



Winston-Salem

Request for Proposals

Business Process Management System

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Tuesday, December 5, 2017

in

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

ADVERTISEMENT FOR PROPOSALS

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, December 5, 2017**. 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 (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

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Introduction

The City of Winston-Salem Information Systems Department is seeking proposals for a **Business Process Management System (BPMS)** to replace our current OpenText MBPM system (eWorks) and implement a technology that will reduce the cost and effort of building workflows in various areas of the organization. The new BPMS will provide easy to use tools for efficient workflow design capable of easy modification and enhancements.

The successful bidder will have a proven track record of effectively implementing BPMS solutions and training customers, and will assist the City’s technical team in replacing existing workflows.

General Information

Due Date	12:00 Noon, Tuesday, December 5, 2017
Transmittal of Response	Jerry Bates Purchasing Director City/County Purchasing Department 101 North Main Street, Suite 324 Winston-Salem, NC 27101 jerryjb@cityofws.org
Electronic File Format	Microsoft Word, Adobe PDF
Questions and Inquiries	Proposer Questions and Inquiries relative to this RFP must be submitted <u>in writing only</u> by 12:00 Noon, Wednesday, November 15, 2017 , to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (Email is preferred), Fax: (336) 727-2443. Questions will be answered within one (1) week of receipt or by 11/22/2017 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.
Evaluation Criteria	Evaluation to the responses will be weighted on the following criteria in no particular order: <ul style="list-style-type: none"> • Functionality • Training • Experience • Price
Planned Schedule	Evaluation of responses and recommendation to the Management: 6 to 8 Weeks after RFP Due date

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Overview of the Business Processes

This section describes the BPMS requirements at a high level and is not intended to replace a detailed process analysis. The City has implemented eight enterprise workflow processes. The new solution must be able to provide all current capabilities plus additional flexibility.

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 engine must be able to integrate with external applications, databases, Active Directory and Kofax Capture.

Current Functionality

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.

The Required Solution 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.
16. Allow delegation of a task in real time.
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.

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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 rd 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 rd 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

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Proposal Requirements

Please provide a straightforward and concise description of your proposed solution to meet or exceed the City’s business requirements. Costs incurred 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.

Proposed Solution

1. Provide a description of the proposed solution with a focus on superior features or documented benefits that distinguish your solution.
2. Provide information on how your system meets the requirements listed in the sections “Current Functionality” and “Required Solution Environment”.
3. 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 yr. period.

	FY 17/18	FY 18/19	FY 20/21	FY 21/22	FY 22/23	Total
One-time Project Costs						
Software	\$0					\$0
Services	\$0					\$0
Implementation	\$0					\$0
Training	<u>\$0</u>					<u>\$0</u>
Total One-time Costs	\$0					\$0
Ongoing Costs						
Software Maintenance		\$0	\$0	\$0	\$0	\$0
Hosting/Cloud (if any)		\$0	\$0	\$0	\$0	\$0
Support Services		\$0	\$0	\$0	\$0	\$0
Total Recurring Costs		<u>\$0</u>	\$0	<u>\$0</u>	\$0	<u>\$0</u>
Total Costs		\$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, Test/Train).
- c. Describe pricing to include the conversion of two workflows shown in appendix A (Purchase Card Reconciliation and Request for Check – page 10 and page 11).
- d. Provide a separate itemized price list for converting all remaining workflows shown in appendix A.

4. Provide a summary project schedule or timeline with a proposed implementation.
5. 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.
6. 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.
7. 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.
8. Provide a statement of certification that any on-premise solution proposed will effectively perform on a VMWare infrastructure with Cisco UCS blades.
9. 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.).
10. Describe the process to replace a BPM suite component with a third party component, such as a task or a user interface.
11. Describe your integration capabilities referencing tools that can be used to connect to external servers.
12. Provide a list of built-in API functions.
13. 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.
14. Provide an example Scope of Work (SOW) for a similar implementation.
15. Describe your training program for process analysis and building workflows.
16. 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.
17. Describe the type of training materials and training aids that will be provided for current and future needs.
18. 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.
19. Provide a product roadmap for future enhancements and technology utilization.
20. 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.
21. Describe in detail how the user interface is designed and created by answering the following questions:
 - 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?

Appendix A

Listed below are our current workflow processes that will be converted in the new solution. The swimlane diagrams are included in the subsequent pages.

- | | | |
|---------------------------------|-----|---------|
| 1. Purchase Card Reconciliation | --- | page 10 |
| 2. Request for Check | --- | page 11 |
| 3. Request for Purchase | --- | page 12 |
| 4. Request for Travel | --- | page 13 |
| 5. Request for Position | --- | page 14 |
| 6. Request to Fill | --- | page 15 |
| 7. Turnaround | --- | page 16 |
| 8. Request for Leave | --- | page 17 |

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Appendix C – Standards

The proposed solution must be compatible with the following enterprise standards:

Category	Function	Standard
Network	Communication Protocol	TCP/IP OSPF MPLS
	Ethernet	IEEE 802.3u, IEEE 802.2 802.11
	Wireless	802.11a, b, g, n, ac
	Cabling	Multimode fiber Single mode fiber Cat. 5e / Cat. 6
	DNS/DHCP	Win 2012
Management	Network Mgmt.	SNMP, Cisco NCS Prime Infrastructure. Cisco EPNM Active Directory (AD), Insight
	Security	LDAP, AD, SSL Certificates (HTTPS), ACL's, McAfee ePO desktop firewall, Cisco ASA firewall
	Application Mgmt. / Agents	SNMP agents, Tidal software Sysadmiral Web jet Admin, AD, Ricoh MFP DMNX
	Printer Mgmt.	
	Desktop Management	SCCM, McAfee ePO Enterprise Policy Orchestrator Server
	Source Code	Microsoft Team Foundation Server
	Support / Change Control /Customer Support Center	iVanti HEAT; Ticketing System
	Virus Protection (Windows)	McAfee VirusScan Enterprise 8.8
	Backup Solution	Veritas Netbackup, Storage TEK tape library (DLT/LTO), VEEAM
	Mass Storage	RAID, SAN, NAS (NetApp) ISCSI, Fiber Channel
Database	Enterprise	RDBMS (Oracle 12c, MS SQL 2012)
	Workgroup	RDBMS (Oracle 12c, MS SQL 2012)
	Standalone	RDBMS (MS Access)
eCommerce / Web		IIS 6 and IIS 8, Tomcat 6
	Communication Protocols	HTTP, HTTPS, FTP, SSH
	Content Management	DotNetNuke (DNN)
	Content	HTML, CSS, CGI, JavaScript, JavaBeans
	Database Access	ActiveX, XML, ASP, ASP.NET, JavaVM, J2EE Java Servlets

Category	Function	Standard
Geographic Information System	Spatial Data Management	ESRI (ArcGIS, ArcIMS, ArcSDE)
Office Applications	Email	Microsoft O365, IMAP 4 (POP3 compliant), SMTP
	Project Management	Microsoft Project 2013/16
	Word Processing, Spreadsheet, Presentations, etc.	Microsoft Office 2013/16
	Virus Protection	McAfee VirusScan 8
	Browser	Internet Explorer 11/Edge
	PDF Reader	Adobe Acrobat 2015
Platform / OS	Enterprise Server	Cisco UCS Blades, Windows 2012 Advanced Server ESX VMware Virtual Server 6.0
	Workstation	Windows 7 / Windows 10 (Minimum P4, 3.8GHz, 2GB RAM, 250 GB FXDD)
	Laptop	Windows 7 / Windows 10 (Minimum Pentium M, 1.6MHz, 512MB RAM, 60 GB FXDD)
	Tablet Computer	Apple IOS 11+, Surface/HP X2
	Smart Phone – iPhone 5 & 6	IOS 11.2+
Printers	Networked Print Server	Ricoh MFP Internal HP JetDirect with HP LaserJet (B/W, Color, MFP)
	Workgroup Color	Ricoh MPC 3503
	Standalone	HP DeskJet or LaserJet Series
	Plotter	HP DesignJet Series