

Request for Proposal

Palm Cove Village

Time and Attendance System

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1 Introduction

Cyber Systems, Incorporated (CSI) is an Information Technology consulting firm in Miami, Florida. CSI has been retained by Palm Cove Village (PCV), a Retirement Community based in Delray Beach, Florida to assist them in upgrading their Information Technology Systems. Palm Cove Village is seeking to purchase a new Time and Attendance (TaA) system for their Community. The PCV Community includes a distributed campus in Delray Beach, and a remote facility in Avon Park, Florida. There will be a total of 5 TaA Data Collection Terminals installed in the Delray Beach campus, and there will be 2 more TaA Data Collection Terminals installed in the Avon Park facility. All other TaA supporting technology systems will be installed in the Delray Beach campus.

At this time PCV is collecting TaA data through the use of dedicated devices that are acting as dumb terminals on a SCO Unix based system. Employees swipe bar coded badges to record simple clock in and clock out events. These events are gathered into an ASCII file which is exported on a regular basis (5 times per week) to an existing legacy Management Information system. The existing Management Information consists includes a legacy business and accounting system that is designed to support the unique needs of a Continuing Care Retirement Community. PCV is migrating their Information Systems to a state of art contemporary environment. All new systems are Windows XP Professional and Windows Server 2003 based, and are communicating over Ethernet with TCP/IP protocols. Additional technical discussion will be found in section 4.

PCV is to be equipped with the latest in TaA technology. The following sections contain a detailed list of requirements that PCV and CSI personnel have compiled as the features that should be included in the new TaA system.

The scope of this Request for Proposal (RFP) is to determine:

- the best available product from a functional and technical standpoint;
- the capability of the vendor; and,
- the overall cost for implementing and maintaining the proposed solution.

The vendors receiving this RFP have been carefully selected by CSI through an extensive marketplace review. While this RFP is comprehensive, every attempt has been made to make the response mechanism as easy as possible. CSI and PCV recognizes that preparing a response to this RFP requires a significant investment on the part of each vendor. Additionally, conducting a thorough evaluation of each proposal requires a significant investment on the part of PCV. By limiting the RFP to those vendors with the strongest Time and Attendance software and services, a highly competitive and cost effective acquisition process is ensured for all parties.

1.1 Confidentiality

All proposal materials will be held in the strictest confidence. Only those participating in the evaluation process will have direct access to the proposal materials. It is understood that the information provided in this RFP is for the purpose of determining compatibility between a vendor's product and PCV's need.

The vendor shall not use the information for any purpose except to respond to this RFP. Further, PCV expects the proposal from the chosen vendor to be considered the precursor to a formal contract(s). All the statements and information contained in the proposal are considered to be a true and accurate representation of the product's capabilities.

1.2 Schedule of Events

- Dec. 10, 2008 - RFP sent to potential vendors.
- Dec. 16, 2008 - RFP questions due to CSI.
- Dec. 21, 2008 - Answers to questions distributed to all vendors.
- Dec. 24, 2008 - Vendor proposals due to CSI.
- Jan. 12, 2009 - On site demonstrations and proposals by vendors at PCV.
- Jan 24, 2009 - PCV enters contract negotiation with winning vendor.
- The specific dates of the On Site Demonstrations and Contract Award have not been determined as of Dec.10, 2008.

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2 Requirements

The following section contains the requirements defined by PCV for their new Time and Attendance System. There are three sections to these requirements. First, the Functional Requirements describe the core business processes that should be supported by the candidate system. The Technical Requirements refer to the Data Collection Terminals, Networking, and Client/Server specifications that have been determined by PCV. Finally, the Vendor Requirements section describes the services and attributes that are desired from a particular vendor.

2.1 Full Featured Systems and Basic Systems

PCV will perform a cost/benefit analysis of the Systems presented. PCV recognizes that some systems may offer superior features, while other less feature rich systems may offer superior pricing. For this reason, PCV will entertain up to two separate RFP's from each vendor; one version that contains "Full Features", and one version that contains only "Basic Features". The deciding criteria that separates these two versions is the degree of Information Management, the degree of Management Reporting and the degree or ease of Integration with other Information Systems, including the existing legacy business and accounting system. A Basic System shall be considered to be a simple system that only gathers clocking events and makes those events available for export to the existing legacy business and accounting system. A Full Feature System shall include a verbose database of Management Information, a rich suite of Management Reports, and a sophisticated means of Integration with other Information Systems.

In the three sections of requirements that follow, **the Requirements that are considered optional or low priority in a Basic system are identified by "OPT" in the OPT (Optional for Basic System) column.** Vendors should clearly indicate which type of system their RFP(s) correspond to.

2.2 Presentation of Management Reports

CSI expects each TaA system to produce a variety of reports that will stand as a major feature of that system. CSI has listed only a few of the more common reports as "typical" in the Functional Requirements area, as each vendor's system is expected to have its' own unique reporting features. Vendors are encouraged to present a selection of Management Reports for PCV to review.

2.3 Particular PCV Management Expectations

PCV has two particular expectations of the new TaA system. First, PCV employees must be given a visual confirmation at the Data Collection Terminal that their card swipe or "punch" has been recorded by the TaA system. Second, PCV wants to be able to track employee time by department. So, employees must be able to routinely clock in and out of multiple departments. The requirement for multiple departments is optional for a Basic System.

2.4 Scoring System

In order to choose the "best of breed" system for PCV, a quantitative score for each requirement is needed. The vendor shall score their system's capacity to support each requirement listed in

the tables below. Scores for each requirement will be used to compare vendor’s systems by use of a defined scoring methodology. The vendor shall use the following table in scoring each requirement.

(Scoring System used for RFP)

| Score | Description | Additional Information Needed |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | FULLY MEETS REQUIREMENT The requirement is fully met by the proposed solution with no changes required. | NONE |
| 4 | WORKAROUND The requirement is fully met by the proposed solution through some workaround, such as a report writer or a procedural change. | DESCRIPTION Describes the workaround in terms of what needs to be done to fully meet the requirement. |
| 3 | FUTURE RELEASE The requirement is not currently met, but an enhancement planned for inclusion in a feature release will meet the requirement. | FUTURE RELEASE DATE The date for the expected delivery of the functionality. DESCRIPTION Describe the enhancement in term of what changes will be made to fulfill the requirement. |
| 2 | MODIFICATION The requirement can be met only by a modification to the proposed solution | LEVEL OF EFFORT Provide the estimated level-of-effort in person months. DESCRIPTION Describe the nature and complexity of the modification. |
| 1 | NOT SUPPORTED The requirement cannot be met. | NONE |

A Score column is provided in the Functional, Technical, and Vendor Requirements Tables for the vendor to enter the score for each requirement. If needed, any description or additional information for a particular requirement shall be appended to the vendor’s response. Requirements that receive a score of 2, 3, or 4 shall also be supported with a description in the vendor’s the response. Responses scored as a 3 should include the future release date of the product. Responses scored as a 2 should include an estimate, in person-months, to complete the feature. In the cost section of the response document, the price for the feature should also be included.

Vendors should feel free to include any trade literature, demonstration software, or other supporting information to fully demonstrate the features and benefits of their systems in their responses to this RFP.

The vendor shall complete the Score column of the Functional, Technical, and Vendor Requirements Tables, and shall append to these tables any additional description or information that is pertinent to the Requirements. Additionally, the vendor shall complete the Vendor Price Checklist for each Fiscal Year: FY09 – FY13. The vendor shall return the

Requirements Tables, additional description, and Vendor Price Checklist to CSI for evaluation.

Responses shall be returned to:

**Bill Dennis
Cyber Systems, Inc.
3714 Armor All
Miami, Florida 34256
william.dennis@cybersystems.com
(904) 234-4459**

2.5 Questions About RFP

As mentioned in the schedule of events, any questions regarding the requirements or scoring should be directed to **Bill Dennis (william.dennis@cybersystems.com, (904) 234-4459)** by **Dec. 16, 2008**. The questions will then be compiled, answered and returned by **Dec. 21, 2008**. Vendor demonstration opportunities will be scheduled for all candidate systems at the PCV campus in Delray Beach. The final decision on selecting the system will be made by Palm Cove Village personnel.

2.6 Functional Requirements

| Item | Functional Requirements | OPT | Score |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| B01 | "The System shall support the entire business function of Time and Attendance data gathering and analysis for Shell Point Village, a distributed Continuing Care Retirement Community." | | |
| B02 | "The System shall provide real-time support for 450 employees in the Delray Beach community, and 200 employees in the Avon Park facility." | | |
| B02 | "The System shall be expandable to support future growth to 1,000 employees." | | |
| B04 | "The System shall be integrated with an existing legacy business and accounting system. The scope of this integration shall depend on whether the proposed System conforms to the "Full Feature" model, or conforms to the "Basic" model. See section 4.2 Integration Requirements for detailed Integration discussion." | | |
| B05 | The System shall support multiple shifts. | | |
| B06 | "The System shall provide Reports to Management that include at least: Time Collection and Hours Calculation, Missing and Exception punches." | | |
| B07 | "The System shall support shifts that overlap days and weeks (i.e., 9 PM to 6 AM shift)." | | |
| B08 | "The System shall provide Reports to Management that include at least: Overtime, Attendance Tracking, Reporting by Department, Reporting by Shift, ""Who's In"" Reporting, and Summary Reporting." | Opt | |
| B09 | "The System shall be capable of interfacing with external ancillary Job Scheduling, Job Costing, and Payroll systems, and/or the System shall be capable of providing Job Scheduling, Job Costing, and Payroll features." | Opt | |
| B10 | The System shall support multiple departments. | Opt | |
| B11 | "The System shall allow the identification of department at the point of data entry at Data Collection Terminals, for employees changing departments during shifts." | Opt | |
| | | | |

2.7 Technical Requirements

| Item | Technical Requirements | OPT | Score |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| T01 | The System shall be capable of importing and exporting data from/to other external ancillary systems. | | |
| T02 | "The System shall be fully year 2000 compliant, and shall require no user support or database manipulation upon the year 2000" | | |
| T03 | "The System shall be installed on and shall run on Client Workstations and/or Servers, which are operating under the Windows XP Professional and Windows Server 2003 operating system." | | |
| T04 | "The System shall support 5 Data Collection Terminals which will be installed in various buildings connected by existing fiber and routers over the Delray Beach community, and shall be expandable for future growth." | | |
| T05 | "The System shall also support 2 Data Collection Terminals which will be installed in separate buildings at the Avon Park Facility, connected via an existing 256K line to the system in Ft. Myers, interfaced to a separate existing legacy business and accounting system database, and shall be expandable for future growth." | | |
| T06 | The System Data Collection Terminals shall communicate with Client Workstations and/or Servers using the TCP/IP communications protocol. | | |
| T07 | The System Data Collection Terminals shall accept Bar Code/Magnetic Badge swipe data entry. | | |
| T08 | The System Data Collection Terminals shall display a visual confirmation to the employee for each card swipe data entry action. | | |
| T09 | The System shall support Open Database Connectivity (ODBC) Architecture Interface(s) with ancillary systems. | | |
| T10 | "The System shall be a constructed Windows XP system, and shall not be a ported Windows NT application that is running over Windows XP." | | |
| T11 | The System Data Collection Terminals shall be able to have the time synchronized from one location. | | |
| T12 | The System Data Collection Terminals shall be capable of functioning after a power fluctuation or power outage without requiring operator intervention. | | |
| T13 | "The System Technical Architecture shall be fully described for evaluation purposes, and that description shall include technical discussion of Client/Server architectures." | | |
| T14 | "The System Technical Architecture shall be fully described for evaluation purposes, and that description shall include technical discussion of Data Collection Terminal Design and Physical architectures, discussion of Data Collection Terminal Data Storage architectures, and discussion of Data Collection Terminal Polling methods." | | |
| T15 | "The System Technical Architecture shall be fully described for evaluation purposes, and that description | | |

| | | | |
|-----|----------------------------------------------------------------------------------------|-----|--|
| | shall include technical discussion of System Database architectures and standards." | | |
| T16 | "The System shall validate all data input, including employee identification numbers." | Opt | |
| | | | |
| | | | |

2.8 Vendor Requirements

| Item | Vendor Requirements | OPT | Score |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| V01 | "The Vendor shall install the System in a completely operational ""turn key"" status." | | |
| V02 | "The Vendor shall deliver the System with complete User's Documentation, Operations Documentation, and Technical Documentation." | | |
| V03 | The Vendor shall include on site training in the operation and maintenance of the System as a part of the installation of the System. | | |
| V04 | "The Vendor shall fully support and maintain the System through the availability real time Telephone Support, Downloading and Installation of Software Upgrades and Fixes, and Direct On Site Maintenance." | | |
| V05 | "The Vendor shall provide an estimate of work methods required and man hours required to maintain the System on a weekly basis. Anticipated maintenance shall include the termination of 5 existing employees each week and the addition of 5 new employees each week, over a total employee population headcount of 650 employees." | | |
| | | | |

3 Cost

3.1 Overview

It has been PCV's experience that vendors have very different approaches to pricing which makes it challenging to compare costs. To ensure that all prospective vendors are bidding on the same services, please comply with the following instructions:

3.1.1 Standard Pricing

A checklist has been provided at the end of this section that includes the following headings:

- Non-recurring
- Acquisition
- Modification Costs
- Installation Costs
- Other Implementation Consulting Costs
- Documentation Costs
- Training Costs
- Other Non- Recurring Costs

- Recurring Costs
- Software Maintenance and Upgrade Costs
- Technical Support Costs
- Service Costs
- Other Recurring Costs

Items 3.2.1 through 3.3.4 provide a narrative description of these headings. Using the tabular format given in the table at the end of this section, please complete the items that are meaningful for your organization and write "included" next to any item that is bundled with other items. All items must have an estimate or "included" next to it. Please provide any attachments to clarify your assumptions if needed. Please include a footnote number in the cost field.

3.1.2 Alternative Pricing Strategy

In addition to providing traditional estimates as in section 7.1.1 above, we encourage you to explore and provide a creative pricing approach or other alternatives. We would entertain an approach that would minimize our up front costs and provide the basis for a long-term mutually beneficial relationship.

3.2 Non-Recurring Costs

PCV and CSI needs to understand what the initial one time cost of implementing your proposed solution will be. While it is understood that a more formal and rigorous analysis must be conducted prior to entering into a contract, it is necessary to develop as strong an estimate as possible for PCV and CSI to develop a cost/benefit analysis. Therefore, you are asked to provide

some general information on non-recurring costs. Each of the sections below describes the cost information category and what kind of information is required.

3.2.1 Acquisition Costs

Acquisition costs are all costs associated with the initial purchase of the proposed solution. Please provide a complete list of all prices for any components of your system. This should identify the following costs, where applicable: initial license cost, individual system modules, database licenses, utilities or supplemental software (such as a report generator), development tools, and any other acquisition costs that may be incurred.

3.2.2 Modification Costs

Modification costs refer to costs associated with enhancing the existing system functionality to meet our initial needs. Enhancements could include: programming required to modify the underlying system logic, addition of data fields, modifying or adding screens, adding tables to the system, etc. Please indicate the cost for modifications along with an estimate of the average number of man-hours required for each type of modification. It is anticipated that this cost would be an hourly cost and there may be varying costs depending on the type of personnel required to execute the modification (e.g., application programmer, system analyst, system programmer, or some combination). If some other method of costing is used please describe.

3.2.3 Installation Costs

Installation costs refer to any cost associated with the initial installation of the software. This may include costs for setting up initial system parameters and tailoring for PCV and CSI. This cost does not include any programming costs or data conversion. Please provide an estimate of the installation cost(s) for your product.

3.2.4 Other Implementation Consulting Costs

Other implementation consulting costs refer to costs associated with having a representative from your organization (or an outside organization, which may have a strategic alliance with your company to provide these services) assist in the implementation. Please provide cost data for any implementation consulting services available to PCV and CSI.

3.2.5 Documentation Costs

Documentation costs refer to the cost to purchase system documentation if it is not included in the acquisition cost described in Section 7.1.1. If a limited number of sets of documentation are provided as part of the acquisition cost, please provide pricing for the purchase of additional sets of documentation.

3.2.6 Training Costs

Training costs refer to the cost of training not included in the acquisition cost described in Section 7.1.1. If training is provided to a particular number of PCV and CSI personnel as part of the acquisition cost, please provide pricing for additional training. This information should include pricing for training for users, DBA's, programmers, etc.

3.2.7 Other Non-Recurring Costs

Please provide pricing information for any other one time costs that may be incurred by PCV and CSI that are not covered in the preceding sections. Fully describe what the cost is and why the cost might be incurred. Please address any one time licensing costs associated with your system

(e.g., Oracle license) and whether they are provided through your company or a third party vendor.

3.3 Recurring Costs

Recurring costs are costs that will be incurred on an annual basis or at regular intervals after implementation of your product. PCV and CSI intends to conduct a 5-year life cycle cost evaluation on proposed solutions. Please provide the basis for each cost (any assumptions or calculations made to derive the figures). In addition, specify costs for each of the Fiscal Years: FY2009-FY2013.

3.3.1 Software Maintenance and Upgrade Costs

Software maintenance and upgrade costs are costs incurred in maintaining the product and upgrading to subsequent versions of your product. Please include all costs associated with software maintenance and upgrade and the time frame in which they are typically incurred (e.g., Biannual, Annual, Monthly).

3.3.2 Technical Support Costs

Technical support costs include any cost for support for the system that are not provided as part of the base price for your product. This includes any monthly or annual user support costs such as a hot line or costs for providing technical support for PCV and CSI personnel responsible for maintaining the system. Indicate the type of cost, how it is assessed (e.g., annual, per call basis), and the cost.

3.3.3 Service Costs

Service costs are costs associated with providing additional services to PCV and CSI on an on-going or sporadic basis. This might include off-site backups, disaster recovery services, etc. Please describe the services available and the cost for each.

3.3.4 Other Recurring Costs

Other recurring costs include any costs that may be incurred by PCV and CSI that are not covered in the preceding sections. Please address any annual licensing costs associated with your system (e.g., SQL Server or Oracle license) and whether they are provided through your company or a third party vendor. In addition, describe any other costs that might be incurred, why they might be incurred, and what they are.

4 Technical Discussion

4.1 Data Collection Terminals

All Data Collection Terminals must accept employee badge swipes. PCV is using a bar code system at this time, and has the capacity on site to create bar code badges. PCV will consider either bar code or magnetic strip badges. Vendors must ensure that any ancillary costs associated with the cost or the production of badges themselves are clearly recorded in their proposals.

PCV has installed Ethernet over Category 5 wiring, with TCP/IP protocol communications. All Data Collection Terminals and associated Client/Server programs must utilize this existing communications environment. The TaA System shall not be installed with any dedicated copper or other twisted pair wiring, other than very short run wiring to connect Data Collection Terminals to existing dedicated drops that have already been installed specifically for the TaA Terminals. There shall be no TaA wiring that runs from building to building in the Delray Beach campus.

4.2 Integration with Legacy Business and Accounting System

The System shall be integrated with a legacy business and accounting system which is part of an existing Management Information System. The scope of that Integration shall be determined by whether the System conforms to the “Full Feature” model or to the “Basic” model.

Section 4.2.1 contains discussion of the requirements for Integration with a “Full Feature” model. Section 4.2.2 contains discussion of the requirements for Integration with a “Basic” model.

4.2.1 Integration with “Full Feature” Systems

Any “Full Feature” TaA system that will be installed at PCV shall export summary or totals data. This data shall be exported on a bi-weekly basis. Vendors shall describe the ways and means by which their systems export this data.

The exported summary or totals data shall include at least:

- Employee Number.
- Total Regular Hours worked per 1st Shift, per Department Worked.
- Total Overtime Hours worked per 1st Shift, per Department Worked.
- Total Regular Hours worked per 2nd Shift, per Department Worked.
- Total Overtime Hours worked per 2nd Shift, per Department Worked.
- Total Regular Hours worked per 3rd Shift, per Department Worked.
- Total Overtime Hours worked per 3rd Shift, per Department Worked.

4.2.2 Integration with “Basic” Systems

Any “Basic” TaA system that will be installed at PCV shall produce an exportable file of simple “in and out” employee punches. This punch file is a simple ASCII file of 55 byte fixed length records. The 55 byte records contain no newlines or other record separators. Below is one record of data cut from a hex dump of a typical punch file. The sample record is represented as a simple

string, as a hex dump, and in table format. In the hex dump section, a ‘.’ represents a non-printable ASCII value.

4.2.2.1 Sample Record – Simple String

3...1711 05981116100465-BF2325

4.2.2.2 Sample Record – Hex Dump

```
33 00 00 01 31 37 31 31 20 20 20 20 20 20 20 20 20 20 3...1711
20 20 20 20 20 20 20 20 20 20 20 20 20 20 20 20
20 20 30 35 39 38 31 31 31 36 31 30 30 34 36 35 05981116100465
2d 42 46 32 33 32 35 -BF2325
```

4.2.2.3 Sample Record – Table Format

| Start | End | Description | Contents |
|-------|-----|--------------------------------------------------------|-----------------|
| 1 | 4 | Record Header | x33 x00 x00 x01 |
| 5 | 8 | Employee Badge Number | 1711 |
| 9 | 34 | Spaces | Spaces |
| 35 | 36 | Terminal Number | 05 |
| 37 | 42 | Date YYMMDD | 981116 |
| 43 | 48 | Sequence Number | 100465 |
| 49 | 49 | Punch IN or OUT Indicator (- = Punch IN + = Punch OUT) | - |
| 50 | 51 | Badge Function Literal | BF |
| 52 | 55 | TimeStamp HHMM | 2325 |

4.3 Discussion of Architecture

PCV has embraced the Client/Server and Open Database Information Technology philosophy. Vendors are expected to provide adequate technical documentation and/or descriptive information about their systems for CSI to make fully informed recommendations to PCV regarding the technical suitability of their systems. Particular attention will be paid to Client/Server, Data Collection Terminal, and Database architectures.

5 Vendor Price Checklist

Vendors shall report their cost in the table format represented below. Please provide the basis for each cost (including any assumptions or calculations made to derive the figures). For each of the categories indicated in Section 3.0, please specify costs for each of the Fiscal Years: FY09-FY13. Vendors should duplicate the table for each fiscal year reported.

| Vendor Price Checklist | | |
|-------------------------------|----------------------------------|------------------|
| Line | Item | Unit Cost |
| | Non-Recurring /One Time | |
| 1 | • Acquisition Total | |
| 2 | • Initial license | |
| 3 | • System Module(s) | |
| 4 | • Database license(s) | |
| 5 | • Utilities | |
| 6 | • Supplemental software | |
| 7 | • Development tools | |
| 8 | • Other | |
| 9 | • Modification | |
| 10 | • Installation | |
| 11 | • Other Implementation | |
| 12 | • Documentation | |
| 13 | • Training | |
| 14 | • Other Non-Recurring | |
| 15 | Total Non Recurring | |
| | | |
| | Recurring | |
| 16 | Software Maintenance and Upgrade | |
| 17 | Technical Support | |
| 18 | Service | |
| 19 | Other Recurring | |
| 20 | Total Recurring | |

Fiscal Year _____