



**Winston-Salem**

## **Request for Proposals**

### **Business Process Management System**

**PROPOSALS WILL BE RECEIVED UNTIL**

**12:00 Noon, Tuesday, April 24, 2018**

**in**

**Purchasing Department, City Hall Building  
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

### **ADVERTISEMENT FOR PROPOSALS**

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Sealed proposals endorsed **Business Process Management System** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Tuesday, April 24, 2018**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org) (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates  
Purchasing Director

**This document IS NOT the complete proposal.** To obtain the completed proposal specifications contact Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org), by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

## Introduction

The City of Winston Salem Information Systems Department is seeking proposals for a **Business Process Management System (BPMS)** for building workflow processes across different departments of our organization. The City desires to implement a software that will provide easy to use tools and enable the City's non-technical staff with limited or no programming skills to build workflow processes. This RFP is requesting proposals for the BPMS and for creating workflows in separate sections (Software and Service). It is recommended that you fully explain the capabilities of your software and user friendly development tools.

The proposed software will have a proven industry acceptance with multiple references from the user community. Software manufacturer will need to have a product roadmap for next five years. The successful bidder will have a proven track record of effectively implementing the proposed software and training customers on how to use the system to build workflow processes.

The City is currently using OpenText Metastorm (eWorks) and the City's staff have developed eight enterprise workflow processes that will be re-created with the new software.

## General Information

<b>Due Date</b>	<b>12:00 Noon, Tuesday, April 24, 2018</b>
Transmittal of Response	Jerry Bates Purchasing Director City/County Purchasing Department 101 North Main Street, Suite 324 Winston-Salem, NC 27101 <a href="mailto:jerryjb@cityofws.org">jerryjb@cityofws.org</a>
Electronic File Format	Microsoft Word, Adobe PDF
Questions and Inquiries	Proposer Questions and Inquiries relative to this RFP must be submitted <b><u>in writing only</u></b> by <b>12:00 Noon, Wednesday, April 11<sup>th</sup>, 2018</b> , to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: <a href="mailto:jerryjb@cityofws.org">jerryjb@cityofws.org</a> ( <b>Email is preferred</b> ), Fax: (336) 727-2443. Questions will be answered within one (1) week of receipt and circulated to all whose interest is known as of that date.
Responsibility for Ensuring Receipt	Responders are responsible for ensuring receipt of questions and of information.
Planned Schedule	Evaluation of responses and recommendation to the Management: <b>8 to 10 Weeks after RFP Due date</b>

## Overview of the required BPMS features

The desired solution will provide an End-User Portal / User Interface for participants with the capability to modify process flows on an ad-hoc basis. The software will be user friendly and all the basic / standard workflow functions will have built-in code to allow a business analyst to build a complete workflow without requiring assistance from a highly skilled developer. The software must be able to integrate with external applications, databases, Active Directory and Kofax Capture.

### The Required Software Environment MUST:

1. Support three environments: Production, Test/Train and Development.
2. Include role-based tools for creating and maintaining workflows - For example, a business analyst would use a modeling tool to graphically display and edit a workflow process. A developer would use an integrated development environment (IDE) to step through the lines to code and verify variables.
3. Include basic workflow functions that do not require programming - For example, Create Item, Approve, Decline, Review, Boolean Expression etc.
4. Have the ability to build a complete workflow without requiring a highly skilled developer.
5. Be capable of generating detailed process documentation directly from the process model in the development environment - Include an example in your response.
6. Include support for standard file formats - For example, Adobe PDF, Microsoft Office and HTML.
7. Support standard Style Sheet functionality - For example, CSS, XSLT etc.
8. Include support for reuse of workflow elements such as forms, fields, functions, decision rules etc.
9. Be Capable of supporting complex data types in the design process including Large Text (2,000 plus characters), Cascading Dropdown list, Image and Multi-Valued etc.
10. Include a real time event driven process and data modeler.
11. Allow team collaboration in process modelling and the data modeler must support Entity-Relationship.
12. Require minimum or no programming in web service invocation.
13. Be capable of task assignment modeling to recognize organizational structure, such as a specific performer's "Supervisor", "Manager" or other generalized role and allow for these roles to be configured.
14. Allow task assignments to be done on a dynamic organizational structure.
15. Allow tasks assignments specifically to the same user as a previous task. Show examples.
16. Allow delegation of a task in real time. Show examples.
17. Be capable of invoking a BPMS process by an external system, e.g. Java API, REST API, .NET, SOAP message, etc.
18. Allow uploading of files through web services.
19. Include support for all mobile devices including smartphone integration.
20. Be scalable to a large number of potential users.
21. Be reintegrated to be hosted on premise.
22. Include synchronized user administration with existing enterprise directory services (Active Directory).
23. Support user defined performance metrics.
24. Contain smart forms that pull data from multiple systems of records.
25. Support data arrays.
26. Support Business Activity Monitoring out of the box.
27. Describe in detail how the user interface is designed and created by answering the following question:
  - a. What tools are provided for creating user interface forms?
  - b. What are the required skills for user interface form design?
  - c. Can the basic forms be auto-generated from activity / task data?
  - d. How are the tasks forms rendered (and how are tasks performed remotely) or on mobile devices?

## Overview of the Current Workflow Processes

This section describes the current features built with the OpenText MBPM system (eWorks).

The new software must provide advance features that will help reduce the cost and effort of building workflows.

1. All items that require an action from the user are displayed in that user's "Task List".
2. Users have the ability to add specific items to their "watch list" wherein the user can view that item from the beginning to the end of the workflow, even if they have no role/action related to that item. Some users need to watch items to be aware when one is lagging or to see what work is being entered.
3. We have the ability to restrict who can make changes to an item. For example, only the requester and the designee can make changes.
4. A requester can return a request back to themselves (until it is in the Finance approval stages) so they can make updates and then resubmit for new approvals.
5. Approvers have the ability to designate a department approver as their proxy for a selected time range. In addition, a designated person can be allowed to assign a substitute user in the event the original user is not available.
6. The original requestor has the ability to monitor workflow processes that have been assigned to a substitute user.
7. We have granular control for assigning substitute staff members. Users are able to designate one proxy for some workflows and another proxy for other workflows.
8. Based upon their rights, certain staff have the ability to move an item from one stage to any other stage in the workflow.
9. We have the ability to count/track approvals to meet specific unique signature count thresholds of each workflow.
10. We have the ability to update (add, delete, modify) external code set tables within the workflow tools that augment the workflow business process. This ability is controlled by a permissions set within the business process. For example, a specific group can update a table that contains the data for the HR Recruiters – special routing for specified departments or a table to define the different HR Turnaround Change Types for special routing. See sample of current functionality with Admin Forms in this document – Appendix B.
11. We have the ability to view the workflow forms and their locations in the business process map. We have granular security on this ability so department heads (or process auditor) can see all in their department and a requester can only see what they have started. Searches are allowed by key data fields, dates and wild cards. See sample of current functionality with Query Console in this document – Appendix B.
12. We have the ability to use multiple forms that capture or display information through the business process.
13. We have the ability to use form data templates, so the user can save repetitive data entry. For example, on Request for Check, departments may start a RFC to pay for a monthly rental fee. The vendor, charge codes and description are always the same; the change is the date of the invoice and the invoice number.
14. We have the ability to restrict file attachment based upon a file type and size.
15. We have the ability to define custom rules for email notifications to users based upon the task status of workflow.
16. We have the ability to by-pass approval steps when the office of the final approver is initiating the workflow request.
17. All events/actions create an entry in an audit log including changes to notes, stage of the workflow, designation of a proxy, approvals etc.

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## Interfaces

The City uses Microsoft Active Directory for user authentication and as its standard for user authentication into applications. The proposed solution must fit within the City of Winston-Salem's **existing computing environment**. Please reference the standards listed in **Appendix C – Standards**. The City has the following application interface requirements:

### FMS

All Financial transactions are logged in the City's Financial Management System (FMS). The FMS uses Web Services, SOAP and ODBC.

Application	Mitchell Humphrey Financial Management System (FMS)
Version	V3.4
Platform	Microsoft Windows 2008 R2
Database Engine	Microsoft SQL 2012
License Type	Enterprise Concurrent User
Transmission of Data	Bi-Directional: eWorks to FMS & FMS to eWorks – using Webservice. One direction: FMS to eWorks using ODBC
Examples of Data Fields	Amount, Account Code
IS Support	City's Information Systems Department
Interface Developer	3 <sup>rd</sup> Party Vendor
Interface Technology	Web Service, ODBC

### HRIS

Cyborg is the Human Resources Management System and supports an ODBC interface.

Application	Sum Total (Cyborg)
Version	6.10
Platform	Red Hat Linux
Database Engine	Oracle 12c
License Type	Enterprise
Transmission of Data	One Direction (Cyborg to eWorks)
Examples of Data Fields	Employee Name, Address
IS Support	City's Information Systems Department
Interface Developer	3 <sup>rd</sup> Party Vendor
Interface Technology	ODBC, Stored Procedure, Web Service TBD

### Kofax Capture

Kofax Capture is the Document scanning/indexing system.

Application	Kofax Capture
Version	10.2
Platform	Microsoft Windows 2012 R2
Database Engine	SQL 2012 Standard
License Type	Scan volume
Transmission of Data	eWorks creates xml file, document folder with documents – Kofax polls directory for xml file
Examples of Data Fields	Document Control
IS Support	City's Information Systems Department
Interface Developer	3 <sup>rd</sup> Party Vendor
Interface Technology	XML

## Proposal Requirements

Please provide a straightforward and concise description of your proposed software to meet or exceed the City’s business requirements. Costs incurred for preparing and submitting a response are the responsibility of the responder.

## Executive Summary

Provide a general overview of the RFP response with a component summary including summary level costs for the software and services for which you are proposing. Show the cost of the software separate from the services’ cost.

## Proposed Solution

1. Provide responses to all questions in the response document with sample screen shots where applicable. **Responses to each question / requirement must be numbered and presented in separate sections as in the RFP. Quality and completeness of your response is part of evaluation criteria.**
2. Provide a description of the proposed solution with a focus on superior features or documented benefits that distinguish your solution.
3. Provide information on how your system meets the requirements listed in the sections “Required Solution Environment MUST” and “Overview of the Current Workflow Processes”.
4. Provide information on how many customers you have in production that are using the proposed software.
5. List in detail all software licenses and services for the solution and the fixed cost price for each. Please use the following example format to present the costs for the proposed solution over the following 5 year period. Provide separate pricing tables if you have multiple pricing scenarios.

	FY 18/19	FY 19/20	FY 21/22	FY 22/23	FY 23/24	Total
<b>One-time Project Costs</b>						
Software Cost	\$0					\$0
Software Installation	\$0					\$0
Software Training	\$0					\$0
Total One-time Costs	\$0					\$0
<b>Ongoing Costs</b>						
Maintenance/Support		\$0	\$0	\$0	\$0	\$0
Hosting/Cloud (if any)		\$0	\$0	\$0	\$0	\$0
Total Recurring Costs		<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
<b>Total Costs</b>		\$0	\$0	\$0	\$0	\$0

- a. Describe your pricing structure for development tools and single user or group of users per license.
  - b. Describe pricing per user, per CPU, per environment (i.e. Production, Development, and Test/Train).
  - c. If the production pricing is offered as a group of users, calculate the price for 350 users and present it as a separate line item.
6. Describe separate pricing to include the creation of two workflows shown in appendix A (Purchase Card Reconciliation and Request for Check – page 11 and page 12).

	PM	Bus. Analyst	Tech. Consultant	Other	Total
<b>Workflow</b>					
Purchase Card Recon.	\$0	\$0	\$0	\$0	\$0
Request for Check	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	\$0	\$0	\$0	\$0	\$0

7. Provide a separate itemized price list for creating all remaining workflows shown in appendix A.

	<b>PM</b>	<b>Bus. Analyst</b>	<b>Tech. Consultant</b>	<b>Other</b>	<b>Total</b>
<b>Workflow</b>					
Request for Purchase	\$0	\$0	\$0	\$0	\$0
Request for Travel	\$0	\$0	\$0	\$0	\$0
Request for Position	<u>\$0</u>	\$0	\$0	\$0	<u>\$0</u>
Request to Fill	\$0	\$0	\$0	\$0	\$0
HR Turnaround	\$0	\$0	\$0	\$0	\$0
Request for Leave	\$0	\$0	\$0	\$0	\$0
<b>Total</b>	\$0	\$0	\$0	\$0	\$0

8. Provide your hourly rates using the following format.

<b>Skills</b>	<b>Hourly Rate</b>
Project Manager	
Business Analyst	
Architect	
Developer	
Trainer	
Tech. Consultant	
Other	

9. Provide a summary project schedule or timeline with a proposed implementation.

10. Provide information about your company sponsored local or regional user groups and any user conferences that your company holds to interact with the user base.

11. Provide a list of any local government references we may contact that have implemented a similar solution that includes the following:

- Name of client, address, telephone number and point of contact.
- Date work was performed.
- Brief description of work performed.

12. Provide information as to how many customers do you have on the proposed software in production and how long have they been using the software?

13. Provide references of production deployment with other customers on the version being evaluated.

14. Product being evaluated must be implemented in distinctly different companies – provide references.

15. Provide information on data security, data privacy, confidentiality, encryption, redundancy / high availability, data bases, back-up methods in use, uptime statistics and the disaster recovery methods that are in place.

16. Provide a statement of certification that any on premise solution proposed will effectively perform on a VMWare infrastructure with Cisco UCS blades.

17. Describe the overall solution architecture including the number of on premise servers (if any) and software licensing requirements for which the City would be responsible including any open standards technology or languages the solution uses (i.e., .NET, Java, etc.).

18. Describe the process to replace a BPM suite component with a third party component, such as a task or a user interface.

19. Describe your integration capabilities referencing tools that can be used to connect to external servers.

20. Provide a list of built-in API functions.

21. List any third party application software or services that will be required for the proposed solution to operate and define their functions, including all applicable version numbers.

22. Provide an example Scope of Work (SOW) for a similar implementation.

23. Describe your training program for process analysis and building workflows.

24. Describe the training process you will use to assure adequate training is provided to city employees that will operate the system including users, service desk personnel, IS application support, configuration administrators and management.
25. Describe the type of training materials and training aids that will be provided for current and future needs.
26. Describe your upgrade process for cloud-based and on premise systems including the level of assistance you would provide for upgrading an on premise solution. Also provide information on the frequency of minor and major upgrade releases.
27. Provide a product roadmap for future enhancements and technology utilization.
28. Describe support offerings, including options, response time and cost; and include a complete support contract / service level agreement with options for billable and non-billable tasks.

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### ***Proposal Evaluation***

As part of the evaluation process, the Evaluation Panel, consisting of City Staff, may engage in discussions with any Proposer. Discussions might be held with individual Proposers to determine in greater detail the Proposer’s qualifications, to explore with the Proposer the scope and nature of the required contractual Services, to learn the Proposer’s proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a contract that will be satisfactory to the City.

The City, in its discretion, may require one or more Proposers to make presentations to the Evaluation Panel or appear before the City and/or its representatives for an interview. During such interview, the Proposer may be required to orally and otherwise present its Proposal and to respond in detail to any questions posed. Additional meetings may be held to clarify issues or to address comments, as the City deems appropriate. Proposers will be notified in advance of the time and format of such meetings.

Since the City may choose to award a contract without engaging in discussions or negotiations, the Proposals submitted shall define the Proposer's best offer for performing the services described in this RFP.

### ***Proposal Evaluation Criteria***

Respondents will be evaluated for selection on the basis of the Proposer most qualified to meet the requirements of this RFP. Major criteria to be considered in evaluation may include, but shall not necessarily be limited to:

- A. **Capabilities of Software and toolsets** – Commonly used and advance tools and features of the software.
- B. **Ease of use of development tools** – Examples on how a non-technical person can use the software tools and features to build workflows.
- C. **Quality and completeness of responses** – Clarity of responses with examples. Each bullet of the RFP question should be answered separately.
- D. **Software training including building workflows** – Training hours provided for workflow design, configuration, administration and user training during the project and post implementation.
- E. **Price** – Annual cost of software and creating eight workflows listed in the RFP.
- F. **BPM Experience of support staff and availability** – BPMS skills of support staff and the number of support personnel available to assist customers with technical questions.
- G. **Company’s overall experience implementing similar solutions** – Number of similar projects implemented with references.
- H. **Local Business (Distance from City)** - Proposer’s business location/distance from the City of Winston-Salem.
- I. **M/WBE Commitment** – Proposer’s efforts to comply with all the terms and conditions of the City of Winston-Salem’s Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women-owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract. **Please refer to pages 27 through 40**

**The following “Weighted Scale” will be used to evaluate each proposal**

<b>Evaluation Criteria</b>	<b>Weight</b>
Capabilities of Software and toolsets	10.00
Ease of use of development tools	10.00
Quality and completeness of responses	10.00
Software training including building workflows	10.00
Price	10.00
BPM Experience of support staff and availability	5.00
Company’s overall experience implementing similar solutions	5.00
Local Business (Distance from City)	20.00
MWBE Commitment	20.00