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| PROJECT MEMORANDUM | |
| **DATE:** | April 7, 2025 |
| **TO:** | Inovium |
| **FROM:** | City of Surprise (City) Evaluation Committee |
| **SUBJECT:** | Request for Clarification (RFC) |

Thank you again for your response to the City’s RFP (Request for Proposal) for a Human Capital Management (HCM) Software Systems Environment. The City is in the process of analyzing the information provided within the proposals and has identified the need to request clarification on one item.

1. The City requests a detailed narrative describing the proposed cloud deployment; does the proposal include a public cloud or a government cloud deployment? If government cloud has been proposed; is the cost of the government cloud included in the proposed pricing?

**Vendor Response:**

Yes, the proposed solution is a FedRamp Certified Government Cloud deployment. We have attached a detailed overview of Infor’s FedRamp offering as well as a link to their authorization

Infor Government Solutions (IGS) is composed of integrated cloud application suites that align to specific industries such as Public Sector, Aerospace & Defense, Industrial, Automotive, and Healthcare. These cloud suites are web-architected solutions powered by the Infor Operating Service Platform (Infor OS), a modern technology foundation for driving digital transformation. IGS supports workloads for essential business capabilities such as Financial & Supply Management, Manufacturing ERP, and Human Capital Management as well as fully integrated operational capabilities such as Asset & Maintenance Management, Business Intelligence & Analytics.

IGS is hosted in an isolated government-only region of AWS GovCloud (US). AWS GovCloud adheres to U.S. International Traffic in Arms Regulations (ITAR), Federal Risk and Authorization Management Program (FedRAMP), Criminal Justice Information Services (CJIS) requirements, and Department of Defense (DoD) Cloud Computing Security Requirements Guide (SRG) Impact Levels 2, 4, and 5. IGS offerings are categorized using NIST SP 800-53 and the FedRAMP baseline to withstand a Moderate impact level. In addition to IGS' FedRAMP Joint Authorization Board (JAB) authorization, IGS is also compliant for Health Insurance Portability and Accountability Act of 1996 (HIPAA) and NIST SP 800-171, rev 1, Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations.

Infor’s FedRamp authorization:

<https://marketplace.fedramp.gov/products/FR1710033970>

A Commercial Cloud solution is also an option should the City wish to have pricing for this option.

1. The proposal included only five (5) years of subscription fees, the requirement was for ten (10) years of subscription fees. The proposal includes 6% increase year over year starting at year 4. Shall the City assume a 6% increase year over year for years 6 – 10?

**Vendor Response:**

Inovium provided a pricing model based on the RFP required 10 years while staying within the standard uplift language in the Infor cloud agreement. The proposed fee structure provided should be considered negotiable and open for revision with the City. We typically do not see 10 year pricing in RFPs. Additionally, Inovium is committed to working in good faith to provide a costing model that meets the City’s needs for the long term.

The City requests the RFC response be submitted to Kate Offerdahl-Joyce [kate.offerdahl-joyce@berrydunn.com](mailto:kate.offerdahl-joyce@berrydunn.com) by **4:00 pm (Arizona Time) on Wednesday, April 9, 2025**.

All questions and inquiries related to this request shall also be directed to Kate Offerdahl-Joyce via the above email address. The subject line of the email must be “City of Surprise Request for Clarification.”