Department of Citywide Administrative Services (DCAS)

Request for Systems Integration Services

For

Mainframe and End of Life Real Estate Systems

May 2024

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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:

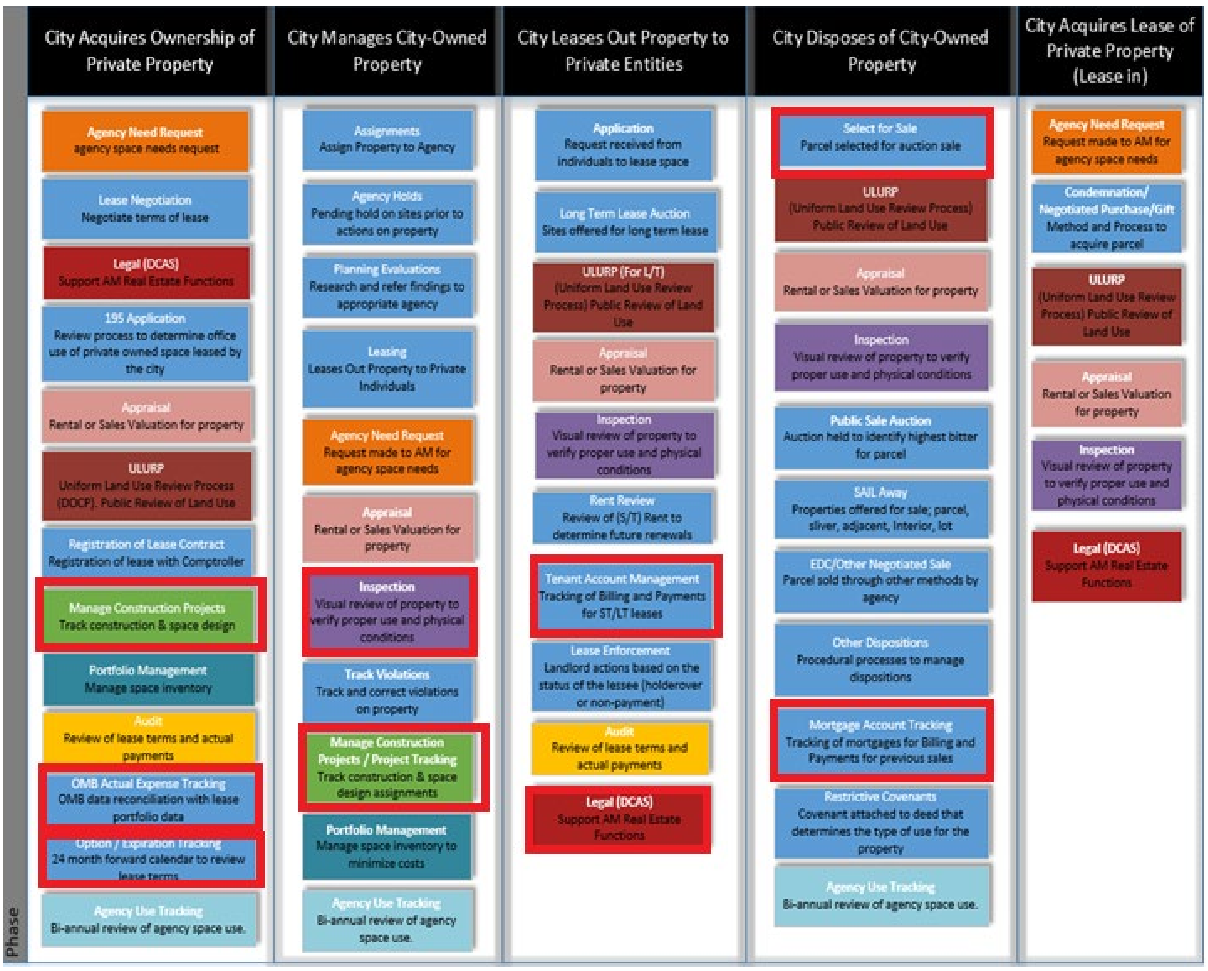
- Migration Requirements
    - Migrating current on-prem SharePoint application into a modernized SharePoint Online while integrating with ARCHIBUS and SharePoint applications.
    - Migration from On-Prem to Cloud

    - 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

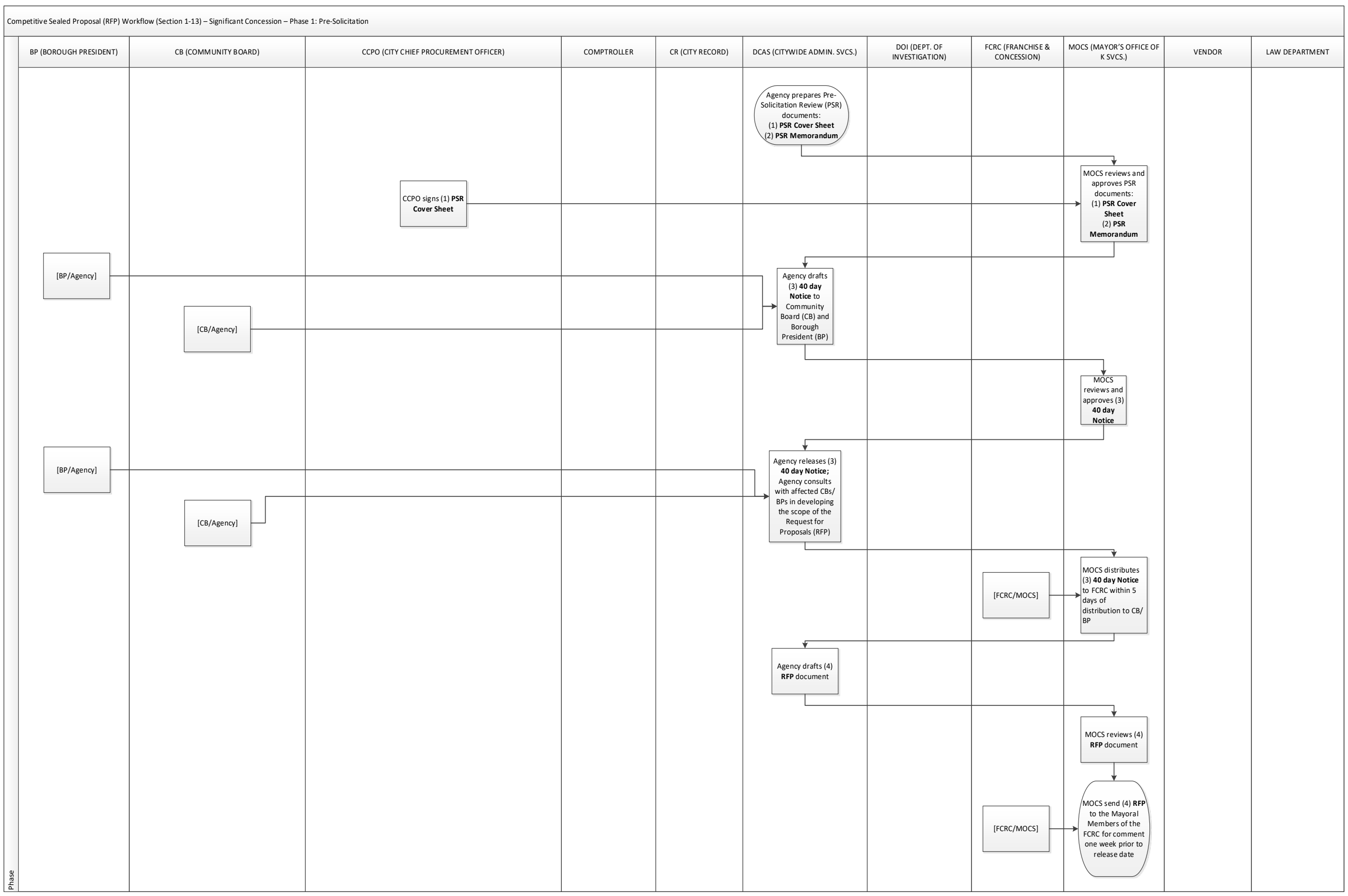
A. Below are the processes that are used to manage DCAS portfolio. Processes in red will require development work.



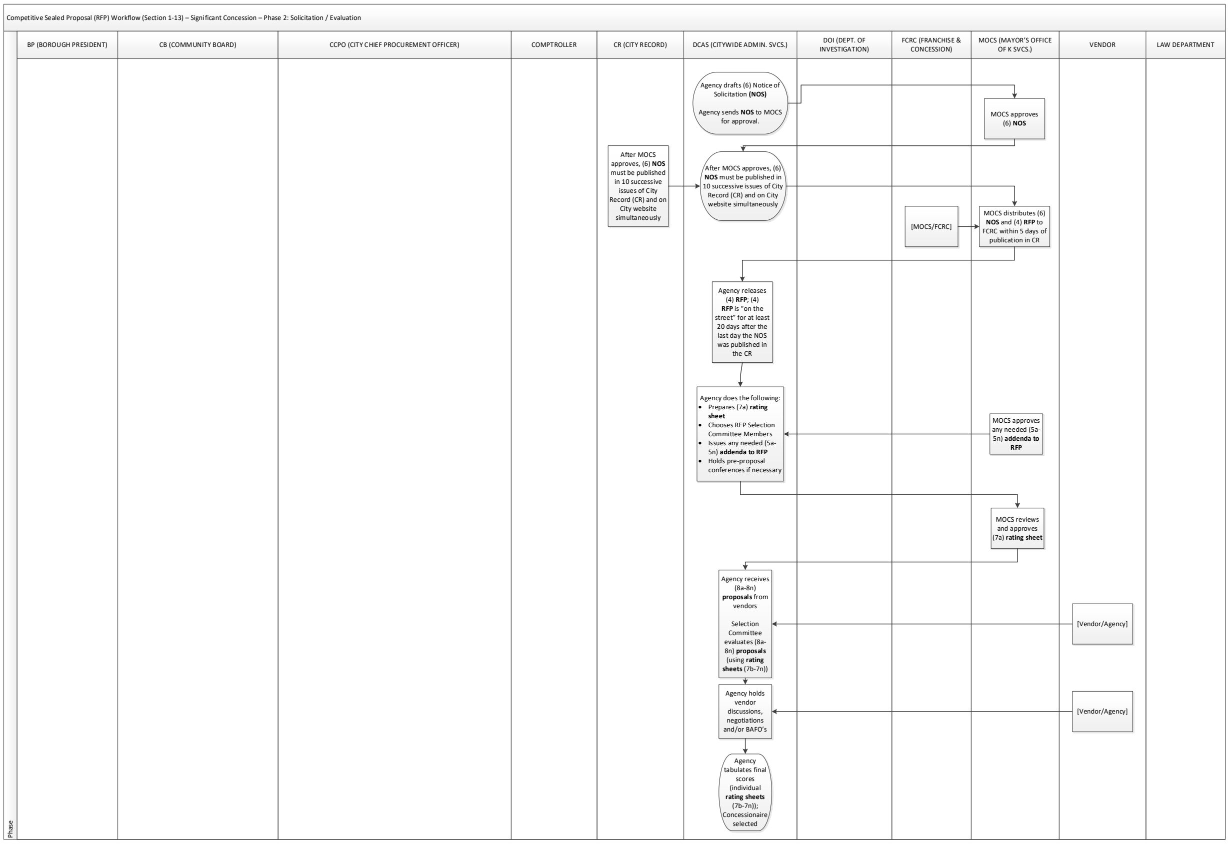
B. Concessions Processes:

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

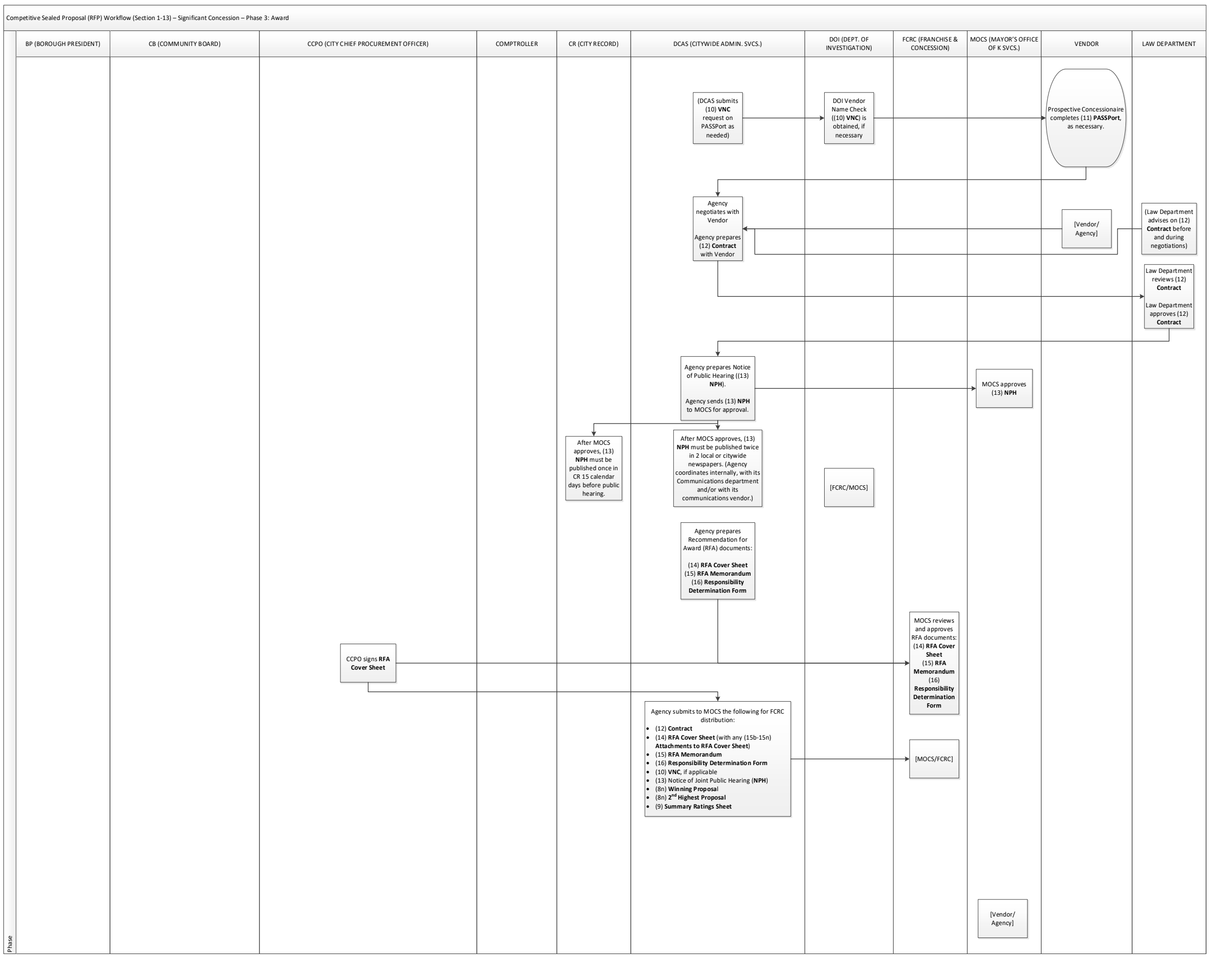
Pre-Solicitation



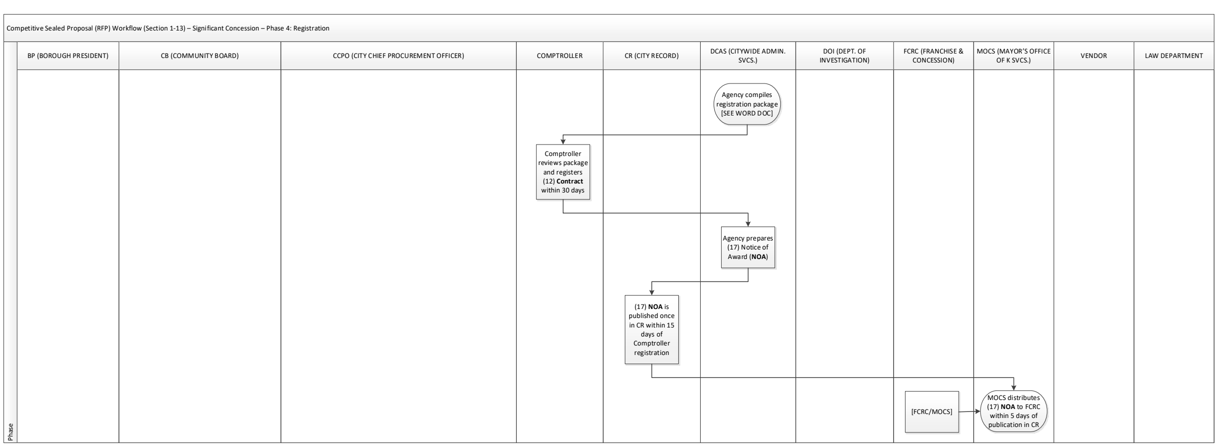
Solicitation/Evaluation



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.

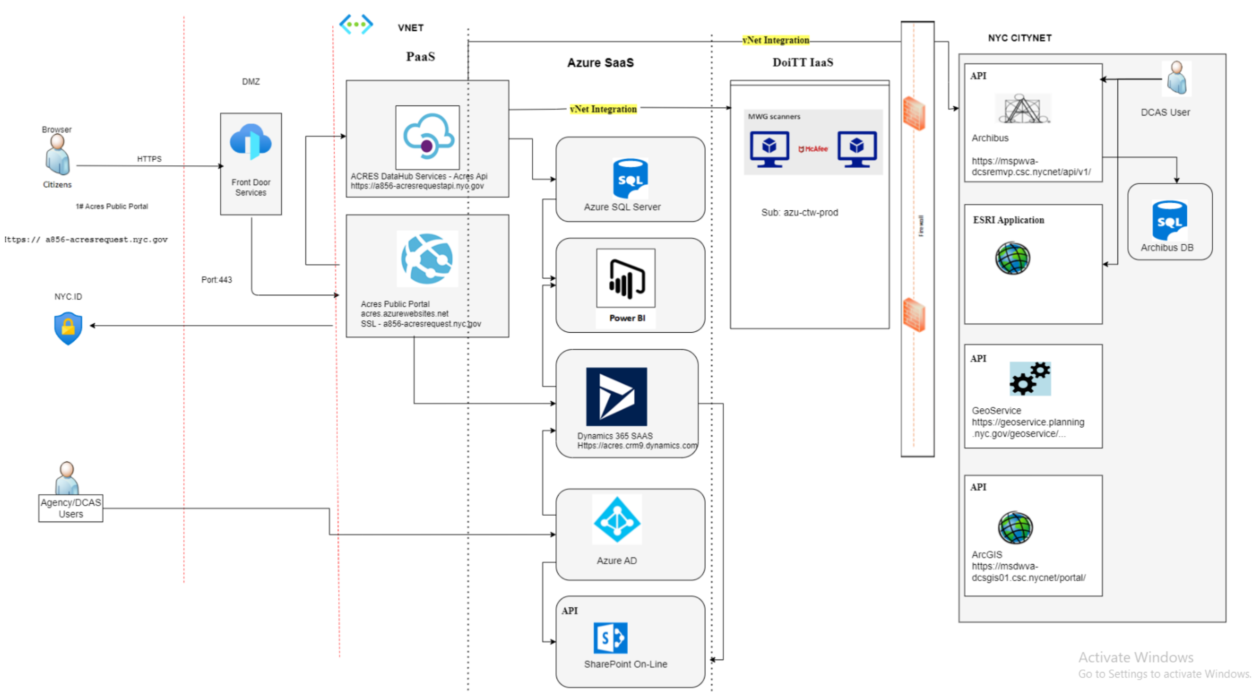
- Internal (Accessible only for DCAS Employees)

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.

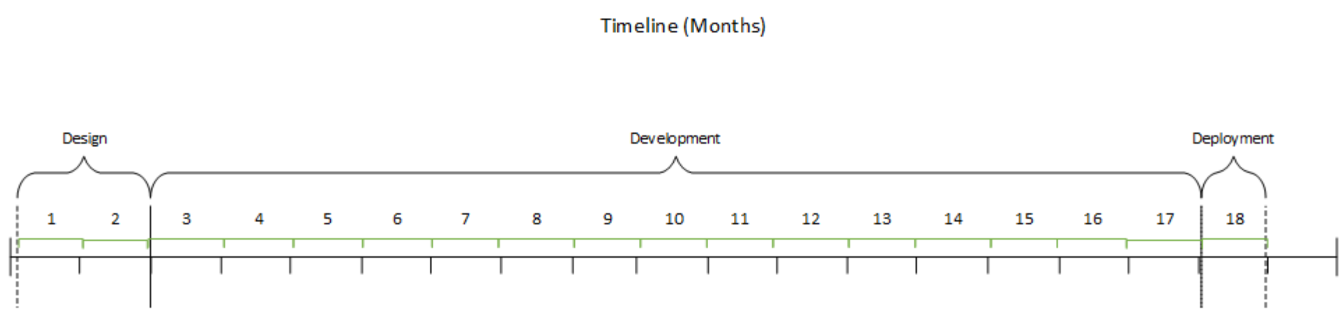
Knowledge Transfer:

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

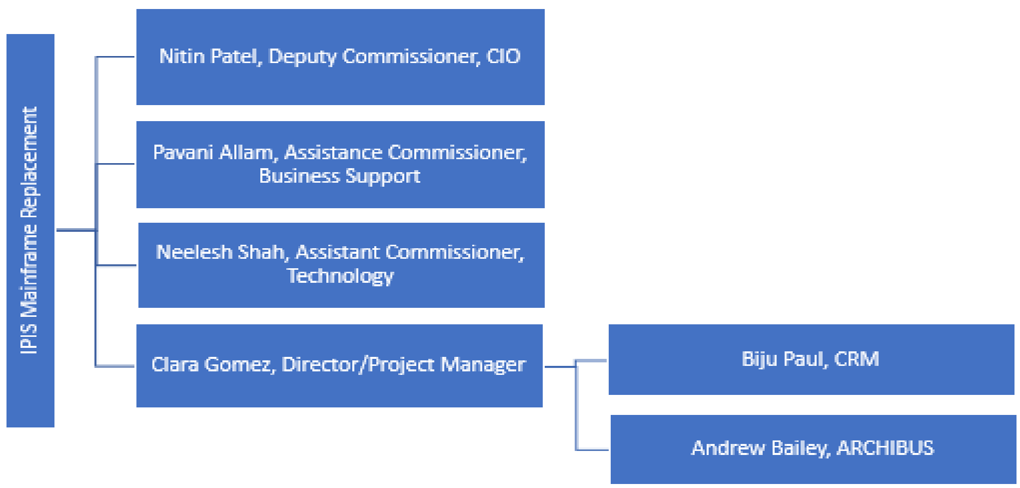
1. OTI Security Accreditation
    a. Vendor is required to support system development and troubleshooting activities to ensure security accreditation is obtained from OTI.

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 CONTRACT $	HOURLY RATES PROPOSED $	ESTIMATED HOURS	TOTAL $
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

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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

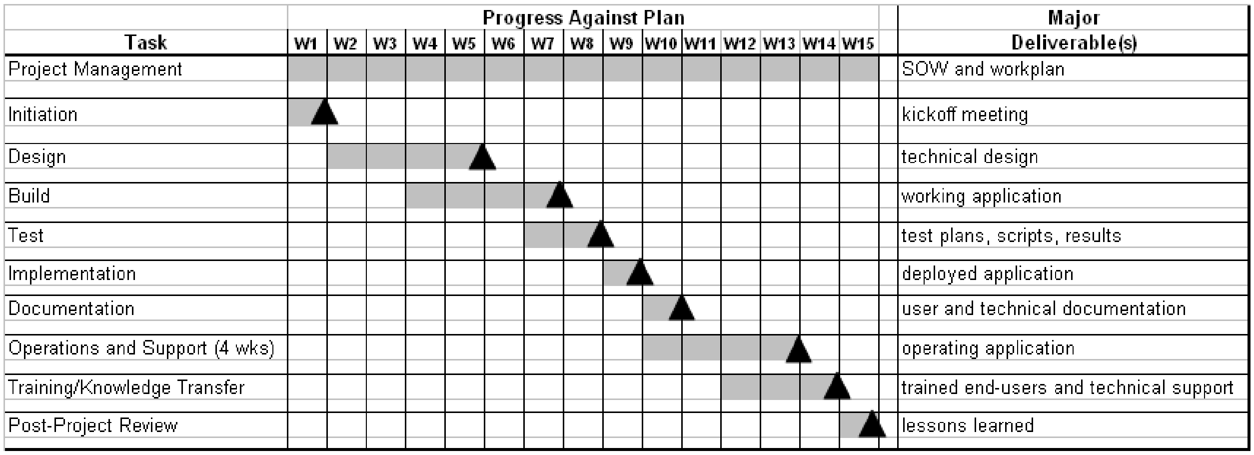
Phase	Deliverable	Description
Design	Design Document (planned and as-built)	A text document containing a detailed design of each aspect of the implementation. The Design Document should include a security approach strategy.
Build	Unit Test Results	A text document and attachments containing results of 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.

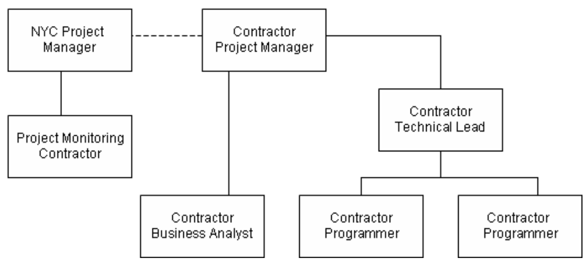
If non-U.S. labor will be used, the Discounted Hourly Rate should be specified in this section. (Reminder: if non-U.S. labor will be used, the Requesting Agency should review Attachment SCY and consult with OTI IT Security.)

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.

RFP RESPONSE

Rockland County
PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	**RFP NUMBER**: RFP-RC-2024-041

Department of General Services Purchasing Division

Request for Proposal

BID DISTRIBUTION - *Important Notice -* The County of Rockland officially distributes bidding documents from the Bonfire Portal.

Firms wishing to participate in this solicitation can download all of the RFP documents from the link provided below:

https://rocklandgov.bonfirehub.com/portal

Where applicable, see RFP Document for Scheduled Pre-Proposal Meeting and Deadline for Receipt of questions.

Closing date for the Request for Proposal is 3:00 pm, local time, on October 3, 2024.

PRE-PROPOSAL MEETING

A virtual pre-proposal meeting will be held via Microsoft Teams as detailed below. Attendance may or may not be mandatory. A transcript of the questions and answers will be distributed, to all attendees and proposers who have returned the Receipt Confirmation Form. Verbal questions will be allowed at the meeting. However, questions of a complex nature, or questions where the proposer requires anonymity, should be forwarded in writing to the County prior to the meeting.

To attend the virtual pre-proposal meeting please select the link below on the date and time scheduled.

LINK: CLICK HERE TO JOIN MEETING

Date: September 19, 2024 Time: 10:00am Location: Virtual – Microsoft Teams

Meeting ID: 276 720 391 538
Passcode: XNbj4z

QUESTIONS

All inquiries related to this Request for Proposal are to be in writing to the attention via email to purchasing@co.rockland.ny.us. The Solicitation number and title noted above must appear in the subject line of the email communication.

Paul J. Brennan, FNIGP, NIGP-CPP, CPPO
Director of Purchasing
Department of General Services – Purchasing Division
50 Sanatorium Road, Building A, 6th floor
Pomona, NY 10970
Telephone: 845-364-3820

Deadline for submission of questions is **September 25, 2024 @ 3:00pm.** Answers will be given via addenda issued in response to the questions received.

Rockland County
PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	**RFP NUMBER**: RFP-RC-2024-041

The County encourages submission of Proposals by certified Minority- and/or Women-Owned Business Enterprises (MWBE) and/or Disadvantaged Business Enterprises (DBE).

The County of Rockland is committed to full compliance with the Americans with Disabilities Act. To that end, the County is committed to creating an accessible environment for all. To request accommodations that you may require, please call (845) 364-3820. Please request these accommodations four (4) business days in advance so that we can seek to meet your needs.

Required forms to be completed and uploaded with the proposal

STATEMENT OF REQUIRED
DISCLOSURES, REPRESENTATIONS, CERTIFICATIONS

PAST AND PRESENT PERFORMANCE

ADD ANY ADDITIONAL INFORMATION REQUIRED

Rockland County
PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	**RFP NUMBER**: RFP-RC-2024-041

Receipt Confirmation Form

PLEASE COMPLETE AND RETURN THIS CONFIRMATION FORM WITHIN 5 WORKING DAYS OF RECEIVING SOLICITATION PACKAGE TO:

EMAIL : purchasing@co.rockland.ny.us

Failure to return this form may result in no further communication or addenda regarding this RFP.

Company Name: ____

Address: ____

City: ____ State: _________ Zip Code: ________

Contact Person: ____

Phone Number: __________________________EXT:_____ **Fax Number:** ____________________

Email: ________________________________

I have received a copy of the above noted RFP.

______ We will be submitting a RFP

______ We will NOT be submitting a RFP – **(please indicate reason)**

____

____

Signature:____

Title:____

If a bidders meeting has been arranged for this Bid, please indicate if you plan to attend: Yes / No

rectconf.frm

Rockland County PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	RFP NUMBER: RFP-RC-2024-041

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The purpose of this request for proposal is to solicit competitive sealed, fixed price proposals from qualified firms / bidders to provide and maintain a web-based Software as a Service (SaaS) solution for a Grant Management functionality for the Rockland County Office of Community Development (RCOCD). This software will maintain and increase efficiencies in the RCOCD procurement process, in accordance with the terms of this Request for Proposal (RFP). RCOCD is seeking to contract with a firm with the ability to provide a grant management software solution and associated implementation services required for improved grant making efficiencies for members of the public, recipients of funds, and staff.

The County requires a Grants Management Software Solution ("Solution") that will drive greater process efficiencies throughout the County's grant management process by:

- Eliminating redundant software applications currently in use.
- Reducing manual, paper-based processes and process cycle times.
- Improve Agency and Department/Grantee interactions with use of the Solution.

The County expects the Grants Management Solution to be an end-to-end solution that will allow the County to benefit from efficiencies at every stage of the Grants Management process.

The successful Proposer will perform and oversee the design, configuration, testing and post implementation support of the system. The successful Proposer will be asked to make recommendations on the development of functionality to meet the needs of RCOCD.

In addition to employees who will administer and oversee the grant programs, we anticipate there will be approximately 40 annual users in the community who will be using the grants management system to apply for funds and manage their projects. We are looking for a "software as a service" Grants Management system to help us administer and manage the grants/loans the County receives and/or distributes. It is anticipated that this RFP may result in a contract award to a single contractor.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

BACKGROUND

The Rockland County Office of Community Development (RCOCD) is seeking proposals for a grant/loan management software for its federal, state, and local grants and loans. The County receives approximately $3.7 million in HUD funds annually, via the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), and Emergency Solutions Grant (ESG) programs. RCOCD also administers HUD's HOME-ARP program, NYS Homes and Community Renewal's (HCR) Pilot in Lead Prevention program, and the County's $13.5 million affordable housing loan fund.

The requirement is an application/grant management/loan management software for the following programs:

- Community Development Block Grant (CDBG)
  2 step application process – we average approximately 30 external applicants annually

- Part I – Letter of Intent and assessment of basic eligibility
- Part II – Substantive Application
- Applications open in January, generally close in March

- HOME Investments Partnerships (HOME)
  Approximately 1-2 applications annually, allowed on a rolling basis

- Emergency Solutions Grant (ESG)
  Applications average 1-3 annually, allowed on a rolling basis

- HOME-ARP
  Program has not been launched, anticipate 1-4 applications over the entire grant period until 2030

- County Loan Program
  - Applications have already been received, anticipate managing awarded loans through this software

- Other federal/state grant programs may be added if funds are awarded.

Our current software system is not maximizing the efficiency and effectiveness in the processing and monitoring of services. Some of the biggest challenges with the current processes include:

- Lack of ability to change the applications/edit the process without the involvement of tech support.
- Unresponsiveness of the team.
- The systems created are not intuitive, including their landing page and dashboard.

REFERENCES

Unless otherwise stated, proposal must include a minimum of three (3) current projects and two (2) past projects.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The County of Rockland's Department of General Services – Purchasing Division is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Rockland County Office of Community Development. The reference number for the transaction is **Solicitation # RFP-RC-2024-041**. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

LENGTH OF CONTRACT

The Contract resulting from this RFP will be for a period of two (2) years with the option to renew for three (3) one year terms.

The County of Rockland reserves the right to review contract(s) on a regular basis regarding performance and cost analysis and may negotiate price and service elements during the term of the contract.

SCOPE OF WORK

The Rockland County Office of Community Development (RCOCD) is seeking proposals from qualified vendors to provide a complete grant management software; from grant application, tracking and submission assistance to grant management and agency reporting. The Grants Management Software functionality should include, but not necessarily be limited to the following:

Minimum Requirements
System

- Cloud based grant management system software will be a complete software as a service product with customization as needed.
- Accept input from external users (e.g., grant recipients, applicants, or subcontractors)
- Data fields may be added, deleted, and/or modified by Rockland County Office of Community Development (RCOCD).
- Direct interoperability with sam.gov and Integrated Disbursement and Information System (IDIS).
- Keep PII and other data secure.
- Provide full lifecycle tracking of grants.
- Ability to link documents and budgets to applicant profiles for multiple grant applications.
- Ability to drag and drop documents.
- Provide a dashboard view – see all pertinent information for each grant at a glance – for the public, current applicants, and internal grant management staff for internal workflows.

Service

Customer Support:

- Provide technical support for both RCOCD users from 8am-5pm at minimum, and public access end-user support:
    - Support services must include administrator and end-user training, technical assistance, issue resolution and overall responsiveness throughout the term of the contract.
    - Comprehensive training on system administration and basic systems functions must be provided to staff members in the Rockland County Information Technology Systems Dept. (RCITS) as well as the staff members of the RCOCD.
    - Telephone and online support must be provided for user-level questions on how to use the Software.
    - The County requires a dedicated customer support technician during normal business hours Monday through Friday between the hours of 8:00am and 5:00pm. The inclusion or exclusion of a dedicated customer support technician in a proposal will be evaluated in accordance with the criteria set forth in this RFP.

- A list detailing the customer support offered by the vendor for this software must be included in your response.
- Troubleshooting capability must be made available to users.
- The vendor shall provide detailed training guides and user manuals or other relevant documentation outlining all system functions.

- **Ongoing Support Services**
  Upon completion of implementation the Contractor will provide support services to the County. All proposals shall provide a complete description of its standard support offerings for Vendors, end users and technical staff including help desk, application and technical support.

  IT Communication:
- Provision of guidance, troubleshooting and correspondence to RCOCD and the Rockland County Information Technology Systems (RCITS) staff to help with supporting the configuration of the software.

  Hardware, Network and Security Tips:
- Provision of technical-level guidance to RCOCD/RCITS staff to assist with hardware and network and security specifications.

  Account Management:
- Provision of a dedicated Account Manager who monitors issues, coordinates regular service release installation, and tracks our business process cycles to help RCOCD provide consistent and reliable services.
- An Account Manager shall be available for periodic reviews on the status of open issues and future goals.

  Agency-Specific Process Training:
- Provision to RCOCD employees training on the use of the software to perform specific business processes.
- Develop or provides a User Manual outlining all system functions

Possible Activities:

Down Payment Assistance
Providing grant funding to county residents to assist them with purchasing a home. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Public Service Grants - Community Development Block Grant (CDBG), (CDBG-CV)
Providing grant funding to nonprofit organizations for programs serving low-moderate income county residents.

Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Homeless Solution Grants - Emergency Solutions Grant (ESG), Housing Opportunities for Persons with AIDS (HOPWA)
Providing grant funding to organizations serving populations that are homeless or at risk of homelessness. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Affordable Housing Development
Providing loans to real estate developers for the creation and preservation of affordable housing. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters
.

Asset Management (Housing)
Tenant Based Rental Assistance – Provides rental assistance to low- and moderate-income tenants to allow them to maintain safe and affordable housing. Activities include processing recertifications and disbursing funds to landlords.

Home Accessibility Modifications
Provides financial assistance for modifications to a home to create a more accessible environment for elderly/disabled individuals. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Emergency Home Repairs
Provides financial assistance for emergency repairs for elderly homeowners. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Weatherization Assistance (WAP)
Provides financial assistance for weatherization for homeowners. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Lead Hazard Remediation
Provides financial assistance to homeowners and landlords for the remediation of lead hazards in housing units built prior to 1978. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Property Acquisition & Demolition
Provides financial assistance to developers for the acquisition and demolition of property to create and preserve affordable housing. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters

Public Infrastructure
Providing grant funding to municipalities for improvements to public facilities such as roads, sidewalks, curbs, parks, community centers, etc. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Community Land Trust
Develops rural and urban agriculture projects, commercial spaces to serve local communities, affordable rental and cooperative housing projects, conserve land or urban green spaces, and create homes that remain permanently affordable.

Community Land Banks
Holds abandoned, vacant, and tax-delinquent properties for future development.

Commercial Facade Improvements
Provides funding for the improvement of commercial facades. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters
.

Economic Development
Provides funding for activities that create jobs that will be made available to low-moderate income individuals or will provide job training to low-moderate income individuals. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Micro-Enterprise Grants/Loans
Provides small loans to small businesses. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Housing Rehabilitation
Provides funding to rehabilitate deteriorated housing units to be utilized by low-moderate income individuals. Activities include accepting applications, scoring applications, tracking applications, tracking funding disbursements, and sending award letters.

Suggested Modules:

Grant Management
- Accept, review, and score grant applications for Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), & Emergency Solutions Grant (ESG)
- Allocate and track sub-recipient grant funding.
- Submit invoices, accomplishment reports, and Section 3 reports, which is a means by which HUD fosters local economic development, neighborhood economic improvement, and individual self-sufficiency.
- Track program income.
- Generate Consolidated Annual Performance and Evaluation Reports.
- Manage all necessary subrecipient agreement backup material requests.

Loan Processing
- Manage loan applications and approval workflow.
- Qualify beneficiaries based on local Housing and Urban Development income/asset limits.
- Generate all loan documentation.
- Originate and administer amortized, deferred, and forgivable loans.
- Provide invoicing, payoff information, amortization tables, etc
- Monitor compliance during the beneficiary period of affordability.

Construction and Rehabilitation

- Create property work write-ups and bid specifications.
- Enable online contractor notifications and bids.
- Allocate project funding based on one or multiple funding sources.
- Manage contractor draw requests and change orders.
- Accept and manage applications

Reports & Analytics

- Produce standard Housing and Urban Development (HUD) and Consolidated Annual Performance and Evaluation Report (CAPER) reports.
- Create & save ad-hoc reports based on unique queries.
- Display housing, economic & community development activities on a map.

The software should have a simple log in system, that follows standard web best practices and include a way to deal with lost passwords, both at the user level and at the grantor level. There should be a means to differentiate access levels for different users.

Data from a grantee profile or prior report should be able to be automatically transferred to a current application or progress report by the system.

Data should also travel from one part of a report or application to another - for example from a Budget Proposal to a Finance Report.

The system should also allow applicants/grantees to cut and paste information into an online form (application or progress report) from other electronic files, such as Microsoft Word and Excel.

Applicants/grantees should be able to submit and revise budget proposals on forms that automatically calculate certain fields; approved budget numbers should automatically populate financial reporting forms for budget to actual comparisons; forms should be able to handle multiple columns for multiple funding sources.

The system should provide a method for electronic signature or certification of submitted documents.

The system should also make the process of uploading a file (in a variety of formats: pdf, Word, Excel) simple for the grantee and provide confirmation that a file was successfully uploaded.

Once submitted, the system should be able to prevent further modifications to an application or other submission, unless approved by an administrator. All activities and revisions must be date stamped.

The system should provide confirmation/acknowledgement that an application or report was received or successfully submitted.

The system must be easy for RCOCD staff to customize, without intervention from a vendor or technical staff, in the following ways:

a. Modify or create new fields for data capture.
b. Modify or create new online forms.

c. Modify or create new reports.
d. Add/remove/modify users at each permission level.

The system should have significant financial and budgeting capacity.

a. Staff should be able to review, modify, and approve submitted budget information and return budget forms to applicant/grantees when appropriate for revision.

b. Budget forms should allow for multiple funding sources.

c. Approved budget numbers should automatically populate financial reporting forms for budget to actual comparisons.

d. Staff should have the ability to create self-calculating formulas that cannot be altered by Grantees.

e. The system must allow for grantee budget carry-overs and for ongoing budget revision after the grant award.

Ideally, the system should note exceptions or generate error messages to staff, such as if parts of the form are improperly completed or if budget to actual numbers do not fall within established parameters.
The system should have a robust mail merge capacity to allow for “blast” correspondence between the RCOCD and multiple recipients, including primary and secondary grant contacts, and also be sortable between different classes of grant recipients, including:

a. the capacity to create electronic correspondence between RCOCD and grantees regarding upcoming deadlines.

b. the capacity to identify and automatically generate email notices/letters to grantees about missing documents.

The system should include a "alert" system to notify both applicant/grantees and staff of upcoming deadlines and requirements.

The system should have the ability to generate reports on "missing" documents (grantee has failed to submit) for a given time period.

The online data needs to be available to a number of constituencies, as listed below. The system should allow for authorized users to log in to view and/or input and edit documents within the system, to which they have been approved to have access.

a. Applicants/grantees themselves should be able to review and modify (where appropriate and until locked) their applications, reports, profiles, and other documents;

b. Auditors, Onsite Reviewers and other third parties engaged in work with applicants/grantees and the funder should be allowed to review grantee information online;

c. Program staff should have identified levels of access, including the ability to modify, and cut and paste from documents.

All grantee supplied information in the system must be "editable" as in the ability to cut and paste information out of the online system is critical.

Historical data must be migrated to the new system for historical reporting. The vendor should automate this data conversion to the extent practical.

The software must be in place for the January application cycle for the Community Development Block Grant (CDBG).

Timeline:
An overview of the timeline for implementation, training and system go-live should be included in the detailed response.

Demonstration:
The vendor will be requested to provide on-site or virtual demonstration of the proposed system at a time and date provided by the County.

Detailed requirements related to these key features and other functionality elements are provided in Exhibit A - Functionality Matrix Questionnaire.

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

Five years' experience providing Grant Management software solutions to municipalities or other government agencies. Proposals shall include a brief description of the Proposer's qualifications and previous experience on similar or related projects. Provide descriptions of pertinent project experience with other public municipalities.

Proposals will be evaluated considering the offeror's technical and managerial experience, qualifications, and the availability of personnel who are proposed to work on the project and prior experience in managing projects similar in type, technology, size and complexity. Include any license(s) or certification information for lead firm principal(s), project managers(s) or individual(s) that would be assigned to current project. Personnel qualifications and experience should be detailed as part of the Technical Proposal. Include resumes for all personnel to be assigned to this project.

Relevant and Past Experience: General – Each Offeror shall submit a past and present performance section with its proposal, containing past performance information in accordance with the format contained in The Past and Present Performance Information Form. Offerors are cautioned that the County will use data provided by each Offeror in this Section and data obtained from other sources in the evaluation of past and present performance.

Vendor must provide a dedicated Account Manager to monitor, issue, coordinates regular service release, installation, and tracks our business process cycles to help RCOCD provide consistent and reliable services.

PROPOSAL EVALUATION CRITERIA

An Evaluation Committee will evaluate proposals against the following weighted criteria. Each area of the evaluation criteria must be addressed in detail in proposal.

WEIGHT	EVALUATION CRITERIA
250 Points	Ability - Demonstrated ability to meet the scope of work providing implementation and integration of a SaaS system that incorporates the requirements set forth by RCOCD. Vendor's Proposed Solution and ability to meet the County's Functional and Non-Functional Requirements. (Includes narrative proposal and completed Exhibit A - Functionality Matrix Questionnaire.
250 Points	Capability - Demonstrated technical capability proven track record. Demonstrated success in performing / meeting previous contract requirements**.** Proposed customer service technician.
200 Points	Qualification - Proposals will be evaluated considering the offeror's technical qualifications, and the availability of personnel who are proposed to work on the project; and prior experience in managing projects similar in type, technology, size, and complexity. Professional Implementation Services: Project Management, Training, and Technical Services. Expertise of staff proposed for this project.
100 Points	Past & Present Performance references for similar projects. Assessment of the offeror's past and present performance will be one means of evaluating the credibility of the offeror's proposal and the relative capability to meet performance requirements.
200 Points	Cost. – Inclusive of software solution, implementation, training, technical support and maintenance

All proposals in response to this RFP will be evaluated in a manner consistent with the Rockland County Procurement Policy, rules, policies and the evaluation criteria established in the RFP.

DEMONSTRATION

An in-person or virtual demonstration by the Vendor may be required by the County, of all short-listed proposals, if it will help the County's evaluation process. The County will factor information presented during demonstrations into the evaluation. Vendors will be responsible for all costs associated with providing the demonstration. The County reserves the right to only conduct demonstrations and question and answer conferences with Bidders that meet the minimum qualification requirements and/or have not been eliminated from consideration during the evaluation process. The demonstration should be constructed to clarify both the functional capabilities and the offeror's response. All arrangements and scheduling regarding the demonstration and question and answer conference's date, time, and location shall be coordinated by the Rockland County Purchasing Division. In the event demonstrations and question and answer conferences are conducted, the following shall apply:

- The demonstration and question and answer conference shall be conducted at no cost to the County; therefore, no compensation shall be made to the bidder regarding participation in the demonstration and question and answer conference. The bidder shall have the right to decline to participate in the demonstration and question and answer conference; however, information gained during the demonstration and question and answer conference will be considered in the evaluation.

- The bidder should demonstrate the functionality and features of the proposed solution per the demonstration script provided by the County.

- The County may, at its option, request that a bidder demonstrate any function, product, or solution capability included in the bidder's proposal.

- The dates for the demonstrations and question and answer conference will be determined by the County.

- If requested and conducted, the demonstration and question and answer conference may be limited to three hours. It is the obligation of the bidder to effectively manage their demonstration and question and answer conference time.

- The County reserves the right to use information attained from the bidder's demonstration and question and answer conference in the evaluation of Experience of Organization and Expertise of Personnel, and Functional/Technical Capabilities and Method of Performance, depending upon the applicability of the information attained.

Rockland County
PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	RFP NUMBER: RFP-RC-2024-041

COST PROPOSAL TEMPLATE

The County of Rockland intends to complete a separate cost evaluation which will be used to determine the proposal offering the best value to the County. The bidder must provide firm, fixed pricing to meet the specifications and requirements of the RFP. The following outline is the minimum information to be provided with each cost proposal. Bidder's can expand on the information requested below.

Description	Cost YR 1	Cost YR 2	Cost YR 3	Cost YR 4	Cost YR 5
Software Licensing for all functionality proposed and in accordance with the RFP Requirements					
Annual Maintenance Costs (if any)					
Implementation Costs (If any)					
Training Costs (if not included in the costs above)					
Database migration into the new solution					
Optional Costs					
Totals					

Cost Proposals are to be uploaded as a separate attachment to your RFP response. Please refer to the separate attachment titled: Proposal Submittal Procedures for instructions on submitting your proposal electronically. Inclusion of any cost or pricing data within the technical proposal may result in your proposal being judged as non-responsive.

Proposal Submittal Procedures

Please follow these instructions to submit via our Public Portal.

Submission Instructions for Suppliers

Please follow these instructions to submit via our Public Portal.

1. Prepare your submission materials:

Requested Information

Name	Type	# Files	Requirement
Does your proposal include exceptions to the County's Appendix B, Terms & Conditions?	Data Type: Yes/No	N/A	Required
Cost Proposal	File Type: PDF (.pdf)	1	Required
Redacted Technical Proposal if Applicable	File Type: PDF (.pdf)	1	Optional
Exceptions to Appendix B, Terms & Conditions	File Type: PDF (.pdf)	1	Optional
Technical Proposal	File Type: PDF (.pdf)	1	Required
Past and Present Performance	File Type: PDF (.pdf)	1	Required
Statement of Required Disclosures, Representations and	File Type: PDF (.pdf)	1	Required

Name	Type	# Files	Requirement
Certifications			
Valid NYS Wkm's Compensation and NYS Disability Certificates or Attestation of Exemption	File Type: PDF (.pdf)	1	Optional
Valid Certificate Of Liability (see sample certificate for coverage and limits required as well as sample language to name the County of Rockland as additionally insured)	File Type: PDF (.pdf)	1	Optional

Commodity Codes

Commodity Set	Commodity Code	Title	Description
NIGP	20810	Accounting/Financial: Bookkeeping, Billing and Invoicing, Budgeting, Payroll, Taxes, etc., Microcomputer	
NIGP	20821	Business Intelligence Software, Microcomputer	
NIGP	20845	Expert System Software,	

Commodity Set	Commodity Code	Title	Description
		Microcomputer	
NIGP	20853	Integrated Software, Microcomputer	
NIGP	20854	Internet, Web Site and Mobile Application Development Software, Microcomputer	
NIGP	20868	Project Management Software, Microcomputer	
NIGP	91829	Computer Software Consulting	

Requested Documents:

Please note the type and number of files allowed. The maximum upload file size is 1000 MB.

Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

Requested Data:

Please note that text fields have a limit of 2000 characters. We recommend you prepare your responses in advance to ensure they fit within the length restrictions. Learn more about Requested Data at the Bonfire Help Center.

2. Upload your submission at:

https://rocklandgov.bonfirehub.com/opportunities/148535

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Oct 03, 2024 3:00 PM EDT.** We strongly recommend that you give yourself sufficient time and **at least ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

Important Notes:

Each item of Requested Information will only be visible after the Closing Time.

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.

You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.

Minimum system requirements: Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

Need Help?

Rockland County uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at Support@GoBonfire.com for technical questions related to your submission. You can also visit their help forum at https://vendorsupport.gobonfire.com/hc/en-us

SUBMITTING YOUR PROPOSAL

NOTICE: By submitting a proposal in response to this RFP, offeror is acknowledging that the requirements, scope of work, and the evaluation process, outlined in the RFP are fair, equitable, not unduly restrictive, understood and agreed to. Any exceptions to the content of the RFP must be protested to the Director of Purchasing prior to the closing date and time for submission of the proposal.

Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

Proposals must be submitted electronically through the County's Bonfire Request for Proposal Portal. Please refer to the instructions titled: Proposal Submittal Procedures for instructions on submitting your proposal electronically.

When submitting (uploading) a proposal electronically through the County's Bonfire Portal, please allow sufficient time to complete the online forms and upload documents. The solicitation will end at the closing time listed in the RFP. If you are in the middle of uploading your proposal at the closing time, the system will stop the process and your proposal will not be received by the system.

PROPOSAL RESPONSE FORMAT

All proposals must include:

- Section I: Executive Summary
- Section II: Detailed Response
- Section III: Value-Added Considerations
- Section IV: Protected Information (if any)
- Section V: Cost Proposal (Upload as separate attachment)
- Section VI: Exceptions to the RFP or Terms and Conditions
    - Upload Exceptions as a separate attachment
    - The County of Rockland Appendix B – Standard Terms and Conditions for Service Contracts must be downloaded and reviewed prior to submitting your proposal
- Section VII: Redacted Proposal if applicable (Upload as a separate attachment)
- Required Forms: Uploaded Separately on BonFire.

1. **Executive Summary.** The one or two-page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary.

2. **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:

   A. A complete narrative of the offeror's assessment of the work to be performed, the offerors' ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.

   B. A specific point-by-point response, in the order listed to each requirement in the RFP.

   C. Statement of Work (SOW) – A Statement of Objectives (SOO) is provided in the RFP. This Statement of Objectives represents the County's minimum objectives for this project. The Offeror shall use the Statement of Objectives to propose a Statement of Work, which expands upon these minimum objectives to the extent necessary to conduct this acquisition. The proposed Statement of Work shall define the tasks required for the successful completion of the County's goals and objectives ensuring all minimum requirements are met as detailed in the County's SOO.

      The proposed SOW shall consist of tasking statements. Each tasking statement shall reference the deliverables, which will be provided by that task. The proposed SOW shall not contain informational notes, as the Technical Response subsection provides ample opportunity for discussion and description of the offeror's approach. The tasking statements in the SOW shall use a common numbering system. The proposed SOW, when accepted by the County, will be included in the final contract.

   D. Work Breakdown Structure (WBS) – The Offeror shall develop a Work Breakdown Structure, which reflects their view of the proposed contract effort. The WBS shall serve as a framework for organizing the proposed effort to include in-house, inter-divisional, subcontractor, and associate contractor activities. The WBS shall be developed to a depth (level) and breadth sufficient to accurately describe each participant's role and responsibilities in the project. The Offeror's proposed WBS shall be included with their Statement of Work and will be incorporated as part of the final contract.

   E. Master Schedule (MS) – The intent of this section is to obtain a functionally integrated understanding of the proposal in a way that provides the County confidence that the proposal is structured to be executable for the resources indicated. The Master Schedule is a detailed task and timing of the work effort in the SOW and is used as the primary tracking tool for technical and schedule status. The MS identifies all SOW events, accomplishments, criteria and the expected dates of each. These dates are based on a calendar date of **October 1, 2024** as the starting point and the logical flow of dates provided by calculating the duration of all tasks using typical schedule networking tools. The MS tasks will be directly traceable to the SOW and the WBS.

      The Offeror shall provide a top level Master Schedule as part of the proposal submittal. The more detailed levels of the MS, as well as updates, will be submitted after contract award. The MS is intended as a tool for day-to-day tracking of the program/project. All tasks/activities in the MS should be logically linked together showing predecessor/successor relationships. The activities and tasks will be sufficient to account for the total proposed solution.

3. **Exhibit A – Completed Functionality Matrix Questionnaire**. Offer must include a completed Functionality Matrix Questionnaire which requires an Answer and Comment to each functionality listed.

4. **Value-Added Considerations.** Offeror may include any relevant services or products that will be provided to the County which are not specifically priced in their proposal; but which enhance the Offeror's proposal.

5. **Protected Information.** All protected information must be included in this section of proposal response. Do not incorporate protected information throughout the proposal. Rather, provide a reference in the proposal response directing reader to the specific area of this Protected Information section. .

   If applicable, a redacted version of your proposal eliminating trade secrets/confidential information is to be uploaded with your submission. The redacted response will be the one given for any Freedom of Information requests. If you do not provide a redacted response, the response you provided will be sent for any FOIL requests.

5. **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Please enumerate all costs on the attached Cost Proposal Form. Cost Proposals are to be uploaded as a separate attachment to your RFP response. Please refer to the separate attachment titled: Proposal Submittal Procedures for instructions on submitting your proposal electronically. Inclusion of any cost or pricing data within the technical proposal may result in your proposal being judged as non- responsive.

6. **Exceptions to Terms and Conditions.** Exceptions to the RFP Terms and Conditions, and/or the Standard Terms and Conditions for Professional Service Contracts (Appendix B) must be submitted with the proposal response. Exceptions, additions, service level agreements, etc. submitted after the date and time for receipt of proposals will not be considered.

7. **Required Forms.** The Statement of Required Disclosures, Representations and Certifications shall be completed and uploaded as separate pdf. file on the Bonfire Portal and includes:
   a. Affidavit of Non Collusion
   b. Affidavit of Disclosure of Political Contributions
   c. Certification Regarding Affirmative Action Plan
   d. Business Dealings in Northern Ireland
   e. Past and Present Performance Information Form for a minimum of three references
   f. Disclosure of Supplier Responsibility Statement
   g. Supplier Information Page
   h. Certification Regarding Boycott, Divest and Sanctions (BDS) activities

Responsible Offeror: Award will be made only to "responsible" offerors possessing the ability, experience, willingness, and integrity to perform successfully under the terms and conditions of the contract. Responsibility is a procurement issue that is determined by the recipient after receiving bids or proposals and before making contract award in ascertaining whether or not a bidder is responsible, information may be requested from bidder to discuss and assist in determining responsibility**.**

AWARD OF CONTRACT

Award shall be made to the offeror whose proposal is the most advantageous to the County taking into consideration price and the other evaluation factors set forth in this request for proposals.

The County reserves the right to award the contract(s) to a higher technically qualified offeror(s) in the event the total scoring (technical + Cost) offer is determined to not be the best value offered to the County, based on a cost benefit analysis.

The County reserves the right to award a contract in part or in full, or not at all, on the basis of responses received.

If a contract is awarded, it shall be awarded to the responsive and responsible Offeror whose offer conforming to the Request for Proposal will be most advantageous to the County as set forth in the Evaluation Criteria.

When award Occurs: Award of contract occurs when a formal contract has been finalized or other evidence of acceptance by the County is provided to the Offeror. A Recommendation of Award does not constitute award of contract.

CONTRACT TERM – RENEWAL

In addition to any stated renewal periods in the Contract, any contract or unit portion thereof let by the Director of Purchasing may be extended by the Director of Purchasing for an additional period(s) of up to one year (cumulatively) with the written concurrence of the Contractor.

PRICE GUARANTEE PERIOD

The proposed price and/or hourly rates must remain firm through the first contract period with no adjustments allowed. If the County exercises any of the option years of the contract, the Offeror may submit a request for adjustment on the yearly anniversary date of the contract. Any request for price adjustment(s) must be submitted thirty (30) days in advance of the anniversary date; in writing to the Director of Purchasing. Any and all price adjustments will be limited to the percentage increase in applicable CPI Index for the preceding 12 months. The County reserves the right to reject any request for price increase deemed excessive.

STANDARD TERMS AND CONDITIONS OF THIS RFP

Any contract resulting from this RFP will include the County's Standard Terms and Conditions for Professional Service Contracts included in the RFP and Appendix B. Exceptions and or additions to the County's Standard Terms and Conditions are strongly discouraged.

Exceptions to the RFP Standard Terms and Conditions, of this RFP and/or the Standard Terms and Conditions for Professional Service Contracts as provided Appendix B must be submitted with the proposal response. Exceptions, additions, service level agreements, etc. submitted after the date and time for receipt of proposals will not be considered.

The County retains the right to refuse to negotiate on exceptions should the exceptions be excessive and not in the best interest of the County. Offeror must provide all documents in Microsoft WORD format for redline editing. Offeror must provide the name, contact information, and access of the person(s) that will be directly involved in legal negotiations.

PROTEST PROCEDURES

Protests Prior to RFP Opening: Protests regarding any aspect of the RFP document, attached materials and COUNTY award procedures must be submitted in writing prior to the RFP opening date and time (via e-mail, mail, or FAX) to:

Hon. Edwin J. Day
County Executive
11 New Hempstead Road
New City, NY 10956

The County Executive or his designee will respond to these protests within ten (10) business days.

Protests After Bid Opening/Notice of Intent to Award: Protests regarding the County's proposed selection of a Offeror after RFP opening and notice of intent to award announcement must be submitted in writing (via mail, FAX) to the Hon. Edwin J. Day, County Executive, 11 New Hempstead Road, New City, NY, 10956 (FAX: 845-638-5856). The protest must be submitted within three calendar days after such aggrieved person knows or should have known of the facts giving rise thereto. The County Executive or his designee will respond to these protests within ten (10) business days.

DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the County. However, the County may award a contract based on the initial proposals received without discussion with the Offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offerors expense. The County is not required to provide the opportunity for oral presentations to all offerors that submitted a proposal.

CONFIDENTIAL / TRADE SECRET INFORMATION

Offerors should be aware that pertinent facts relating to their proposals, excluding trade secrets or proprietary information, could potentially be released as soon as sixty (60) days after the selection of the successful supplier.

The County of Rockland is subject to New York State's Freedom of Information law (FOIL). Should your submission, to this RFP, contain "trade secrets", or other information that the disclosure of which could reasonably be expected to be harmful to business interests, you must insure that such information is clearly identified and marked as such. Identification must be specific by item or paragraph.

Marked information will be treated as Confidential Third Party Information. Should marked information be the subject of a request under FOIL, you may be requested either to consent to the request, or make representation explaining why the information should not be disclosed.

Unpublished information pertaining to the County or its customers obtained by the proposer as a result of participation in this project is confidential and must not be disclosed without written authorization from the County.

Rockland County
PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	**RFP NUMBER**: RFP-RC-2024-041

STANDARD TERMS AND CONDITIONS OF THIS RFP

The term "County" shall mean the County of Rockland.

The term "Offeror" shall mean a person or entity who makes a specific proposal to another (the County) to enter into a contract.

ACCEPTANCE OF PROPOSALS
This RFP is not and should not be construed as a contract to purchase goods or services. The County is not bound to accept the lowest price or any proposal of those submitted.

ACCEPTANCE OF TERMS
All the terms and conditions of this RFP are deemed to be accepted by the Offeror and incorporated in its proposal except those conditions and provisions that are expressly excluded by the Offeror's proposal.

AMENDMENTS TO REQUEST FOR PROPOSAL
Any verbal information obtained from or statements made by the Director of Purchasing or his designee at the time of pre-proposal meetings or site visits shall not be construed as, in any way, amending the RFP documents. Only such corrections or addenda as are issued by the Director of Purchasing in writing shall become a part of the Contract. Any addendum issued during the RFP process shall be included in proposals and become a part of the Contract Agreement.

BUSINESS CORPORATION LAW
The Offeror shall be licensed to do business in the State of New York and is fully qualified under the Business Corporation Law, Article 13 - Section 1304.

CHANGES TO PROPOSAL WORDING
No changes to wording of the proposal will be accepted after submission unless requested by the County.

CONTRACT ADMINISTRATOR
A County contract administrator will be assigned to oversee the contract awarded to the successful Offeror. In addition, the successful Offeror will be expected to name a counterpart contract administrator. The Offeror's contract administrator will be responsible for providing scheduled status reports to the County's contract administrator or his designee.

COMPLIANCE WITH LAWS
The Offeror shall comply with all the provisions of laws in the County of Rockland, the State of New York and of the United States of America which affect municipalities and municipal contracts, and provide at his expense, any and all permits, licenses and registrations required for the fulfillment of this agreement, and more particularly the Labor Law, the Immigration and Naturalization Laws and Regulation, the General Municipal Law, the Workers' Compensation Law, the Lien Law, Personal Property Law, State Unemployment Insurance Law, Federal Social Security Law, State, Local and Municipal Health Laws, Rules and Regulation, and any and all regulations promulgated by the State of New York and of amendments and additions thereto, insofar as the same shall be applicable to any contract awarded hereunder with the same force and effect as if set forth at length herein.

FINANCIAL STABILITY
The successful Offeror shall demonstrate financial stability and the County reserves the right to conduct independent background checks to determine the financial strength of any and all organizations or individuals submitting proposals.

FIRM PRICING
Prices quoted in the proposals shall be firm for a period of at least 120 days after the submission deadline.

HIPAA
Offeror agrees and acknowledges that the nature of the services pursuant to this RFP may require the Offeror comply with the provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended, and any regulations adopted there under. A Business Associate Agreement may be made a part the resulting Agreement. Offeror warrants and represents that its practices, policies and procedures for patient/medical record confidentiality are in full compliance with the "Standards for Privacy of Individually Identifiable Health Information" set forth in 45 CFR 160 et seq. as amended, if applicable.

INDEPENDENT CONSULTANT
Offeror, as an independent contractor, covenants and agrees that it, its agents, servants and/or employees will neither hold itself/themselves out as, nor claim to be an agent, servant or employee of County, and that it, its agents, servants and/or employees will not make a claim, demand or application to or for any right or privilege applicable to an officer or employee of County including, but not limited to, Workers' Compensation coverage, unemployment insurance benefits, Social Security coverage or retirement membership or credit.

LABOR DISRUPTIONS
Any contract resulting from this Request for Proposal process is subject to the right of the County to postpone acceptance of delivery and payment by the County in the event of any form of labor disruption.

LIABILITY OF ERRORS
While the County has used considerable efforts to ensure an accurate representation of information in this RFP, all prospective offerors are urged to conduct their own investigations into the material facts and the County shall not be held liable or accountable for any error or omission in any part of this RFP.

LOCAL LAWS AND RESOLUTIONS
Offeror shall comply with all local laws and resolutions of the Legislature of Rockland County, including, but not limited to, the filing of Disclosure Statements and Affirmative Action Plans, if required by law or resolution.

NEGOTIATION DELAY
If any contract cannot be negotiated within thirty (30) days of notification to the designated offeror, the County may terminate negotiations with that offeror and negotiate a contract agreement with another offeror of its choice.

QUOTES FROM THE MARKETPLACE
The County reserves the right to consider quotes from the marketplace from suppliers other than those invited to respond to this solicitation.

REQUEST FOR PROPOSAL DATES
All dates referenced in the specifications relative to the solicitation timeline are tentative and can be changed in the best interest of the County. The County reserves the right to modify the timeline of the RFP at any time in its sole discretion.

SHORTLIST
Unless there is a successful offeror based on the responses, the evaluation procedure will be to develop a shortlist based on the stated criteria. The shortlist of offerors may be asked to prepare a presentation and/or provide additional information prior to the final selection.

SOCIAL SECURITY TAXES
The Offeror for the agreed consideration promises and agrees to pay the taxes measured by the wages of their employees required by the Federal Social Security Act and all amendments thereto, and to accept the exclusive liability for said taxes. The Offeror further promises and agrees to indemnify and hold the owner harmless on account of any tax measured by the wages aforesaid of employees of the contractor assessed against the owner under authority of said law.

INSURANCE REQUIREMENTS: THE RFP NUMBER IS TO APPEAR ON ALL INSURANCE CERTIFICATES

COUNTY INSURANCE REQUIREMENTS:

GENERAL LIABILITY: Prior to commencing work, the CONTRACTOR or CONSULTANT must, at its/his/her own cost and expense, procure and maintain insurance to cover his/her/its work, services, employees, agents and servants under the terms of the contract or purchase order which must include, but not be limited to the coverage that is selected on the attached matrix. Insurance must be obtained from insurance companies licensed in the State of New York, carrying a Best's financial rating of A or better. Upon failure to furnish, deliver and maintain such insurance, the agreement, contract award or purchase order may be declared suspended, discontinued or terminated or canceled. If at any time any of the policies required herein must be or become unsatisfactory to the County, as to form or substance, or if a company issuing any such policy must be or become unsatisfactory to the County, the CONTRACTOR OR CONSULTANT must upon notice to that effect from the County, promptly obtain a new policy and submit same with a certificate for approval by the County.

Forced Placed Insurance. If CONTRACTOR OR CONSULTANT does NOT provide the County of Rockland with evidence of the insurance coverage required by this Agreement, the County may purchase insurance (at Contractor's or Consultant's sole expense) to protect the County's interests. This insurance may, but need not, protect Contractor's or Consultant's interest. If the County purchases insurance under this Section, Contractor or Consultant will be responsible for the cost of that insurance, including interest and any other charges the County may impose in connection with the placement of the insurance, until the effective date of the cancellation or expiration of the insurance. The cost of insurance under this Section may be more than the cost of insurance that Contractor or Consultant may be able to obtain on its own.

In relation to purchases that are not a result of a County Bid, RFP or Contract; Vendors who cannot provide the coverage limits on the attached matrix may provide the County with an ACORD Certificate detailing the coverage limits they currently have in place and the County will review such certificates on a case-by-case basis to determine if sufficient coverage is in place in relation to the perceived risks associated with the proposed purchase.

COVERAGES – (SEE ATTACHED MATRIX)

An ACORD Certificate of Insurance will confirm that the required policies have been issued to the named insured; for the policy period indicated. The ACORD Certificate is to be provided to the County of Rockland within five (5) business days of notice of contract award or of notice of intent to issue a Purchase Order. Please NOTE: the Certificate of Insurance must be updated to give the County of Rockland immediate notice of the following:

1. Dilution of the limits of insurance shown on the Certificate of Insurance by more than 20% as a result of the payment of claims or expenses;
2. The downgrading of any insurer listed on the Certificate of Insurance by AM Best to less than an "A" rating;
3. The receipt, from any listed insurer, of a notice of cancellation before the expiration date thereof or non-renewal will be delivered in accordance with the policy provisions;
4. The receipt, from any listed insurer, of any failure of the named insured to comply with an insurance policy term or condition.

All Certificates of Insurance must be updated at least annually to remain valid.

The ACORD Certificate of Insurance must contain a Description of Operations and include any exclusions or special provisions added by endorsement that in any way restrict coverage. The Contract Number and/or Purchase Order Number and the name of the department requiring the insurance should be stated under the description. The description must also contain a statement to the effect that "The following are named as Additional Insured's under General Liability and (if required) Automobile Liability, Excess Umbrella Liability, and Professional Liability (if applicable) on a primary basis, and on the broadest form available through the listed insurers with respect to this Contract or Purchase Order: ***The County of Rockland, its employees, elected officials and affiliated municipal entities.*** The signing authorized representative warrants that the insurance carrier(s) have been informed of and accepted the County of Rockland as an additional insured.

WORKERS COMPENSATION REQUIREMENTS UNDER WORKERS' COMPENSATION LAW §57: The Vendor must procure, pay for, and maintain during the entire term of the contract such insurance as will protect both the owner and the vendor from claims under worker's compensation acts and amendments thereto and from any other claims for property damage and for personal injury including death, which may arise from operations under this contract, whether such operations by the Vendor or by any other party directly or indirectly employed by the Vendor. Vendors must provide copies of the required certificate to the County of Rockland within five (5) business days of notice of contract award or of notice of intent to issue a Purchase Order.

To comply with coverage provisions of the Workers' Compensation Law ("WCL"), businesses must:

A. Be legally exempt from obtaining workers' compensation insurance coverage; or
B. Obtain such coverage from insurance carriers; or
C. Be a Board-approved self-insured employer or participate in an authorized group self-insurance plan.

The Contractor must prove that they are in compliance with §57of the Workers Compensation Law (WCL) by providing ONE of the following forms indicating that they are:

- **Insured Form C-105.2 or U-26.3** – (*All private insurance carriers and their licensed insurance agents are authorized to use the Form C-105.2 as their Certificate of NYS Worker's Comp Insurance. The State Insurance Fund uses the U-26.3 form as its Certificate of Workers Compensation Insurance*). Upon obtaining a permit, license or contract from a government agency Employers must obtain this form from their private insurance carrier. Carriers and their licensed agents may contact the Board's Bureau of Compliance to obtain this form.

- **Self-Insured Form SI-12** – Certificate of Worker's Compensation Self-Insurance or Form GSI-105.2 Certificate of Participation in Worker's Compensation Group Self-Insurance). Upon obtaining a permit, license or contract from a government agency. Board-approved self-insurers must obtain this form from Board's Self-Insurance Office.

- **Exempt Form CE-200** – Certificate of Attestation of Exemption From NYS Worker's Compensation Insurance) (Effective 12/1/08) Applicants for permits, licenses or contracts from State, county or municipal agencies in New York State that are not required to carry NYS workers' compensation and/or disability benefits insurance coverage. These exemption forms can ONLY be used to attest to a government entity that an applicant requesting a permit, license or contract from that government entity is not required to carry NYS workers' compensation and/or disability benefits insurance.

The Vendor will send the appropriate forms to the Purchasing Division within five (5) business days of notification of contract award. All correspondence must contain the Solicitation Number and Title.

DISABILITY BENEFITS REQUIREMENTS UNDER WORKERS' COMPENSATION LAW §220(8):

To comply with coverage provisions of the WCL regarding disability benefits, businesses may:

A. Be legally exempt from obtaining disability benefits insurance coverage; or
B. Obtain such coverage from insurance carriers; or
C. Be a Board-approved self-insured employer.

The Vendor must prove that they are in compliance with Section 220(8) of the Workers Compensation Law (WCL) by providing ONE of the following forms indicating that they are:

- **Insured Form DB-120.1** – Certificate of Disability Benefits Insurance (the businesses insurance carrier will send this form to the County upon request.

- **Self-Insured Form DB-155** – Certificate of Disability Benefits Self-Insurance (the business calls the Board's Self-Insurance Office at 518-402-0247).

- **Exempt Form CE-200** – Certificate of Attestation of Exemption from NYS Worker's Compensation and/or Disability Benefits Coverage.

The Vendor will send the appropriate forms to the Purchasing Division within five (5) business days of notification of contract award. All correspondence must contain the Solicitation Number and Title.

Please note that ACORD forms are NOT acceptable proof of New York State Workers Compensation or Disability benefits insurance coverage.

NY State Department of Labor requirements for Workmen's Compensation and Disability forms. Online address: http://www.wcb.ny.gov/content/main/forms/AllForms.jsp

EMPLOYERS LIABILITY with minimum statutory requirements

COMMERCIAL GENERAL LIABILITY INSURANCE with a minimum limit of liability per occurrence of $1,000,000/$2,000,000 aggregate for bodily injury and $100,000 for property damage or a combined single limit of $1,000,000 (c.s.1), naming the County of Rockland as an additional insured. This insurance must include the following coverages:

(i) Premises - Operations.
(ii) Broad Form Contractual.
(iii) Independent Contractor and Sub-Contractor.
(iv) Products and Completed Operations.

AUTOMOBILE LIABILITY INSURANCE with a minimum limit of liability per occurrence of $1,000,000 for bodily injury and a minimum limit of $100,000 per occurrence for property damage or a combined single limit of $1,000,000 unless otherwise indicated in the contract specifications. This insurance must include for bodily injury and property damage the following coverages:

(i) Owned automobiles.
(ii) Hired automobiles.

(iii) Non-owned automobiles.

PROFESSIONAL LIABILITY The Consultant must provide proof of such insurance. (Limits of $1,000,000 per occurrence/$3,000,000 aggregate).

All policies of the Contractor or Consultant must be endorsed to contain the following clauses:

(a) Insurers must have no right to recovery or subrogation against the County of Rockland (including its employees and other agents and agencies), it being the intention of the parties that the insurance policies so affected must protect both parties and be primary coverage for any and all losses covered by the above-described insurance.

(b) The clause "other insurance provisions" in a policy in which the County of Rockland is named as an insured, must not apply to the County of Rockland.

All contractual insurance requirements in any contract between the Contractor or Consultant and the County must contain the following clauses:

(a) The insurance companies issuing the policy or policies must have no recourse against the County of Rockland (including its agents and agencies as aforesaid) for payment of any premiums or for assessments under any form of policy.

(b) Any and all deductibles in the above described insurance policies must be assumed by and be for the account of, and at the sole risk of, the Contractor or Consultant.

(1) The per occurrence and Aggregate limits for specified coverage should apply on a per location or per project basis.

(2) Automobile Liability Coverage is required IF an automobile is used in the execution of their contract. A vendor using a third party for shipment or transport does not require Automobile Liability Insurance.

(3) An ACORD form is NOT acceptable proof of NYS Workers Compensation (WC) or Disability Benefits (DBL) Insurance coverage. For WC, secure form C-105.2 or U-26.3. For DBL, secure form DB.120.
Workers Compensation/Employers Liability, and NYS Disability are not required of: a) a business that is owned by one individual, is not a corporation, and does not have any other employees, b) a self-employed individual, c) an out of state employer with no NYS employees. IN EACH CASE, the employer must file Form CE-200, Certificate of Attestation of Exemption, with the NYS Workers Compensation Board certifying that they are not required to obtain NYS specific Workers Compensation Insurance or NYS statutory Disability Benefits.

(4) A consultant is someone who gives expert or professional advice. Consultants are ordinarily hired on an independent contractor basis. Therefore, the County is not liable to others for the acts or omissions of the consultant. A consultant is an individual who possesses special knowledge or skills and provides that expertise the County for a fee. Consultants help find and implement solutions to a wide variety of problems, including those related to business, marketing, manufacturing, strategy, organization structure, environmental compliance, health and safety, technology, and communications. Some consultants are self-employed, independent contractors who offer specialized skills in a certain field; other consultants work for large consulting firms, that offer expertise in a wide range of business areas; and still other consultants hail from academia. Specialists in various professional fields that work with the general public and have greater than average expertise in particular areas, for example lawyers, doctors, pharmacists and insurance agents, require additional coverage for someone who is injured as a result of their negligent acts or omissions. Therefore, Professional Liability Insurance is required if commercially available for your profession.

TITLE: Grant Management System Software (SaaS)	RFP NUMBER: RFP-RC-2024-041

SAMPLE ACORD CERTIFICATES: Sample ACORD Certificates detailing the required insurance coverage are included in each Invitation to Bid or Request for Proposal. These are provided as for informational purposes only to County Vendors and their Insurance Brokers to assist you in obtaining the correct insurance required for County contracts. Please note that the attached certificates reflect the standard types and limits of insurance the County requires most often. The requirements of each proposal may differ in which case the proposal's specific requirements must prevail. Please review the insurance requirements of your proposal carefully with your broker.
Exceptions: The limits shown in the matrix and samples will generally be required for service providers involved in low-risk activities. Higher limits may be required for service providers performing potentially high-risk activities.

Rockland County
PURCHASING

Edwin J. Day, County Executive

TITLE: Grant Management System Software (SaaS)	**RFP NUMBER**: RFP-RC-2024-041

Cont'd on next page

	VENDOR CLASSIFICATION CHECK APPROPRIATE BOX	Garage Operations ☐	Technology Computer Consultants ☐	Cloud Based Data Storage and Software Programs ☐	Children Services **no** transport or housing ☐	Children Services **with** transport or housing ☐
	Type of Insurance					
A	**Commercial General Liability (CGL) Each Occurrence**					
	General Liability	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000
	Personal & Adv Injury	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000
	Med. Expense Any One Person	$5,000	$5,000	$5,000	$5,000	$5,000
	Damage to Rented Premises	$50,000	$50,000	$50,000	$50,000	$50,000
	General Aggregate	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000
	Products-Comp / Op Aggregate	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000
B	**Auto Liability – Incl BI and PD (AL)**	**(2)**	**(2)**	**(2)**	**(2)**	**(2)**
	Combined Single Limit per accident					
	Any Auto	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000
	Or					
	All Owned	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000
	All Hired	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000
	All Non-Owned	$1,000,000	$1,000,000	$1,000,000	$1,000,000	$1,000,000
C	**Excess / Umbrella Liability**					
	Each Occurrence	$1,000,000	$1,000,000	$1,000,000	$5,000,000	$10,000,000
	Aggregate	$1,000,000	$1,000,000	$1,000,000	$5,000,000	$10,000,000
D	**Workers Compensation and Employers Liability**	**(3)**	**(3)**	**(3)**	**(3)**	**(3)**
	E.L. Each Accident	Statutory	Statutory	Statutory	Statutory	Statutory
	E.L. Each Disease-EA Employee	Statutory	Statutory	Statutory	Statutory	Statutory
	E.L. Disease-Policy Limit					
E	**Disability Benefits**	**(3)**	**(3)**	**(3)**	**(3)**	**(3)**
	Each Employee	Statutory	Statutory	Statutory	Statutory	Statutory
F	**Other-Professional Liability or errors and Omissions or Malpractice**			**(4)**	**(4)**	**(4)**
	Per Claim		$1,000,000	$1,000,000	$1,000,000 (Sexual Abuse)	$1,000,000 (Sexual Abuse)
	Garage Keepers Comprehensive and Collision	Primary & Direct				
	Per Vehicle	Based Specific Contract				
	Aggregate	Based Specific Contract				
	Data Breach and Privacy/Cyber Liability Higher Limits are recommended when Personal Identifying Information is part of the contract		**$ 2,000,000**	**$2,000,000**		
*	**All Other Insurance as Required by Law**					
	Rockland County to be named as Additional Insured on these coverage's	**GL-AL-EXCESS**	**GL-AL-EXCESS**	**GL-AL**	**GL-AL-PROFESSIONAL**	**GL-AL-EXCESS-PROFESSIONAL**

The Certificate Date of issuance must be within 6 months of Request

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Required	
The Ducey Agency, Inc 43 South Liberty Drive Stony Point, NY 10980	PHONE (A/C, No, Ext): Required	FAX (A/C, No):
	E-MAIL ADDRESS: Required	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : Rating as Required by Contract or Solicitation	
INSURED CLOUD BASED DATA STORAGE AND SOFTWARE PROGRAMS 123 MAIN STREET NEW CITY, NY 10956	INSURER B :	
Submit a Valid Certificate of Liability Insurance with the coverage and limits provided on this sample-Name of Insured must be that of contract Holder	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: Required REVISION NUMBER: Required if applicable

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT LOC OTHER:	X	X	Required	Required	Required	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 50,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
B	AUTOMOBILE LIABILITY X ANY AUTO X OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY	X	X				COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE	$ 1,000,000
							AGGREGATE	$ 1,000,000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		NYS Wokrs' Comp. Certificate Provide Form c-105.2 or u-26.3 - NYS Disability Certificate - Provide Form DB 120.1 Or Attestation of Exemption			PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
D	Professional Liability DATA BREACH AND PRIVACY/CYBER LIABILITY	X					Per Claim	$1,000,000 $2,000,000

INFORMATION ONLY

Description of Operations/Locations/Vehicles (ACORD 101, Additional Remarks Schedule, may be attached if needed)

Language Required naming County of Rockland as additionally insured.

The County of Rockland including its employees, its officials,volunteers and Rockland County Sewer District #1 are named as additionally Insured.

CERTIFICATE HOLDER	CANCELLATION
County of Rockland 50 Sanatorium Road, Bldg. A Pomona, NY 10970	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Signature is Required