REQUEST FOR PROPOSAL (RFP)

# 42017

MICROSOFT DYNAMICS 365 IMPLEMENTATION SERVICES AND MANAGED SERVICES
NOTICE OF SOLICITATION

Proposal Submittal Requirements - Proposals shall be submitted in a sealed envelope and marked “Sealed RFP #42017– Microsoft Dynamics 365 Implementation Services and Managed Services.”

GRDA must receive sealed proposals no later than August 24, 2017 2:00 PM CT (GRDA’s time per the time clock at the Receptionist’s desk).

Proposals received after the time set for opening of proposals shall not be considered, and shall be returned unopened.

Number of Copies of Submission - Submit one original signed copy of the entire Proposal and one copy of a “computer readable” version of the entire proposal on physical media.

Face of Envelope/Package/Container - The proposals must be enclosed in a sealed envelope, package or container and addressed to the following:

Grand River Dam Authority
Purchasing Unit
RFP # Sealed RFP #42017– Microsoft Dynamics 365 Implementation Services and Managed Services.
DUE: at 2:00PM CT
226 W. Dwain Willis Ave
Vinita OK 74301

GRDA may, in GRDA’s sole discretion, waive any informalities or reject any and/or all proposals. Proposals may not be submitted by telephone, fax machine, or electronic transfer (e-mail). Any proposal may be withdrawn by the bidder prior to the above scheduled time for the opening of proposals, or authorized postponement thereof.

In-Person Public Opening Requests - Only a list of bidders will be read at public bid opening. No pricing shall be released at the time of public opening.

Pre-Bid Conference – There will be no pre-bid conference. Questions regarding the RFP may be submitted to GRDA per the instructions listed in the “Communications Concerning this RFP” paragraph below.

Communications Concerning this RFP - This RFP is issued by the Central Purchasing Unit (“CPU”) of GRDA. The GRDA Contracting Officer named herein or appointed by the GRDA CPU is the sole point of contact that may be utilized by the bidder regarding this RFP, beginning from the date of release of this RFP until the selection of successful bidder. If a bidder attempts to contact other GRDA personnel regarding this RFP, GRDA may, in GRDA’s sole discretion, reject that bidder’s proposal.

Bidders are invited to submit written questions regarding the contents and requirements of this RFP to the GRDA Contracting Officer. Bidders are encouraged to submit any such written questions via email, but bidders may also submit questions via fax, postal mail, or other carrier. In the event that GRDA provides responses to any questions, those responses will be written, provided as an Amendment or Clarification to the RFP, and posted to the GRDA website. No questions will be considered by GRDA unless those questions are presented (1) in writing; and (2) prior to the question submission deadline.

The timeline for submission of all written questions is as listed in the Schedule of Events.

The contact information for the GRDA Contracting Officer is as follows:

Natalie McNabb, Contracting Officer
226 W Dwain Willis Ave.
Vinita, OK 74301-0409
Fax: 405-840-1390
Email: nmcnabb@grda.com
SCHEDULE OF EVENTS
This RFP will be governed by the following schedule:

<table>
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<tr>
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<th>Date and Time (Central Time)*</th>
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<tbody>
<tr>
<td>RFP release</td>
<td>July 24, 2017</td>
</tr>
<tr>
<td>Q&amp;A #1 - Deadline for written questions</td>
<td>August 7, 2017 2:00 PM CT</td>
</tr>
<tr>
<td>Q&amp;A #1 - Deadline for written answers; amendment issued (if required)</td>
<td>August 16, 2017 2:00 PM CT</td>
</tr>
<tr>
<td><strong>Deadline to submit bidder's proposal</strong></td>
<td>August 24, 2017 2:00 PM CT</td>
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<tr>
<td>Evaluation, clarification, and legal review period</td>
<td>August 25 through September 8, 2017</td>
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<tr>
<td>Negotiations for Best and Final Offer</td>
<td>TBD</td>
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<tr>
<td>Notice of Award posted to the GRDA’s website</td>
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*GRDA reserves the right to revise the schedule without advance notice.
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A. STATEMENT OF WORK

A.1. Definitions

A.1.1. Amendment – A written change, addition, alteration, correction, or revision to this RFP issued by GRDA.

A.1.2. Bidder – A business entity submitting a proposal in response to this RFP. When used in this RFP, bidder is synonymous with “seller”, “offeror”, “provider”, “supplier”, “vendor”, “proposer”, “consultant” or other similar term.

A.1.3. Change Order – A written change, addition, alteration, correction, or revision to the contract resulting from this RFP. It is used interchangeably with “Addenda/Addendum”, “Contract Amendment” or “Revision”.

A.1.4. Clarification – An additional explanation on all or parts of a solicitation that does not change, alter or supplement the solicitation.

A.1.5. GRDA – Grand River Dam Authority, a government agency of the State of Oklahoma. When used in this RFP, GRDA is synonymous with “Authority”.

A.1.6. Implementation Services – Professional services that provide the full range of software solution implementation phases: design, planning, scoping, development, training, testing, and deployment, in a manner consistent with the terms of this RFP.

A.1.7. Managed Services – A service that provides a single point of contact for application operations and maintenance and functional support of the Dynamics and Azure environments, usually commences after implementation.

A.1.8. May or should - Denotes that which is permissible, not mandatory.

A.1.9. Must or shall – Denotes that which is mandatory.

A.1.10. Non-Responsive - Responses that fail to provide all required information, documents, or materials.


A.1.12. Request for Proposal (RFP) – A type of solicitation GRDA provides to bidders requesting submission of proposals for acquisitions. Request for Proposal, Project and Solicitation are synonymous under this RFP and may be used interchangeably.

A.1.13. Successful Bidder - The bidder that is awarded a contract. It is used interchangeably with “Contractor”, “Successful Vendor”, “Successful Supplier”, or “Successful Consultant”.

A.2. Purpose of Intent

Implementation Services: The Grand River Dam Authority (the “Authority” or “GRDA”) is seeking proposals from qualified vendors for implementation services of the Microsoft Dynamics 365 for Operations software solution. The Microsoft Dynamics 365 for Operations software licenses and Microsoft Azure hosted infrastructure have already been acquired by GRDA. Bidders must propose a comprehensive implementation effort for a centralized software solution that encompasses core financial management, payroll processing, purchasing and contracts, and human capital management including time entry.

GRDA intends to begin implementation of the Microsoft Dynamics 365 for Operations solution in 2017, in accordance with this RFP. Except as otherwise provided, the specific schedules, deliverables, and roles and responsibilities between GRDA and the successful vendor are negotiable. Vendors are encouraged to provide a “best practice” solution for their implementation methods, and all implementation methods must, at a minimum, comply the requirements of this RFP.

Managed Services: GRDA intends to partner with the same implementation vendor for at least 5-years, with such vendor providing managed services and a single-point of contact for all issue resolutions (all Tier-level support, remote, 8/5) for the implemented Microsoft Dynamics 365 for Operations application modules, databases, and Azure environments (Dev, Test, Prod).

A.3. Vendor Eligibility Requirements

Vendors must have completed recent implementations of the Microsoft Dynamics solution for at least two (2) electric utility organizations within the United States. The ideal vendor will have implemented this solution for a utility with a similar profile to GRDA’s (implementing a first-ever centralized enterprise core business solution). Vendors must provide electric industry customer references, which may also include past performance documentation/testimonials.

GRDA strongly prefers for Vendors to be authorized and accredited Microsoft Gold Partners for Enterprise Resource Planning, Dynamics, or Cloud solutions.

Vendors must have an established United States based support team.

A.4. Background

The Grand River Dam Authority (the “Authority” or “GRDA”) was created in 1935 as a non-appropriated conservation and reclamation district by the State of Oklahoma. GRDA has the power to control, store, preserve, and distribute the waters of the Grand River and its tributaries for any useful purpose, to develop and generate water power, electric power, and electric energy within the boundaries of the Authority, and to buy, sell, resell, interchange, and distribute electric power and energy. In 2015, GRDA began efforts to re-evaluate

1 recent = within the last three (3) years, except for good cause shown by the vendor.
2 vendors must provide proof of current Gold accreditation status with Microsoft.
3 established = all necessary skillset levels for supporting Dynamics SaaS environment within the United States.
how its financial, human resource, payroll, customer, and other data are managed across the organization. GRDA employs approximately 600 individuals in a wide range of positions, including thermal generation, hydroelectric generation, transmission and engineering, energy control and operations, information technology, environmental management, human resources, finance, and other administrative functions.

After developing a Needs Assessment Study and undergoing several product demonstrations of enterprise solutions, GRDA selected Microsoft Dynamics 365 for Operations, on the Microsoft Azure hosted infrastructure, due in part to its interoperability with existing systems and its ability to meet GRDA’s organizational needs with minimal customizations and within a robust infrastructure environment.

GRDA plans to adopt out-of-the box functionality, and is open to changing its internal business processes (to the extent feasible) in order to best facilitate a successful implementation of this software. GRDA seeks to perform this implementation with professional assistance and service from a vendor who has strong technical and organizational change management skills. GRDA requires long-term managed services to support this application and its environments.

A.5 Existing Environment

GRDA currently uses a combination of commercial off-the-shelf systems, custom developed systems, general office applications, and manual processes to support its business operations. GRDA uses Microsoft Dynamics SL to support many of its financial activities, with modules including general ledger, accounts payable (AP), accounts receivable (AR), and budget variance reporting. In addition, GRDA uses IBM's Maximo Asset Management to support inventory management, procurement, fleet maintenance, and some work order management. Further, GRDA utilizes legacy custom applications to support its operations, and numerous manual, non-integrated systems (such as paper forms, Access databases and Excel spreadsheets) to manage GRDA’s administrative transactions.

The scope for this procurement is summarized in the following figure:

<table>
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<tr>
<th>Financials, Procurement, Human Capital</th>
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<tr>
<td>General Ledger</td>
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<td>Budget Development</td>
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<td>Accounts Payable/Receivable</td>
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<td>Fixed Assets</td>
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<td>Treasury Management</td>
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<td>Purchasing</td>
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<td>Vendor Management</td>
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<td>Customer Contract Management</td>
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<td>Human Resources</td>
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<td>Time &amp; Attendance</td>
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<td>Payroll &amp; Benefits</td>
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<th>Integration with Existing Systems (Maximo)</th>
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<th>Business Intelligence/Dashboard Reporting</th>
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GRDA has identified the following objectives associated with implementing the Microsoft Dynamics 365 for Operations solution, and all proposals must address methods to accomplish these objectives:

- **Information Sharing.** GRDA needs to share information across multiple departments. For example, project information is important to business operation, budget preparation, budget control, and financial reporting to the Board. However, the current systems lack support for project-based accounting. Managers need to be able to access and integrate data across business lines in order to improve service, decision making and overall operations;

- **Integrated Processes.** GRDA needs to utilize integrated operational processes. For example, the budget development and preparation process is a laborious manual process conducted using a combination of MS Dynamics, Crystal Reports, Excel, and Adobe PDF. In addition, GRDA needs an automated system for customer contract management. Contract management is entirely manual at GRDA, and conducted separately from the purchase order (PO) process. Managers need to be able to integrate these workflows into Microsoft Dynamics 365 for Operations;

- **Time Entry and Fixed Asset Tracking.** GRDA needs a single, self-service time entry system. Currently, there are four different ways to enter time at GRDA, which may involve duplicate reentries. GRDA also needs one system to track fixed assets and their associated attributes, such as depreciation. Multiple standalone applications, ranging from Maximo to Excel, are used to track fixed assets and associated depreciation;

- **Analytical Environment.** GRDA needs a software environment that will produce useful analytics. Transitioning from a transactional environment to a more analytical environment will enhance operations and allow for richer data insight, which will aid in strategy implementation; and

- **Workflow Efficiency.** GRDA needs consolidated workflow management and control. GRDA’s current system requires manual review and approval of certain workflow. As a result, staff must continually communicate with one another about work pending in the system. A consolidated workflow process, including user-based security and audit trails, would allow GRDA to more effectively manage the data in the system and report on how it changes over time.
A.6. Five-to-Ten-Year Vision

GRDA’s long-term vision for its business systems is to maximize its data management capabilities, increase business efficiencies, and reduce dependency on paper and dissimilar interfaces between systems. This will result in a single, integrated system, focused on the delivery and use of real-time data. The primary goal is to move GRDA from a transaction-focused environment to one that utilizes its data for analytical purposes. Typically, where business processes are dependent on paper and multiple, unconnected systems, the focus is on completing a transaction and not on the underlying information that is the substance of the transaction, or how it can be used to improve business operations. When a technical solution is found to automate the transactional process, staff is able to elevate their focus on data analysis, which in turn improves the business decision making process.

The long term vision for GRDA is based upon the following, and all proposals must address methods to accomplish these objectives:

- **Business, Employee and Manager Self-Service**: Pushing data entry and data management out to the driver or owner of the process, thereby substantially increasing efficiencies in business processes;

- **Data Driven Decision Making**: Reducing transaction time enables staff to focus on analyzing business information;

- **Real-Time Reporting Capability**: Utilizing dashboards of key performance indicators with drill down capabilities to provide management with at-a-glance awareness of current business performance, and facilitate better decision making;

- **Improving and Strengthening Internal Controls**: Increasing audit controls of financial transactions enables proper process controls and strengthens overall business continuity, financial accountability, and transparency;

- **Mobile Computing**: Understanding that technology is rapidly changing, and that the ubiquitous use of tablets and smart phones enable users to access systems from multiple platforms; and

- **Online Options and Transparency**: Focusing on providing online data management options for both internal and external customers.
A.7. Scope of Services

Implementation Services: GRDA seeks the full scope of Implementation Services with a qualified vendor who has met the eligibility requirements as stated in Section A.3 for the Microsoft Dynamics 365 for Operations software solution. The Implementation Services must include, but are not limited to, the following phases: (1) planning/requirements; (2) design; (3) development; (4) build; (5) testing; (6) training; and (7) deployment. GRDA has already acquired the necessary software licenses and hosted infrastructure. Vendor shall plan for and implement the solution onto a minimum of three environments: (1) Development; (2) User Acceptance Testing; and (3) Production environments.

Managed Services: GRDA seeks a 5-year term Managed Services arrangement with a qualified vendor who has met the eligibility requirements as stated in Section A.3 for the Microsoft Dynamics 365 for Operations software solution. The Managed Services must include a single-point of contact for all issue resolutions. Once the Dynamics application environment is successfully implemented, functional day-to-day issues, bug fixes, updates, enhancements, process review and optimization, and overall Dynamics and Azure (Dev, Test, Prod) operations and maintenance functions will be managed by the selected vendor.

A.7.1. Communication Plan
Vendor shall conduct weekly stand up meetings with GRDA to facilitate project status, priorities, and establish near-term milestones.

Vendor shall conduct monthly Project Status Meetings with GRDA to review progress of assigned tasks. These meetings will facilitate an update on overall Project status; identify obstacles, and provide assistance and coaching. Assigned tasks, issues and risk will be reviewed during these meetings.

Vendor shall conduct monthly Steering Committee Meetings with GRDA to address project metrics and a brief status of each major phase, as well as updates on key issues, risks, and change requests.

Vendor shall distribute meeting documents in advance of meetings, to permit GRDA an opportunity to review the documents and attend the meeting with a reasonable level of understanding and inquiries.

A.7.2. Planning and Requirements Phase
Vendor shall assess GRDA’s business processes, gather necessary requirements, document the requirements, define the business processes which the Microsoft Dynamics 365 for Operations will support without any modification (“FITs”), and define the business processes which would require modification to support the business processes (“GAPs”). Vendor must collaborate with GRDA regarding each of these tasks, and must identify solutions that satisfy GRDA’s objectives.

Vendor shall conduct Microsoft Dynamics 365 for Operations educational workshop training sessions for the Core Team (to be determined by GRDA), at one of GRDA’s physical locations, for up to 10 GRDA employees per functional area (e.g., Accounting, Purchasing, HR, etc.) to enable such employees to contribute to the requirements workshops with a common understanding of out-of-box capabilities of Microsoft Dynamics 365 for Operations.

Vendor shall provide best practices referencing industry standards and out of the box capabilities within the Microsoft Dynamics 365 Operations environment, and shall assist in the event of any resistance to changes, to ease the transition, and to identify opportunities for improvement.

Vendor shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Planning Phase:

1. Environment Planning;
2. Project Roles and Responsibilities;
3. Communication Plan;
4. Project Kick-off;
5. Project Schedule (draft);
6. Core Dynamics 365 for Operations Workshop Training (onsite) for up to 10 users per session (functional area);
7. Project Issue, Risk, Change, Decisions Log;
8. Requirements Documents (draft);
10. Gap/Fit Assessment; and
11. Solution Design Document (draft);

Vendor shall, at a minimum, deploy the following functional areas:

1. Core Financials - GL, Budgets, Fixed Assets, AP/AR;
2. Procurement and Contracts – Purchasing, Project Accounting, Vendor Management, Contracts; and
A.7.3. **Design Phase**
Vendor shall configure GRDA’s system through a combination of specific workshops and parameter setups. Vendor, with assistance from GRDA as reasonably necessary, will conduct data management workshops and build the environments using Microsoft’s Dynamics 365 Operations licenses located on Microsoft’s Azure hosting environment. Vendor must collaborate with GRDA regarding each of these tasks, and must identify solutions that satisfy GRDA’s objectives.

Vendor shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Design Phase:

1. Data Conversion Workshops;
2. Data Conversion Plan;
3. Functional Design Documents (FDDs) for any customizations identified;
4. Technical Design Documents (TDDs), as needed;
5. Reporting Mock-ups;
6. Prototypes (as needed);
7. Development & Configuration Backlog;
8. Business Process flows/models;
   a. Sprint Planning
   b. Environment Build
9. Finalize Solution Design Document; and
10. Finalize Project Schedule.

A.7.4. **Development and Build Phase**
Vendor shall continue the data conversion activities to develop approved customizations per the Fit Variance Assessment and per the approved FDDs and/or TDDs. Vendor shall conduct multiple 2-week Sprints to verify that the configuration satisfies GRDA’s requirements.

Vendor shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Development Phase:

1. Multiple 2-Week Sprints;
2. Sprint User Acceptance Testing (UAT) Sessions/Pilot Sessions;
3. Master Data Loads;
4. Functional Testing with test scripts to be written by vendor and defined by GRDA;
5. Backlog Grooming;
6. Completed configurations in the Scoped Software per the approved Functional Requirements Documents;
7. Customizations as specified in the approved Fit Variance Assessment and corresponding approved FDDs and TDDs;
8. UAT/Functional Test Results;
9. Sprint Retrospectives;
10. UAT Plan;
11. Data templates provided for all legacy data conversion per Data Conversion Plan; and
12. Complete Microsoft Dynamics 365 Operations environment with master data available to GRDA for UAT.

A.7.5. **Testing Phase**
Vendor shall develop a Test Plan, subject to the review and approval of GRDA’s approval, which will include assessment criteria, quality assurance, and user acceptance. The test plan shall provide for the effective and efficient testing of the configuration to assure the successful implementation of the Microsoft Dynamics 365 Operations, including unit, integration, and user acceptance testing. Such activities include testing of all scenarios end-to-end planned for go-live; logging defects and issues, and resolving those issues prior to User Acceptance Testing (UAT). In addition, vendor shall complete project documentation and support GRDA regarding that documentation. Vendor shall be cognizant of responsive support; in the event of any defects or issues found, they must be resolved in a timely manner to ensure high user adoption rate of this system. Vendor shall create the Cutover (go-live) plan for the Roll out (Deployment/Transition) phase, subject to the review and approval of GRDA.

GRDA shall provide reasonable staff to adequately perform testing. Vendor shall provide guidance during the testing phases.

Vendor shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Testing and Training Phase:

Testing:
1. Roles and Responsibilities Matrix for Testing Phase;
2. Feature Testing;
3. Integration Testing;
4. Data Migration Testing;
5. User Acceptance Testing Plan for all configurations, development and reporting;
6. User Acceptance Test scripts in module-based approach with core team (can be jointly developed with GRDA);
7. Organizational Change Management (OCM) Plan;
8. Detailed Implementation Plan (for Go-Live); and

A.7.6. Training Phase
During the Planning Phase, System Orientation training of core Microsoft Dynamics 365 Operations capabilities will be given to functional area leads and other key stakeholders to establish a common foundation of Dynamics 365 Operations capabilities out-of-the-box. This is a precursor to actual training in that it orients key users to the system to equip them to make informed decisions about where extensions or customizations might be needed. Minimal GRDA data will be used for this training session.

Vendor shall perform user training on the configured solution using GRDA data during Testing Phase. Vendor shall utilize a “train-the-trainer” approach to equip key GRDA Power Users and targeted GRDA General Users with a deep understanding of how to use system. Vendor’s training must equip GRDA to adequately complete subsequent training activities.

All Training sessions must be scheduled by the Vendor at GRDA facilities, during normal business hours (8AM to 4PM) Monday through Friday.

Vendor shall develop Training Material specific to GRDA’s environment in a format acceptable for online learning (SCORM) so that GRDA can incorporate this training material into its Learning Management System as an online course to assist with knowledge sharing among GRDA’s 600 employees, who will interact with this system at varying levels.

Vendor shall grant GRDA an irrevocable, royalty-free, perpetual license to use any training material completed by Vendor under this RFP.

Vendor shall use the developed Training Material to conduct onsite final training for the GRDA’s Core Team, as well as targeted power and general end user training.

Vendor shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Training Phase:

1. Onsite Education Workshop for all in scope modules (core team, targeted power and general users);
2. Training Material based on GRDA’s environment, in online learning format;
3. Organizational Change Assessment; and
4. Onsite End User training for larger group of targeted power and general users.

A.7.7. Transition (Rollout) Phase
Vendor shall conduct the final data load (entry and migration) into the system. Vendor shall prepare for go live with final end-user training, and UAT following the go live checklist. Finally, based on the rollout plan, vendor shall conduct go live and transition to post go-live support, and transition to remote support (long-term managed services) after conducting post go live activities.

Vendor shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Transition Phase:

1. Successfully execute Implementation Plan, including onsite support for minimum of 4 weeks;
2. Successfully execute OCM Plan (GRDA) with support from vendor;
3. Transition to Managed Support after post go-live support term;
4. Issue Management and resolution of issues;
5. Begin Warranty Period;
6. Evaluate future needs or subsequent phases;
7. Project Closeout; and
8. Project Survey.

A.8. Brief Description of Current Environments and Forecasted Process Improvements
The following is a brief description of GRDA’s current environments and our goals to improve upon these various processes (in order of implementation priority):

• General Ledger (G/L) – GRDA currently uses Microsoft Dynamics SL 2011 FP1 – Professional Version 8.12.40821.00 (henceforth: "MS Dynamics SL") for its General Ledger. Vendor’s proposal must allow GRDA to use Microsoft Dynamics 365 for Operations, with extensive integration with Maximo, to assist with project based accounting and asset accountability. Vendor’s proposal must streamline, simplify, and align GRDA’s processes with the Federal Energy Regulatory Commission (FERC) chart of accounts.

• Budget Management – Vendor’s proposal must allow GRDA to use Microsoft Dynamics 365 for Operations for the budget preparation, forecasting, capital project-based accounting and funds tracking, operations and maintenance projects, payroll management and forecasting, along with reports providing varying detail. Vendor’s proposal must allow GRDA to standardize budget approval process with workflow visibility, integration with other modules such as Payroll and HR, forecasting tools, and conduct capital improvement plan budgeting using best practices.

• Payroll – GRDA’s employees are enrolled in direct deposit; however, GRDA’s payroll is not integrated with time and attendance. At the onset of this project, vendor’s proposal must focus upon GRDA’s payroll processing function alongside the Financial Phase, and shall address the time and attendance function during the Human Capital Phase. GRDA’s time and attendance function is
Debt/Investment Management – GRDA issues debt, and holds bonds and investments with various banking institutions. Vendor’s proposal must incorporate those policies within the system for error checking and verification against the policies. GRDA is a heavily industrial-based operation, in which several field employees do not regularly use computers for time entry purposes. Being operationally focused and a State agency, GRDA utilizes multiple types of leave and shifts to define compensation and multiple types of reimbursements to employees, including student loan stipends, car allowances, and other reimbursable expenses for employees. The Vendor’s proposal must take each of these factors into account, and must provide for an Employee Self-Service portal to allow employees to view their personnel file, enter time and leave, and view/print paystubs, benefits, and other employee-based information.

- Accounts Payable (A/P) – GRDA currently uses Microsoft Dynamics SL for accounts payable functions. Vendor’s proposal must allow GRDA to match Purchase orders (POs) to invoices and other documentation, such as Receiving and Inspection reports, using workflow approval routing and auditing.

- Accounts Receivable (A/R) - GRDA currently uses Microsoft Dynamics SL version for limited accounts receivable functions, with many exceptions, such as electric utility billing. Vendor’s proposal must allow GRDA to utilize Microsoft Dynamics 365 for Operations to process receipt of all payments (including the ability for batch payment) for the various services that GRDA provides to its customers, along with GL integration and the ability to produce reports of varying detail for revenue reporting, and the ability for certain customers to view and/or pay their bill online.

- Project Accounting - GRDA does not have a project accounting system. Vendor’s proposal must allow GRDA to track all levels of projects to varying detail, produce project reports and track project milestones and funding, including funding sources.

- Fixed Assets – Vendor’s proposal must allow GRDA to use Microsoft Dynamics 365 for Operations to track fixed assets, create a master asset list, and automate depreciation and overhead calculations using industry practices. Vendor’s proposal must also allow GRDA to track asset Retirement Obligations as well as estimated values, actual salvage values, and removal costs.

- Treasury Management – Vendor’s proposal must allow GRDA to use Microsoft Dynamics 365 for Operations to integrate with bank applications for cash disbursements, operating funds, wires online, ACH, and direct deposit.

- Debt/Investment Management – GRDA issues debt, and holds bonds and investments with various banking institutions. Vendor’s proposal must allow GRDA to utilize Microsoft Dynamics 365 for Operations (or integrate a 3rd party solution for this specific function) to assist GRDA with managing these investments. GRDA has not, at this time, purchased 3rd party licenses for software to accomplish this objective. GRDA has 5 debt issuances with over 150 securities and has 18-20 investment accounts with a total of 275-300 investments to be tracked.

- Customer contract management – GRDA has slightly more than 100 customers across Northeast Oklahoma as well as neighboring states. Vendor’s proposal must allow GRDA to utilize a single system of record for all customer contracts that details contact information with data fields describing the products/services consumed, as well as provides the ability to produce various reports which, among other things, describe contract renewal purposes, track rate schedules, and maintain EAR (Estimated Annual Revenue) calculations. The proposal must also provide for automated flagging for reconciliation to capital cost of service.

- Fleet Management – GRDA has multiple equipment groups ranging from passenger vehicles to heavy equipment, as well as aerial devices and boats. Vendor’s proposal must allow GRDA to track mileage, flight hours, operating hours, and fuel usage, as well as produce reports for State requirements, and integrate with Maximo for asset management and maintenance purposes.

- Procurement – GRDA is an agency of the State of Oklahoma, and therefore must ensure compliance with purchasing rules while accommodating operational requirements. GRDA has been successful in implementing a P-card program. Vendor’s proposal must allow GRDA to utilize an electronic portal for vendor self-registration, as well as an e-Procurement system that has the ability to handle the bid/quote process, and issue Requests for Quote (RFQ), Requests for Information (RFI), or Requests for Proposals (RFP). The proposal must also allow for vendors to electronically submit bids and track status of bid process, as well as provide tracking for vendor performance; and allow for tracking the purchase order payment status and funding releases based on invoice payment. In addition, vendor’s proposal must allow GRDA to track milestones, contract performance, change orders, contract term dates, and other key contract actions. Vendor’s proposal must allow GRDA to produce reporting for Board and State needs, as well as encumbrance reporting for internal stakeholders. Vendor’s proposal must allow GRDA to route all purchase orders and contracts electronically through workflows for approval.

- Human Resources – GRDA has a Benefits Administration System (BAS) where all employee records are maintained; however, the BAS is managed by the State of Oklahoma. Vendor’s proposal must allow GRDA to centralize and integrate all personnel information into the Microsoft Dynamics 365 for Operations solution. Vendor’s proposal must allow GRDA to handle the entirety of the employee experience, and be the system of personnel record. Vendor’s proposal functions must include, but are not limited to: benefits administration, performance management and appraisal, training tied to a competency structure, workforce management, succession planning, job requisitions, applicant tracking, skill management (certifications), job classifications, pay increases, position control, and disciplinary actions, with the ability to provide reports of varying detail.

- Integration with Maximo – GRDA’s primary asset management system is IBM’s Maximo for work orders, inventory, and purchasing. Vendor’s proposal must allow GRDA to integrate Maximo with the Microsoft Dynamics 365 for Operations solution primarily to manage the financial aspects of the assets; however, GRDA intends to maintain Maximo for its asset management function. Vendor’s proposal must allow GRDA to carve out the Purchasing and Inventory functions from Maximo, and transition to Microsoft Dynamics 365 solution with only integration back to Maximo for tracking the asset maintenance and life-cycle information.

- Dashboard Reporting/Business Intelligence – Vendor’s proposal must allow GRDA to use Microsoft Dynamics 365 for Operations to produce reports and dashboards with drill-down capabilities of varying detail to provide overall analysis, oversight, progress, and performance metrics regarding the financial and operational posture of GRDA as an organization.

GRDA/PURCHASING UNIT

SOLICITATION PACKAGE - PAGE 11
GRDA’s anticipated user types within the Dynamics application, descriptive purposes only:

<table>
<thead>
<tr>
<th>Type of User</th>
<th>Description</th>
<th>Estimated Number of Named Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiry Users</td>
<td>Utilize the system for inquiry and standard reporting purposes (e.g., looking up account balances, invoice status, vendor payments, etc.)</td>
<td>200</td>
</tr>
<tr>
<td>Professional Users</td>
<td>Enter and revise journal voucher/entry</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Enter requisitions and direct PO’s</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td>Enter and revise budget requests</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td>Enter and process personnel requisitions and personnel action forms</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td>Project managers (enter and monitor project budget, establish project plans, prepare project reports, monitor contracts, etc.)</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td>Approvals (part of approval workflow chains and must be able to update or delete any of the transactions or documents sent to them for approval)</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td>Enter time entry</td>
<td>600</td>
</tr>
<tr>
<td>Power Users</td>
<td>Perform, approve, and/or update any transaction in the system</td>
<td>25</td>
</tr>
<tr>
<td>Report Developers</td>
<td>Generate ad hoc reports</td>
<td>25</td>
</tr>
<tr>
<td>Developer Users</td>
<td>Update tables, change workflow paths, configure screens, etc. (no changes to source code)</td>
<td>10</td>
</tr>
<tr>
<td>Self Service Users</td>
<td>Employee Self Service</td>
<td>600</td>
</tr>
<tr>
<td></td>
<td>Vendor Self Service</td>
<td>5000</td>
</tr>
</tbody>
</table>
A.9. Potential Interfaces

The vendor shall evaluate the following list of likely interfaces. Vendor shall include best estimates for the development of these integrations in their price sheet, or describe how this integration already exists using the Microsoft Dynamics 365 for Operations solution.

The Integration and Interface phase covers the design and delivery of ongoing information flow among the Microsoft Dynamics product and other systems.

- Integration requirements focus on processing and coordination of information among systems, applications and 3rd parties.
- Interface requirements focus on the means of communication for sending information to and receiving from a system, application or 3rd party.

Gathering requirements will directly influence the Integration Strategy. The Integration Strategy includes determining such things as how much of the integration requires automation versus manual implementation, and what products, tools and technology will be used to implement interfaces and middleware integration.

<table>
<thead>
<tr>
<th>Function</th>
<th>Purpose/Use</th>
<th>System/Platform</th>
<th>Nature of Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Ledger and Accounts</td>
<td>Authority's bank to process electronic wire transfers and post to the GL and</td>
<td>GRDA's Bank service provider</td>
<td>One Way</td>
</tr>
<tr>
<td>Receivable</td>
<td>process receivable transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>Electric revenue reporting</td>
<td>Utility Boss</td>
<td>Two Way</td>
</tr>
<tr>
<td>Utility Billing</td>
<td>Power billing for electric customer; metered data aggregation</td>
<td>Utility Boss</td>
<td>Two Way</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>Used for wire transfers</td>
<td>NetConnect</td>
<td>One Way</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>Upload ePayable batches to Bank website with Visa accounts</td>
<td>ePayable</td>
<td>One Way</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>Entering information for electronic payments (i.e., EFT) and for transferring</td>
<td>Bank website</td>
<td>One Way</td>
</tr>
<tr>
<td>Inventory Management</td>
<td>Materials and Supplies Inventory tracking</td>
<td>Maximo</td>
<td>Two Way</td>
</tr>
<tr>
<td>Fleet</td>
<td>Fuel expenses</td>
<td>Maximo</td>
<td>Two Way</td>
</tr>
<tr>
<td>Fleet</td>
<td>Tracking vehicle information (VIN number, year, make, department, etc.)</td>
<td>Maximo</td>
<td>Two Way</td>
</tr>
<tr>
<td>Fleet</td>
<td>Vehicle Maintenance tracking</td>
<td>Maximo</td>
<td>Two Way</td>
</tr>
<tr>
<td>Fleet</td>
<td>Comdata credit card transactions for fuel and other vehicle expenses</td>
<td>Comdata website</td>
<td>One Way</td>
</tr>
<tr>
<td>Fleet</td>
<td>Tracking and making payments for Oklahoma tolls incurred from vehicles</td>
<td>PIKEPASS website</td>
<td>One Way</td>
</tr>
<tr>
<td>Treasury Management</td>
<td>Cash transactions (e.g., disbursement, operating funds, wires online, ACH,</td>
<td>Treasury Source (Bank app)</td>
<td>One Way</td>
</tr>
<tr>
<td></td>
<td>direct deposit, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treasury Management</td>
<td>Investment management for various funds and CDs</td>
<td>Portfolio Online (Bank app)</td>
<td>One Way</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Benefits - Employee data entry into State of Oklahoma system for employee</td>
<td>Benefits Admin System</td>
<td>One Way</td>
</tr>
<tr>
<td></td>
<td>insurance benefits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td>Benefits - Employee data entry into in-house system for insurance benefits</td>
<td>Pay Maintenance</td>
<td>Two Way</td>
</tr>
<tr>
<td></td>
<td>Benefits - Employee data entry into State of Oklahoma system for employee</td>
<td>Oklahoma Public Employees Retirement System (OPERS)</td>
<td>One Way</td>
</tr>
<tr>
<td></td>
<td>retirement benefits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td>Purpose/Use</td>
<td>System/Platform</td>
<td>Nature of Interface</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Benefits - Employee data entry into Defined Contribution (DC) Pathfinder plan</td>
<td>DC Pathfinder (administered by OPERS)</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>Skills Inventory – enrollment and tracking of skilled craft employees</td>
<td>Department of Labor Apprenticeship Program</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>Position Control – helps track level of employees access control to various GRDA facilities</td>
<td>Track-It (web-based)</td>
<td>Two Way</td>
<td></td>
</tr>
<tr>
<td>Licenses and Certification – providing external training for safety requirements</td>
<td>Learning Management System (LMS)</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>Work order creation based on location or asset</td>
<td>Maximo</td>
<td>Two Way</td>
<td></td>
</tr>
<tr>
<td>Entering labor hours</td>
<td>Maximo</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>Work order reporting, including backlog report, outage scheduling, inventory, work order status, Project Management module, crew reports by location</td>
<td>Maximo</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>Contract Administration and PunchOut Catalogs</td>
<td>Vendors’ portals that are awarded the State or Cooperative contracts, e.g., General Services Agreements (Federal Contracts), National Joint Powers Alliance, U.S. Communities, etc.</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>System used to generate data for P-Card purchases</td>
<td>Works System</td>
<td>Two Way</td>
<td></td>
</tr>
<tr>
<td>Award Management</td>
<td>Office of Foreign Assets Control (OFAC) Sanctions Search</td>
<td>One Way</td>
<td></td>
</tr>
<tr>
<td>Award Management</td>
<td>The System for Award Management (SAM) Excluded Party Listing Search</td>
<td>One Way</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: This list may not be all-inclusive. During the Design Phase, integrations shall be clearly defined.

### A.10. Data Conversion and Data Migration

For purposes of determining level of effort for data conversion, vendor’s proposal shall assume conversion of at least the following
data, and provide best estimates for this data conversion and data migration within their price sheet:

<table>
<thead>
<tr>
<th>Source System</th>
<th>Data Element</th>
<th>Years Retained</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Dynamics</td>
<td>Financial balances and budgeted values (rollover balances plus 3 years of</td>
<td>GRDA would prefer 9 years of historical mapped monthly trial balance amounts AND</td>
</tr>
<tr>
<td></td>
<td>summary level balances and transaction history)</td>
<td>3 years of transactional history.</td>
</tr>
<tr>
<td>Pay Maintenance</td>
<td>Payroll, HR, and Absence history</td>
<td>All</td>
</tr>
<tr>
<td>(in-house)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Dynamics,</td>
<td>Purchase Orders</td>
<td>All open and 3 years of transactional history.</td>
</tr>
<tr>
<td>Maximo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Dynamics,</td>
<td>Vendor File, Payment History, and Invoice History</td>
<td>Active vendors and 3 year history for those vendors.</td>
</tr>
<tr>
<td>Maximo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Dynamics,</td>
<td>Fixed Assets</td>
<td>No history available in either system; only Excel spreadsheets.</td>
</tr>
<tr>
<td>Maximo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Dynamics</td>
<td>Accounts Receivable</td>
<td>All open and 3 years of transactional history.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Dynamics</td>
<td>Accounts Payable</td>
<td>All open and 3 years of transactional history.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Dynamics,</td>
<td>Purchase Orders and receiving history</td>
<td>All open and 3 years of transactional history.</td>
</tr>
<tr>
<td>Maximo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SQL database</td>
<td>Vendor Registrations Listing</td>
<td>All active vendors (about 3000); GRDA to refine data.</td>
</tr>
</tbody>
</table>

**Data Migration**

The Data Migration Requirements documentation will provide high-level data source information as a starting point for field-level data mapping. In addition, Master Data Entities and related Taxonomy will be defined to a level of detail that is equal to the data field level of the Microsoft Dynamics solution that is being implemented, as well as other Master Data Management requirements.

Vendor’s migration strategy must also evaluate the quality and general state of data and determine Data Cleansing Requirements. The data mapping documentation should cover all identified fields in Microsoft Dynamics.

Ideally, the standard Extract (E), Transform (T) and Load (L) or E-T-L approach is recommended; however, if the data cannot migrate using this method, vendor must produce and develop data migration templates. Vendors should include those development estimates in their price sheet.

**Data Validation**

Vendor shall assist GRDA in creating validation reports to ensure overall integrity of the converted data. Vendor shall ensure the accuracy of the data. Vendor will develop validation routines during the workshop process, and modify those routines as necessary, subject to the consent and approval of GRDA. Vendor will establish benchmarks in conjunction with the validation process to ensure the integrity of the conversion process.

**Data Mapping and Cleansing**

Vendor shall assist, support, and document the data fields required to meet the needs of mapping to the Microsoft Dynamics 365 Operations data model.

Only fields required to support the Dynamics 365 Operations Data Model will be prioritized during the mapping process. Other fields and ancillary data may be included but may fall outside the scope of work. In order to provide consistent data to be converted, GRDA will be responsible for providing direction to vendor, including identifying the data to be converted. Vendor shall create a full cross-walk of the data to be included and the data to be excluded. GRDA will be responsible for validating the cross-walk as complete (for the source system) and correct (in the target system).

**Data Migration Iterations**

Vendor’s shall, at a minimum, conduct the following activities and produce the associated project deliverables as part of the Data Migration effort:

3 iterations (including Go-Live) are defined. The iterations include:

1. Role and Responsibility Matrix for ETL approach;
2. Conversion to DEV;
3. Conversion to User Acceptance Testing (UAT);
4. Conversion to Production Environment (Prod);

**A.11. Current Functional Statistics**

The following table contains information regarding GRDA’s current operations by function.
### HR/Payroll:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll Direct Deposits (Including Pensioners)</td>
<td>607</td>
</tr>
<tr>
<td>1099 R Issued</td>
<td>Not Used</td>
</tr>
<tr>
<td>W-2’s Issued</td>
<td>708</td>
</tr>
<tr>
<td>Number of Active Employees</td>
<td>607 (568 FT, 39 PT)</td>
</tr>
</tbody>
</table>

### General Ledger:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Funds</td>
<td>30</td>
</tr>
<tr>
<td>Number of Accounts – active</td>
<td>21</td>
</tr>
</tbody>
</table>

### Operating Budget:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Budget (includes Grants)</td>
<td>$350 million</td>
</tr>
<tr>
<td>Capital Budget</td>
<td>Typically between $50 &amp; $100 million</td>
</tr>
<tr>
<td>Number of Journal Entry Batches/Year</td>
<td>220,000</td>
</tr>
</tbody>
</table>

### Fixed Assets:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Items</td>
<td></td>
</tr>
<tr>
<td>Buildings</td>
<td>20 main buildings, many smaller</td>
</tr>
<tr>
<td>Construction Work in Progress (CWIP)</td>
<td>$350 million</td>
</tr>
<tr>
<td>Intangible</td>
<td>$10 million</td>
</tr>
<tr>
<td>Land</td>
<td>$40 million</td>
</tr>
</tbody>
</table>

### Accounts Receivable:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Invoices/Year</td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td>1500</td>
</tr>
<tr>
<td>Misc.</td>
<td>7500</td>
</tr>
</tbody>
</table>

### Accounts Payable:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Vendors</td>
<td>5000</td>
</tr>
<tr>
<td>Number of Invoices/Year</td>
<td>7500</td>
</tr>
<tr>
<td>Number of Checks/Year</td>
<td>7500</td>
</tr>
<tr>
<td>Number of 1099s/Year</td>
<td>200</td>
</tr>
</tbody>
</table>

### Purchasing:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of PO’s/Year</td>
<td>10,000 (includes PCard Forms, Direct Orders, Contracts and releases)</td>
</tr>
<tr>
<td>Number of Requisitions/Year</td>
<td>2,200</td>
</tr>
</tbody>
</table>

### Utility Billing:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of customers</td>
<td></td>
</tr>
<tr>
<td>Electric</td>
<td>105</td>
</tr>
<tr>
<td>Contracted water</td>
<td>30</td>
</tr>
<tr>
<td>Domestic raw water</td>
<td>1000</td>
</tr>
<tr>
<td>Dock Permits</td>
<td>5200</td>
</tr>
</tbody>
</table>

### Fleet

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Vehicles</td>
<td>240</td>
</tr>
<tr>
<td>Aerial (Helicopters)</td>
<td>2</td>
</tr>
<tr>
<td>Boats</td>
<td>25</td>
</tr>
<tr>
<td>Tractors/Heavy Equipment</td>
<td>100</td>
</tr>
<tr>
<td>Off-Road</td>
<td>300</td>
</tr>
</tbody>
</table>

### Projects and Grants:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number and total value of grants awarded</td>
<td>FEMA Claim for December 2015 flooding approximately $5.4 million; FEMA Claim for 2017 flooding approximately $2 million, multiple environmental grants individually less than $1 million</td>
</tr>
<tr>
<td>Number and value of current capital projects</td>
<td>100 @ $530 million</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Debt/Investment:</td>
<td></td>
</tr>
<tr>
<td>Number of Debt Issuances</td>
<td>5</td>
</tr>
<tr>
<td>Number of Securities</td>
<td>150</td>
</tr>
<tr>
<td>Number of Investment Accounts</td>
<td>20</td>
</tr>
<tr>
<td>Number of Investments to be Tracked</td>
<td>300</td>
</tr>
</tbody>
</table>

A.12. Project Activity and Management

Resources
Vendor shall identify and mobilize the appropriate resources with the necessary skillsets to meet the requirements. Vendor shall appoint a Project Manager as the point of contact who will be responsible for understanding the requirements, acquiring the appropriate resources with the necessary qualifications, monitoring the status and quality of the Deliverables, and administering the project.

GRDA shall provide the vendor partner-access to the Microsoft Dynamics 365 for Operations licenses and the Microsoft Azure hosted environment that shall be used for this project for all 3 environments (Dev, Test, Prod). The infrastructure, application, and database for all 3 environments must be tested by the vendor, with validation from GRDA and fully functional prior to the commencement of services.

GRDA shall provide the vendor a Project Manager, System Owner, and a dedicated project team that shall consist of subject matter experts with the authority to resolve any issues throughout this project.

Vendor’s Project Manager shall develop project work plans and project schedule at the beginning of the project. The plan shall be reviewed with GRDA and any changes must be agreed upon by GRDA before they are incorporated into the plan. The plan shall be maintained by the Vendor’s Project Manager throughout the duration of the project and a final copy provided to GRDA.

The Vendor shall coordinate all technical and functional work efforts, including training sessions with GRDA Project Manager.

Vendor must schedule and attend all meetings during normal business hours, which are Monday – Friday, 7:30 AM – 4:30 PM Central Time.

Change Control Process
Vendor shall establish standard project scope change process and necessary documents (i.e. Change Request form). Any changes to the project scope will be managed by the vendor’s Project Manager and shall require GRDA’s review and approval prior to being implemented.

All parties must sign the approval portion of the Change Request form to authorize the implementation of any change that affects the Project’s scope, schedule or price. Furthermore, any such changes that affect the scope of this SOW, schedule or price will require that an amendment to the SOW be executed between the parties.

Vendor shall respond in writing to a Change Request within [10] business days of receipt of the request to include a quote for the work required to complete the change, stating the estimated number of hours of effort, an estimated delivery date, and details of the technical approach for the proposed change and the period of validity of the quote (“Change Quote”).

GRDA shall respond within 10 business days from receipt of a Change quote, unless additional approval time is required due to GRDA’s statutory requirements. This may be either approval (for the analysis or development to proceed), cancellation or notification that further time shall be required by GRDA to consider the quote.

Any change orders must be approved through GRDA’s Board of Directors. On receipt of a duly signed change order, vendor shall supply the services that are the subject of the request, and such services shall be deemed services in accordance with this Schedule.

Travel Expenses
Travel expenses may not exceed the maximum amount listed in price sheet, or the maximum amount allowable under applicable law. Only actual expenses incurred may be billed, and receipts must be provided. Any travel must be pre-approved in advance by the GRDA (a pre-approval form will be submitted for signature prior to the trip). Expenses will adhere to GRDA’s travel policy as noted below:

1. The use of a privately owned vehicle will be reimbursed at the standard IRS rate. Documentation generated from an appropriate web-based mileage application (e.g. Google Maps) must be provided as support with specific starting/ending locations. Costs associated with other transportation (i.e. airfare, baggage fees, rental car, company car, etc.) will be reimbursed at actual costs with the submission of specific, detailed documentation supporting the amount requested.
2. Alcohol is not a reimbursable expense. Alcohol on a detailed receipt will be lined out and subtracted from the total.
3. Reimbursement for lodging shall not exceed the maximum daily rates as identified in the Government Services Administration’s (GSA) Continental United States (CONUS) rates for domestic locations. An itemized receipt must be provided and identify the date of stay, employee, and the rate.

4. All travel will be pre-approved by GRDA and supported by receipt indicating class and date(s) of travel, full amount including taxes. Travel expenses such as baggage fees must be documented with receipt.

5. Meals and Incidental expenses will be provided at an amount not to exceed the GSA’s continental United States (CONUS) rates for domestic locations. Itemized receipts must be submitted as support.

6. Airline travel will be reimbursed at coach fare unless preapproved by GRDA.

7. Tips are capped at 15%.

A.13. Inspection and Acceptance

Inspection and Acceptance will only occur after all terms and conditions of the contract negotiated with the Contractor have been successfully completed, all testing has been successfully completed and the System has operated in a live environment for a ninety (90) business day consecutive period without Material Defects. GRDA will retain 20% of the total amount billed which will be paid to Contractor upon the final system acceptance and proof of payment of all subcontractors and associated release from all subcontractors. In the event of noncompliance, contractor is to correct the System in conformity with the requirements of the RFP, at no additional cost to GRDA.
B. PROPOSAL PREPARATION

B.1. General
The bidder must thoroughly read and follow all instructions, requirements and conditions contained in this RFP in preparing and submitting its bid response.

The information required to be submitted in response to this RFP is essential in the evaluation and contract award process.

B.2. Proposal Content and Format
The response should be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts and spreadsheets), single sided, with numbered pages. The response should be prepared simply and economically in strict accordance with the format and instructional requirements of this solicitation and in the same numerical and sequential order, and clearly labeled by tabs to ensure a fair, equitable, and timely evaluation. Responses should be a concise delineation of bidder’s capabilities to satisfy the requirements of the information requested, with emphasis on completeness and clarity of content.

GRDA reserves the right to reject any and all responses submitted that fail to conform to the requirements of the RFP, and to request additional information from any bidder submitting a response. Bidders must ensure that offers are current and accurate. Incomplete responses, and/or responses that are not prepared in accordance with this RFP may be eliminated from the evaluation process.

B.3. Eligibility
To be eligible to respond to this RFP, the proposing firm must demonstrate that they have successfully met the eligibility requirements set forth in Section A.3.

B.4. Detailed Proposal Contents
Responses should be prepared in the same numerical order as described in this section.

The proposal contents must cover the statement of work and all the RFP requirements. Any limitation in the bidder’s ability to supply information requested in the RFP or to support or to perform a particular function should be stated in detail in the appropriate section of the response. Any omissions or deviations from the requirements set forth in this RFP shall be fully described by bidder. GRDA may reject as non-responsive any bids that fail to adhere to the formatting requirements. Any additional documents to which GRDA would be required to agree as a condition of that bid must be referenced in the Executive Summary and attached as appendices to the proposal.

Bidders must specifically address and respond to each item herein, stating whether the submission does or does not meet the stated requirements. Bidders must state how each of the requirements is met and not simply respond with such terms as “agreed” or “complied with.” Bidders may refer to attached materials, but may not substitute such material for explicit responses.

B.4.1. Required Forms and Information
Bidder is to submit all forms required for this section. Absence of any of the required documents or failure to remedy the bidder’s oversight may result in a bid being rejected by GRDA as non-responsive.

B.4.1.1. Complete RFP Cover Page and Declaration – Attachment A.
B.4.1.2. Complete Non Collusion Affidavit –Must use the form as provided in Attachment B.
B.4.1.3. Acknowledgement of Amendment(s), if any. Bidder shall acknowledge all amendments associated to this RFP by either attaching the amendments or providing a statement of acknowledgement.
B.4.1.4. A copy of Insurance Certificate and Workers Compensation Insurance – Attachment F; other required insurance may be submitted upon request after award of contract.
B.4.1.5. Complete VPAT form(s) or comparable documentation – Attachment H

B.4.2. Executive Summary (Pass/Fail or Informational)
Each proposal shall include an Executive Summary section including the following information:

B.4.2.1. A brief information on the background of the firm to include, at a minimum, name of the firm, office location(s) where work will be performed, age of firm, history, number of years the firm has been engaged in implementing Microsoft Dynamics solution, list all utility specific implementations that bidder has managed or led over the past 3 years, a number of employees associated with the implementation/upgrades (e.g., customer support, analysis and design, implementation, training, sales & marketing).
B.4.2.2. A brief statement of the bidder’s understanding of the work to be done and commitment to perform the work as scheduled.
B.4.2.3. A summary of exceptions taken to the RFP requirements, statement of work, specifications, and/or proposed contractual terms and conditions.
B.4.2.4. A reference to any contractual terms and conditions required by the bidder.
B.4.2.5. The names, the titles, addresses, telephone numbers, and e-mail addresses of individuals authorized to represent the bidder. An officer authorized to bind must sign each proposal on behalf of the bidder.

B.4.3. Company Qualifications (Scored)
The bidder’s qualifications will be evaluated for expertise in specific areas related to the services solicited in this RFP as presented in Section A.3.

B.4.3.1. Provide a document of sufficient length, to indicate bidder compliance with the Qualifications in Section A.3.

B.4.3.2. Describe exactly how bidder achieves each qualification and/or submit documentation to support the qualifications.

B.4.3.3. For each such customer cited in Section A.3., bidder must provide:

B.4.3.3.1. The name, location, and type of business of the Customer;

B.4.3.3.2. The name, title, and contact information for the bidder project lead;

B.4.3.3.3. The name, title, and contact information for the Customer project lead;

B.4.3.3.4. The duration of the project from analysis through deployment;

B.4.3.3.5. Name of other firms involved in the project (if applicable);

B.4.3.4. Bidder must notify customers cited herein that they may be contacted by GRDA for verification of information and further bidder performance check.

B.4.3.5. Once selected, GRDA may request resume of Vendor’s Project Manager, and Key Personnel.

B.4.4. Technical Proposal (Scored)

The bidder shall provide a description of how it will complete the scope of work and produce the deliverables required under the RFP. At a minimum, the bidder shall include the following supporting information.

B.4.4.1. Describe the approach proposed to undertake, including proposed best practice methodologies, performance measurement methodologies, proposed areas of focus, proposed tools, etc.

B.4.4.2. Provide a plan for communications and coordination between the vendor team and GRDA.

B.4.4.3. Provide the project schedule:

B.4.4.3.1. The project schedule may start on date of contract award or the date as agreed by parties, whichever is later.

B.4.4.3.2. The project schedule and work breakdown structure diagram shall show tasks be performed by both GRDA and the bidder.

B.4.4.3.3. The project timeline should include important milestones and logical breakpoints during which GRDA and the bidder shall assess the progress to date, and prepare for the next phase.

B.4.4.3.4. The timeline shall provide as much detail as possible and highlight all major milestones for each component of the project.

B.4.4.3.5. The first milestone of bidder’s timeline will be contract award. All other events will be referenced in number of days from contract award.

B.4.4.4. Third-Party Products: Bidder must include the price for any third-party products, including software license, hardware prices (if pertinent), and maintenance, implementation, training, and any other related prices in the total price of this proposal. Third-party software included in the proposal must be included in any demonstration of functionality.

B.4.4.5. Please confirm the data conversions that have been proposed. GRDA expects proposers to include all conversions listed in Section A.11 of the RFP.

B.4.4.6. Please confirm all interfaces that have been proposed. GRDA expects proposers to include an interface to all systems listed in Section A.10. If proposers do not include all interfaces, please provide an explanation.

B.4.4.7. Sub-contractors

• A list of subcontractor(s) shall be included in the proposal if the bidder intends to use the services of a subcontractor(s). The Proposal shall include the following information regarding each subcontractor:
  • The name, address, and telephone number of the proposed subcontractor.
  • Description of the services to be performed by the subcontractor.
  • Subcontractor’s experience and qualifications in the areas of work to be performed, including information regarding technical capabilities and project experience.
  • Bidder’s ability to manage Subcontracted Work.

B.4.5. Cost Proposal

Bidder is to use the Price Sheet provided in Attachment # E. The break-down costs must be provided, and must include, at a minimum, the following:

1) Implementation Services

   a) Time and Materials - Bidder is to propose implementation services on a Time and Materials basis, utilizing a best-estimate of potential scope of the project. At minimum, bidder should estimate the effort involved through the phases defined in
Bidder shall provide the firm, fixed per-hour rate for all personnel/work descriptions proposed. A blended-rate approach may also be used.

b) Data Migration as described in Section A.11 – list all costs associated with data migration either as a separate item or included in other costs.

c) Training – include cost for each type of Dynamics users, number of days/hours and sessions of training, and number of classes, and production of training material.

d) Estimated travel and incidental costs.

e) Other implementation related services required for the Project that will be billed on a monthly basis throughout the duration of the project. The bidder’s monthly costs must contain all professional services fees as well as all other related expenses identified in the bidder’s Price Sheet.

2) Managed Services

a) Managed services for 5-year term to provide responsive technical support of the implemented Microsoft Dynamics and Azure environment.

GRDA may award a purchase contract based on initial offers received without discussion of such offers. A proposer’s initial offer should, therefore, be based on the most favorable terms available. GRDA may also request revised pricing offers from such proposers, and make an award and/or conduct negotiations thereafter.

Pricing as submitted shall contain all direct and indirect costs associated with unit price, e.g., shipping, insurance, fees, taxes, profit, overhead, general and administrative expenses.

C. EVALUATION

After the closing date, GRDA’s project team will evaluate all responses received as a result of the RFP. GRDA intends to make a single award deemed to offer the best value to GRDA.

In order for solicitation responses to be considered acceptable and eligible for award, they must be prepared and address those factors required in Section B.4.

C.1. Proposal Clarification

During the evaluation process, GRDA reserves the right, at its sole discretion, to request Clarifications of technical or price proposals or to conduct discussions for the purpose of Clarification with any or all bidders. The purpose of any such discussions shall be to ensure full understanding of the bidder’s proposal. If Clarifications are made because of such discussion, the bidder(s) shall put such Clarifications in writing.

C.2. Right to Waive Minor Irregularities

GRDA reserves the right to waive minor irregularities in the bidders’ responses.

C.3. Competitive Negotiations of Offers

GRDA reserves the right to negotiate with one, selected, all, or none of the bidders responding to this solicitation to obtain the best value to GRDA. Negotiations may entail discussions on products, services, pricing, contract terminology or any other issues that may mitigate the GRDA’s risks. GRDA shall consider all issues negotiable and not artificially constrained by internal corporate policies. Negotiation may be with one or more bidders, for any and all items in the bidder’s offer.

Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item may face a significant disadvantage, and may not be considered.

If such negotiations are conducted, the following conditions shall apply:

C.3.1. Negotiations may be conducted in person, in writing, or by telephone.

C.3.2. Negotiations will only be conducted with bidders submitting potentially acceptable offers. GRDA reserves the right to limit negotiations to those offers that received the highest rankings during the initial evaluation phase.

C.3.3. Terms, conditions, prices, methodology, or other features of the bidder’s offer may be subject to negotiations and subsequent revision. As part of the negotiations, GRDA may request that a bidder submit supporting financial, pricing, and other data in order to allow a more detailed evaluation of the feasibility, reasonableness, and acceptability of the offer.

C.3.4. BEST and FINAL – GRDA may request best and final offers if deemed necessary, and shall determine the scope and subject of any best and final request. However, the bidder should not expect an opportunity to strengthen its offer during negotiation and should submit its best offer based on the terms and condition set forth in this solicitation.

C.4. Bidder Qualifications/Past Performance Evaluation

GRDA may obtain information as necessary by following up on the information provided by the bidder and/or through other sources to determine or verify the ability of bidder to perform services under this contract.

C.5. Evaluation Criteria

GRDA PURCHASING UNIT  SOLICITATION PACKAGE - PAGE 21
All responses to this solicitation will be reviewed to determine the award based on “Best Value” evaluation method. This RFP will be evaluated on the following:

- Company Qualifications: management of company, staff experience, and financial capacity of company and/or available resources designated for this contract;
- Technical Proposal: technical content, completeness and quality of technical proposal, and adherence to solicitation requirements; and
- Pricing.

C.6. Evaluation of Proposals

C.6.1. Initial Review: All proposals received by the RFP due date and time will be reviewed based on the required forms and information in Section B.4.

C.6.2. Written Proposal: All responsive proposals based on the initial review will be reviewed/evaluated based on requested information in Section B.4 by the GRDA evaluation team.

C.6.3. Cost: Cost proposals as required in Section B.4.5 will be analyzed and scored.

C.6.4. Interview: GRDA may interview top ranked or scored firms that are most competitive. At GRDA’s option, the interviews may be in person or on-line. Vendors invited to interview are to bring the assigned Project Manager in the Proposal and may be invited to bring other key personnel evaluation.

C.6.5. Selection: GRDA may select the highest ranked bidder for award as a result of the interview, if any are conducted.

C.6.6. Negotiation: In accordance with Section C.3, GRDA may negotiate elements of the proposal to best meet the needs of GRDA with the apparent successful Bidder. GRDA may negotiate any aspect of the proposal or the solicitation.

C.7. Repeat of Evaluation

If no bidder is selected at the conclusion of all the steps in the evaluation process, GRDA may return to any step in the process to repeat the evaluation with those proposals active at that step. GRDA shall then sequentially step through all remaining steps as if conducting a new evaluation process. GRDA reserves the right to terminate the process if no proposals meet its requirements.

C.8. Contract Award and Execution

GRDA reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received. The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by GRDA.

In the event GRDA makes an award, a single award will be made to the bidder, whose proposal, conforming to the RFP, will be the most advantageous and best value to GRDA.
D. GENERAL BIDDING INFORMATION

D.1. Proposals shall be opened by the Purchasing Unit at the Grand River Dam Authority (hereinafter referred to as “GRDA” or “the Authority”) Administrative Headquarters, 226 West Dwain Willis Avenue, Vinita, Oklahoma 74301 on the date and time shown on RFP. Proposals shall be in conformity with these and any additional instructions to bidders and shall be submitted as instructed. All proposals shall be typewritten or handwritten in ink, and any corrections shall be initialed in ink. Proposals submitted in pencil shall not be accepted.

D.2. Non-Collusion Affidavit: The Affidavit shall be completed by the bidder and include an original signature in ink of an authorized representative of the bidder with full knowledge and acceptance of the bid proposal. The Non-Collusion Affidavit with original signature shall be notarized and submitted with the proposal.

D.3. In the event the unit price and line total extension do not agree, the unit price shall be considered the quoted price accepted for evaluation.

D.4. Tax-Exempt Status: GRDA is an agency of the state of Oklahoma and is specifically exempt from the payment of sales tax by Oklahoma state statute, Title 68 O.S.A. § 1356 (10). An excerpt from the statute will be furnished upon request.

D.5. All proposals submitted are subject to GRDA’s Purchasing Policy and Procedures, General and Special Terms and Conditions, the bidding information and specifications, the Oklahoma Open Records Act, 51 O.S. 24A.1 et seq., other statutory regulations as applicable, and any other terms and conditions listed or attached herein – all of which are made part of this Request for Proposal.

D.6. All proposals submitted become the property of GRDA and are subject to the Oklahoma Open Records Act.

D.7. Insurance Certificates: Any vendor’s employee or representative (including a subcontractor’s vehicle or equipment) on any GRDA property must be covered by minimum insurance requirements. The minimum insurance requirements are provided to prospective bidders with the RFP. Evidence of insurance coverage shall be furnished in the form of a Certificate of Insurance, and may be submitted with the proposal, or upon request by GRDA. Bidders shall disclose any subcontractors to be used, and the Authority shall consider the vendor to be the single point of contact for that subcontractor. The vendor shall assume responsibility for, and shall remain liable for, the performance of the subcontractor. Vendor’s insurance policies shall remain current for the duration of the requested service period, and GRDA shall be notified of any cancellation or revision to policies. A Contract shall not be released to the successful bidder without a current Certificate of Insurance naming GRDA as certificate holder on file. A Memorandum of Insurance shall not be acceptable for this requirement.

D.8. Successful vendor shall perform the service as quoted. Substitutions or changes without prior approval of the GRDA Contracting & Acquisitions Agent shall be rejected and returned at the vendor’s expense.

D.9. Bidder Responsibilities: Bidders must transact all phases of the purchasing function directly with the GRDA Contracting & Acquisitions Agent. Bidders must conduct all written and verbal communication with the Authority through the GRDA Contracting & Acquisitions Agent. Bidders must conduct negotiations ethically, without attempts to influence through offers of valuable personal gifts or entertainment. Bidders must make available, upon request by GRDA, any technical information which might be of benefit in the bid evaluation.

D.10. Confidentiality of GRDA Information

All additional information specific to GRDA offices and processes requested and gathered by bidders in the process of preparing a proposal shall be considered confidential when so designated by GRDA. Successful bidder will be required to sign a non-disclosure agreement with respect to such confidential GRDA information.

D.11. RFP Contents

If a bidder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the bidder must immediately notify the GRDA Contracting Officer in writing of such error and request modification or Clarification by the deadline for bid questions identified in the Schedule of Events. If GRDA issues an amendment or Clarification, it will be posted to the GRDA website.

If, prior to the deadline for submission of questions, a bidder fails to notify the Contracting Officer of a known error or omission in the RFP or an error that reasonably should have been known to the bidder and if a contract is awarded to the bidder, the bidder shall not be entitled to additional compensation or time by reason of the error, and/or its later correction.

D.12. Gratuities

The right of the successful bidder to perform under this contract may be terminated by written notice, if GRDA determines that the successful bidder, or its agent or another representative offered or gave a gratuity (e.g., an entertainment or gift) to an officer, official or employee of GRDA.

D.13. Intellectual Property Rights

The bidder will indemnify and hold harmless GRDA from liability of any kind, including costs and expenses for or on account of any copyrighted service marked, trademarked, patented or un-patented invention, process, article or work manufactured or used in the performance of the contract, including its use by the Authority. If the bidder uses any design, device, materials or works covered by letters, service mark, and trademark, patent, copyright or any other intellectual property right, it is mutually agreed and understood without exception that the proposal prices will include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

D.14. Warranty

GRDA/PURCHASING UNIT  SOLICITATION PACKAGE - PAGE 23
Bidder must provide warranties for both the implementation services and managed services.

D.14.1. Implementation Services Firm: warranty for the services (e.g., work products, developed modifications, and system configuration) for a minimum of 24 months after the final acceptance date (as will be defined during the negotiation process) of the respective modules. The proposer and any implementation services firm must ensure that the implemented software conforms to the requirements with a positive response (any except for “NA”) and warranted by the software vendor.

D.14.2. Managed Services Firm: warranty for the managed services (e.g., day-to-day functional end user support of the Dynamics application modules and Azure hosted environment) for a minimum of 24 months after the final acceptance date of the managed services. The proposer and any managed services firm must ensure that the support conforms to the requirements and warranted by the software vendor and hardware hosting services.

D.15. **Price Offer:**

D.15.1. Proposals shall remain firm for a minimum of one hundred and twenty (120) days from the solicitation closing date.

D.15.2. Bidders guarantee unit prices to be correct.

D.15.3. All costs incurred by the bidders for proposal preparation and participation in this competitive procurement shall be the sole responsibility of the bidders. GRDA shall not reimburse any bidder for any such costs.

D.16. **Solicitation Amendments**

D.16.1. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the solicitation. All amendments or Clarifications to the solicitation shall be made in writing by GRDA.

D.16.2. Bidders shall check the GRDA website frequently for any possible amendment(s) or Clarification(s) to this RFP that may be issued. GRDA is not responsible for the bidder’s failure to discover or acknowledge any amendment or Clarification.

D.17. **Clarification**

This RFP is issued to maintain and/or increase efficiencies in the existing operation and/or streamline business environment in GRDA. All previous solicitations and resultant contracts or any other existing contracts should not be depended upon, perceived or interpreted to have any relevance on this exclusive solicitation.
E. GENERAL TERMS AND CONDITIONS

Any contract issued by GRDA in accordance with this RFP will be expressly conditioned upon Seller’s assent to these terms and conditions, unless otherwise agreed in writing:

E.1. E-Mail all invoices or correspondence pertaining to the payment of any Contract issued under this RFP to: Accounts Payable Department, Grand River Dam Authority at ap@grda.com. Successful Bidder shall submit invoices, with one copy detailing each item with unit prices, with the top copy being distinguishable as an original, accompanied by one copy of complete shipping papers. Time, in connection with any discount offered, will be computed from date of delivery of items, or from date the correct invoice is received in Vinita, Oklahoma, whichever period of time is the later date. No Oklahoma State Sales or Use Tax shall be included in payment of the Contract.

E.2. In case of default by Successful Bidder, GRDA may procure the services from other sources and hold Successful Bidder responsible for any excess cost occasioned thereby; provided, GRDA may accept the items not conforming to specifications, subject to a proper reduction in price.

E.3. Successful Bidder shall indemnify and hold GRDA harmless from and against any and all loss, costs or expenses arising out of any liens or claims in any way related to the items or services furnished hereunder. Successful Bidder shall likewise indemnify and hold GRDA harmless from any patent, trademark or copyright infringement, except items supplied in accordance with design originating with GRDA. Successful Bidder shall be an independent contractor. Successful Bidder shall protect, defend, indemnify and hold GRDA harmless from any damage or injury to any persons, including Successful Bidder’s employees or property, and from any claim, demand, action, cost or expense arising out of the activities hereunder as a result of Successful Bidder’s acts or omissions in performance of any obligation arising under this RFP, and/or any resulting Contract.

E.4. Any contract resulting from this RFP (including Successful Bidder’s right to receive payments hereunder) shall not be assigned or subcontracted in whole or in part without GRDA’s prior written consent. No assignment hereof shall relieve this assignor of its obligations hereunder.

E.5. Service Contracts: By submitting a proposal for services, the Successful Bidder warrants and certifies that it, and any proposed Subcontractors, whether known or unknown at the time a contract is executed or awarded, are in compliance with 25 O.S. §1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. §1312, and includes, but is not limited to, the free Employment Verification Program (E-Verify) available at www.dhs.gov/E-Verify. This warranty and certification by Successful Bidder shall remain in effect through the entire term, including all renewal periods, of the Contract. The State of Oklahoma may request verification and documentation related to the Successful Bidder’s compliance with E-Verify, including compliance as related to any Contractor or Subcontractor. Should the State of Oklahoma suspect or find the Successful Bidder or any of its Subcontractors are not in compliance, the State of Oklahoma may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension or debarment of the Successful Bidder. All costs necessary to verify compliance are the responsibility of the Successful Bidder.

E.6. AUDIT RIGHTS. Bidder will, at all times during the term of any Contract and for a period of five (5) years after the completion of any Contract, maintain and make available for inspection and audit by GRDA and/or the Oklahoma State Auditor, all books, supporting documents, accounting procedures, practices, and all other items relevant to the Contract.

E.7. GRDA Security Policies. Bidder, and all of bidders personal (including subcontractors, if any have been approved by GRDA), will be required to successfully complete a Personnel Risk Assessment (PRA) prior to obtaining authorized cyber access or authorized unescorted physical access to certain restricted GRDA assets. PRA forms are available from GRDA upon request. Bidder must also comply at all times with all of GRDA’s policies regarding physical and cyber access to restricted assets.

E.8. This RFP, and any Contract(s) arising from or related to this RFP, shall be: (1) construed as being performed by both parties in the State of Oklahoma; (2) governed by and interpreted in accordance with the laws of the State of Oklahoma, without regard to choice of law principles; and (3) subject to the exclusive jurisdiction of the State of Oklahoma.
F. SPECIAL TERMS AND CONDITIONS

F.1. Contract Type and Term

F.1.1. Pricing as submitted shall contain all direct and indirect costs associated with unit price, e.g., shipping, insurance, fees, taxes, profit, overhead, general and administrative expenses. All travel expenses to be incurred by the vendor in performance of any contract issued under this RFP shall be included in the total bid price.

F.1.2. The Contract for managed services shall be a 5-year term with the possibility for renewal options.

F.2. Contract Termination

GRDA may terminate any Contract issued under this RFP for convenience upon sixty (60) days prior written notice to Contractor or should the Work be delayed for a period in excess of ninety (90) days due to a force majeure condition. Termination charges in either event will include a portion of the purchase price reflecting the amount of work performed, hours expended, and materials acquired at the time of termination. These charges will also include the expenses associated with the termination, including, but not limited to, any additional expense incurred by reason of termination or cancellation of agreements between Contractor and its suppliers, and any applicable costs allocated in contemplation of performance, including profit and overhead costs associated with the work performed. Contractor will make every reasonable effort to minimize such termination charges. All termination charges shall be due and payable thirty (30) days from the date of receipt of Contractor’s invoice. No interest or penalty shall be charged by Contractor for late payment until forty-five (45) days after receipt of the invoice at GRDA’s office.

Upon termination of the Contract by GRDA, GRDA shall be released from further liability to the Contractor. If the Contractor cannot be located, the payment for any amount owed to the Contractor for work performed shall be held in GRDA funds for the Contractor for a period not to exceed thirty-six (36) months at which time the payment shall be deposited in the GRDA Revenue Fund. This shall release GRDA from any further liability to the Contractor.

F.3. Certification Regarding Debarment, Suspension, and Other Responsibility Matters

By submitting a proposal to this solicitation:

F.3.1. The bidder and any subcontractor certifies to the best of their knowledge and belief, that they:

F.3.1.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal, State of Oklahoma or local department or agency;

F.3.1.2. Have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) contract; or for violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

F.3.1.3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph F.3.1.2. of this certification; and

F.3.1.4. Have not within a three-year period preceding this solicitation had one or more public (Federal, State or local) contracts terminated for cause or default.

F.3.2. Where the prospective primary bidder is unable to certify to any of the statements in this certification, such prospective bidder shall attach an explanation to its proposal.

F.4. Force Majeure

Neither party will be liable for failure to perform any obligation or delay in performance (other than payment) resulting from or contributed to by any cause beyond the control of the party or its suppliers if such cause was not reasonably foreseeable, or from any act of God; act of civil or military authority; act of war, whether declared or undeclared; act (including delay, failure to act or priority) of any governmental authority; civil disturbance; insurrection or riot; sabotage; terrorist activities; fire; earthquake; flood; strike, work stoppage or other labor difficulty; embargo; car shortage; fuel or energy shortage; major equipment breakdown; delay or accident in shipping or transportation; or failure or delay beyond its reasonable control in obtaining necessary manufacturing facilities, labor or materials from usual sources.

F.5. Substitution of Personnel

Successful Bidder’s personnel proposed for the contract must be available for the contract term. In the event the Contractor wishes to substitute personnel, the contractor shall propose personnel of equal or higher qualifications, and all replacement personnel are subject to GRDA approval.

F.6. Electronic and Information Technology Accessibility

Pursuant to Title 74, Section 85.7d. and as adopted by GRDA electronic and information technology (EIT) procurements, solicitations, agreements, and contracts shall comply with applicable Oklahoma Information Technology Accessibility Standards issued by the Oklahoma Office of State Finance.

EIT Standards may be found at http://www.ok.gov/DCS/Central_Purchasing/VPAT&_Accessibility.html or http://www.ok.gov/OSF/documents/isd_itas.doc.

F.6.1. For Information Technology or Communications Products, Systems and Applications not requiring development and/or customization. The successful bidder shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards.
Technology Accessibility Standards for the proposed product, system, or application by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request.

The successful bidder shall indemnify and hold harmless the State of Oklahoma and any Oklahoma Government entity purchasing the products, systems, or applications not requiring development and/or customized by the successful bidder from any claim arising out of the successful bidder’s failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards.

F.6.2. For Information Technology or Communications Products, Systems or Applications requiring development and/or customization. The successful bidder shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system, or application developed and/or customized by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request. Additional requirements and documentation may be required and compliance shall be necessary on the successful bidder’s part. Such requirements shall be stated in documents such as State Bids, Request for Proposals, Contracts, Agreements, Purchase Orders, and Amendments.

The successful bidder shall indemnify and hold harmless GRDA from any claim arising out of the successful bidder’s failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards. However, the successful bidder shall no longer have an obligation to indemnify GRDA for liability resulting from products, systems or applications developed and/or customized that are not in compliance with applicable Oklahoma Information Technology Accessibility Standards (“Standards”) after GRDA has tested and confirmed that the product, system or application meets the accessibility requirements in the Standards.

F.7. Employment Relationship

The contract does not create an employment relationship. Individuals performing services required by this RFP, and/or a resulting contract are not employees of GRDA. The Successful Bidder’s employees shall not be considered employees of GRDA for any purpose, and accordingly shall not be eligible for rights or benefits accruing to GRDA employees.

F.8. Conflict of Interest

Successful Bidder must disclose any contractual relationship or any other relevant contact with any GRDA personnel, or other State contractors involved in the development of this solicitation that result in a contract. Any conflict of interest shall, at the sole discretion of GRDA, be grounds for termination of project involvement; provided that such termination must be made within a reasonable time after disclosure of such relationships or contacts.

In addition to any requirements of law or through a professional code of ethics or conduct, the Successful Bidder and the Successful Bidder’s employees performing services for GRDA are required to disclose any outside activities or interests that conflict or may conflict with the best interests of GRDA. Further, such employees shall not plan, prepare, or engage in any activity that conflicts or may conflict with the best interests of GRDA during the period of this contract without prior written approval of GRDA. Prompt disclosure is required under this paragraph if the activity or interest is related, directly or indirectly, to any person or entity currently under contract with or seeking to do business with GRDA, its employees, other third-party individuals, or entities holding contracts with GRDA.

F.9. Right to Renegotiate

Prior to exercising the GRDA’s right to cancel a contract, GRDA may renegotiate an existing contract with a contractor for the purpose of obtaining more favorable terms for GRDA.

F.10. Publicity

The award of this contract to contractor is not in any way an endorsement of contractor or contractor’s services by GRDA and shall not be so construed by Successful Bidder in any advertising or publicity materials. Successful Bidder agrees to submit to GRDA all advertising, sales promotion, and other publicity matters relating to this contract wherein GRDA’s name is mentioned or language used from which the connection of GRDA’s name therewith may, in GRDA’s judgment, be inferred or implied. Successful Bidder further agrees not to publish or use such advertising, sales promotion, or publicity matter without the prior written consent of GRDA. Nor shall Successful Bidder release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning this project without obtaining the prior written approval of GRDA.

F.11. Rights over Products

GRDA will retain ownership of all physical and property rights over the original documents, digital images, and text files that are products of the project described in this proposal.

F.12. Confidentiality

F.12.1. Successful Bidder agrees to accept and hold drawings, specifications, identified computer software, materials and information furnished by GRDA hereunder in complete confidence, and further agrees not to divulge such to any third party or use the same for its own benefit, except to the extent of performing the work hereunder. Successful Bidder agrees to return all originals and copies of such data, and all ancillary information derived therefrom, to GRDA promptly upon its request or termination of the Contract, whichever occurs first.

F.12.2. To the extent allowed by Oklahoma Open Records Act, 51 O.S. 24A.1 et seq, GRDA shall endeavor to protect technical information designated by the bidder as proprietary information; however, only technical information (i.e., “trade secrets”) may be considered proprietary, and only to the extent that such information is protected from disclosure under the Oklahoma Open Records Act. Pricing and other non-technical aspects of the proposal will be considered non-proprietary, in accordance with applicable law. Notwithstanding any confidential designation thereof, information shall not be considered to be confidential by GRDA if the
information is or becomes: (1) known to GRDA without any restriction as to disclosure or use at the time it is furnished; or (2) generally available to the public without breach of any contract; or (3) received from a third party without limitation or restriction on such third party or GRDA at the time of disclosure.

F.12.3. When required by appropriate governmental authority, including governmental regulations, applicable law or regulation, by order of a court of competent jurisdiction or lawful subpoena (hereinafter collectively referred to as “Governmental Authority”), GRDA may disclose such proprietary information to such Governmental Authority; provided, however, that prior to making any such disclosure, GRDA will: (a) provide Successful Bidder with timely advance written notice of the proprietary information requested by such Governmental Authority and GRDA's intent to so disclose: (b) minimize the amount of proprietary information to be provided consonant with the interests of Successful Bidder and its Suppliers and the Requirements of the Governmental Authority involved, to the extent possible; and (c) make every reasonable effort (which shall include participation by Successful Bidder in discussions with the Governmental Authority involved) to secure confidential treatment and minimization of the proprietary information to be provided.

F.13. Compliance with Laws

The Successful Bidder, its officers, agents, employees, and contractors, shall abide by and comply with all federal, state, and local laws. If GRDA calls the attention of Successful Bidder to any such violations on the part of the Successful Bidder, its officers, agents, employees, contractors, then Successful Bidder shall immediately desist from and correct such violation. If Successful Bidder is in violation of any law, Successful Bidder shall be solely responsible for coming into compliance with such law and shall be solely responsible for the payment of any fine charged for such violation.

F.14. Bidder's Representation

By virtue of its submission of this response to the RFP, bidder represents that it has reviewed all information which it has reason to believe is relevant to the making of this proposal and that there is no information which it does not possesses which it believes is necessary to make a fully informed and accurate proposal.
G. ATTACHMENTS

Electronic files are attached to this solicitation to complete the required documents.

Attachment A: RFP Cover Page
Attachment B: Non Collusion Affidavit
Attachment C: Client Reference Form
Attachment D: Subcontractor Form
Attachment E: Price Sheet
Attachment F: Insurance Requirements
Attachment G: VPAT Instructions
Attachment H: VPAT Form for Software Applications and Operating Systems
ATTACHMENT A
RFP COVER PAGE

The bidder must complete and submit this Attachment. This Attachment shall be the cover page for the bidder’s Proposal.

RFP Number:  42017

Microsoft Dynamics 365 Implementation services and Managed Services

Bidders Name: __________________________

Physical Address: __________________________

Phone: __________________________

Fax: __________________________

Website: __________________________

Project Manager assigned to this Project __________________________

Project Manager Phone, and Email: __________________________

Point of Contact for this RFP: __________________________

Point of Contact Phone for this RFP: __________________________

Point of Contact Email: __________________________

GRDA Visa ePay Payment: GRDA provides a Visa payment program which invoices payment by a secure Visa account number assigned to the bidder after award of contract. Notification of payments and required invoice information are issued to your designated Accounts Receivable contact by e-mail remittance payment.

To learn more about the benefits of the Visa payment program, and to obtain answers to FAQ, click or copy and paste the following URL into your browser: www.bankofamerica.com/epayablesvendors.

This is not a credit card payment at a time of sale. It is an electronic VISA payment at a time of invoice. Vendor will not receive payment immediately after submission of invoice. Like a paper check, GRDA Accounts Payable will process the invoice according to the vendor’s payment terms. The payment terms on VISA payment must allow time for invoice processing, e.g., Net7, Net10, Net20, Net30, Net45, etc.

When Vendor enrolls in the ePay program, GRDA representative will call Vendor for a one-time setup. Vendor is assigned a 16-digit account number without a plastic card and with a zero credit limit. Vendor will store/keep this account number securely. Once the invoice from Vendor is submitted and approved by GRDA, Vendor will receive remittance advice via email from the Bank of America that the invoiced amount has been authorized for Vendor to complete the transaction. Vendor will use the assigned 16-digit account number to complete the transaction. Once the transaction is completed, the Vendor account credit limit will return to zero until next authorized payment.

Will accept payment by Visa: Yes □ No □ (check one)

Visa acceptance signature: __________________________

Designated Accounts Receivable Contact for Visa Remittance Advises:

Name: __________________________

Phone: __________________________

Email: __________________________

Payment Terms: __________________________
(Must enter Payment Terms on all types of payment methods)

Payment Method: __________________________
(Enter if the Visa payment above not selected. GRDA does not accept ACH.)
A Non-Collusion Affidavit shall be included with any competitive bid or contract submitted for goods or services exceeding $50,000.00, or for any competitive bid or contract submitted for the purpose of repairs and improvements to GRDA facilities exceeding $5,000.00.

A. For purposes of competitive bid or contract, being of lawful age and first duly sworn on oath, I certify:

1. I am the duly authorized agent of ___________________________,

   (Company Name)

   the bidder submitting the competitive bid which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to said bid;

2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and

3. Neither the bidder, nor contractor, nor anyone subject to the bidder’s or contractor’s direction or control, has been a party:
   a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
   b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
   c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract, nor, whether competitively bid or not, has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring this contract herein.

B. The contractor further certifies that no person who has been involved in any manner in the development of said contract while employed by the State of Oklahoma shall be employed to fulfill any of the services provided for under said contract.

C. If any contract pursuant to this bid is for professional services as defined in 74 O.S. § 85.2.25, and if the final product is a written proposal, report or study, the contractor further certifies that (s)he has not previously provided the state agency or any other state agency with a final product that is a substantial duplication of the final product of the proposed contract.

__________________________________________
Authorized Signature

__________________________________________
Certified this Date

__________________________________________
Printed Name

__________________________________________
Title

State Of _______________________________

County of _______________________________

Subscribed and sworn to me this day of ________________, 20 ___________

__________________________________________
Notary Public Signature

My commission expires: __________________________

My commission number: __________________________

Grand River Dam Authority is an agency of the State of Oklahoma.

Administrative Headquarters • 226 West Dwain Willis Avenue • Vinita, Oklahoma 74301 • 918-256-5545
References shall be included subject to GRDA’s preferences cited in Section B.4 of the RFP.

Bidders must complete the following table for all references:

<table>
<thead>
<tr>
<th>Reference Table</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
</tr>
<tr>
<td><strong>Organization Name</strong></td>
</tr>
<tr>
<td><strong>Organization Size/Description</strong></td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
</tr>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Project Information</strong></td>
</tr>
<tr>
<td><strong>Project Name</strong></td>
</tr>
<tr>
<td><strong>Project Dates (Start - Finish)</strong></td>
</tr>
<tr>
<td><strong>Project Manager</strong></td>
</tr>
<tr>
<td><strong>Project Description</strong></td>
</tr>
<tr>
<td><strong>Software Implemented</strong></td>
</tr>
<tr>
<td><strong>Was the project completed on time and on budget? If not, provide a description.</strong></td>
</tr>
<tr>
<td><strong>Provide any lessons learned</strong></td>
</tr>
</tbody>
</table>
ATTACHMENT D
SUBCONTRACTORS

In case this proposal is accepted by GRDA, the following subcontractors will be used (if no work will be subcontracted, state “NONE”):

Subcontractor identification is for information only and award of Contract does not constitute approval of identified subcontractors nor relieve the Bidder of the responsibility for providing qualified subcontractors. If any other subcontractors are used, Contractor must obtain GRDA advanced approval in writing.

<table>
<thead>
<tr>
<th>Work Subcontracted Firm</th>
<th>Name and Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
</tbody>
</table>

EXCEPTION STATEMENT

This part of the proposal must be completed even if no exceptions are stated.

EXCEPTIONS (Attach additional pages if required. If no exceptions, state “NONE”.)

BIDS CONTAINING EXCEPTIONS TO THE CONTRACT AND/OR SPECIFICATIONS MAY BE REJECTED AS NON-RESPONSIVE.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
ATTACHMENT E
PRICE SHEET

Conditions:

- Use this Price sheet format to complete your cost proposal.
- Provide pricing details below to meet full compliance of scope and requirements as defined in RFP.
- This shall include everything necessary to complete the Scope of Work. GRDA has identified several major phases of implementation, integrations/interfaces, data migration/conversions, as well as 5-year managed services requirements. Bidder shall identify sub-tasks under each phase as appropriate and display the associated costs. Rows can be deleted/added if needed.
- Itemize the unit and extended price for each product and service proposed. Based on bidder's experience with other clients in similar size, scope and business type, bidder shall identify bidder's best estimate on a number of hours needed and price on a firm, fixed hourly basis under section Service Costs. This is a not-to-exceed time and materials contract. In the event that overage on the number of hours is needed during the contract term, the contract may be increased by an amount that does not exceed ten percent (10%) of the original Total Service Cost. The same rule applies to the other sections.
- List any pricing assumptions and/or notes below the spreadsheet.

<table>
<thead>
<tr>
<th>Service Costs</th>
<th>Resource Job Title (e.g., Business Analyst, Developer, etc.)</th>
<th>Hourly Rate</th>
<th>Number of Hours</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation Services</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Phase I – XXXX</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Phase II - XXXX</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Phase III - XXXX</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Integrations/Interfaces</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Data Conversions/Migrations</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Any 3rd party software licenses and support.</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td></td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>Project Activity/Management</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td></td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Service Cost</td>
<td></td>
<td></td>
<td>0</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Costs</th>
<th>Items Description and Purpose</th>
<th>Billing Unit of Measure</th>
<th>Billing Quantity</th>
<th>Unit Cost</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Year 2</td>
<td></td>
<td></td>
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<td>$0.00</td>
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<td></td>
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<tr>
<td>Year 3</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 4</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 5</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Other Cost</strong></td>
<td><strong>$0.00</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Cost Without Travel Expense | $0.00 |

<table>
<thead>
<tr>
<th>Travel and per diem expenses (airfare, lodging, ground transportation, meals, parking, etc.)</th>
<th>UOM Per Round Trip per Person</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$0.00</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Cost With Travel Expense | $0.00 |

| Less any discount offered by Vendor |       |

| **Total**                       | **$0.00** |

**Pricing Assumptions and notes:**

____________________________________________________________________

____________________________________________________________________

Bidder: ____________________________________________________________

Title: _____________________________________________________________

By: _______________________________ (Signature) Date: ________________


ATTACHMENT F

MINIMUM INSURANCE REQUIREMENTS

Contractor, at its own expense, will carry, with reliable insurance companies that are (1) authorized to do business in the State of Oklahoma and (2) acceptable to GRDA, the following types of insurance with limits not less than shown in the respective amounts:

a) **Commercial General Liability Insurance.** Contractor will maintain for the duration of this Contract a commercial general liability insurance policy covering all work and operations by or on behalf of Contractor, including but not limited to coverage for bodily injury, wrongful death, personal injury, property damage, premises and/or operations hazards, products and completed operations, and contractual liability insuring the obligations assumed by Contractor in this Contract. The commercial general liability insurance policy shall be written on an occurrence basis. The limits of liability will not be less than One Million Dollars ($1,000,000) per occurrence and Two Million Dollars ($2,000,000) aggregate.

GRDA, its officers, directors, employees, representatives and agents shall be expressly named as additional insureds on the commercial general liability insurance policy with respect to liability arising out of the work and operations performed by or on behalf of Contractor. The commercial general liability insurance policy shall stipulate that the insurance afforded to the additional insureds shall apply on a primary and non-contributory basis and that any other insurance carried by the additional insureds will be excess only and will not contribute with this insurance.

b) **Automobile Liability Insurance.** Contractor will maintain for the duration of this Contract an automobile liability insurance policy insuring against claims for bodily injury and property damage and covering liability arising out of all motor vehicles, including owned, leased/hired, and non-owned motor vehicles. The limit of liability will not be less than One Million Dollars ($1,000,000) per accident for bodily injury and property damages. The automobile liability insurance policy shall be written on an occurrence basis.

c) **Workers’ Compensation and Employer’s Liability Insurance.** For the duration of this Contract, Contractor will provide workers’ compensation insurance sufficient to meet its obligations under the laws of the State of Oklahoma. Further, Contractor will provide employer liability insurance covering its legal obligation to pay damages because of bodily injury or occupational disease, including resulting death, sustained by an employee. The employer liability insurance shall contain a liability limit of no less than One Hundred Thousand Dollars ($100,000) per accident for bodily injury or disease.

Contractor grants to GRDA a waiver of Contractor’s rights to subrogation against GRDA. Further, Contractor grants to GRDA a waiver of all rights to subrogation which any insurer of Contractor may acquire against the GRDA by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation. Contractor understands and acknowledges that this waiver of subrogation provision applies regardless of whether Contractor has received a waiver of subrogation endorsement from its insurer.

A certificate of such insurance shall be forwarded to Grand River Dam Authority-Central Purchasing and Legal departments, P.O. Box 409, Vinita, Oklahoma 74301. The certificate must show the name and address of the insured, particular work covered, limits of coverage, policy number, effective and expiration dates and cancellation requirements. Should any of the above described policies be cancelled before the expiration date, the issuing insurer will endeavor to mail thirty (30) days written notice to GRDA, but failure to do so shall impose no obligation or liability of any kind upon the insurer, agents or representatives.
ATTACHMENT G

VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE INSTRUCTIONS

State of Oklahoma  
Grand River Dam Authority  

Voluntary Product Accessibility Template Instructions

The Voluntary Product Accessibility Template (VPAT) is a tool to assist in making preliminary assessments regarding the availability of electronic and information technology products and services with features that support accessibility.

The VPAT provides a summary view of criteria specific to various types of technologies identified in the Oklahoma Information Technology Accessibility Standards. There are three sections in each table. Section one of the Summary Table describes each section of the Standards. The second section describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third section contains any additional remarks and explanations regarding the product.

Oklahoma EITA Procurement Clause:

Pursuant to Title 74, Section 85.7d and OAC 580:16-7-56 electronic and information technology procurements, solicitations, agreements, and contracts shall comply with applicable Oklahoma Information Technology Accessibility Standards issued by the Oklahoma Office of State Finance.

EIT Standards may be found at http://www.ok.gov/DCS/Central_Purchasing/VPAT & Accessibility.html or http://www.ok.gov/OSF/documents/isd_itas.doc.

1) For Information Technology or Communications Products, Systems and Applications not requiring development and/or customization. The Contractor shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system or application by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request.

The Contractor shall indemnify and hold harmless the Grand River Dam Authority from any claim arising out of the Contractor's failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards.

2) For Information Technology or Communications Products, Systems or Applications requiring development and/or customization. The Contractor shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system, or application developed and/or customized by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request. Additional requirements and documentation may be required and compliance will be necessary on the Contractor’s part. Such requirements will be stated in documents such as Request for Quotes, Request for Proposals, Contracts, Agreements, Purchase Orders, and Amendments.

The Contractor shall indemnify and hold harmless the Grand River Dam Authority, from any claim arising out of the Contractor's failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards. However, the Contractor shall no longer have an obligation to indemnify the State for liability resulting from products, systems or applications developed and/or customized that are not in compliance with applicable Oklahoma Information Technology Accessibility Standards (“Standards”) after the Grand River Dam Authority has tested and confirmed that the product, system or application meets the accessibility requirements in the Standards.

How to Get Started - Begin with your product's specification or a list of its known features:

1. Determine which subsection(s) of the Oklahoma Information Technology Accessibility Standards (IT Standards) apply to your product. Document the product's ability to meet the standards in the applicable areas, such as software, operating system, and so on.
2. For each standard in the applicable area(s), determine if the product meets or supports the standard.

- If the product appears to meet or support the standard, then you have the option of providing examples of features that are accessible or of specific accessibility features that exist.
- If the product appears to not meet the standard, remember that the OK Information Technology Accessibility Standards allow for alternative products provided that they result in substantially equivalent or greater access. The product can meet the standard as long as the feature performs in the same manner as it does for any other user. This is called “functional equivalency.”

3. When the VPAT draft is complete, translate the technical language into language that will be understood by a state agency procurement officer. We encourage use of suggested language noted in the section "Suggested Language for Filling out the VPAT".

4. **Suggested Language for filling out the VPAT**

Suggested language below has been developed for use when filling out a VPAT. All or some of the language may be used. You are encouraged to use consistent language in VPATs throughout the form.

<table>
<thead>
<tr>
<th>Supporting Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supports</strong></td>
</tr>
<tr>
<td>Use this language when you determine the product fully meets the letter and intent of the criteria.</td>
</tr>
<tr>
<td><strong>Supports with Exceptions</strong></td>
</tr>
<tr>
<td>Use this language when you determine the product does not fully meet the letter and intent of the criteria, but provides some level of access relative to the</td>
</tr>
<tr>
<td><strong>Supports through Equivalent Facilitation</strong></td>
</tr>
<tr>
<td>Use this language when you have identified an alternate way to meet the intent of the criteria or when the product does not fully meet the intent of the criteria.</td>
</tr>
<tr>
<td><strong>Supports when combined with Compatible AT</strong></td>
</tr>
<tr>
<td>Use this language when you determine the product fully meets the letter and intent of the criteria when used in combination with compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).</td>
</tr>
<tr>
<td><strong>Does not Support</strong></td>
</tr>
<tr>
<td>Use this language when you determine the product does not meet the letter or intent of the criteria.</td>
</tr>
<tr>
<td><strong>Not Applicable</strong></td>
</tr>
<tr>
<td>Use this language when you determine that the criteria do not apply to the specific product.</td>
</tr>
<tr>
<td><strong>Not Applicable - Fundamental Alteration Exception Applies</strong></td>
</tr>
<tr>
<td>Use this language when you determine a fundamental alteration of the product would be required to meet the criteria (see the IT Standards for the definition of “fundamental alteration”).</td>
</tr>
</tbody>
</table>

**Remarks & Explanations** (third section on VPAT)

Providing further explanation regarding features and exceptions is especially helpful. Use this section to detail how the product addresses the standard or criteria by:
- Listing accessibility features or features that are accessible;
- Detailing where in the product an exception occurs; and
- Explaining equivalent methods of facilitation (See Section 3.5 of the IT Standards for definition of "equivalent facilitation").
The bidders may use the VPAT form provided at the link below (or as attached) or other comparable document, complete and should submit with their bid response:

http://www.ok.gov/DCS/Central_Purchasing/VPAT&_Accessibility.html (Form attached with this RFP)

*Software Applications – form 053-4.2 (attached) (Complete this form for the software solution applicable to this purchase).*
ATTACHMENT H
VPAT FORM

(Separate Word Document Provided for Completion)