types of deployments: The security model protects the platform from unauthorized access across the Web.

The Dynamics CRM platform uses Web services/Azure App Services to communicate with the underlying platform layer. Dynamics CRM uses a metadata driven architecture to provide the flexibility to create custom entities and additional system entity attributes and to make upgrades and enable transportation of solutions easier. This allows for changes in the data structure without requiring any change to code in Dynamics CRM. The CRM platform does not impose business-specific logic. This layer imposes only generic constraints such as security. It contains the building blocks for an application, but by itself is nothing more than a collection of related objects. However, the interaction between those objects is used to implement more extensible logic. The CRM platform also controls access to data through security, controls access to the database, and raises events for workflow processes and custom business logic implementations (plug-ins). The figure above depicts the Microsoft Dynamics CRM Extensibility Architecture.

Conceptual Architecture Diagram



Performance and Availability:

DCAS anticipates 150 internal users will be using this Dynamics 365 application, ARCHIBUS and SharePoint and Power BI applications for managing various real estate processes and space efficiency initiatives. Data entered in the system includes property information, contract registration information, lease information, vendor information and workflow approval information. All data entry screens should have a transactional response time of under 3 seconds. The system should have fault tolerance in the tiers. The selected vendor will be required to scale out and define the proposed production architecture. Uptime should be with 99.99% availability and aligned with OTI's Service Level Agreements.

Security:

The Dynamics 365 application with 150 internal user, ARCHIBUS 200 external and 300 internal users and SharePoint 300 users will be integrated with Citywide LDAP/Azure AD or NYC id to authenticate all users, including internal DCAS agency employee and external tenants. Additionally, a virus scanning solution will be implemented. This application will need to go through the NYC Office of Innovation Technology (OTI) security accreditation process. The vendor will need to coordinate with agency cybersecurity team to ensure compliance with City of New York Security Policy and Standards, that this solution will receive NYC CISO Security Accreditation Approval. see Annex B: provided at the following link:

http://www1.nyc.gov/site/OTI/business/it-security-requirements-vendors-contractors.page

Integrations:

Vendor is required to create and implement an integration plan with various other data tools as listed in the business requirements. Integration plan needs to include approach for integrating, testing integration and validation of integrations.

Testing:

Vendor is the develop and implement a test plan that includes the development of various test scripts both manually and automated. Test plan is to include user acceptance testing, performance testing, integration, and automated testing.

Data:

Vendor is to develop a data mapping, integration and migration plan that includes the mapping of data elements from various data sources including legacy IPIS applications that are to be migrated into the new system. Data migration is to include activities such as data extraction, migration, and validation. Additionally, data plan is to include documentation on data

integrations with other systems including field level mapping and frequency of data integrations.

Change Control

Vendor is to develop a change control plan that includes the development of a tracking tool to manage system issues, enhancements, and defects. The change control plan is to include change control board meetings, decisions tracking and release management procedures that include collaborative working sessions with DCAS IT teams.

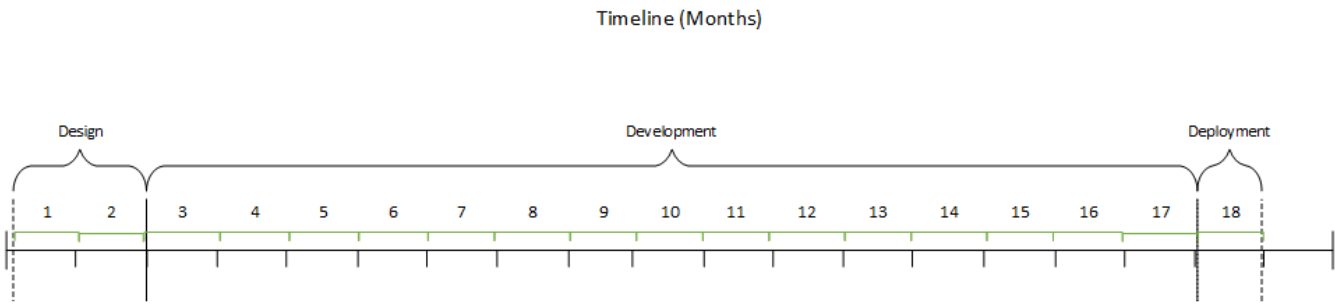
Knowledge Transfer:

Vendor will be responsible for documenting system design, configuration and customizations and will be required to work with DCAS IT teams collaboratively to ensure a smooth knowledge transfer process and transition. Vendor will be required to have knowledge transfer sessions to ensure DCAS IT team is able to support the ongoing maintenance and operation of the system.

Note: DCAS will provide all Hardware, Software, and associated licenses.

VI. Project timeline

Mainframe & End of Life RES 18 Month timeline.



1.1.3. Project Duration

PHASE	Milestones (Mainframe Systems)	Duration
1	Design	2 Months
2	Development	15 months
3	Deployment	1 Month

1 Month - Post implementation and Closure

Warranty as per the MSA contract

1.1.4. Target Completion/Critical Due dates

Vendor to propose critical start/end dates. Below are some sample templates to use when providing start/end dates.

See samples below:

Release 1 – RES Processes

S. No	SDLC Phase	Key Milestones	Documents Due	Start Date	Due Date
1	Requirement Validation &Planning	Initiation, Requirements Validation & Knowledge Transfer	Project Initiation Document, Communication Plan		
		Project Planning	Project Charter, Risk Management Plan, SSLA, Project plan		
2	Design	PDR – Preliminary Design Review	SRS, SDD, Preliminary Technical Design Document, Preliminary STP, SOW		
		CDR- Critical Design Review	Finalized technical design, STP, Configuration Management plan, Development Environment configured		
3	Development	Coding	System Development documentation, system implementation plan		
4	Testing	DTR- Delivery Test Review	System Test Environment, Test documentation, Preliminary Deployment plan, Training plan,		
		FQR- Formal Qualification Review	Automation Testing using MTM, Test plan, Testing documentation such as test scripts, automated testing		
5	Deployment	Implementation	Test & performance documentation		
6	Post Implementation	Closure	Project closure documentation, Final Training Materials, and knowledge transfer sessions		

Release 2 – Reporting

S. No	SDLC Phase	Key Milestones	Documents Due	Start Date	Due Date
1	Requirement Validation &Planning	Initiation, Requirements Validation & Knowledge Transfer	Project Initiation Document, Communication Plan		
		Project Planning	Project Charter, Risk Management Plan, SSLA, Project plan		
2	Design	PDR – Preliminary Design Review	SRS, SDD, Preliminary Technical Design Document, Preliminary STP, SOW		
		CDR- Critical Design Review	Finalized technical design, STP, Configuration Management plan, Development Environment configured		
3	Development	Coding	System Development documentation, system implementation plan		
4	Testing	DTR- Delivery Test Review	System Test Environment, Test documentation, Preliminary Deployment plan, Training plan,		
		FQR- Formal Qualification Review	Automation Testing using MTM, Test plan, Testing documentation such as test scripts, automated testing		
5	Deployment	Implementation	Test & performance documentation		
6	Post Implementation	Closure	Project closure documentation, Final Training Materials, and knowledge transfer sessions		

** Project plan may relate to schedule, budget, resources, and procurement details (if any)*
** Progress Report and updated project plan (due weekly)*

1.1.5. Project Dependencies

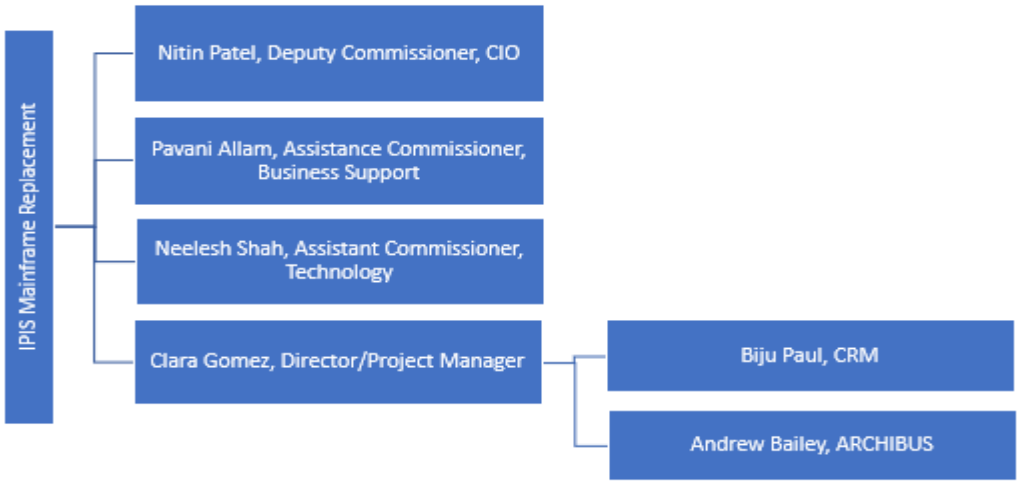
1. OTI Security Accreditation
    a. Vendor is required to support system development and troubleshooting activities to ensure security accreditation is obtained from OTI.

VII. Project Organization

1.1.6. Agency Sponsor Name

DCAS IT

1.1.7. Project Team makeup



1.1.8. Key Roles and Responsibilities

Executive Leadership

- Responsible for making high level business decisions while also providing business managers, SMEs, and project team with direction and guidance.
- Provide project sponsorship throughout project implementation.

IT Project Team

- Provide Project Management and deployment support.
- Responsible for project deliverables including RFS, requirements, vendor selection and application implementation and support.
- Provide leadership to help drive business decisions.
- Responsible for data analytics and refining business practices

- Lead business planning and knowledge gathering meetings.
- Application support
- IT Infrastructure

RES Business Managers

- Provide input and sign off on organizational business processes and requirements.
- Help develop implementation plans and ensure AM teams provide necessary data for system implementation.
- Ensure that system meets business requirements and business processes are aligned appropriately.

SME

- Provide Project Team, Business Managers and Executive Leadership with information regarding current business processes and practices.
- Provide feedback on proposed solutions.
- Attend business meetings and user acceptance testing sessions to help validate system acceptance.

VIII. Services Required of Contractor

1.1.9. Contractor Project Roles and Responsibilities

- **Project Management Services:** Project Planning, Project plan updates, resourcing, scheduling, reporting, stakeholder management, and meetings management. Track issues and manage risks.
- **System Design:** Development of Architectural/Design document, Business Requirements validation and functional design document with sign off from both IT and business.
- **System Configuration and Set up:** Fully tested and Configured application meeting business requirements and functional design document.
- **Data Collection & Migration:** lead data analysis, mapping, extraction, migration, and data clean-up activities required for application deployment.
- **Testing:** Conduct system testing and support user acceptance testing sessions. Track and manage system issue resolution and enhancements.
- **System Documentation & knowledge transfer:** Develop system materials and support knowledge transfer sessions.

- **Application Deployment:** Deployment plan for system deployment, Maintenance change request process, system administration plan transition, knowledge transfer sessions

1.1.10. Contractor Tasks and Deliverables

A. System Integration Services

DCAS requires a System Integrator to create new features/applications integrated with current ACRES features to replace IPIS mainframe system with the use of CRM Dynamics/ARCHIBUS applications. The selected Vendor SI services include:

1. **Ongoing Project Management**. The SI will provide technical direction and control of the selected Vendor's personnel and provide a framework for project planning, communications, reporting, procedural and contractual activity.

   The NYC DCAS Team will assign a project manager to work with the selected Vendor and assist with the implementation, including coordinating the project kick-off meeting, developing, and managing the implementation schedule, managing resources and deliverables, conducting regular progress meetings with the selected Vendor and DCAS.

   The Project Kick Off meeting is to be held within 7 days of the Notice to Commence. This meeting is a meeting to introduce key project team members, discuss overall project goals and assist to develop plan for project. Following this, the selected Vendor will be required to create a project plan. DCAS' written, final approval will be required for any project deliverables submitted by the selected Vendor. Vendor responsibilities include:

   a. The selected Vendor is responsible for the creation of a formal work plan that details the Work Breakdown Structure (WBS) for the implementation.

   b. The selected Vendor will prepare and provide the NYC DCAS team with a Work Plan that includes a detailed schedule, identification of its team members and organization structure, scope of services, and quality management approach. The Project Management Plan will include, but not be limited to:
      i. A project schedule, developed in accordance with the WBS, for delivery to the NYC team Project Manager within fourteen (14) days after receipt of the Final Award Notice. The schedule must identify phase/task duration, predecessors, constraints, linkages, deliverables, reviews by the NYC team or others, progress, milestones, completion dates, and the critical path.

ii. Describe the project team, method, and timing regarding project communications.
iii. Outline the quality management processes to be embedded into the project to ensure that the NYC team's requirements are met or exceeded. On an overall project basis, the plan shall address quality planning, quality assurance, and quality control.

c. The vendor will host a weekly project status meeting and prepare meeting notes that highlight project progress, milestones that were met and missed, deliverables produced, updates to the project timeline, project risks and any impediments to the project's progress. The time, location, and method for delivering the status report will be determined by the vendor and NYC's Project Manager.

2. **Analysis and Design**. The objective of this activity is to allow the selected Vendor to analyze DCAS' needs to determine the design requirements. The design sessions allow the selected Vendor to validate the NYC's Specifications against standard OOTB functionality, and functional design requirements using process flow diagrams and identifying gaps within the pre-configured application. Application configurations will be addressed at a detailed level during this Analysis and Design Phase. The number of design sessions will be determined by the scope of the contract.

3. **System Setup/Configuration.** The objective of this activity is to deliver a version of the application that meets the requirements of DCAS' specifications, but still requires functionality testing. "General Application Settings" are configurations to the application. System setup and configuration includes all aspects of system implementation and will be the primary responsibility of the selected Vendor with oversight from the team.

   The selected Vendor will set up and configure the application to meet DCAS' needs per the requirements. The configuration levels identified below are consistent with other projects of similar size and complexity at DCAS when leveraging out of the box functionality and supporting customizations and reporting with CRM dynamics.

4. **Data Collection:** The vendor will be responsible for collecting all the necessary data for the configuration of the application including data clean up and data mapping. This data includes portfolio data, user groups, workflows, procedures, SLAs, users. The selected Vendor can utilize data from existing systems whenever possible and will be responsible for creating, modifying, and testing necessary data to support the implementation.

5. **Mainframe Cutover:** The vendor will be responsible for migration of legacy data/features from mainframe systems, analysis of legacy application code to ensure all data and features have been migrated over into the application/reporting tool as needed.

6. **Business Process Reengineering**: The vendor will be responsible for leading business process review and reengineering sessions with key stakeholders to document current and "to be" process flows that will be followed using new system. The business process review sessions will be led by the vendor to identify opportunities for operational improvements, savings and streamlined business practices.

7. **Documentation:** The selected vendor will be responsible for the creation of training Solution design documents and materials to be transition to DCAS team.

8. **Testing**. The selected vendor will execute all required unit and system testing. The selected Vendor must successfully pass the unit and system testing per the mutually agreed upon exit criteria before User Acceptance Testing (UAT) by DCAS. Vendor to develop testing plan, test scripts and lead user acceptance testing sessions. Track all testing results and report on status on system issues weekly.

9. **Application Implementation/Deployment**. The selected vendor is responsible for implementing new features in the current CRM Dynamics system, ARCHIBUS, SharePoint, Power BI and which include instances for development, testing, staging and production for the system. Development instances will be used for ongoing updates, staging for user review, and testing and the production for the final instance after the updates are reviewed, tested, and approved.

   The selected Vendor will assist DCAS with conducting a pilot implementation prior to the production rollout of the application/features. The pilot will focus on proving that the application has been populated and configured correctly and is ready to deploy in accordance with the specifications listed in the requirements.

   The selected Vendor will:
   a. Implement a pilot with a subset of users to test application prior to full deployment.
   b. Create a "go-live" cutover checklist to ensure all activities necessary for deployment are completed.
   c. Provide full data load prior to Pilot and go live.

d. Assist in identifying work-around actions for any errors or problems identified by DCAS during installation and cutover.
e. Complete the cutover checklist items with DCAS and help DCAS with cutover of the application to a production environment.
f. Assist DCAS with completion of DCAS's readiness checklist items.
g. Create data migration plan to help DCAS identify the scope of data migration and assist with all troubleshooting related to the data population process.

10. **Launch Support Plan** – The selected Vendor will support the development and implementation of a launch support plan to ensure users, system and operational concerns are identified and resolved appropriately.

11. **Post Deployment Production** – The selected Vendor will provide post-production support for each module deployed. The selected Vendor will provide support of each module deployed, until that module is free of defects. This will include issue resolution assistance, application tuning and project closeout assistance. DCAS will sign off when all defects have been corrected.

B. Continuing Responsibilities

1. General Responsibility Statements

a. The selected Vendor is responsible for all work related to the management, administration and coordination of all its activities for this project. The Vendor will hire, train, and pay all personnel involved in the development, installation, and staff training necessary for the completion of the project. All associated costs are the Vendor's sole responsibility.

2. Project Coordination

a. To successfully implement the new space management system, and integrate with other NYC systems, the selected Vendor shall manage and coordinate all work efforts between themselves, their Vendors (if any), existing service providers and the NYC team. It is expected that early collaborative involvement by supporting disciplines will identify potential conflicts. Meetings and establishment of good working relationships with the DCAS Team and other key DCAS personnel will be necessary. The NYC Project Manager will be the initial point of contact for project coordination. The selected Vendor bears the full responsibility for delivering coordinated, integrated, and reviewed deliverables to DCAS.

3. Documentation

a. The selected Vendor is responsible for providing the NYC team with standard system documentation and training materials. The Vendor will be responsible for customization of training materials as needed.

4. Support

a. The selected Vendor will provide a support plan and include the resources and activities to complete the support plan. The Vendor Project Director will coordinate all project activities and will provide the following support services:
    i. Coordination of project resources and work so that support requirements are met with an efficient manner.
    ii. Serve as the main point of contact for NYC project manager.
    iii. Provide regularly scheduled updates to the support plan and project budget.

5. **Project Billing**

a. This is a fixed price project, with the selected Vendor billing the NYC team monthly for all deliverables that are completed in the prior month.
b. Deliverables are based on the WBS tasks as outlined in the project plan.
c. The Vendor Project Director will also be responsible for preparing periodic billings in accordance with the payment terms. As payment milestones are met, the Project Director will prepare an invoice, and all required supporting documentation and submit to the NYC team for payment.
d. The selected Vendor with whom DCAS contracts is solely responsible for the payment of any third parties. DCAS will not be liable for any such payments.
e. Proposed prices shall be quoted in United States dollars and shall include all travel, lodging and meal costs; royalties, license fees, governmental charges as applicable, and the cost of delivery (F.O.B) to DCAS. The selected Vendor shall itemize all reimbursable travel expenses in detail and invoice such expenses separately from other costs. The selected Vendor shall not charge the City travel expenses if its personnel is also performing work for another client or billing the City for such travel expenses pursuant to another City contract. The selected Vendor shall obtain written approval from DCAS prior to incurring reimbursable travel expenses. The City is not obligated to reimburse the selected Vendor for any travel expenses unless the selected Vendor obtains such written approval. Failure to obtain prior, written approval is deemed a waiver of the selected Vendor's right to be compensated for otherwise reimbursable travel expenses.
f. A training day represents eight (8) hours inclusive of one (1) hour allocated for a lunch break. The rate billed shall include all services, training session

materials, manuals, practice files and any related materials. It is anticipated that the selected Vendor will be required to conduct Training the Trainer sessions on-site at DCAS.

6. Administration of Daily Work

- **a.** Provide direction to the project team. All project team members will keep personal notes and document project discussions and meetings, if required. All such work product will be retained and become the property of DCAS when the project is completed.
- **b.** Provide continuous monitoring of the work for adherence to scope, schedule, budget, specifications, and all deliverables.
- **c.** Provide a budget and/or schedule recovery plan for any task, project milestone, or deliverable that falls behind more than two weeks or is over budget. Report plan during project meetings.
- **d.** Provide coordination and supervision of all team members to ensure proper integration of the work.
- **e.** Maintain the focus of the project team on satisfying the project purpose, objectives, and Scope of Services.
- **f.** Monitor and confirm that the technical aspects of the project are being performed and prepared in compliance with DCAS' requirements.
- **g.** Conduct ongoing, proactive, responsive communications with the NYC team Project Manager involving the direction and execution of the project.
- **h.** Notify the NYC team Project Manager on a weekly basis, or more frequently as needed, to determine potential impacts of proposed changes, including adjusted durations, predecessor relationships, constraints, linkages, deliverable descriptions and dates, reviews, percent completes, milestones, critical path, and task completion dates to reflect the status of the project and the revisions made to the work breakdown structure.

7. Quality Assurance and Quality Control Procedures

- **a.** Implement Quality Assurance (QA) procedures to ensure that all major project deliverables are subjected to review prior to submission to the NYC team. These reviews shall be conducted under the direction of the selected Vendor's Project Director and shall focus on checking the major elements with respect to adequacy of response to the specific configuration challenges, conformance to accepted implementation practices, and compliance with the NYC team's requirements.
- **b.** Verify that QA has been provided for each technical specialty to evaluate the overall project performance on a regular basis and to build confidence that the project will satisfy the current quality requirements. Confirm that specific project results are being monitored by each technical specialty

through quality control activities to determine if they follow the quality standards and, if not, that potential solutions to eliminate the cause(s) of unsatisfactory performance have been identified and implemented. Facilitate the identification and assignment of appropriate senior reviewers for each technical specialty. Confirm that the current Quality Control (QC) activities are clearly identified in the Project Schedule.

c. Meet with the NYC team's project manager and appropriate members of the DCAS team to discuss progress of the project and resolve any issues.

8. Project Reporting.

a. The selected Vendor will prepare and provide the NYC team's project manager, via e-mail, with weekly progress reports during the performance of the work. The report shall compare work accomplished to planned schedule, expenditures to budget, and provide support documentation for invoices. Progress reports shall also include, but not be limited to:

i. Identification of work performed in the previous week and work anticipated the following week.
ii. Expenditures to date and measures for reconciling inequities between the percent spent and work completed.
iii. Any variances from the original schedule and measures for mitigating schedule slippage.
iv. Team member status; and
v. Identification, discussion, and resolution of problems and alternatives.

9. Deliverable Preparation

a. The selected Vendor will prepare project deliverables and billing as agreed in contract negotiations and shown in the Project Schedule. The selected Vendor will invoice for only completed work; prepayments are not allowed. The invoice will include a brief description of the work performed in completion of the task and will include details of expenditure on each task and will show the hours worked by project personnel and other direct expenses related to the task. All deliverables and billing will be submitted to team's project manager for review and approval.

C. Business Continuity & Disaster Recovery

Vendor will support the development of a business continuity plan and disaster recovery plan. DCAS and OTI will plan, configure, and set up redundancy and business continuity planning with the support of the vendor. This will include but is not limited to secure data center location(s), environmental controls related to data center(s) (including redundant power), redundancy/load balancing and data backup provisions. The selected

Vendor must support the plan and provide a review and an escalation procedure and communication plan for preserving business continuity in the event of an emergency during non- regular business hours 9:00 am- 5:00 pm.

D. System Maintenance

The selected Vendor must include a service level management plan that indicates the resources and techniques to be used to achieve the level of services agreed upon by DCAS. This plan should include the frequency, method, and format for reporting on uptime, downtime and response times and escalation procedures for Helpdesk incidents, phone support and onsite technicians.

The selected Vendor should also provide an Ongoing Support Model, detailing City requirements to maintain the system. The Operational Support Model must identify the following:

1. Gaps between the OTI CITI SERV base level support for infrastructure that is required to operate the system on an ongoing basis.
2. A description of the resources, roles and responsibilities associated with providing support services to DCAS, including but not limited to:
    a. Staffing numbers and hours of availability for the selected Vendor's in-house support team; Hours of availability should be, at minimum, regular business hours of 9AM to 5PM (EST).
    b. Performance monitoring, with a preferred minimum uptime of 99.5%; and
    c. Coordination of software upgrades, updates, and enhancements.
3. Support services monitoring, such as the types of reports provided and the frequency with which they are provided.

E. Exit Plan

In the event of the expiration or sooner termination of the contract awarded from this RFS, DCAS requires an Exit Plan with the selected Vendor to facilitate the transfer of data to an alternative provider which may include internal on-premises hosting.

It will be the selected Vendor's responsibility to create an Exit Plan for submission as part of its Project Proposal. The proposed Exit Plan must detail the appropriate steps and costs necessary to migrate City data from any vendor's applications and all affected interfaces. In complying with the Exit Plan, the selected Vendor will be responsible for the cooperation of any third parties it has contracted with to provide required services.

Should DCAS implement the selected Vendor's Exit Plan, the selected Vendor will be responsible for conducting the Exit Migration of data pursuant to the Plan's requirements so that it is affected with the least amount of business disruption and user impact as possible while ensuring data protection and business continuity.

During Exit Migration, all City data that was exited must be cleaned after exit, but before contract termination or expiration, whichever is later. Cleaning includes, without limitation, the extraction, transmission, deletion, or destruction of City data maintained by the selected Vendor pursuant to the terms of the contract or the Exit Plan. Transmission of City data, if required, must be in a standard machine-readable format pre-approved by the City that does not contain any proprietary software or other materials of the Contractor or third parties. Destruction of City data, if required, must be certified in writing by the selected Vendor who shall attest that no backup or duplicate data has been retained by the selected Vendor.

The Exit Plan, including the Exit Migration, shall be included as part of the contract awarded from this RFP.

F. Warranty.

Refer to Master Agreement contract terms, include in your proposal.

IX. PROJECT DELIVERABLES

The selected Vendor will be responsible for providing a suggested project timeline with the related deliverables and timeframes based on requirements provided. Project milestones and a deliverables schedule to be approved in writing by DCAS before implementation. Each proposal must include a detailed project plan that identifies the critical project deliverables, critical path, and their associated milestones. The project plan should identify the timeframe for completing each step and achieving each milestone, as listed in the sample below:

Table 1: Sample Project Milestones and Deliverables Schedule

Milestone	Anticipated Completion
Ongoing Project Management Deliverables 1. Project kick off Presentation 2. Project Plan (MS Project) 3. Kick-off Briefing for each Module (MS PowerPoint) 4. Status Report with meeting notes for weekly meeting (MS Word)* 5. Risks and Issues Tracking (MS Excel)* 6. Change Control Process *These reports will be updated and delivered weekly throughout the project duration.	Ongoing throughout the project
Planning and Analysis 1. Requirements Review 2. Business Process Review 3. Fit-Gap Analysis 4. Functional Design Document 5. Change Management Plan • Communications plan: o Stakeholders list with related communications plan o Presentations, communications used to manage stakeholders	TBD
Design Deliverables Functional and Technical Design Documents	TBD
Environments 1. Development 2. Testing 3. Training 4. Staging/Performance **5.** Production	TBD
Configuration Deliverables 1. System set up 2. Data Migration 3. Configured software modules installed on agency environment 4. LDAP integration 5. Virus Scanning Solution	TBD
Data Migration Deliverable 1. Data collected, analyzed, and provided to users for data clean up. 2. Data Mapping document **3.** Migration of data as needed	TBD
Production Readiness 1. Deployment plan with cutover checklist	TBD

1.1.11. Contractor Expertise Required

The selected Vendor must possess demonstrated expertise and past successful completion of the design and implementation of CRM Dynamics/.Net solutions of similar size and complexity. The selected Vendor must also demonstrate knowledge of the DCAS scope of work, including the processes necessary to ensure project completion in a timely manner and within budget. The selected Vendor must specifically demonstrate the following:

1. Is a service company.
2. A minimum of five (5) years of experience:
    a. Working with industry best practices, technologies and tools associated with CRM Dynamics/.Net, ARCHIBUS, SHarePoint
    b. In the design, development implementation and support of systems of similar size and complexity with a similar number of users
    c. Demonstrated subject matter expertise in facilities management systems.
    d. Database design
    e. Information security
    f. Integration and validation of data sources and formats
    g. Web and application services
3. Case study examples and references of customer satisfaction for use of system, system features and functionality as well as customer service and loyalty
4. Proven track record working with government agencies.
5. Relevant awards, accolades or other indications of status from independent industry specific consultants like Gartner or similar
6. A customer base of at least 20 clients
7. Good financial standing
8. A minimum of five (5) years of experience in the development of the following functional components:
    a. Electronic forms with business rules validation
    b. Linear and parallel workflows
    c. Notifications
    d. Queue management
    e. Dashboards
    f. Content management
    g. Role-based access and user administration
    h. Standardized data exchange interfaces
    i. Standardized and sustainable reporting structure

1.1.12. City Policies and Assumptions

1.1.13. Contractor is responsible for adhering to the guidelines, standards, IT Security policies, and best practices available online at *https://www.nyc.gov/content/oti/pages/vendor-resources/cybersecurity-requirements-for-vendors-contractors*

1.1.14. The Contractor may not export, process, access or store City Data or provide services (including support services) outside the United States except with the express written permission of the Commissioner or Agency Head of the City entity, or their designee.

X. Contractor Proposals

1.1.15. Content and Format

The city requests **fixed-price/deliverable-based**] payment structure for the requested services.

The City reserves the right to request that the contractor submit both fixed price and time and materials price proposals, where appropriate. Despite the proposed payment structure, all proposals must show the basis for computing the total cost per deliverable including the estimated hours and associated hourly rates.

In addition to the pricing methodology requested by the City in this request, contractors may submit alternative pricing proposals for consideration. The City reserves the right to select the payment approach that it believes is in the best interest of the City.

Contractors should use the Systems Integrator Proposal Template attached **(Attachment A)**, to submit their written proposals.

All hardware and software costs should be stated as a separate cost item. [**NYC DCAS**] reserves the right to purchase the hardware and software separately.

Contractors should identify all items and services that comprise the total cost in their proposals and complete the relevant cost schedules from the list below:

a) <Complete Staff Hourly Rate and Workload Estimates, **Appendix A**>

b) <Complete Software and Hardware Cost Schedule , **Appendix B & C**>

c) <Complete Miscellaneous Cost Schedules, as required, **Appendix D**>

d) <List Miscellaneous costs, **Appendix D**>

XI. Contractor Selection and Assignment Timeline

10.1 Evaluation Criteria

Contractor proposals will be evaluated according to the following weighted criteria:

<

Relevant Project Experience (demonstrated quality and quantity of relevant experience)	20%
Approach and Methodology	40%
Project Organization and Staffing (quality of proposed project team)	20%
Cost (Fees and associated charges)	20%
	100%

10.2 Contractor Assignment Timeline

The following are the anticipated target dates for the contractor selection process.

Request for services sent to contractors	***5/13/2024***
Contractor Q&A Session	***5/23/2024***
Contractor Proposals Due	***6/13/2024***
Contractor Oral Presentations	***7/01/2024***
Evaluation Committee Selection	***7/15/2024***
Task Order Due	**7/22/2024**
Estimated Contractor Start Date	***8/22/2024***

XII. Appendices

Appendix A: Staff Hourly Rate and Workload Estimate

#	STAFF NAME	LABOR CATEGORY	HOURLY RATES		ESTIMATED HOURS	TOTAL $
			CONTRACT $	PROPOSED $		
1						
2						
3						
4						
				Totals:	**0**	$0

<*DCAS*> expects all "key personnel" identified in a Systems Integrator's proposal will be present at proposal related demonstrations and contractor oral presentations. < *DCAS* > also expects "key personnel" for the selected Systems Integrator to remain on the project to ensure continuity of knowledge. The Systems Integrator shall not transfer or replace the project manager or other individuals designated as "key personnel" unless such transfer or replacement is at < *DCAS* >'s request or due to a bona fide promotion, illness, family leave, disability, termination of employment, or other circumstance beyond the Systems Integrator's reasonable control. No staffing decisions regarding the addition or removal of staff will be made without < *DCAS* >'s consent and approval.

Appendix B: Software

All software to be acquired by the contractor to support the proposed solution(s) described in the project proposal.

#	ITEM	QUANTITY	COMMENTS (e.g. For miscellaneous items)	UNIT COST $	DISCOUNT %	ACTUAL COST $
1						
2						
3						
4						
					Total	$0

Appendix C: Hardware

All hardware to be acquired by the contractor to support the proposed solution(s) described in the project proposal

#	ITEM	QUANTITY	COMMENTS (e.g. For miscellaneous items)	UNIT COST $	DISCOUNT %	ACTUAL COST $
1						
2						
3						
4						
					Total	$0

Note: *All hardware and software purchases should be at or below the lessor of Contractor's discounted prices, NYS OGS prices or GSA Schedule commercial list price.*

Appendix D: Miscellaneous Cost Table

All miscellaneous items other than software/hardware to be acquired by the contractor to support the proposed solution(s) described in the project proposal.

#	ITEM	QUANTITY	ITEM DESCRIPTION	UNIT COST $	DISCOUNT %	ACTUAL COST $
1						
2						
3						
4						
					Total	$0

Note: <*DCAS*> has the right to select a subset of the quoted goods and services to purchase from the Systems Integrator. This includes, but is not limited to, deciding to purchase software and/or hardware from another source (including directly from the vendor) if the Systems Integrator's proposed pricing is not the most favorable option available to the City.

XIII. Attachment A – PROPOSAL TEMPLATE

Next Page >>>>

[System Integrator]

Proposal in Response to
[Agency, Project Name]

[date]

This document is prepared by the Contractor, on the Contractor's stationery

Table of Contents

XIV.

Instructions

This template is to be used for Systems Integrator Proposals. It is designed to match the Task Order template, so that the winning Contractor can convert the proposal to a Task Order upon award. The items in **[BOLDFACE]** are variables that should be changed to the specifics of the proposal in question. Notes are indicated in *italics* and provide additional information or instructions. This document is to be prepared by the contractor and submitted to the OTI program manager, who will distribute the proposals to the evaluation team.

The proposals will be evaluated in four key areas, which align to the four sections of the proposal:

Relevant Project Experience

Statement of Work (equivalent to Approach and Methodology)

Organization and Staffing (equivalent to Organizational Capability)

Fees (equivalent to Cost Proposal)

The weights for each area will vary depending on the project.

XV. Executive Summary

Use this section to describe the contractor's understanding of the scope and objectives of the project, and summarize the contractor's approach, proposed staff, and estimated project duration.

XVI. Relevant Project Experience

The specifics for this section will vary depending on the nature of the project.

1.1.16. Description of Similar, Successful Projects

Unless otherwise stated in the Service Request, please describe at least three similar projects in which you successfully participated. Include, at minimum:

- *Start and end dates of project*
- *Number of staff on project*
- *Contractor's role in the project*
- *Business need being addressed*
- *Target Audience, including approximate number of users*
- *Technical solution deployed*
- *Final results of project*

1.1.17. References

For each project described above, please provide a client reference including:

- *Organization*
- *Name and Title*
- *Project Role*
- *Phone number*
- *Email address*

The evaluation committee may elect to contact the references during the evaluation process, so please ensure that the listed references are aware and agreeable to being contacted.

XVII. Statement of work

1.1.18. Objectives

State your understanding of the project's objectives and goals.

1.1.19. Approach and Methodology

Describe the approach and methodology to be used in this project (e.g., prototyping, RAD, Agile, COTs products, etc.)

1.1.20. Project Scope

Include the following in this section:

- Contractor's needs – e.g., desk space, development and test environments, etc.
- Proposed acceptance criteria and process for project deliverables
- How the Contractor will interact with the City's staff, Requirements Definition and/or Project Monitoring contractors, as applicable
- List of tasks, by phase, per the sample below. Include resources assigned to those tasks, estimated duration, and critical milestones. Actual project phases will vary depending on the project scope:

Phase	Task	Resource	Estimated Duration
Initiation			
Design			
Build			
Test			
Implement			
Document			
Train			
Operations and Support			
Knowledge Transfer			
Post-Project Review			

1.1.21. Work Products and Deliverables

Describe the deliverables for this project. Below are examples; specific deliverables will vary depending on the project scope.

Phase	Deliverable	Description
Initiation	Project Workplan	A workplan document with a hierarchical representation of tasks, consisting of start and end dates, dependencies, and resources

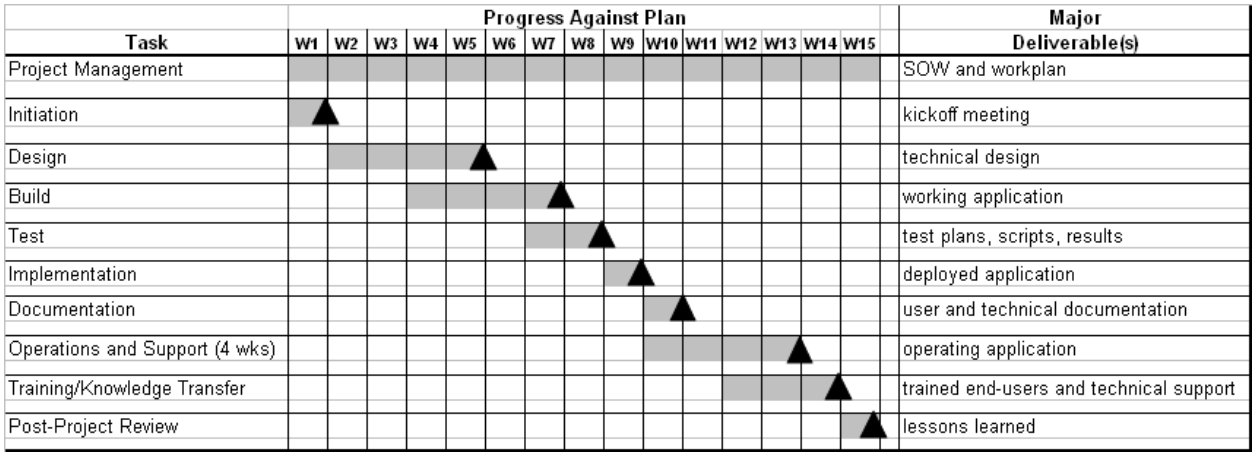
Phase	Deliverable	Description
Design	Design Document (planned and as-built)	A text document containing a detailed design of each aspect of the implementation. The Design Document should include a security approach strategy.
Build	Unit Test Results	A text document and attachments containing results of unit testing (peer review documents)
Test	Test Plan	A text document describing the test approach, including the test cycle, conditions, expected results definitions.
Test	Test Scripts	A text document and attachments containing Unit and assembly test scripts
Test	Test Results	A text document and attachments containing results of the testing
Implementation	Production Application	A working application live in production.
Documentation	Technical documentation	Runbook, technical architecture blueprint, application/database manuals, class hierarchies, etc. that are determined to be necessary. Each document should be listed as a separate deliverable.
Documentation	Deployment and back-out plans	Step-by-step procedures for deploying and backing out the code, modules, templates, deployment scripts, data, files, network and firewall changes and user accounts required to go live in production.
Training/Knowledge Transfer	Transition Plan	A text document describing the steps necessary to enable City staff to support and maintain the application in production.
Ongoing	Status Reports	Contractor will provide weekly status reports about the project and progress to schedule.

1.1.22. Project Timeline

[Contractor Name] shall undertake the work effort detailed in this proposal within **[time period],** with **[additional time period]** reserved for monitoring and support. The project is scheduled to begin **[fill in date].** The Gantt chart in this proposal illustrates the high-level schedule for the project, and indicates the required deliverables and due dates.

The overall timeline and schedule is illustrated below:

Below is an example timeframe and schedule:



1.1.23. Project Scope Exclusion

Explicitly list what is outside of the scope of the project; for example, if the Requesting Agency has reserved any procurement responsibilities for itself. Generic exclusions are not acceptable.

1.1.24. Form, Content and Frequency of Reports

<Describe the Reports that will be submitted by the Contractor for this project.>

Title of Report	Form and Content	Frequency

1.1.25. Assumptions

Contractor should insert any Assumptions here. This may include the provision of resources or facilities by the Requesting Agency. Any assumptions that conflict with the terms and conditions of the Agreement are deemed null and void. For example, the percentage of work that contractor personnel will perform off-site, specific software or system access that is required.

XVIII. Project Staffing and Organization

1.1.26. Staffing

The Contractor will provide the following resources to perform the work described in this proposal. Unless otherwise indicated, all assigned staffing is full-time.

This list should include subcontractors as well. If a resource is a subcontractor, this should be clearly indicated. Key Personnel should be denoted with an asterisk (*).

Resource	Project Role	Labor Category	Hourly Rate

Unless otherwise indicated in the solicitation, for each resource listed, provide a resume and at least one client reference. The City may elect to contact the references during the evaluation process, therefore any references listed should be aware that they may be contacted. The client reference should include organization, name, title, relationship to the resource (e.g., project manager, supervisor, etc.), phone number and email address.

If the Requesting Agency requires any additional qualifications for any Contractor Personnel, these requirements should be described in this section.

If Prevailing Wage labor will be used, the prevailing wage mark-up should be specified in this section.

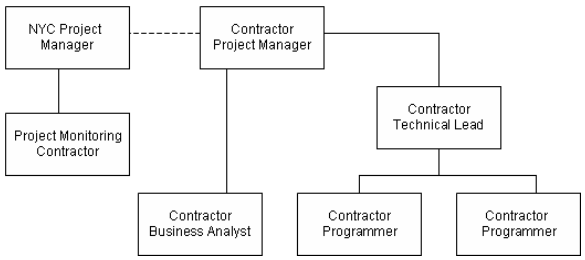
If non-U.S. labor will be used, the Discounted Hourly Rate should be specified in this section. (Reminder: if non-U.S. labor will be used, the Requesting Agency should review Attachment SCY and consult with OTI IT Security.)

If specialized subcontractor personnel will be used, these personnel, their specialty and their Cost-plus Hourly Rate should be specified in this section. Please see additional restrictions on the use of these personnel in section 14.10 of the Agreement

1.1. Organization

The project team will be organized as follows:

Please provide an organization chart showing the contractor's organization for this project, and how it will interact with the City's staff and other entities. Also include a narrative describing the organization and interactions. Below is an example of an organization chart:



1.1.1. Governance Structure

Describe the governance structure of the project.

XIX. Performance Specifications

As may be appropriate for a particular project, the Contractor should insert the Performance Specifications of the System, including Performance Specifications applicable to specific components. For example, if an item of equipment is expected to be fully functional 99.9999 percent of the time that should be indicated. If a system is being designed to have an average response time for 95% of the transactions of 2 seconds or less, that should be indicated. If the Contractor is proposing to operate a system, a minimum uptime requirement should be indicated (including definitions of scheduled available time and actual available time) per time period (e.g., per month).

XX. Warranty Period

The Warranty Period for Products and System Deliverables is **according to your Master Service Agreement**.

Indicate if the Warranty Period for Products and Systems Deliverables is greater (it cannot be shorter). Any additional warranties should also be specified in this section.

XXI. Fees

Note: *The City requires that all proposals for these services include a fixed-price, deliverables-based payment structure. Fixed-price proposals must show the basis for computing the total cost*

per deliverable including the estimated hours and associated hourly rates. In addition to fixed-price proposals, contractors may submit alternative pricing proposals for consideration, such as time and materials. The City reserves the right to select the payment approach that it believes is in the best interest of the City.

The Contractor proposes that the services and deliverables defined in this proposal will be performed at rates not exceeding those defined in the Agreement. The estimated total cost for the services and equipment included in this proposal are **[indicate amount]**.

Note: *If the City has authorized the Contractor to perform Services outside of the United States, state the applicable discount and indicate which rates are Discounted Hourly Rates.*

1.1.2. Labor Fees

1. Indicate the fees for labor by task and deliverable.

Following Section 1 is appropriate for a Time and Materials Task Order

Indicate the fees for labor by task and Deliverable.

#	Task	Deliverable	Resource Name/Title	Estimated Hours	Rate	Total Cost
1						
2						
3						
					Total Consulting Fee (subtotal 1):	

(Following Section 1 is appropriate for a Fixed-Price Task Order)

Indicate the fees for labor by Deliverable.

#	Deliverable	Total Fee
1		
2		
3		

Total Labor Fee (subtotal 1): $_____

1.1.3. Software

Identify any packaged and/or operating system software costs associated with this project. Note any volume or packaging discounts which apply, as well as the licensing structure used by each

software vendor (e.g., server-based concurrent users, etc.). Indicate the percentage mark-up, if any, (not-to-exceed that specified in Attachment PRC); for maintenance and support services no mark-up (0% mark-up) applies. Prior to purchase, all software licenses must be approved per section 6.8 of the Agreement.

#	Item	Quantity	Comments (e.g. license structure)	Unit Price	% Discount	% Mark Up	Total Price
1							
2							
3							
Total Price for all software purchases (subtotal 2):							

1.1.4. Hardware

Indicate, to the greatest extent possible, any and all hardware acquisitions necessary to support the proposed solution(s) described in the project proposal. Indicate the percentage mark-up (not-to-exceed that specified in Attachment PRC); for maintenance and support services no mark-up (0% mark-up) is permitted.

#	Item	Quantity	Comments	Unit Price	% Discount	% Mark Up	Total Price
1							
2							
3							
Total Price for all hardware purchases (Subtotal 3):							

Note: *All hardware and software purchases should be at or below the lessor of Contractor's discounted prices, NYS OGS prices or GSA Schedule commercial list price.*

1.1.5. Post-Implementation Support and Maintenance

Indicate any applicable ongoing annual fees (such as license fees, maintenance, training, etc.) Assume, unless otherwise indicated, that there is no overlap between final acceptance, warranty, and maintenance periods. No mark-up (0% mark-up) permitted for maintenance and support services.

#	Item	Quantity	Comments	Total Fee
1				
2				
3				
Total fees for all maintenance (Subtotal 4):				

1.1.6. Other Charges

Include below any other fees/charges not covered in the above categories.

Item	Description	Price
1		
2		
3		
	Total Other Charges (Subtotal 5):	

1.1.7. Grand Total

Enter the subtotals from each of the above categories and calculate the Grand Total.

Subtotal Item	Description	Cost
1	Consulting fees	$
2	Software	$
3	Hardware	$
4	Post-Implementation Maintenance/Support	$
5	Other Charges	$
	Grand Total	**$**

1.1.8. Payment Schedule

The Contractor shall submit invoices to the Agency Project Manager as follows:

I*ndicate the schedule – monthly, by deliverable, etc. If by deliverable list each deliverable and the associated cost.*

1.1.9. Performance Outcome Measures & Financial Incentives

Contractors are invited to list and describe outcome measures of the work to be performed by them and the related financial incentives/disincentives that could potentially be applied to this contract, either in whole or in part.