FIRMS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WITH YOUR PROPOSAL

Integrated Utility Enterprise Resource Planning (ERP) System

Questions and Answers, Clarifications/Revisions, Supplemental Information and Attendance from Pre-Proposal Conference

July 11, 2011
1. PURPOSE
This Addendum supplements, modifies, deletes from, or adds to the original Request for Proposal (RFP) noted above and all of the requirements of the addendum are herein made a part of the RFP and any resulting contract documents.

2. CLARIFICATIONS/REVISIONS
   A. Statement: With regards to the electronic proposal submissions, provide the pricing on separate CD-ROMs from the technical CD-ROM’s submitted. Refer to Section 4. DETAILED SUBMITTAL REQUIREMENTS, of the RFP for all the details required for proposal submissions.
   B. Statement: “To Be Determined” or leaving spaces blank on the pricing sheet is not acceptable. Make assumptions when necessary for pricing, and make notification when doing so.

3. RESPONSES TO QUESTIONS
   A. Question - What is Loudoun Water’s preferred database platform?
      Answer: Please refer to section 5.0 of Attachment 19 (Loudoun Water IT Architecture Plan) of the RFP. As stated in this attachment, Loudoun Water has standardized on Microsoft SQL Server utilizing both the 2005 and 2008 versions of the product.
   B. Question - Do you have current support contract(s) for your existing infrastructure/hardware?
      Answer: Please refer to section 2.2.3 of the RFP main document. As stated in the RFP, it is Loudoun Water’s intent to purchase all hardware separately from this contract. This includes support contracts for hardware. Exceptions may be made on a case by case basis depending upon the Offeror’s solution.
   C. Question - Do you have a current support contract(s) for your storage solution(s)?
      Answer: Please refer to section 2.2.3 of the RFP main document. As stated in the RFP, it is Loudoun Water’s intent to purchase all hardware separately from this contract. This includes storage solution(s). Exceptions may be made on a case by case basis depending upon the Offeror’s solution.
   D. Question - Will the slide show presentation be available?
      Answer: Yes, the slide show presentation from the pre-proposal conference will be made available as part of this RFP Addendum.
E. Question - As mentioned in the RFP, are four (4) client references from water utilities required?
Answer: As stated in section 1.3.3 of the RFP main document, four (4) client references from water utilities are requested. The ability to meet this requirement will be assessed as part of the evaluation process.

F. Question - Do the references need to be from the United States only?
Answer: No, these references are not required to be in the United States.

G. Question - Has Loudoun Water seen product demonstrations as part of the previous RFI process?
Answer: Yes, Loudoun Water did see several software demonstrations as part of the RFI process that was conducted in late 2010 and early 2011. The vendors chosen to participate in software demonstrations were reflective of Loudoun Water’s desire to see a range of functionality and product offerings, and are in no way indicative of any intent to select a particular product. The RFI process was separate and distinct from the current RFP process, and participation of any vendors in the RFI process is not relevant to the current RFP solicitation. See Attachment 3.

H. Question - Please clarify the request for managed services, is this related to IT managed services or are we talking about SaaS?
Answer: The RFP main document requests options for Hosting (section 2.2.4). Hosting and managed services in this context means a Software as a Service (SaaS)/cloud offering, not Loudoun Water on-site managed services.

I. Question - Has a product been selected for the AMI?
Answer: Loudoun Water has an AMI solicitation available on Loudoun Water’s website (http://www.loudounwater.org/Business-Customers-and-Partners/Bids/Closed/Closed-Bids/). A selection has not been made at this time.

J. Question - What is the AMI solution, and how does it relate to the ERP RFP?
Answer: The AMI solution is an Advanced Metering Infrastructure project in which Loudoun Water is seeking to procure a fixed-base meter reading network, including supporting hardware, software, and network infrastructure. It does not include replacement of all meters at this time. The AMI solution will primarily integrate with the ERP solution by providing meter reading/consumption information to the ERP solution.

K. Question - Do we want only responses from a software vendor or are software integrators acceptable as respondents?
Answer: As stated in section 1.3.2 of the RFP main document, offerers may be firms which implement the project (Implementation Firm) or firms that provide the software (Software Firm). Either offeror may submit as the prime offeror but all proposals must provide a complete integrated system solution as described in the RFP. It is Loudoun Water’s intent to make an award to a single contracting entity for all software and implementation services in relation to this RFP.

L. Question - Will ABBTECH be eligible to respond to this RFP?
Answer: ABBTECH staff services contractors that did not participate in the development of the RFP with Loudoun Water are not precluded from participating in an RFP response if those staff contractors are providing services to another firm. ABBTECH is precluded from responding directly to the RFP as a contractual entity, and individual ABBTECH staff services contractors that participated in the development of the RFP are also precluded in participating in the development of an RFP response.

M. Question - Will the business process analysis done by ABBTECH be made available to respondents?
Answer: The work performed by ABBTECH consists of business process documentation in the form of workflow diagrams, as well as a series of business concerns and goals to address those concerns. This documentation has collectively been used to develop the RFP Requirements, and thus the intent of these documents is largely reflected in the RFP. They would not be useful to vendors at this stage of the RFP process. However, this documentation will be provided to those Offerers that are elevated to Phase 2 (Software Demonstrations) of the selection process.

N. Question - Would Loudoun Water consider providing an extension due to the other bids and proposals currently on the market?
Answer: Loudoun Water does not intend to issue an extension to the RFP submittal deadline at this time, but will continue to take this into consideration during the preparation of written proposals.

O. Question - Is there a defined budget?
Answer: Yes, Loudoun Water does have budget funding allocated for this effort. Loudoun Water chooses not to reveal budget details regarding this initiative at this time.

P. Question - Are the funds from the Operating Budget or CIP?
Answer: The funds are part of Loudoun Water’s Capital Improvement Program (CIP) budget.
Q. Question - Can the proposal be submitted for part of the RFP or does each vendor have to respond to everything?
   Answer: As stated in section 1.3.2 of the RFP main document, all proposals must provide a complete integrated system solution.

R. Question - Will contract negotiations be with one vendor or multiple?
   Answer: Please refer to Section 8.8, Sub-section 8.6.1, “At the end of Phase II, selection shall be made of two (2) or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal.”

S. Question - How many SCADA applications are currently in place?

T. Question - The only SCADA application that is in use at Loudoun Water is ICONICS Inc.’s GENESIS 9.13 solution. See next question for details.

U. Question - What is the SCADA application in use and how many assets are tagged (monitored) with this application?
   Answer: The SCADA application that is in use at Loudoun Water is ICONICS Inc.’s GENESIS 9.13 solution. This SCADA solution is used for control and monitoring of Loudoun Water’s 11 MGD Broad Run Water Reclamation Facility, as well as a wide variety of water distribution and wastewater facilities, including pump stations, metering vaults, and water storage tanks. Typical sensors and controls include SCADA control and monitoring of pumps, valves, pressure sensors, and treatment chemicals. It also provides alarm monitoring and reporting function for process control. Loudoun Water has approximately 7,500 process monitoring and control devices connected to the SCADA system. Additionally, there are approximately 80 programmable logic controllers (PLCs) and 75 variable frequency drives (VFDs). It is expected that there are up to 1000 assets will be directly integrated with the asset management component of the ERP solution as part of the Condition Based Monitoring (CBM) requirements.

V. Question - Will the list of attendees of the Pre-Proposal Conference be provided?
   Answer: Yes, the list of attendees will be made available as part of this RFP Addendum.

W. Question - Are we looking for a single application or can the response be multiple applications to meet the requirements?
   Answer: Either approach is acceptable as long as it is a unified, integrated system that meets the stated requirements.

X. Question - Where do we list any exceptions to the RFP terms and conditions?
Y. Question - With the development in software from now until implementation over the next three years, will it be possible to substitute software to take advantage of those future developments? Are changes to products and solutions precluded after award of contract?

Answer: Loudoun Water is looking for a complete solution that has successfully been implemented in other organizations using existing technologies. Loudoun Water is open to negotiating changes to the proposed solution set with the vendor in the future after the award if it’s beneficial to Loudoun Water and the vendor.

Z. Question - Will ABBTECH remain on the project through completion?

Answer: ABBTECH staffing services contractor(s) will remain on the project throughout the award and project initiation.

AA. Question - Who is the Loudoun Water Project Manager of this project?

Answer: Mike Beardslee (Loudoun Water’s Director of Information Technology Services) is the project manager for this project.

BB. Question - Should the attachments be inserted at the end?

Answer: No, insert each attachment in the corresponding proposal response section as noted in Attachment 2, RFP Submittal Checklist.

CC. Question - Can the electronic RFPs be submitted using CD-ROM or Memory Stick?

Answer: CD-ROMs are requested.

DD. Question - Will the agency be using NASSCO PACP/LACP/MACP for its underground utility inspections?

Answer: We are currently using PACP codes in our POSM CCTV inspection software, and in the future we would like to use LACP and MACP codes in POSM.

EE. Question - What are the SCADA applications in use with the agency and how many asset tags will be mapped to the proposed asset management solution?

Answer: The only SCADA application that is in use at Loudoun Water is ICONICS Inc.’s GENESIS 9.13 solution. This SCADA solution is used for control and monitoring of Loudoun Water’s 11 MGD Broad Run Water Reclamation Facility, as well as a wide variety of water distribution and wastewater facilities, including pump stations, metering vaults, and water storage tanks. Typical sensors and controls include SCADA control and monitoring of pumps, valves, pressure sensors, and treatment chemicals. It also provides alarm monitoring and reporting function for process control.
Loudoun Water has approximately 7,500 process monitoring and control devices connected to the SCADA system. Additionally, there are approximately 80 programmable logic controllers (PLCs) and 75 variable frequency drives (VFDs). It is expected that there are up to 1000 assets will be directly integrated with the asset management component of the ERP solution as part of the Condition Based Monitoring (CBM) requirements.

FF. Question - Is it possible for vendors to review a copy of the audit and assessment report completed by ABBTECH Staffing Services?

Answer: The work performed by ABBTECH consists of business process documentation in the form of workflow diagrams, as well as a series of business concerns and goals to address those concerns. This documentation has collectively been used to develop the RFP Requirements, and thus the intent of these documents is largely reflected in the RFP. They would not be useful at this stage of the RFP process. However, this documentation will be provided to those Offerers that are elevated to Phase 2 (Software Demonstrations) of the selection process.

GG. Question - The Schedule of events on Page 1 of the RFP states that July 21st is the last day to ask questions, however, Page 16 states that it is July 20th, and in Attachment 1 – RFP Instructions Summary Table, it states July 14. Please clarify which day is the last day to submit questions.

Answer: The last day to submit questions for this RFP is Thursday, July 21st, 2011.

4. ATTACHMENTS

Attachment 1 – Pre-Proposal Vendor Sign-In Sheet
Attachment 2 – Pre-Proposal Conference ERP RFP Presentation Slides
Attachment 3 – RFI Submission List
5. ACKNOWLEDGEMENT OF RECEIPT OF SUPPLEMENTAL INFORMATION

Please acknowledge receipt of this Addendum to RFP No. 2011-005-580 by signing and including the following acknowledgement within the contents of your proposal.

ACKNOWLEDGEMENT OF ADDENDUM B

Addendum B for RFP 2011-005-580, Integrated Utility Enterprise Resource Planning (ERP) System, has been received by the undersigned and will be incorporated in all copies of said specifications in the possession of the undersigned.

This Addendum consists of 38 pages, including cover page and Attachments 1, 2 and 3.

My signature below acknowledges receipt of this Addendum and certifies that my proposal submission includes all information, modifications, additions or deletions pertaining to this Addendum and the RFP.

Legal Name of Vendor/Firm: ____________________________________________________________

Authorized Signature: ___________________________ Date: ___________________________

Name and Title (Typed): ___________________________________________________________

Return this page with your RFP submission

Prepared by: (Loudoun Water Representative: Courtne Coates, Purchasing Assistant)
RFP 2011-005-580
Integrated Utility Enterprise Resources Planning (ERP) System
Pre-Proposal Conference Sign-In
Thursday, July 7, 2011

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ash Kapur</td>
<td>Advance Digital Systems</td>
<td>703-585-5020</td>
<td><a href="mailto:akapur@advanceddigitalsys.com">akapur@advanceddigitalsys.com</a></td>
</tr>
<tr>
<td>Lori Hogg</td>
<td>Advanced Utility Systems</td>
<td>416-844-1038</td>
<td><a href="mailto:lhogg@advancedutility.com">lhogg@advancedutility.com</a></td>
</tr>
<tr>
<td>David Jagt</td>
<td>Black &amp; Veatch</td>
<td>301-921-8245</td>
<td><a href="mailto:jaqtda@bv.com">jaqtda@bv.com</a></td>
</tr>
<tr>
<td>Lesley Horton</td>
<td>Infor Global Solutions</td>
<td>703-835-4152</td>
<td><a href="mailto:Lesley.horton@infor.com">Lesley.horton@infor.com</a></td>
</tr>
<tr>
<td>Tom Mallon</td>
<td>IBM</td>
<td>571-212-6029</td>
<td><a href="mailto:mallon@us.ibm.com">mallon@us.ibm.com</a></td>
</tr>
<tr>
<td>Barry Dunphy</td>
<td>Cayenta</td>
<td>360-201-4622</td>
<td><a href="mailto:bdunphy@cayenta.com">bdunphy@cayenta.com</a></td>
</tr>
<tr>
<td>Phil Sharp</td>
<td>Tyler Technologies</td>
<td>207-781-2260</td>
<td><a href="mailto:Phil.sharp@tylertech.com">Phil.sharp@tylertech.com</a></td>
</tr>
<tr>
<td>Ryan Cawley</td>
<td>Cogsdale</td>
<td>902-393-6428</td>
<td><a href="mailto:rcawley@cogsdale.com">rcawley@cogsdale.com</a></td>
</tr>
<tr>
<td>Sujoy Hajra</td>
<td>Satyam</td>
<td>973-216-8125</td>
<td><a href="mailto:Sujoy_hajra@satyam.com">Sujoy_hajra@satyam.com</a></td>
</tr>
<tr>
<td>Patrick McGowan</td>
<td>Oracle</td>
<td>215-646-1031</td>
<td><a href="mailto:Patrick.mcgowan@oracle.com">Patrick.mcgowan@oracle.com</a></td>
</tr>
<tr>
<td>Susan Fox</td>
<td>Lawson</td>
<td>571-246-3979</td>
<td><a href="mailto:Susan.fox@lawson.com">Susan.fox@lawson.com</a></td>
</tr>
</tbody>
</table>
RFP 2011-005-580
Integrated Utility
Enterprise Resource Planning (ERP)
System

Pre-Proposal Conference
July 7, 2011

Mike Beardslee, PMP, GISP
Director of Information Technology Services
For all questions and inquiries, please contact:

Sheila Farmer  
Manager of Procurement and Risk  
(571) 291-7700  
(571) 223-2513 (Fax)  
sfarmer@loudounwater.org
Agenda

- About Loudoun Water
- Strategic Plan
- Drivers
- Conceptual Architecture
- ERP Solution
- RFP Development
- RFP Review
  - Schedule, Scope, Business Functions, Response Requirements, Evaluation Criteria
- Questions
About Loudoun Water

- Operationally and financially independent from Loudoun County government
- Supported by user and availability fees (not taxes)
- Provides water and wastewater service to unincorporated areas of Loudoun County
- Customers: ~60,000
- Population served: ~180,000
- Employees: 200
- FY10 Total Operating Revenue: $55.7 Million
- Total Capital Assets: $1.05 Billion
Loudoun Water Service Areas

Legend:
- Community System
- Non-Residential System

Map showing service areas and locations such as Waterford, Leesburg, and Middleburg.
Strategic Plan

Goals and Objectives

- Improve customer experience and responsiveness to customers
- Enhance/streamline business processes
- Increase productivity
- Provide business intelligence and decision support

Guiding Principles

Business Practices: We adhere to policies, procedures and standards that reflect responsible business practices. We make decisions in an ethical manner and consider environmental and fiscal implications. We effectively plan, manage and leverage assets and technologies that support our mission.

Workforce: We maintain a dynamic workforce with a commitment to learning, development, cooperation, trust and respect. We recruit, train and develop our team through our recruitment and development processes.

Community Engagement: We recognize the community's unique knowledge and perspectives. We anticipate customer needs and apply sound engineering, fiscal and business principles. We plan, design, construct and manage facilities for their benefit. We deliver quality service.

Stewardship: We develop and protect our resources. We are stewards and advocates of the water environment, public health, our community, and our company. We demonstrate this through sound policies and practices. We promote IT through knowledge sharing with each other, our community and our partners.

Leadership: We lead by inspiring, challenging and developing a legacy of excellence. For future generations, we provide a truly unique and sustainable community for all. We are innovative and rise above the status quo. We are passionate about people.
ERP Drivers

- Growth in our business requires:
  - Expanded business functionality
  - Improved integration
  - Support for key strategic initiatives
  - Desire for flexibility and a more open architecture
Conceptual Architecture

Systems Modernization
(Enterprise Resource Planning Application)

- E-Billing
- Assets
- Addresses
- (GIS)
- Corporate
- Reporting
- (BI)
- Mobile Work
- Management
- Ecommerce
- Customer
- Portal
- Finance
- HR
- Purchasing
- CIS
- Billing
- Assets
- CMMS
- Inventory
- Permitting
- Proj. Tracking
- Advanced
- Metering
- Infrastructure
- Control & Monitoring
- (SCADA)
ERP Solution

- Revise/replace/integrate functions of core applications
- COTS-oriented
- Consider all supported business functions
  - Reengineer key business processes as needed
- Focus on CIS, Billing, Finance, HR, Purchasing, Inventory, Assets, CMMS, Permitting
- Integration with other major systems (meter reading system, e-billing, GIS)
RFP Process

- Started in September, 2010
  - Documented Business Processes
  - Defined Business Concerns and Goals
  - Conducted Request for Information (RFI)
  - Prepared Requirements and RFP documents
  - Issued RFP
## Schedule of Events

<table>
<thead>
<tr>
<th>Phase</th>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Submission</td>
<td>Pre-Proposal Conference</td>
<td>July 7, 2011</td>
</tr>
<tr>
<td></td>
<td>Deadline for Questions</td>
<td>July 21, 2011</td>
</tr>
<tr>
<td></td>
<td>Proposals Due</td>
<td>August 11, 2011</td>
</tr>
<tr>
<td>Phase II – Demonstrations, References</td>
<td>Functional demonstrations and interviews</td>
<td>August and September, 2011</td>
</tr>
<tr>
<td></td>
<td>Site visits for elevated Offerors</td>
<td>September and October, 2011</td>
</tr>
<tr>
<td>Phase III – BAFO, Discovery, Contract Negotiations</td>
<td>Discovery sessions with elevated Offerors</td>
<td>September and October, 2011</td>
</tr>
<tr>
<td></td>
<td>Contract Negotiations</td>
<td>October, 2011</td>
</tr>
</tbody>
</table>
## Project Scope

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
<th>Requested Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1 – CIS and Billing</td>
<td>CIS and Billing migration/implementation. Includes integration with our meter reading software and e-billing.</td>
<td>January 1, 2013</td>
</tr>
<tr>
<td>Phase 2 – Finance, Procurement, Human Resources</td>
<td>Finance, Procurement, and Human Resources migration/implementation, concurrent with Phase I. Integrate as described in Conversions and Interfaces attachments.</td>
<td>January 1, 2013</td>
</tr>
<tr>
<td>Phase 3 – E-Commerce</td>
<td>Implementation of a robust customer web portal, including integration with new AMI solution. Includes vendor and procurement management functions.</td>
<td>July 1, 2013</td>
</tr>
<tr>
<td>Phase 4 – Mobile Work Management 4a – Mobile Field Services 4b – Mobile Inspections 4c – Mobile Work Orders</td>
<td>Implementation of robust Mobile Work Management tools for field staff. Field service technicians performing point-of-service work. Construction inspection Asset and maintenance management</td>
<td>October 1, 2013 July 1, 2014 October 1, 2014</td>
</tr>
<tr>
<td>Phase 5 – Permitting and Project Tracking</td>
<td>Construction project tracking and permitting migration and implementation, including integration with finance modules, CMMS, and GIS.</td>
<td>November 1, 2013</td>
</tr>
<tr>
<td>Phase 6 – Maintenance and Asset Management</td>
<td>Maintenance and asset management migration and implementation, including integration with finance, inventory, GIS, and project tracking.</td>
<td>April 1, 2014</td>
</tr>
<tr>
<td>Phase 7 – Advanced Corporate Reporting</td>
<td>Implementation of an advanced Business Intelligence/analytical reporting solution, including advanced, focused dashboards, KPIs, etc.</td>
<td>July 1, 2014</td>
</tr>
<tr>
<td>Phase 8 – SCADA Integration and CBM</td>
<td>Integration of CMMS with ICONICS-based SCADA system for Condition Based Monitoring.</td>
<td>January 1, 2015</td>
</tr>
</tbody>
</table>
Phase 1 – CIS and Billing

- Perform Configuration Design, Data Migration, Training, Implementation, and Go-Live Support
- Currently managed using Tyler Technologies’ MUNIS platform
- Required integration
  - Badger ReadCenter meter reading software
  - Future AMI solution (early 2012)
  - Billing provider (Datamatx) and e-billing (Online Resources)
  - Aperta, EDS, Checkfree
Phase 2 – Finance, Procurement, HR

- Perform Configuration Design, Data Migration, Training, Implementation, and Go-Live Support
- Currently managed using Tyler Technologies’ MUNIS platform
- Concurrent with Phase 1
- Integration with/replacement of ancillary tools as described in Conversions and Interfaces attachments
Phase 3 – E-Commerce

- Perform Configuration Design, Training, Implementation, and Go-Live Support
- Turnkey integrated solution for common web portal e-commerce functions
- Key functionality includes review and update account information, view past bills, and view consumption information
- Also includes vendor portal and procurement management
- Integrate with
  - Future AMI solution
  - Third party e-billing provider
Phase 4 – Mobile Work Management

- Perform Configuration Design, Training, Implementation, and Go-Live Support
- Comprehensive, focused mobile solution, including dispatch, GPS functions, routing
- Integrate with ERP solution and enterprise GIS
- Phase 4a – Mobile Field Services – field service technicians
- Phase 4b – Mobile Inspections – construction inspections
- Phase 4c – Mobile Work Orders - maintenance and asset management
Phase 5 – Permitting and Project Tracking

- Perform Configuration Design, Data Migration, Training, Implementation, and Go-Live Support
- Currently managed using Infor’s Hansen 8
- Project tracking of CIP and Land Development projects
- Tracking of fees, issuance of construction permits
- Integration with GIS, CIS/Billing, Finance, and Maintenance/Asset Management
Phase 6 – Maintenance and Asset Management

- Perform Configuration Design, Data Migration, Training, Implementation, and Go-Live Support
- Currently managed using Infor’s Hansen 8
- Maintenance and asset management for all vertical and buried assets
- Lifecycle optimization
- Integration with GIS, Project Tracking/Permitting, and Finance
Phase 7 – Advanced Corporate Reporting

- Perform Configuration Design, Training, Implementation, and Go-Live Support
- Build upon reporting capabilities from earlier phases
- Advanced business intelligence solution, including implementation of KPIs, dashboards, etc., tailored to individual business units
Phase 8 – SCADA Integration and Condition Based Monitoring

- Perform Configuration Design, Training, Implementation, and Go-Live Support
- Integration of existing ICONICS-based SCADA solution to enable generation of work orders based upon monitoring thresholds/conditions
Requirements/Business Functions

- **General Finance**
  - Accounts Payable
  - Budgeting
  - Financial Analysis
  - Fixed Assets
  - Payroll

- **CIS/Billing**
  - Customer Service
  - Utility Billing

- **Procurement**
  - Purchasing
  - Risk Management
Requirements/Business Functions

- Plant Operations
  - Broad Run Water Reclamation Facility
  - Community Systems
  - Laboratory & Water Quality

- Operations & Maintenance
  - Administration
  - Cross Connection /Backflow
  - Field Service
  - Utility Protection
  - Inspections
  - Fats, Oils & Grease
  - Fleet Maintenance
  - Utility Maintenance
  - Inventory
  - SCADA
Requirements/Business Functions

- Engineering
  - Land Development
  - Capital Programs

- Human Resources
  - Hiring
  - Benefits
  - Training
<table>
<thead>
<tr>
<th>Item</th>
<th>Submitted (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) complete original hard copy of the Proposal, including all attachments, titled “Integrated Utility Enterprise Resource Planning (ERP) System for Loudoun Water” Proposals are limited to no more than 75 paginated (total front and back) pages, excluding required forms, tab separators, and attachments included in this RFP.</td>
<td></td>
</tr>
<tr>
<td>Ten (10) hard copies, including all attachments EXCEPT for attachments 12A and 12B (Functional and Technical Requirements). Note that the Price Proposal (Attachments 8 and 9, Section 21.0 of the Proposal), must be separately sealed.</td>
<td></td>
</tr>
<tr>
<td>Eleven (11) copies of the complete RFP response on CD-ROM. These digital responses should include all documents and all attachments in PDF format. In addition, the following Attachments must also be submitted in Excel 2007 or lesser format, in addition to PDF format: Attachment 8 – Pricing Attachment 9 – Price Summary by Phase Attachment 11 – Staffing Matrix Attachment 12A – Functional Requirements Attachment 12B – Technical Requirements Attachment 13 – Reporting Requirements Attachment 14 – List of Interfaces Attachment 15 – List of Anticipated Conversions Attachment 16 – Application Inventory Price Proposal separately sealed (Attachments 8 and 9, Section 21.0 of the Submission requirements).</td>
<td></td>
</tr>
<tr>
<td>Section/Contents</td>
<td>Note</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Title Page</td>
<td></td>
</tr>
<tr>
<td>Letter of Transmittal</td>
<td></td>
</tr>
<tr>
<td>Signed Addenda</td>
<td>As needed</td>
</tr>
<tr>
<td>RFP Submittal Checklist</td>
<td>Include Attachment 2</td>
</tr>
<tr>
<td>Certifications and Signature of Offeror</td>
<td>Include Attachment 3</td>
</tr>
<tr>
<td>Table of Contents</td>
<td></td>
</tr>
<tr>
<td>1.0 Executive Summary</td>
<td></td>
</tr>
<tr>
<td>2.0 Scope of Services</td>
<td></td>
</tr>
<tr>
<td>3.0 Company Background</td>
<td>Include Attachment 4</td>
</tr>
<tr>
<td>4.0 Financial Information</td>
<td></td>
</tr>
<tr>
<td>5.0 Proposed Application Software and Computing</td>
<td></td>
</tr>
<tr>
<td>Environment</td>
<td></td>
</tr>
<tr>
<td>6.0 Third-Party Products/Optional Software</td>
<td></td>
</tr>
<tr>
<td>7.0 Implementation Plan</td>
<td></td>
</tr>
<tr>
<td>8.0 Staffing and Staff Resumes</td>
<td></td>
</tr>
<tr>
<td>9.0 Staff Matrix</td>
<td>Include Attachment 11</td>
</tr>
<tr>
<td>10.0 Training Plan</td>
<td></td>
</tr>
<tr>
<td>11.0 Change Management Plan</td>
<td></td>
</tr>
<tr>
<td>12.0 Maintenance and Support Program</td>
<td>Include Attachment 10</td>
</tr>
<tr>
<td>13.0 Client References</td>
<td>Include Attachments 5 and 6</td>
</tr>
<tr>
<td>14.0 Exceptions to the RFP</td>
<td></td>
</tr>
<tr>
<td>15.0 Sample Documents</td>
<td></td>
</tr>
<tr>
<td>16.0 Responses to Functional and Technical Requirements</td>
<td>Include all 12A and 12B Attachments</td>
</tr>
<tr>
<td>17.0 Responses to Reporting Requirements</td>
<td>Include Attachment 13</td>
</tr>
<tr>
<td>18.0 Responses to Interface Requirements</td>
<td>Include Attachment 14</td>
</tr>
<tr>
<td>19.0 Responses to Conversion Requirements</td>
<td>Include Attachment 15</td>
</tr>
<tr>
<td>20.0 Responses to Application Inventory</td>
<td>Include Attachment 16</td>
</tr>
<tr>
<td>21.0 Price Proposal (sealed separately)</td>
<td>Include Attachments 8 and 9</td>
</tr>
</tbody>
</table>
Attachments

- Attachment 1  RFP Instruction Summary Table
- Attachment 2  RFP Submittal Checklist
- Attachment 3  Certifications and Signature of Offeror
- Attachment 4  Company Background
- Attachment 5  Software Reference Form
- Attachment 6  Implementation Services Reference Form
- Attachment 7  Not Used
- Attachment 8  Pricing
- Attachment 9  Price Summary by Phase
- Attachment 10  Maintenance and Support Summary
- Attachment 11  Staffing Matrix
- Attachment 12A Functional Requirements (multiple spreadsheets)
- Attachment 12B Technical Requirements
- Attachment 13  Reporting Requirements (multiple spreadsheets)
- Attachment 14  List of Interfaces
- Attachment 15  List of Anticipated Conversions
- Attachment 16  Application Inventory
- Attachment 17  Pre-Submission Question Submittal Form
- Attachment 18  Sample Non-Disclosure Form
- Attachment 19  IT Architecture Plan
- Attachment 20  Internet Website Accessibility
Evaluation Criteria

- Experience, qualifications, and financial health of software vendor and implementation firm in providing similar product/services to sites similar to the size and scope to Loudoun Water (20 points)
- Implementation strategy, staffing, and plan (15 points)
- Response to all requirements contained in Section 4.0 Detailed Submittal Requirements (i.e. technical, functional, and reporting requirements, conversions, interfaces, etc.) (20 points)
- Compliance with RFP proposed terms and condition (5 points)
- Recent references at other water utilities (10 points)
- Technical Architecture to ensure that the infrastructure of the application supports expansion, integration, and support (10 points)
- Cost of System acquisition, ongoing maintenance and upgrades, and other cost components (20 points)
Questions?

For future questions and inquiries, please contact:

Sheila Farmer  
Manager of Procurement and Risk  
(571) 291-7700  
(571) 223-2513 (Fax)  
sfarmer@loudounwater.org
# Integrated Utility Enterprise Resource Planning (ERP) System

## RFI 2010-001-380

### RFI Received Log Sheet

<table>
<thead>
<tr>
<th>Company</th>
<th>Date Received</th>
<th>Time</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Edmonds &amp; Assoc.</td>
<td>12/20/10</td>
<td>10:30 am</td>
<td></td>
</tr>
<tr>
<td>(B) Lawson Software</td>
<td>12/22/10</td>
<td>12:35 pm</td>
<td></td>
</tr>
<tr>
<td>(C) Info Global</td>
<td>12/28/10</td>
<td>8:23 am</td>
<td></td>
</tr>
<tr>
<td>(D) Cyenta</td>
<td>12/28/10</td>
<td>8:23 am</td>
<td></td>
</tr>
<tr>
<td>(E) Cogsdale</td>
<td>12/28/10</td>
<td>8:23 am</td>
<td></td>
</tr>
<tr>
<td>(F) Advanced Utility System</td>
<td>12/28/10</td>
<td>12:45 pm</td>
<td></td>
</tr>
<tr>
<td>(G) Cityworks</td>
<td>12/29/10</td>
<td>9:00 am</td>
<td></td>
</tr>
<tr>
<td>(H) Satilam Computer</td>
<td>12/29/10</td>
<td>9:00 am</td>
<td></td>
</tr>
<tr>
<td>(I) SAP</td>
<td>12/29/10</td>
<td>9:00 am</td>
<td></td>
</tr>
<tr>
<td>(J) Oracle Corp</td>
<td>12/29/10</td>
<td>9:00 am</td>
<td></td>
</tr>
<tr>
<td>(K) Tyler Technology</td>
<td>12/29/10</td>
<td>9:00 am</td>
<td></td>
</tr>
<tr>
<td>(L) Westin Engineering</td>
<td>12/30/10</td>
<td>9:43 am</td>
<td></td>
</tr>
<tr>
<td>(M) Cipherplax</td>
<td>12/30/10</td>
<td>2:45 pm</td>
<td></td>
</tr>
<tr>
<td>(N)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(O)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(P)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Q)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(R)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>