



## **REQUEST FOR PROPOSAL**

**RFP #5329 - ENTERPRISE RESOURCE PLANNING SYSTEM**

### **PROCUREMENT SCHEDULE**

RFP Issued:	September 26, 2005
Pre-proposal Conference:	October 11, 2005
Submit Written Questions:	October 13, 2005
Answers to Written Questions Posted:	October 18, 2005
Submit Proposal:	November 1, 2005
Product Demonstration Dates:	November 29 to December 9, 2005

**CITY OF LITTLE ROCK**  
500 West Markham, Room 300  
Little Rock, AR 72201  
(501) 371-6838  
Fax (501) 371-6823

# TABLE OF CONTENTS

---

<b>SECTION I. BACKGROUND.....</b>	<b>2</b>
<b>SECTION II. CURRENT SYSTEM .....</b>	<b>5</b>
A. SOFTWARE .....	5
B. HARDWARE.....	8
C. IT ENVIRONMENT .....	9
D. NEEDS ASSESSMENT.....	10
<b>SECTION III. SCOPE OF WORK .....</b>	<b>30</b>
A. GENERAL.....	30
B. PREFERRED ORDER OF IMPLEMENTATION .....	31
C. CITY OBLIGATIONS .....	31
D. VENDOR'S RESPONSIBILITIES .....	31
<b>SECTION IV. RESPONSE FORMAT.....</b>	<b>39</b>
A. SUBMISSION REQUIREMENTS .....	39
B. DELIVERY OF PROPOSAL .....	39
C. INQUIRIES .....	40
D. ADDENDA TO RFP .....	40
E. PROPOSAL FORMAT.....	40
<b>SECTION V. PROPOSAL EVALUATION .....</b>	<b>51</b>
A. EVALUATION METHOD.....	51
B. SELECTION CRITERA.....	51
C. PROPOSAL EVALUATION PROCESS .....	51
D. PROPOSAL SCORING METHODOLOGY .....	51
E. EVALUATION FACTORS .....	52
F. PRODUCT DEMONSTRATIONS AND SITE VISITS .....	53
G. CONTRACT NEGOTIATIONS.....	54
<b>SECTION VI. CITY OF LITTLE ROCK GENERAL TERMS &amp; CONDITIONS .....</b>	<b>56</b>
A. PROCUREMENT SCHEDULE .....	56
B. TERMS AND CONDITIONS .....	56
<b>APPENDICES.....</b>	<b>63</b>
APPENDIX A. SERVER AND WORKSTATION INVENTORY .....	63
APPENDIX B. ROUTER AND SWITCH MODELS.....	93
APPENDIX C. FUNCTIONAL AND TECHNICAL REQUIREMENTS WORKSHEETS.....	95
APPENDIX D. CLIENT REFERENCES .....	97
APPENDIX E. ACCEPTANCE OF TERMS & CONDITIONS.....	101
APPENDIX F. BIDDERS REGISTRATION.....	103
APPENDIX G. THIRD PARTY SOFTWARE .....	105

September 26, 2005

**SUBJECT: NOTICE OF REQUEST FOR PROPOSALS  
ENTERPRISE RESOURCE PLANNING SYSTEM**

Gentlemen/Ladies:

The City of Little Rock invites proposals from qualified firms with outstanding qualifications, experience and knowledge to provide a fully integrated, preferably Windows-based, web-enabled applications information system for our Enterprise Resource Planning (ERP) System. The specific services requested in the Request for Proposal (RFP) are detailed in the attached Scope of Work.

**Interested vendors must register as a potential Bidder for this procurement by using the form provided in Appendix F.** Only registered vendors will be mailed courtesy notices of changes or addenda to these procurement documents. Please complete the form and fax it to the City of Little Rock's Purchasing Department at (501) 371-6823. **FAILURE TO COMPLETE AND RETURN THIS FORM MAY RESULT IN THE REJECTION OF YOUR PROPOSAL.**

Proposals must be received no later than **4:00 PM Central Standard Time by the City and 2:00 PM Pacific Standard Time by Schafer Consulting on Tuesday, November 1, 2005.** Late proposals will not be considered.

Copies of the proposals should be submitted to both the City and Schafer Consulting (See Section IV for details.)

Proposals delivered using the U.S. Postal Service (or by other means) shall be addressed as follows:

**Delivery Address #1:** City of Little Rock  
Purchasing Department  
500 West Markham, Room 300  
Little Rock, Arkansas 72201  
Attention: Jerry Paul, Purchasing Agent

**Delivery Address #2:** Schafer Consulting  
9 Red Leaf Lane  
Ladera Ranch, CA 92694  
Attention: Teena Okamura

Proposals and amendments to proposals received after the date and time specified above will not be considered.

Parties interested in obtaining a copy of this RFP may do so by e-mailing their request to [jpaul@littlerock.org](mailto:jpaul@littlerock.org).

Please include the following information when submitting a request or a proposal:

1. Name of Offeror
2. Address
3. Contact Person
4. Telephone and Facsimile Number

All correspondence and transmittals should be clearly marked as “**ENTERPRISE RESOURCE PLANNING SYSTEM**” and should indicate the date and time of RFP closing.

A non-mandatory pre-proposal conference will be held at 10:00 am on Tuesday, October 11, 2005 in the City of Little Rock Board of Directors Room 500, W. Markham, Little Rock, Arkansas. All prospective Offerors are encouraged to attend the pre-proposal conference.

The City will provide an opportunity for the shortlisted firms to demonstrate their software during the period from November 29 to December 9, 2005. All prospective Offerors should keep this period available.

Offerors must submit information that shows in detail how their proposed system complies with the City's minimum requirements. Offerors are also encouraged to submit any information that indicates how their proposed system would provide the City with features and enhancements that exceed the minimum system requirements as set forth in this RFP.

The procurement will be conducted in accordance with the City procurement regulations.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerry Paul". The signature is stylized and cursive, with a large initial "J" and "P".

Jerry Paul

Purchasing Agent



**SECTION I**  
**BACKGROUND**

## SECTION I - BACKGROUND

---

The City of Little Rock (the City) is the capital city of Arkansas with a population of approximately 185,000, and a metropolitan area population of 565,190. More than 1 million individuals live within a 70-mile radius of the City. It is centrally located – where the southeast meets the southwest, and major industries include: service; medicine; government; retail; technology; and manufacturing.

Low unemployment rates, coupled with a strong local economy and investment partnerships between the private and public sectors make the City an ideal location to do business. A clear indication of these partnerships can be witnessed in the resurgence of downtown Little Rock. Anchored by development in the River Market District, new businesses and housing opportunities are bringing people back to the City's core to live, shop, work and play. The completion of the William Jefferson Clinton Presidential Library and Park and the upcoming new headquarters for Heifer International in the River Market District are two projects that are sure to increase tourism in the City.

Medical facilities in the Little Rock area provide efficient, comprehensive service to more than 2 million individuals throughout the state. The 20 major area hospitals provide bed space for over 5,000 patients. There are also 50 nursing homes and a large number of specialty clinics, including outpatient surgery centers, in the area.

Diverse and quality educational opportunities are available in the City. The University of Arkansas for Medical Sciences continues to garner international attention for ground breaking medical research and procedures. The University's four colleges and the Graduate School serve more than 1,800 students. The University of Arkansas at Little Rock (UALR) is a metropolitan university servicing 12,000 students with a wide range of degree offerings, including the juris doctorate degree offered at the UALR Bowen School of Law. In addition, the City is also the home of Philander Smith College and Arkansas Baptist College.

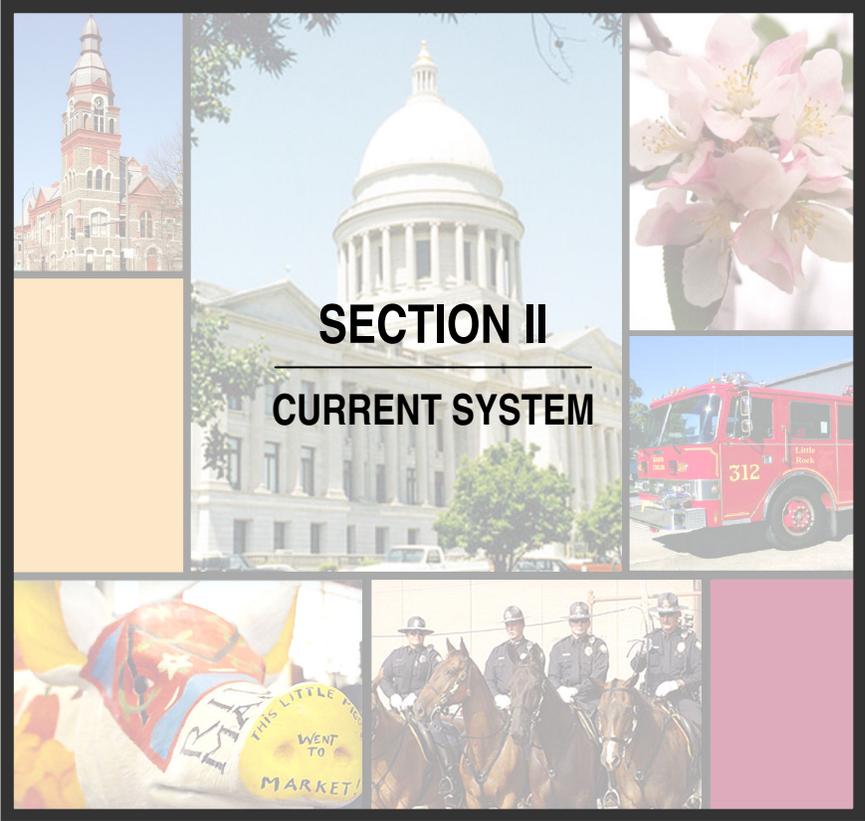
Located on the banks of the Arkansas River, Little Rock is near the Ozark and Ouachita Mountain Ranges, and several fine lakes and streams. Outdoor recreational options are almost unlimited and include hiking, camping, boating, hunting, fishing, golf, tennis, swimming, and soccer.

Greater Little Rock offers wonderful opportunities for visitors: A city rich in history and culture; many recreational opportunities; downtown entertainment; an energetic business climate; fine dining and fun-filled evenings.

The City was incorporated in 1831 and is currently considered to be one of the top growth areas in the state, and one of the top growth areas in the country. The City is empowered to levy a property tax on both real and personal properties located within its boundaries. It is also empowered by state statute to extend its corporate limits by annexation, which occurs periodically when deemed appropriate by the governing council.

The City provides a full range of services, including police and fire protection, the construction and maintenance of streets and other infrastructure, and recreational activities and cultural

events. More information about the City and its functions can be found on the City's website at <http://www.littlerock.org>.



**SECTION II**

**CURRENT SYSTEM**

## SECTION II – CURRENT SYSTEM

---

### A. SOFTWARE

The City's current computer software consists of American Management Systems' (AMS) Advantage Financial and in-house systems for Payroll, Budget, and Treasury Management.

The Finance System was implemented in 1988. The system has accounting, extended purchasing, and fixed assets modules. It is a table based batch system that processes an average of 1,500 transactions per night. Under the AMS application, the City is currently using the character-based screen.

The Payroll System was implemented in 1995. This system was written in-house using COBOL and DB2. It is primarily used for on-line processing. Bi-weekly payroll is run in batch mode, producing an average of 2,000 checks and electronic funds transfers. Transactions produced by this system are then loaded into the Financial System.

The Budget System is written in COBOL and was implemented in 2000. Currently, data is transferred from the Payroll and Finance systems to complete the budgets for 28 departments and 117 divisions in 11 funds. For the most part, the Budget System is on-line, with some batch processing.

The Treasury Management System was also written in COBOL and was implemented in 1998. This system maintains business licenses and cash receipts for the City with over 9,500 active businesses in its database. Cash receipts are batched and loaded into the Financial System each night.

Many business functions are currently handled with manual processes. In many instances where data must be communicated and utilized by more than one department, redundant entry is necessary. For example, cash receipts are first captured in many host systems such as Court, Fleet Management, and Permit, and then manually entered into the Financial System.

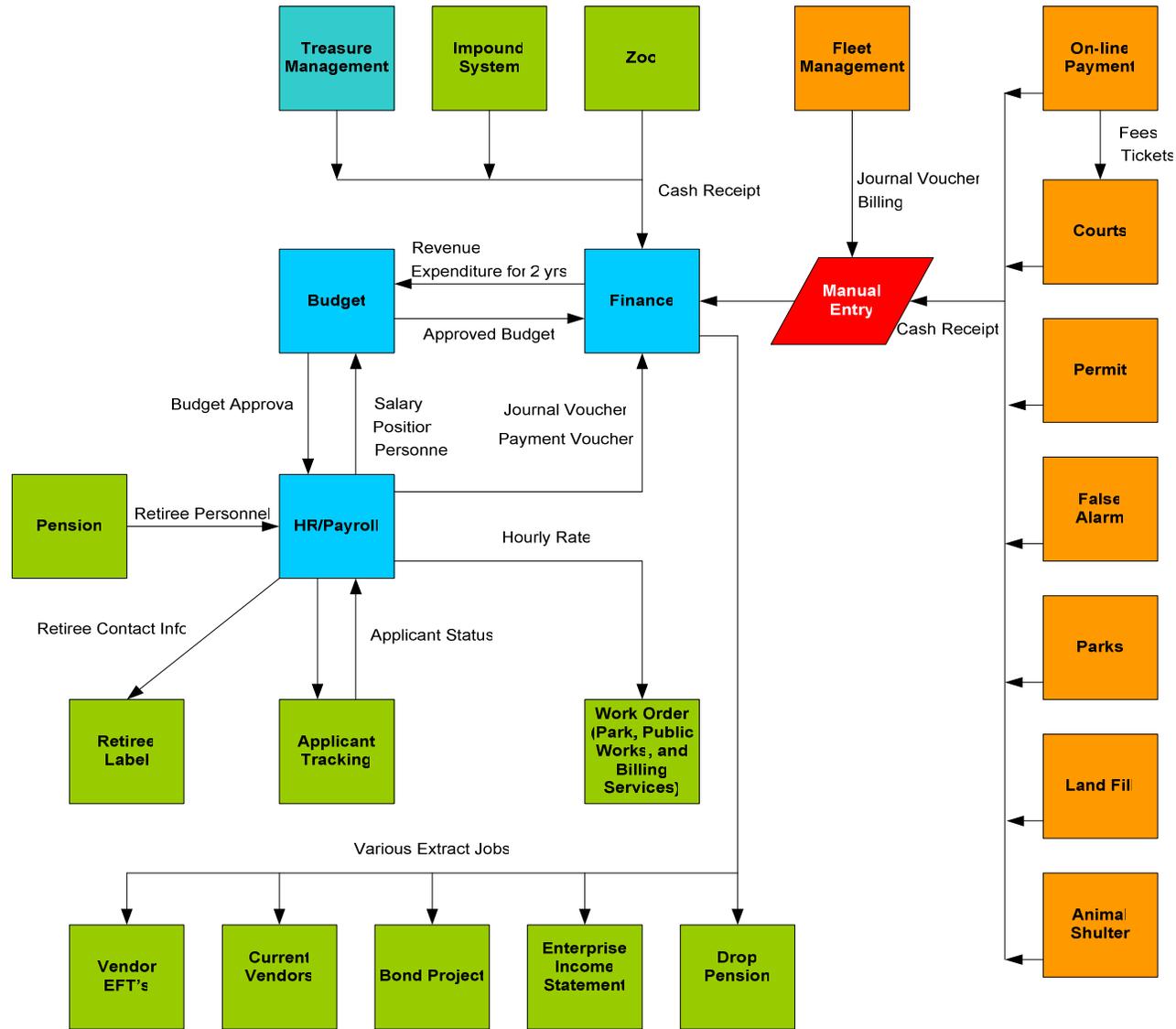
Please see the recap below:

Application	Language	Platform	Yr Installed
Financial	AMS	IBM Mainframe System 390	1988
Payroll	COBOL/DB2	IBM Mainframe System 390	1995
Budget	COBOL/DB2	IBM Mainframe System 390	2000
Treasury Management	COBOL/DB2	IBM Mainframe System 390	1998

Figure 1 Summary of current core systems

All of the in-house systems use the chart of accounts from the Financial System. These are maintained in a DB2 data warehouse. The City also utilizes RocketShuttle software for custom data queries against the data warehouse.

In addition to the core systems identified above, the City also utilizes other systems to carry out its workload. Below is the current application interface diagram that illustrates the various system interfaces (either electronically or manually) among the core business systems:



Legend

- Core Business Systems
- Applications with Electronic Interface
- Applications without Electronic Interface

Figure 1 - Current State Interface Diagram

## B. HARDWARE

The City has acquired hardware from many viable, mainstream vendor product lines in order to position itself in a non-proprietary, widely supported and manageable information technology environment. These standards provide a framework within which the majority of computing needs can be met with the best possible mix of equipment, software, and support, given the existing resources.

The City has established well-defined data and voice communication infrastructures. The Network Division provides voice telephone services to most City offices through a dedicated PBX system. Currently, data and voice are carried on separate infrastructures. The data communication infrastructure (hereinafter referred to as the network) consists of one hundred (100) networks servicing approximately seventy five (75) locations throughout the City. Most of the City's mission critical mainframe and servers are located at the main campus, also known as the Data Center at 718 West Markham.

In addition, there is server, desktop, LAN/WAN, and telecommunication equipment located at other satellite locations. At its heart, the City's computing and telecommunication network is comprised of the following:

- 50 Intel-based servers running Microsoft Windows Servers ranging from NT 4.0 Server to Microsoft Windows 2003 Server.
- 1,000+ Intel-based workstations running Microsoft Windows Operating Systems ranging from NT Workstation 4.0 to Windows XP.
- 1 IBM Mainframe System Model Z800.
- 6 Linux Servers running as virtual machines on IBM Mainframe (4 SUSE Linux and 2 Debian Linux).
- 1 Intel-based Linux Server running SUSE Enterprise Server 9.
- The main campus, which provides connectivity to all end-users in all locations is connected by Annexes via fiber, and connected to satellite locations via T1, 100 Mbps Ethernet, and 9 Mbps radio wave transmissions.
- 3 Mbps trunk Private DSL network with 384K and 33.6K dial-up access.
- Cisco and IBM Routers and Cisco Switches.
- TCP/IP Protocol.
- 30 VLANs.

For more detailed information, please refer to the Server and Workstation Inventory chart in Appendix A and the Router and Switch Models chart in Appendix B.

The City's most important hardware elements include the database platforms, operating system platforms, servers, desktops, notebook computers, and core network infrastructure. Together, these elements form the foundation of the City's computing infrastructure upon which the majority of City's business systems are set-up and deployed. The strategy to maintain this foundation represents a balanced approach that allows for flexibility and variation in IT solutions while allowing the City to maintain a manageable set of core technologies and the skills required to support them. It would be highly desirable for the ERP System to be compatible with the City's IT standards.

CITY IT STANDARDS	
Relational Database Software	Microsoft SQL Server
Server Operation Systems	Microsoft Windows 2000 Server or Higher
Server-Class Computer	Gateway
Desktop, Workstation, Notebook Operation Systems	Microsoft Windows 2000, XP
Desktop / Notebook Computer	Gateway
Network Infrastructure Hardware	Cisco
Network Printer	HP LaserJet 4050, Cannon IR500i, Minolta Di3510
Server Backup software	IBM Tivoli Storage Manager
Office Applications	Office 2000, XP, 2003
Email / Groupware Server	Microsoft Exchange Server 2000, will upgrade to Microsoft Exchange Server 2003 in Aug, 2005
Email Client Software	Outlook 2000, XP, 2003
Web Browser	Microsoft Internet Explorer
PDF reader	Adobe Reader
Application Development Architecture	Multi-Tier Client/Server and Web Developments
Application Development Tools, Programming Language for new information application	Microsoft.Net
Network Protocols	TCP/IP
Networking Monitoring	Cisco Works
Help Desk System	Developed in house

### C. IT ENVIRONMENT

The City's IT Department consists of four Divisions: Application Programming, Networking, Administration and Computer Operations. These Divisions are staffed by thirty-one (31) members, which support the computing needs of City's 2,500+ employees, who in turn deliver services to the citizens of Little Rock.

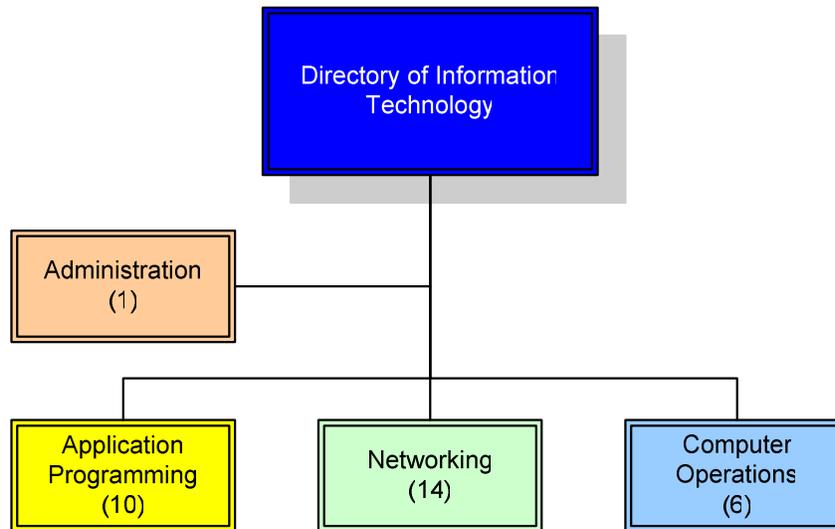


Figure 2 - Information Technology Organization Chart

Major limitations in the current Financial System(s) and other stand-alone systems within the City's operations include the following:

- Lack of integration amongst the core systems.
- Inflexible chart-of-accounts to handle special projects and grants.
- Inability to maintain a detailed on-line audit trail of financial data.
- Inability to create flexible ad-hoc reports for management and end users.
- Proliferation of independent databases throughout the organization.
- Inability to have access to on-line/real-time data.
- Inability to efficiently store certain historical information.

## D. NEEDS ASSESSMENT

Schafer Consulting has completed a Needs Assessment Analysis of the City's current systems, processes, users, reports, limitations and controls in order to identify strengths and weaknesses. Based on these results, it was concluded that most of these weaknesses could be overcome by utilizing a fully integrated ERP system and streamlining existing processes that best fit the functionalities of the selected new system. To implement a state of the art ERP system, the City recognizes that it may have to rethink its current business practices and try to conform to the best practice designs built into leading-edge applications software.

The following is a brief description of each functional area within the City:

### 1. Accounting and Chart of Accounts

The City of Little Rock uses a series of codes, referred to as Organization Codes to identify various organizational units within the entity. The highest level is the "Fund",

followed by “Agency” and “Org”. “Activity” is occasionally used to track different types of projects or activities within the Agency.

Objects Codes, Revenue Codes and Balance Sheet codes are used to define the different type of expense, revenue and balance sheet categories. Sub-objects may be paired with either an Object Code or a Revenue Code to define a further level of detail.

Currently, the City has 73 funds, 40 agencies, +150 divisions/orgs, 311 special projects (non-grant), 70 grant special projects, 310 bond special projects, +6,000 expenditure object codes, +600 revenue codes, +1,000 balance sheet codes and 500 encumbrance codes.

### **Interfund Transactions**

The City prepares interfund journal vouchers to record charges for printing, postage, fleet usage, fleet maintenance and catering. Sometimes they are used to make reclassification corrections.

The City uses Object Codes to transfer money from one Fund to another and a Sub-object Code to designate which Fund the money is being transferred to. In other words, if the City has 30 Funds, the Chart of Accounts would need to have 30 different Object and Sub-object combinations.

### **Month End Closing**

In order to distribute monthly financial reports on a timely basis, the Finance Department generally uses the 13<sup>th</sup> working day of the following month as a cutoff for receiving corrections. Each accountant maintains a separate month-end closing checklist and responsibilities are assigned based on Fund. There are 12 bank accounts that need to be reconciled monthly.

### **Other Accounting Issues**

When departments find errors in their monthly reports, they are required to make their request by phone or e-mail to the Finance Director. The email includes the reason for the adjustment, the original account that was charged, the account that should be charged, and the date of the charge, the dollar amounts and any other relevant reference.

The City prepares payroll vouchers and journal vouchers during each payroll run and put into VSAM files. After payroll is processed, the computer operator kicks off a JCL that loads the entries from these files into AMS. The operator will then kickoff a second JCL to process the entries.

The City’s fiscal year ends on December 31st. This means that all revenues earned and all expenditures incurred after December 31st are recorded in the next fiscal year. Conversely, a purchase made and received on December 30th, for example, would have to be recorded in the current fiscal year even if the invoice is received after December 31st.

Balance forward entries are automated by the system when the 13<sup>th</sup> month is closed.

### **Major Constraints**

- Balance forward entries cannot be posted and then undone to allow for adjustments to the previous year's activity before they are reposted.
- The system does not allow for a soft close at year end.
- There are limitations on tracking projects/activities.
- Most Revenues are booked at the Agency level (only grant revenues are booked at the Org level), while expenditures are booked at the Org (division) level. This practice prevents the City from generating income statements at the Org (division) level.
- The Chart of Accounts and organization structure is not optimal for reporting purposes.
- Reports are not real-time – they are often run from DB2 that is extracted on a regular basis from AMS.
- Journal entries are cumbersome to input.

## **2. Budget**

The budget process for the City is a year round process that is centered on a calendar fiscal year. The City's fiscal year begins on January 1st and ends on December 31st. The City's Finance Department vests the responsibility for preparing an annual Operating Budget with the City Manager. The City Manager must then submit the budget to the Mayor and the Board of Directors for their review and adoption.

Each budget must consist of several parts: the expense budget, which sets forth proposed appropriations for the operating expenditures for municipal services including debt service; the capital improvement plan, which sets forth proposed appropriations for capital projects for the ensuing fiscal year and the four succeeding fiscal years; and the revenue budget, which sets forth the estimated revenues and receipts of the City.

The City's Budget System does not maintain any project budgets for any of its grants or special projects nor does it utilize Activity Based Budgeting (ABB) on an enterprise wide basis. Most departments track their detailed project/grant information manually using Excel or Access database.

### **Major Constraints**

- The current system does not accommodate multiple budget models.
- The City does not utilize budget checking.
- There is no interface between the Budget System and Position Control.
- There is no interface between the Budget System and Fleet Management.
- The system does not accommodate "what if" scenarios where amended budgets or actual expenditures from a prior year can be used as a base from which to calculate future budget scenarios.
- The current Budget System does not provide the functionality of creating ABB or Performance Based Budgets.

### 3. Financial Reporting

Many of the current reports are being generated from RocketShuttle, an IBM Query and Reporting program used to download information from AMS. Information is downloaded nightly to an independent DB2 database, from which end users generate their reports using RocketShuttle and then download the information to Excel in order to manipulate it. Reports are also being extracted (from AMS) into Monarch, a Windows-based report mining software, so that they can be formatted and manipulated.

Bi-weekly reports are distributed to the Department Directors. These include the Budget versus Actual report, Vacation and Sick Payoff report, and the Vacancy report.

Monthly financial reports are developed in Excel (based on several reports generated from the Financial System). These reports are approved by the Finance Director, and then distributed to the Board and posted on the City's website.

#### Major Constraints

- Only certain reports within AMS have the flexibility to be run based on a date range.
- On-line inquiry and reporting is very limited.
- Reports are not based on real time.
- The extracted data generated by RocketShuttle (via DB2) may not always agree to the General Ledger. If a new account code is set up that is outside the original report parameters, and the report parameters have not been adjusted to pick up the new account, then it would create a difference.
- There is a lack of training/documentation and direction on reporting.
- Monthly financial reports cannot be run directly from the system.

### 4. Project Accounting and Grant Administration

#### Special Projects

The Special Projects Office is responsible for the tracking of all special projects as well as the Local Match portion of grant funded projects.

The basic account structure for a project is Fund/Agency/Organization. Projects are currently tracked within the accounting structure at the Organization level. When the City needs to define a special project, they replace the Organization code with a Project code (i.e. Fund – Agency – Project) as the City does not have a separate Project Ledger. Because of this, the Organization level is cluttered with project codes.

The City does not develop budgets for special projects even though estimated costs for the entire project are usually available. Once a special project has been identified, a Special Project Account is set up to track the activities.

#### Grant Administration

The Grants Management Division oversees federal and state grant awards received by the City. The various departments within the City apply for their own grants and then coordinate follow up activities with the Grants Management Division

Approximately 50% of the grants require some sort of Local Match which can either be in the form of cash or in-kind. In-kind matches may include direct labor, fringe and supplies. These costs are currently tracked manually by the departments. The cash matches are assigned account numbers and are tracked in AMS, but have to be added to the total grant amount.

Grant budgets are prepared in the actual grant application and the grant award document, but budgets for 700 fund grants are not entered into the Financial system. The system has the capability to establish and track budgets, but it cannot set budget amounts and show receipts from grants without overstating appropriations and revenues received. Budget tracking and preparation is the responsibility of the department, but the Grants Management Division is responsible for monitoring current expenditures and approved grant budgets. Although the current system encumbers a PO for grant funded projects and the Grants Manager is able to determine the amount of available funds left on that PO, the users do not always know how much funds are left for the entire grant. This information has to be tracked manually on an Excel spreadsheet or obtained from the Finance Department.

### Major Constraints

- The City does not use the AR module to record grant revenue, as a result, grant receivables have to be manually calculated and recorded via journal entries at the end of each month.
- The City does not have a Grant Administration system that tracks the full life cycle of a grant; from the grant application process to grant close out.
- The City is tracking in-kind Local Match manually by gathering data from different sources. Furthermore, a separate project number has to be created to track cash and in-kind matching of a grant funded project. In order to see total costs incurred for that project, the user would have to manually add up the activities of both the project code and the grant code.
- The City does not have a cost accounting system in place to allow proper development of an Indirect Cost Allocation (IDC) rate.
- The City's current system does not maintain project and grant budgets (except for CDBG and HOME), even though manual budgets are tracked by individual departments.
- The current system does not easily provide detailed information about how many PO's have been issued or how many outstanding invoices have been received against a special project.
- If a project involves different phases or elements, separate project numbers need to be set up and users have to manually sum the totals for these project codes to obtain financial information for the entire project.
- The current system does not effectively inactivate a project from its database no matter how old it is.
- Because the current system does not have a separate Projects/Activities Ledger, each time a new project code is set up, a separate Fund/Agency/Org has to be created, which clutters up the General Ledger.

- The City has to manually track program income to ensure that it will only fund similar projects in the future.
- The Housing and Neighborhood Programs Department has to track how much money is spent on each address. This detailed information is being tracked manually in an Excel spreadsheet.
- The City does not have a calendaring system to remind the Housing and Neighborhood Programs Department of the anniversary date of properties they need to inspect.

**5. Accounts Receivable, Billing and Cash Receipts**

The City’s AR processing is decentralized. Although the bulk of receivable activity is tracked in the Treasury Management System, it is also recorded through several stand-alone systems. As a result, the process of recording receivables, cash receipts, invoices, and billing statement varies significantly amongst the various departments.

Cash receipts that are processed in the Treasury System include:

Business Licensing Fees	False Alarms	Cutting and Cleaning Weeds/Lots
Demolitions, Liens and Bankruptcies	Condemnations	Long Distance Franchise Fees on Toll Calls
Impound/Wrecker Services	Tower Leases	Street Cuts
Mixed Drink Supplement Tax Payments	Non-Sufficient Funds (Hot Checks)	Public Safety
Worker Compensation Insurance	School Resource Officers Reimbursement	Airport Police Officers and the Firefighters Reimbursement
The Little Rock Zoo (Gift Shop, Zoo Café, Rides, etc.)	The Fleet/Vehicle System	Utilities Franchise Fees
Sale of Fuel	Various Permits (building, contract, animal services, debt license, etc.)	Convention Center
Proceeds from Special Events	Anger Management and Domestic Violence	Fund Raising

Other Cash Receipts:

Landfill	Fitness Centers	River Market
Planning & Development (fees for mechanical contracting, re-zoning, signed permits, building permits, plumbing permits, street maps, etc.)	Court	Golf Course (Fees, concession, Pro Shop,
Loan Rehab		

**Major Constraints:**

- The City does not have one centralized place to track all the AR activities. Each department uses its own manual system to meet their needs.
- The City does not have a centralized place to track all of its customers.
- The credit card machines at various retail locations do not tie to the POS system. Items sold on a credit card sale have to be manually entered into an Excel spreadsheet.
- Write-offs are not recorded for any of the activities.
- All the systems seem to lack reporting capabilities.
- Since most of the billings are done manually, the systems do not have a way to track aging of receivables.
- The systems lack integration with the General Ledger.
- The current AR and cash receipts systems do not provide real time information.
- The POS system does not provide a sales tax breakdown.
- Billing statements are generated by different systems.
- Rehab loans made to individuals and developers are tracked manually in an Excel spreadsheet.
- Storage fees at the Impound are typically charged to the owner of the vehicle unless the costs are to be absorbed by the Police Department. If the Police Department covers the costs, there are a series of manual processes that need to be performed.

**6. Purchasing**

The City has a centralized Purchasing Office whose primary function is to provide cost-effective procurement services to all the City departments by understanding their requirements and responding in a prompt, courteous and professional manner.

The current system does not provide an automated requisition process. A requisition form is available in an Excel format, but most requestors simply hand write the form. Most departments will obtain their own quotes from the vendor. Requisitions and quotes are approved before they are sent to the Purchasing Office.

Bid limits are provided below:

- Up to \$100- Petty cash (including applicable taxes)
- \$100.01 to \$1000.00 – Petty charge. PO not required
- \$1000.01 and Over – PO is required
- \$1000.01 to \$2499.99 – at the Buyer's discretion. Only one bid is required
- \$2500.00 to \$4999.99- Requires minimum of 3 phone quotes and must be documented by the Buyer
- \$5000.00 to \$24,999.99- requires minimum of (3) written quotes
- \$5,000.00 to \$19,999.00 for construction
- Purchases in excess of \$25,000.00 - must be formally advertised and a Bid Transmittal form is required for formal bids

- Construction Bids that exceed \$20,000.00 - requires two advertisements posted a week apart.
- Purchase in excess of \$50,000 - requires City Board approval before a PO can be issued

### **Major Constraints**

- The current system does not provide any requisition processes.
- The current system does not provide bid and quote capabilities. The City is using Excel and MS Word to track this information.
- The City uses RocketShuttle, a report query tool that extracts data from DB2, so the data is not real time.
- The system does not have the capability of attaching scanned documents to the PO or the requisition.
- PO information is not readily available for querying.
- The Purchasing System does not allow more than 6 line items.
- The system does not provide sufficient reports for the end users.

## **7. Accounts Payable**

The City has a single AP System that records all disbursements activities. AP checks are issued from only one bank account on a weekly basis. There are three (3) types of payments that are generated from the AP System; 1) Check Requests, 2) Purchase Orders, and 3) Electronic Funds Transfers (EFT)

Each of these requests requires the amount, supporting documentation, the type of expenditure (i.e.: PO, Check Request, Blanket, Annual Purchase Order), approval signatures, the account code, the invoice, and a copy of the contract if a PO was issued (for the first payment only).

Credit Card purchases are used for purchasing airline tickets only. The coding is done by the AP Office. When a Request for Travel is received by the AP Office, it is used to purchase the airline ticket and charge to the City's credit card.

There are approximately 20,000 active and inactive vendors in the AP System.

### **Major Constraints**

- The screens are not user friendly.
- Real time information is not available.
- Recurring payment vouchers are done frequently, but the process is cumbersome.
- Distribution codes are not used in AP. These codes will allow users to define payment terms and allocation of invoice amounts to various departments.
- The tracking of Sales and Use Tax is done manually on an Excel spreadsheet.
- The City does not take advantage of discounts offered by vendors.
- The City typically pays all open invoices in the current pay cycle.

- The AP process is very time consuming and AP Clerks spend too much time locating which department to send the invoices.
- When a credit memo is received from the vendor, it reduces the budget line, but does not adjust the PO.
- The current system does not have full drill down capabilities.
- The current method of processing travel advances and travel reports is very manual and requires excessive time for staff to complete.
- The current system does not provide the capability of establishing multiple “REMIT TO” addresses for a single vendor.

## 8. Asset Management

The City maintains capital and non-capital assets in the Fixed Asset System. Capital assets must have an original cost of at least \$5,000 and a useful life of at least one year. In order to qualify as a non-capital asset, the item must either have an original cost of \$1,000 or more, be purchased with grant funds, or be related to bond proceeds. Some items purchased with grant funds and most items purchased with bond proceeds must be tracked, regardless of the cost.

Department Directors who use Federal or State funds to acquire assets are responsible for adhering to Federal and State guidelines, as well as the City’s policies. Department Directors must maintain equipment in serviceable condition, prepare documents required to record assets in the City’s Fixed Asset System, transfer equipment, supervise and certify authenticity of the annual physical inventory and be accountable for any missing equipment.

The City Controller maintains citywide inventory records, coordinates physical inventories and reports periodically on inventory status.

The City’s capital assets are depreciated on a straight line basis (dividing total asset cost by estimated useful life) with an assumed salvage value of 10%. The only exception to this rule is depreciation on landfill assets, which is based on tonnage and is manually calculated in Excel. No depreciation is booked to the General Ledger for Governmental Funds.

### Major Constraints

- New assets are not always captured in the Fixed Asset system.
- Donated assets are not being reported to the Fixed Asset Accountant.
- The City’s current system only accommodates a primary asset classification. This does not allow for reporting based on any other sub-classifications.
- The system does not reflect the correct amount of accumulated depreciation. Certain assets reflect an accumulated depreciation amount that does not exactly match the total depreciation expense that has been booked for that asset.
- The system does not have the ability to attach images to an asset, such as a picture of the asset, the original invoice/check, titles, surveys, warranty certificates, etc.
- Reporting capabilities are limited and do not offer a useful and extensive option of system defined and user defined fields to run reports from.

- When performing an inquiry on an asset, several screens need to be inquired on in order to capture all of the information that relates to the asset.

## 9. Inventory

The majority of the City's inventory is being maintained in the Fleet Management system, FASTER, and the five (5) Work Order systems. There is no interface between the Fleet/Work Order systems and the AMS Financial system; as a result, any updates to the General Ledger are entered through manual journal entries.

Items are being tracked in Microsoft Excel by many of the departments who need to account for their equipment, supplies, small tools, materials, parts, etc. These include:

- The Fire Department
- The Zoo
- Parks & Recreation
- Public Works Traffic Engineering
- Community Programs

### Major Constraints:

- The City does not have one centralized system to track all the inventory items. Each department uses its own manual system to track their items.
- The POS systems do not interface with an inventory system in order to establish better control over stock levels.
- Year-round calendars are not maintained to detail overall merchandise ordering plans for applicable departments.

## 10. Payroll

The City's work period is Saturday through Friday and employees are paid on a bi-weekly basis. Checks are distributed on Fridays for the two-week pay period ended the previous Friday. Designated timekeepers from each department enter exception time on the day it is taken. All exception time must be entered into the system by 5:00 PM on the Monday that payroll is processed.

Payroll is processed for an average of 2,000 checks and electronic transfers. A payroll report showing the actual hours to be paid to the employees is generated on Tuesdays and distributed to Department Managers to review for accuracy. This report is sorted by department.

Balancing procedures are performed during the payroll run. If the totals do not agree, the payroll run is halted. If there are any corrections, edits or additions that need to be made for the pay period, the Payroll Department will input the additional information and run the supplemental payroll that evening. Depending on when Department Managers provide the Payroll Office with the correction information, several manual runs may be required during the week.

The bank file and positive pay files are submitted to the bank on Wednesday before 5.00 PM. The City uploads the positive pay file through the metronet (Metropolitan Bank) internet address. It provides information about the check number, social security number, name and amount. Credit unions are entered in an EFT screen that includes fields for social security number, account number, type of account (savings or checking), bank routing number, and amount to deposit.

Payroll checks are printed by Pay Base, a third party application, and sorted by department. They are released to the authorized person from the department after he/she enters his signature on a sign out sheet.

Pension payments to Police and Fire retirees are processed through the Payroll System; however, the transactions are not interfaced to the Financial System. Pension payroll is a dual system; i.e. entries made on the City's system must be duplicated on the system at the bank where checks are produced and printed.

**Major Constraints:**

- The Payroll System tracks garnishments on a manual basis and there is no warning when the legal limit is reached.
- No edit reports are generated during the payroll process.
- No reports are generated to make sure gross minus deductions equal net and FICA, Medicare and taxable wages are calculated correctly. The City uses Excel to support balancing.
- The current system is designed for an 8 to 5, 40-hour work week and does not accommodate other work schedules.
- The system does not allow the entry of future dated time records.
- The system does not have a simple way to generate and print manual payroll checks for immediate payment outside the normal processing cycle.

**11. HR - Personnel**

The New In-house Payroll/Personnel System (NIPS) was written using COBOL and DB2 and was implemented in 1995. It produces transactions that are loaded into the Financial System.

NIPS has four menu options; 1) Inquiry Only Menu, 2) Employee Update Menu, 3) Report Scheduler, and 4) General Update Menu.

**Major Constraints:**

- NIPS system consists of one big table that contains all the records related to the employee, rather than separating the data into meaningful groupings.
- The system has ability to log changes, but there is no true reflection of accurate historical information by employee.
- There is no integration between "Zippy" (Applicant Tracking System), NIPS, HR, Budget or the Vacancy Tracking System (the HR-1 log).
- There is no integration between the scanned documents and the employee records in NIPS.

- There is no FMLA tracking.
- Active and terminated employees are kept in two separate tables; a current employee table (where only current employee information is stored) and an employee log table (where all employee information is stored).

## 12. HR - Benefits

The City provides a variety of benefits to eligible employees, their eligible dependents, and eligible retirees. All employees are provided information regarding their benefits during orientation. Employees are responsible for completing the enrollment forms within the first 31 days of employment. Contributions are taken one month in advance, but coverage does not become effective until the first of the month following 30 days from date of hire. Employee contributions are deducted from pay checks as follows:

- Health dependent coverage – Twice per month
- Dental/Optical – Twice per month
- In months with 3 pay dates, no deductions will be taken on the first pay date
- Flexible spending accounts are taken out each pay period

Once HR - Benefits receives completed enrollment forms, benefit deductions and fringe data is entered into the NIPS system.

The Payroll Department sets up deductions for Life Insurance, AD&D, LTD, and Pension with effective date and amount of deduction to be taken from employee's pay.

HR - Benefits sets up deductions for Medical, Dental, Optical, Additional Life Insurance, AD&D, Cancer, and Flexible Spending Accounts with effective date and amount of deduction to be taken from employee's pay. Most enrollment forms are scanned into the On-base document scanner and then shredded. Original forms for medical and dental are sent to appropriate carriers. An electronic file is sent to monthly to the vision carrier.

Beneficiaries of Basic Life and AD&D are manually tracked in the Payroll System.

### Major Constraints:

- The City does not have an electronic system in place to administer benefits, other than entering deduction codes and amounts to be taken from the employees pay.
- All benefits enrollment and changes are done through manual paper processes.
- There is a lack of checks and balances of data between HR, Benefits, and Payroll.
- Benefit differentials are determined per classification, therefore, it is difficult to monitor when changes occur.
- Currently, it is difficult to monitor employees out on long-term absences (i.e., FMLA, Military, etc.). Most of the time, HR - Benefits does not know when an employee has left for military leave.

- The current system lacks reporting capability.
- It is difficult to keep track of inactive employees (i.e., COBRA, Retirees).
- The City is currently tracking the Deferred Retirement Option Plan (DROP) on a manual basis as there is no link between the Payment System and the Pension Access database.

### **13. HR - Leave Management**

The City provides paid leave time to allow employees to be absent from work for various purposes without loss of pay. Leave is considered an exception and is entered into the system by using different pay codes (which indicate the type of leave). The codes are set up to track and automatically deduct from the different leave accrual buckets. The City also has several absence codes that are set up with different pay statuses. At the end of the year, the system automatically calculates roll over of leave based on user-defined rules or cuts the leave time back to the maximum balance.

If an employee has exceeded the maximum accrued balance of Sick, Short Term Disability (STD), Vacation or Paid Time Off (PTO) hours at the end of the year, these hours are removed from the employee's balance in order to bring it back to the maximum balance. This is done through a batch report that creates an end of the year deduction entry into the employee's leave record. Leave records are maintained in two places; 1) time entry screen, and 2) the check detail table. The system calculates leave balances from these areas and can present balances on screen or in reports.

#### **Major Constraints:**

- Currently, each department is responsible for establishing their own protocol (forms, logs, time limits, etc.) for requesting leave time.
- The current system lacks flexible and robust reporting capabilities.
- Currently, each department must verify the eligibility of employees for sick leave bonds to the HR Department.
- The current process of tracking the Sick Leave Bonus Bond Program is very manual (i.e.: requiring a report to be prepared in Excel and for departments to notify HR of any adjustments).

### **14. HR - Training and Development**

The City does not have a comprehensive system in place to track training and development records. The departments or employees maintain their own records; however, the information is not transmitted to HR on a consistent basis. Some training history is being maintained on paper or in a Microsoft document stored either in the personnel file or in the instructor file. Some classes are monitored by the department supervisor and results are maintained by the department using Word, Excel or Access. There include: Sexual Harassment, Cardiopulmonary Resuscitation (CPR), Leadership, Interviewing and Hiring and Specialized Police and Fire Department training, and Required licenses and certifications.

There is City-wide training as well as departmental training, but the majority of the training is received externally. Currently, the employees are notified of internal training schedules via email. Department Managers are asked to post training notices or arrange training for those employees who do not have access to email. Departments are responsible for approving and paying for external training. External training completion documents and conference/workshop attendance documents are seldom submitted to HR for inclusion in the personnel file.

## 15. HR - Applicant Tracking

The City attracts applicants in several different ways. When a position becomes vacant, the hiring department would decide whether the job posting would be internal (only open to City employees) or internal/external (open to the public). In order to be eligible to compete for a position that is only available internally, candidates would have had to be on the City's payroll during the internal posting period and also at the time of the job offer. If the position is to be recruited externally, copies of the official announcement form will be distributed to public and private agencies that provide recruitment resources. These announcements are also placed on the HR job line and on the City's internet home page.

Job announcements contain the following:

- Job title
- Salary
- Benefits
- Essential functions of the job
- Acceptable experience and training (i.e., minimum qualifications)
- Additional requirements (i.e., licenses, certifications, pre-hire screening)
- Application and selection process information
- Written test date, time, and location
- Closing date for application documents
- Other tracking descriptive information (i.e., position control number, effective date, advertising sources)

Applicants are required to submit an application for each desired position. They can submit on-line by logging in either as an existing user or as a new user. Once the appropriate fields on the application form have been filled in, the electronic application and resumes are stored so they can be accessed again through the City's website to apply for another position.

### Major Constraints:

- The hiring process is drawn out. This is partly due to the different physical locations of departments across the City.
- The City must rely on courier service to send and receive documents.
- Multiple databases are currently used for applicant tracking
- Another separate Access database is used to track medical testing, drug testing or background checks during pre-employment screening.
- Job requisitions do not interface with Applicant Tracking systems.

- Multiple manual paper forms are used during the hiring process (e.g., Referral Packets, Disposition Forms, Instructions for Hiring, How to Code Applicants, etc).

## 16. HR - Position Control

A classification database on the current Payroll System is maintained for all positions within the City. The classification system consists of:

- Grouping of positions into classes.
- Required knowledge, skills, abilities, minimum qualifications, and licenses.
- Job description including essential and supervisory responsibilities.
- Pay grade for each class based on job evaluation factors, salary surveys, and internal equity.

Periodically, HR will initiate a position maintenance review. Each position will be reviewed for accuracy of job title, job description, job specifications, and grade allocation. Reviews may also be initiated by an incumbent or his department director. Maintenance review lists are also maintained in an Excel spreadsheet. Additional spreadsheets are also used for tracking certifications and licenses.

In order to create a new classification, the Department Director must first obtain written approval from the City Manager. The approval and a written description of anticipated duties and requirements for the new position will be forwarded to HR - Classification and Compensation. HR personnel will then develop the job description and specifications for the new position and submit the paperwork to the hiring department director for approval. Once job description has been approved, HR will evaluate the classification for the grade on an HR-2 form. The HR-2 form will be sent back to the department for final approval. Forms sent out to departments and returned from departments are maintained in the Classification Tracking within NIPS. Other sources used for tracking are done in Excel and Outlook.

Position control numbers are kept in an Excel spreadsheet from which the next number is assigned. A position control number is assigned to every unique condition of the same position, even if in the same Department/Division. This policy was established to accommodate different benefits for similar positions.

### Major Constraints:

- Departments are not reviewing their personnel models to determine which positions were actually accepted for the upcoming year. Often times, they are not aware that a position has been deleted until later in the year.
- The City does not have automatic approval processing for job requisitions. A courier is sometimes hired to deliver and pick up the approval requests to/from the City Manager's office.
- There is no link between the Budget System and the HR System.
- Currently, HR does not have the ability to update the master fringe tables. When the table has to be updated for a position, HR has to send the request to the Budget Officer, who then forwards the request to Payroll. Payroll personnel

will perform the update, but HR has to re-enter the same information in their system once the change has been approved.

- The current system does not have the ability to perform mass changes for the annual salary increase.
- The current system does not allow a user to retrieve a position that is not included in the budget. Sometimes there may be a need to inquire on an inactive position.

## 17. Fleet Services Management

The Fleet Services Department consists of four Divisions; Acquisition, Vehicle Storage Facility, Operations, and Budget. Collectively, these Divisions are responsible for purchasing, fueling, maintenance and disposing of approximately 1,250 pieces of city-owned vehicles and motorized equipment. Examples of these vehicles include sand trucks, Police cars, Fire trucks, heavy equipment vehicles, tractors, street maintenance trucks, city inspector vehicles, weed eaters, and lawnmowers.

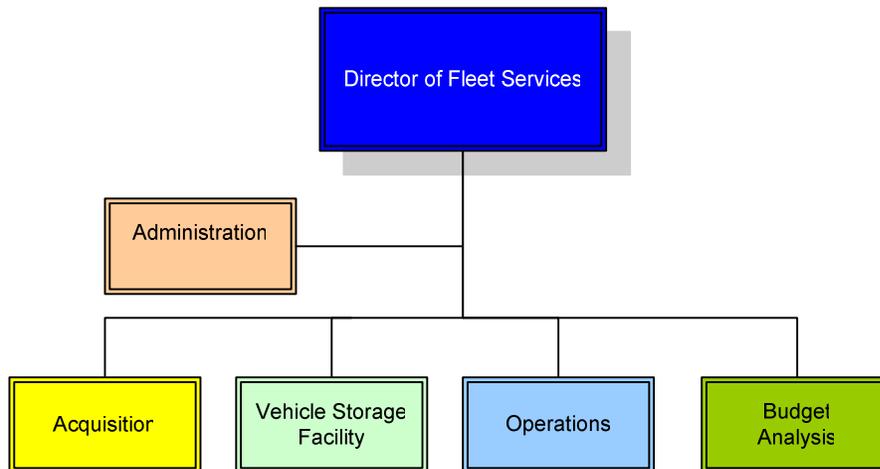


Figure 3 - Fleet Services Organization Chart

The Fleet Services Department utilizes three automated systems to manage and support its day-to-day operations. The automated systems include Fleet Management (FASTER), Fuel, and Impound systems.

### Fleet Management System (FASTER)

FASTER was developed in 1982 by CCG Systems, Inc., a software company headquartered in Norfolk, Virginia. The system was first developed for a large city and was successfully installed on an IBM Mainframe. The client/server version was later introduced in 1995. The City purchased and installed the client/server version about three years ago, and then went through a major system upgrade/patch last year.

The main functionalities of FASTER include the tracking of citywide vehicles, inventory control, maintenance parts lookup, tracking of general repairs, preventive

maintenance planning and work orders. It is also used as a management tool to decide the optimum time to sell a vehicle, based on its mileage and associated maintenance costs.

The current version is a 2-tiered, Windows-based client/server system running on an Oracle Database Management System. It is run on various Windows clients, such as Windows XP and Windows 2000 Professional Access, which is the centralized database across the network. The City's IT Department is responsible for maintaining the network and applying operating systems and vendor patches to ensure the system is up-to-date, while the Fleet Services Department is responsible for system configuration, security and resolving day-to-day system operation issues.

Although the Department is currently facing training and data integrity issues, it is working closely with the IT Department to resolve these issues. The Department has made the decision to keep FASTER to protect its investments already made towards the system. The new ERP system must be able to interface to FASTER.

### **Fuel System**

The Acquisition Division is responsible for: 1) vehicle lease and purchase, 2) fuel purchase, 3) storage and distribution, 4) manage Annual Purchases Orders for contract services, and 5) parts purchase and issuance. The Division has 12 fuel sites strategically located throughout the City, servicing both City employees on official city businesses (internal customers) and outside agencies. Some of the internal customers include Housing and Neighborhood Programs, Fire, Police, Public Works, and Park and Recreation. Outside agencies consist of U.S. Marshals, Public Housing, and Metro Emergency Management Services.

The Division utilizes the Fuel System to manage fuel purchases and replenishment planning. It is a Windows-based solution with input devices (readers) located at the fuel pumps of all 12 sites. These devices are used to authorize fuel purchases. Users are required to use a fuel key and a pin number, which will uniquely identify the City vehicle. After the purchase is authorized, the transaction is recorded into the system. The fuel purchase transactions are interfaced to the Fleet Management System on a daily basis.

The City does not require a Fuel System within the new ERP system; however, an interface may be required to record fuel inventory.

### **Impound System**

The Vehicle Storage Facility Division provides safe storage for vehicles until they are reclaimed by the registered owner. Unclaimed and abandoned vehicles that have been stored in the facility for 45 days will be disposed of by means of public auctions as required by law. The City also uses public auctions to sell its own retired vehicles.

The Division receives approximately 10 to 20 vehicles a day. All vehicles that arrive at the facility are towed by the authority vested in the Little Rock Police Department (LRPD). LRPD dispatches one of the City contracted wrecker services to tow of the vehicle to the storage facility. The vehicle is released when towing fee, storage fee,

administrative fee, and sales taxes are paid by the registered owner. A credit memo is issued when certain fees are waived. For example, when a stolen vehicle is towed to the storage facility, a waiver will be approved and issued by LRPD. Once Vehicle Storage Facility Division receives the waiver, it will release the vehicle to the registered owner without any fees. The Division keeps a manual credit memo log in Excel. At the end of each month, the Office Assistant of the Division forwards the spreadsheet to the Finance Department where the billing to the LRPD is performed.

The Impound System was developed in-house by the City's IT Staff. It is a mainframe-based system that keeps track of the vehicle information and certain financial transactions such as credit card payments, checks, credit memos and vehicle auctions.

The City will evaluate whether the new ERP system will sufficiently track the Impound activities, including tracking vehicles on hand, record sales, cash receipts and print internal service billings to the Police Department.

Please refer to the current transfer of information between these systems:

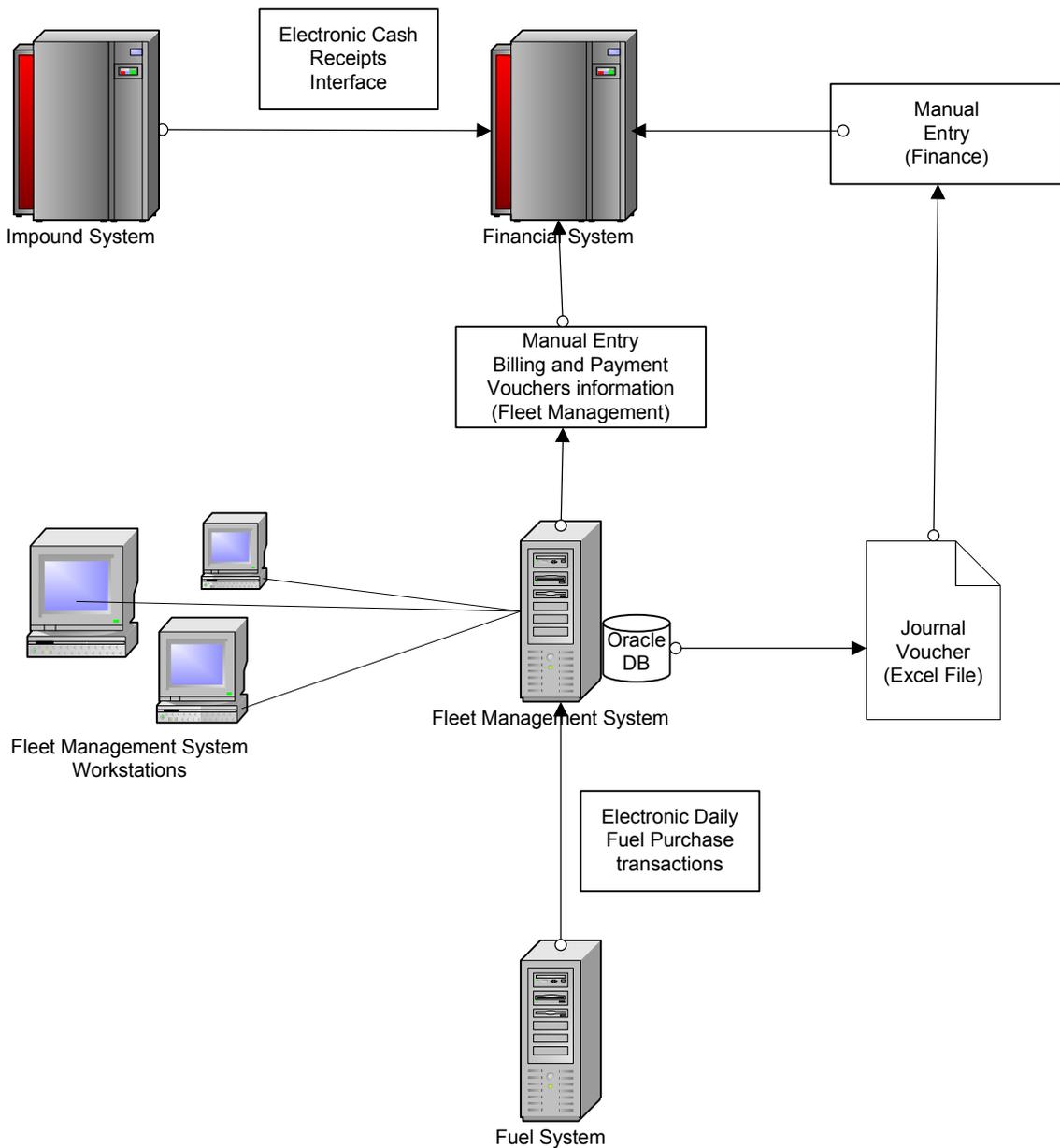


Figure 4 - Interface diagram for Fleet Services applications

If the Proposer requires additional information regarding the City’s business processes, a copy of the Needs Assessment Report can be downloaded at <http://www.littlerock.org/CityDepartments/Finance/detail.aspx?id=1>



**SECTION III**  
**SCOPE OF WORK**

## SECTION III – SCOPE OF WORK

---

### A. GENERAL

The City intends to acquire and implement an integrated suite of enterprise applications that will meet present and future needs. This RFP is soliciting proposals from vendors who have considerable experience in public sector software and who can provide solutions covering the City's application needs. The selected vendor must provide everything necessary for the successful implementation including, without limitation: software, setup and installation, data conversion assistance, interface assistance, training for users including specialized training for the City's Information Technology (IT) Department, technical support, and maintenance and support for the first two (2) years from "go-live." Maintenance and support services must be available for at least three (3) more optional years, as set out in this RFP.

At a minimum, the system must provide the following modules:

- General Ledger
- Budget
- Project Accounting/Grant Administration
- Accounts Receivable/Billing
- Purchasing
- Contract Management
- Accounts Payable
- Asset Management (Fixed Assets and Inventory)
- Payroll
- Human Resources
  - ✓ Personnel
  - ✓ Benefits
  - ✓ Leave Management
  - ✓ Applicant Tracking
  - ✓ Training & Development
  - ✓ Position Control

The software license must be a site license that could feasibly allow for an unlimited number of City workstation users within multiple government units. The software solution must address the major constraints of the current system as described in Section II, and must score a minimum of 80% on the Functional and Technical Requirements Worksheets for each of the two following areas: HR/Payroll and Core Financials (See Appendix C). These Worksheets will become a component of the contract with the successful vendor. The City is open to new features and technologies not directly addressed by the functional requirements detailed in this RFP. Vendors are encouraged to identify and propose enhancements in processes and technology that would be advantageous to the City.

## B. PREFERRED ORDER OF IMPLEMENTATION

Due to timing of end year and audit activities, it is likely the City will choose to implement the Human Resources and Payroll modules of the ERP system first, and then implement the Core Financial modules. Vendors are encouraged to provide alternatives to this preference supported by sound reasons why the alternative is advantageous to the City.

## C. CITY OBLIGATIONS

The City will be responsible for supplying the following items and services, as required:

- a. Project team consisting of subject matter experts from each functional area/department.
- b. Independent Project Oversight to be provided by Schafer Consulting
- c. Technical staff to assist the vendor in all phases of the project including design, implementation and training.
- d. All required server hardware, LAN interfaces, memory, peripherals, telephone, equipment needed during training and testing.
- e. User workstations meeting the minimum specifications as recommended by the vendor, connected by a LAN.
- f. Information, database files and other related information required to convert legacy data.
- g. General information needed by the vendor to configure the system.
- h. Dedicated office space and workstations to implement the system.
- i. Review and approval of the vendor's design, displays and reports, test procedures, and system documentation.
- j. Participation in testing and training.

## D. VENDOR'S RESPONSIBILITIES

The vendor shall furnish the following items and services as described in this RFP:

- a. All application and system software required to implement the requested functionality capabilities.
- b. Installation, start-up, and follow-through of the ERP system.
- c. Identification of the minimum hardware and software requirements at City provided workstations for the implementation effort and eventual operation.
- d. Work Plan with project schedule, staffing requirements, and significant milestones. (Please refer to Section IV, Response Format, for detail description of the required Work Plan.)
- e. Coordinate project management efforts for the duration of the project.
- f. Refine system engineering and design. Implementing "best practices", when appropriate, for current procedures.
- g. Assist with the conversion effort of relevant legacy data.
- h. Provide interface tools and applications for systems identified in Section II.
- i. Testing of all functional capabilities of the proposed system.
- j. Training of City personnel.
- k. Complete documentation for all Consultant-provided training and software.
- l. Maintenance and technical support of the system for at least a two-year period from the go-live date with the availability of 3 additional years of optional support.

- m. Continuous development of and upgrades to the proposed application, including support for newer released versions of the underlying systems software (e.g., the network OS and the DBMS).

### **Vendor Project Manager**

Vendor should assign a Project Manager dedicated and available for the entire duration of the project and may only be replaced upon approval by the City. The City project team, under the direction of a designated City Project Manager, will coordinate all project activities. All communications between the City, the vendor and Schafer Consulting shall be coordinated through their respective Project Managers.

At a minimum, the vendor's Project Manager will be responsible for the following:

- a. Provide periodic updates to the Work Plan. Minor changes to the Work Plan are subject to approval by the City's Project Manager. Major changes must be approved in a written amendment to the Contract.
- b. Submit monthly project status reports detailing progress toward fulfilling objectives in the Implementation Plan and the Project Schedule, and highlighting items on the Critical Path. Minor changes to the Project Schedule are subject to approval by the City's Project Manager. Major changes must be approved in a written amendment to the Contract.
- c. Coordinate project resources and work so that milestones are met in an efficient manner. Tasks will be laid out so as to minimize implementation time and cost while taking into consideration resource and time constraints such as the availability of City staff. The vendor's Project Manager will ensure that individuals performing tasks have appropriate skill levels and credentials.
- d. Attending periodic meetings as required by the City.

### **Monthly Project Status Reports**

The vendor shall prepare a status report each month. The progress report shall include the following items:

- a. An updated project schedule with explanations of any deviations from the planned delivery schedule. The explanation shall include the anticipated impact of any delays and a plan for returning to the target schedule. All delays shall be factored into the project schedule as soon as the vendor's Project Manager is aware of them. The report should specifically identify who is responsible for the delay in the schedule.
- b. An updated list of all correspondence transmitted and received.
- c. An updated documentation schedule highlighting the documents to be transmitted for review during the next two reporting periods.
- d. An updated list of vendor and City action items with status and required resolution dates.
- e. A summary of pending and upcoming vendor and City activities during the next two reporting periods along with required completion dates.
- f. The status of unresolved contract questions and change requests.
- g. A description of current and anticipated project problem areas or risks and steps to be taken to resolve each problem.

## Training

The technical support personnel of the City must be trained on all aspects of installation update administration and maintenance of the ERP system. It is the goal of the City that all staff who will have access to the system be fully trained on the new system prior to "going live" in order to minimize service disruptions.

The estimated number and type of required City trainees is as follows:

1)	System Administrators	(5)
2)	Super Users	(20)
3)	Functional Users	(100)
4)	Informational Users	(300)

The City anticipates that it will require four levels of training, as follows:

a. **System Administrators:** Includes staff members fully versed in all functions, and will be able to:

- assign security to all other classes of users;
- make additions/changes/deletions to the system;
- perform audit tracking;
- interpret and respond to all system error messages;
- monitor system usage from a remote site;
- install applications software for new users;
- install patches and system software updates;
- use software configuration management tools;
- perform sophisticated data queries, and
- maintain system integrity.

b. **Super Users:** Includes IT and subject matter experts who are fully versed in all functions and who will eventually be responsible for periodic training and assisting of other users at the Functional and Informational levels. These users will be able to:

- make additions, changes and deletions to the system, and
- perform audit tracking.

Subject Matter experts who become super users may have restricted security based on the functional area in which they work.

c. **Functional Users:** Includes personnel actively using the system primarily for daily functions such as General Ledger, Financial Reporting, Accounts Payable, Accounts Receivable, Human Resources, Purchasing, Receiving, Asset Management, etc. This group of users should have the ability to perform simple database queries, and to edit and create reports.

d. **Informational Users:** Includes personnel with limited access to system functions. Major reason to use system is for running simple reports, performing online inquiry and approving designated documents.

## Documentation

Complete documentation of the vendor's software suite shall be provided. Each document shall be identified by a document number. Where a document is revised for any reason, each such revision shall be indicated by a number, date, and subject along with an indication of official approval by the vendor's Project Manager.

The documentation shall include standard software materials as well as specific user documents. Standard software is defined as that which fully satisfies the requirements of this RFP without the need for modification. Examples include operating systems, database management systems, and software diagnostic programs. Database design documentation shall completely describe both the logical and physical structure of the system's database. The documentation shall define and describe the individual elements (files, tables and fields) and the relationships between them. This requirement is for a complete and thorough description of the physical and logical database schematic. This will permit City staff to develop and maintain interfaces between the ERP system database and other applications subsequent to project completion, and will facilitate the development of complex customized reports.

User documents are those that describe the ERP software from an end-user's point of view. All primary users must be provided with printed and online user documentation that ideally includes both a User's Guide (tutorial format) and a Reference Guide. All future system updates and changes must be accounted for in revised pages for manuals. This must occur simultaneously with distribution of a software patch, system update or version release.

The City requires a copy of all final vendor-supplied documentation in a file format compatible with commercially available Microsoft Windows software, such that it can be maintained and updated. Final documentation shall be easily reproducible by the City and the City shall be granted the rights to reproduce any document supplied under this contract for its own needs.

## Data Conversion

The City's project team has determined the degree of data conversion/migration necessary on a module by module basis. For modules that are deemed to need data imported/migrated from existing applications, City's technical staff will replicate the data tables needed to migrate onto the new system and allow the vendor the ability to develop their mapping and conversion routines.

The vendor WILL be required to provide all tables and field mapping, conversion, and import routines to the City's technical staff for verification and validation review.

### 1. Payroll

- Convert employee shell data, deductions and fringe for all active employees as of beginning of the fiscal year.
- Load detail transactions occurring in the conversion.

- Quarterly subtotals for current fiscal year data.
- Detail transactions from the beginning of the year in which the conversion occurs.

## **2. General Ledger**

- Convert current year detail transactions as of the beginning of the fiscal year.
- Minimum of one year monthly summary level data by account (Fund, Agency, Org., and Object/Revenue Source/Balance Sheet).

## **3. Fixed Asset**

- Download data from current system into Excel for clean up, and then load clean data in new ERP system.
- Load shell records for all assets in service per previous audit report.
- Load detail transactions for current fiscal year (additions, transfers, retirements, depreciation).
- Load CIP and Infrastructure detail per Excel spreadsheets prepared for audit. This information is not stored in the current asset system.
- Maintain access to the current system for minimum of one year.

## **4. Accounts Payable**

- If bid list is not an AP vendor concern, convert AP vendor shell for all vendors with activity over the last twelve months.
- Address validation of AP vendor data including but not limited to tax ID, EFT data, and minority status.
- Current level detail or summary level data by vendor is required in order to produce 1099's at year's end.
- Convert open Purchase Orders. This information is likely to be input manually.

## **5. Accounts Receivable**

- Convert all master file data for all business license accounts.
- Convert account history detail, including amount assessed and payments made.
- Convert data with an outstanding status from the current Hot Checks System.
- Convert Police systems that contain receipts and historical information on parking, traffic, criminal fines, false alarms, etc for a minimum of one year.
- Convert revenue data such as liens, bankruptcy, false alarms, etc. that are currently maintained in Excel by the Treasury Office.

The City would like to sustain access to their Payroll and Financial systems for inquiry purposes for a minimum of one year. In addition, DB2 data will be kept available to meet historical data and reporting needs.

## 6. Human Resources

- Position Control - Convert current year
- Leave management - Convert current year
- Benefits - Convert current data
- Personnel Management - Convert all historical data since 1996

## 7. Grants and Special Projects

- Convert all open grants financial history that are stored in the Excel spreadsheet maintained by the Grants Management Office, including but not limit to award amount, expenditure, revenues, match account expenditures, drawdowns, and Purchase Orders. Grants are multi-year and must be tracked in total. The City will review and decide which open grant will be converted at the time of implementation.
- Detail activity for current multi-year projects.

## 8. Applicant Tracking

- Police applicant database (Sigma) – 18 months from date of implementation (approximately 1,000 records).
- Applicant Database (ZIPPY) – 0 months.
- FF Score Database – Three years from date of implementation (Approximately 1,200 records).
- Position Requisition Database (HR-1) – 0 months.
- Pre-Employment Screen Database – 0 months.

## 9. Training and Development

- All training and development records, including licenses, certifications etc. for all current employees.

## Interfaces

At a minimum, the following systems need to be interfaced to the new ERP system:

- Point of Sales systems
- Fleet Management (FASTER)
- Fuel
- Land Fill
- Animal Shelter
- Courts
- Permits
- False Alarm
- Parks
- Work Orders
- Pension

## Acceptance Testing

Acceptance testing will include appropriate vendor and City staff, and will occur at a time agreeable to both parties. System acceptance tests will exercise all system components according to the testing plan submitted as part of the vendor's Work Plan, and will be designed to simulate the City's production environment.

This will include the comprehensive testing of:

- a. Data conversion completeness and validity
- b. Functional requirements
- c. Reporting functions
- d. System requirements
- e. Software requirements
- f. Interfaces with external systems

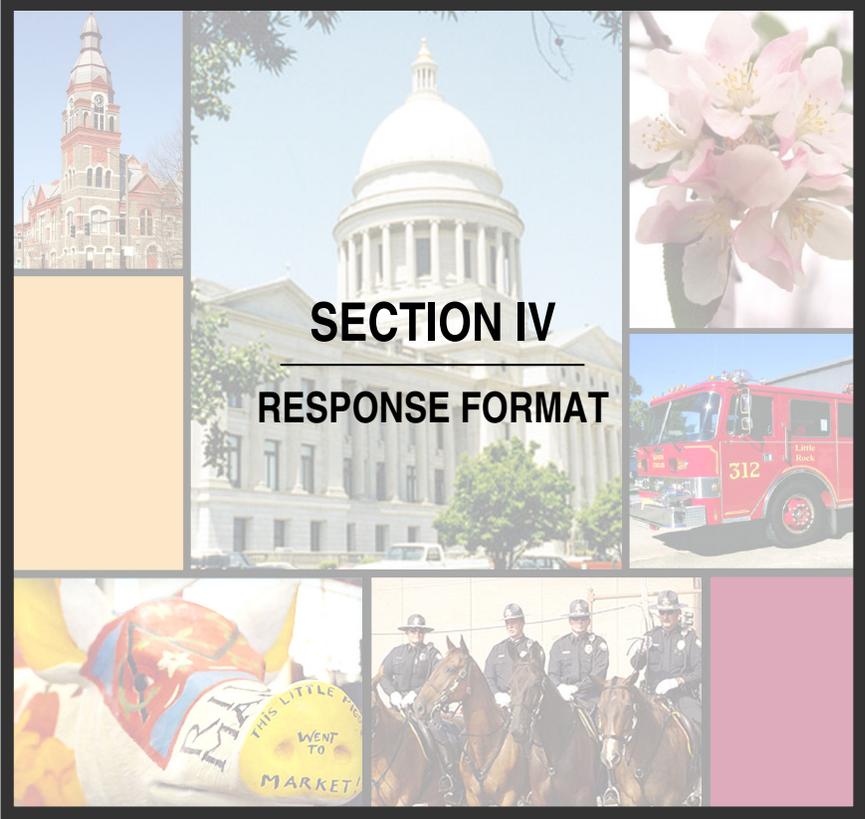
Tests conducted by the vendor may not prevent the operation of existing systems or cause system interruptions unless previously approved by the City.

## Final Acceptance

The City shall give final acceptance of software, customization, configuration, data transfer, training and other services following the vendor's completion of all such work in accordance with the contract and after sixty (60) calendar days of continuous successful and error-free operation of the system in the City's production environment. The City will issue a Letter of Acceptance after this period is complete and all variances are resolved. The established acceptance date will mark the beginning of the vendor's initial two-year Technical Support period and approval for the City to make the appropriate milestone payment.

## Hardware and Systems Software Specification

The vendor is required to provide system hardware specifications necessary to accommodate their recommended software solution. The City will procure any and all necessary computer hardware and operating systems through normal procurement channels. (For a description of the existing computer architecture and infrastructure, see Section II, Current System).



## SECTION IV – RESPONSE FORMAT

---

### A. SUBMISSION REQUIREMENTS

To facilitate evaluation of proposals, one original proposal, nine (9) identical copies and an electronic copy on compact disc shall be submitted to the City. In addition, three (3) paper copies and an electronic copy shall be submitted to Schafer Consulting. The original shall be clearly marked “original”. The proposal shall be prepared with a straight forward, concise delineation of the vendor’s capabilities to satisfy the requirements of this RFP.

Proposals must be received no later than **4:00 PM Central Standard Time by the City and 2:00 PM Pacific Standard Time by Schafer Consulting on Tuesday, November 1, 2005**. Late proposals will not be considered.

Copies of the proposals shall be delivered to both the City and Schafer Consulting.

Proposals delivered using the U.S. Postal Service (or by other means) shall be addressed as follows:

**Address #1:** City of Little Rock  
Purchasing  
500 West Markham, Room 300  
Little Rock, Arkansas 72201  
Attention: Jerry Paul, Purchasing Agent

**Address #2:** Schafer Consulting  
9 Red Leaf Lane  
Ladera Ranch, CA 92694  
Attention: Teena Okamura

It is anticipated that the shortlisted vendors will be required to make one or more appearances to demonstrate the software to members of the evaluation committee and other key personnel.

### B. DELIVERY OF PROPOSAL

Each proposal **must** be received by the date and time set for closing receipt of offers. A proposal received **after** the established deadline will not be considered. The proposal shall be sealed and labeled with the following information:

- Name of Offeror
- Address
- Contact Person
- Telephone and Facsimile Number

Proposals should be clearly marked as “**ENTERPRISE RESOURCE PLANNING SYSTEM**”

**Make sure to include the appropriate number of printed copies AND an electronic copy of both the proposal and the completed Functional and Technical Requirements Worksheets to the City and to Schafer Consulting.**

**Note:** Any deviation from this requirement may result in the proposal being considered non-responsive, thus eliminating the vendor from further consideration.

### **C. INQUIRIES**

All correspondence, communication and/or contact in regard to any aspect of this solicitation shall be in writing via email to the Purchasing Agent at [jpaul@littlerock.org](mailto:jpaul@littlerock.org). Proposers and their representatives shall not make any contact or communicate with any employees and consultants of the City, other than the Purchasing Agent in regard to any aspect of this solicitation. Prospective Proposers are reminded that any changes to the RFP will be by written addenda only and nothing stated verbally shall change or qualify in any way any of the provisions in the RFP and shall not be binding on the City.

- All questions must be e-mailed and should be received by the City no later than **4:00 PM Central Standard Time, Thursday, October 13, 2005.**
- Requests for clarifications, questions and comments must be clearly labeled, "Written Questions - ERP" in the subject line of the e-mail. The City is not responsible for failure to respond to a request that has not been labeled as such and addressed to the above email address.
- Responses from the City will be posted on the City's website on October 18, 2005 as an addendum to the RFP.

### **D. ADDENDA TO RFP**

The City reserves the right to amend the RFP at any time. Any amendments to or interpretations of the RFP shall be described in written addenda. The City shall provide copies of the addenda by email to all prospective Proposers who have registered with the City (Please refer to Appendix F.) Failure of any prospective Proposer to receive the notification or addendum shall not relieve the Proposer from any obligation under its proposal as submitted or under the RFP, as clarified, interpreted or modified. All addenda issued shall become part of the RFP. Prospective Proposers shall acknowledge the receipt of each individual addendum and all prior addenda in the transmittal letter of their proposals. Failure to acknowledge receipt of addenda may at the City's sole option disqualify the proposal.

### **E. PROPOSAL FORMAT**

All proposals must be typewritten on standard 8 1/2" x 11" paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section. Each vendor is required to submit the proposal in a sealed package.

Vendors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Expensive bindings, color displays, promotional material, etc., are not necessary or desired. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background and Experience
3.0	Project Understanding
4.0	Project Staffing and Organization
5.0	Project Work Plan and Schedule
6.0	System Description and Functionality
7.0	Cost Proposal
8.0	Client References
9.0	Appendices

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

#### ➤ **TITLE PAGE**

The title page should include the following:

- Name of Project - Enterprise Resource Planning System
- Submitted by - Company's Name
- Date of Submittal

#### ➤ **LETTER OF TRANSMITTAL**

Each proposal must include a letter of transmittal. The letter of transmittal **MUST**:

- Identify the submitting organization;
- Identify the name, title and e-mail address of the person authorized to contractually obligate the organization;
- Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization;
- Explicitly indicate acceptance of the conditions governing this procurement;

- Acknowledge receipt of any and all amendments to the RFP;
- Be signed by the person authorized to contractually obligate the organization; and
- Include statement that vendor's responses to the RFP, including proposal prices, will be considered firm for 120 days after the date of receipt of the proposal.

## ➤ **TABLE OF CONTENTS**

The table of contents should outline Sections 1.0 thru 9.0, as stated above.

### **1.0 EXECUTIVE SUMMARY**

This part of the response to the RFP should be limited to a brief narrative highlighting and summarizing the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.

### **2.0 COMPANY BACKGROUND AND EXPERIENCE**

This section of the proposal should establish the ability of the vendor to satisfactorily perform the required work by reasons of experience in performing work of a similar nature, demonstrated competence in the services to be performed, strength and stability of the firm, staffing capability, and record of meeting expectations on similar projects. The City, at its option, may require a vendor to provide additional support and/or clarify requested information.

*The vendor should provide:*

- A brief profile of the company
  - ✓ How long the company has been in business
  - ✓ A brief description of the company size, organization structure, subsidiary companies, office locations, size and overall number of personnel.
  - ✓ Other major products or services offered
  - ✓ Legal form of the vendor i.e., sole proprietor, partnership, corporation, etc. If the vendor is a corporation, the state in which the company was incorporated shall be identified
  - ✓ Company's strategic direction in software design and support.
  - ✓ Company's dedication and commitment to serve public sector clients.
- A general description of the company's financial condition
  - ✓ Provide three years of financial statements
  - ✓ Identify any conditions that may impede vendor's ability to complete the project. (i.e.: bankruptcy, pending litigation, contract defaults, late project deliverables, planned office closures, impending mergers, etc.)
- Company's experience in performing work of a similar nature to that solicited in this RFP
  - ✓ The number of public sector installs and size of each (number of users)

- ✓ Highlight participation in such work by the key personnel proposed for assignment to this project.

### **3.0 PROJECT UNDERSTANDING**

This part of the Proposal shall contain a description of how the vendor intends to organize its approach to the project. The vendor should discuss how its software solution meets the City's requirement for an integrated system, as requested in this RFP. The vendor shall relate how it perceives its role in carrying out the responsibilities required by this installation and training services. The vendor shall also provide examples of challenges encountered on similar engagements and discuss their approach in handling some of the specific challenges and opportunities it foresees for this project.

### **4.0 PROJECT STAFFING AND ORGANIZATION**

This part shall identify key personnel who will be assigned to the project. An organization chart for the project shall be provided. The chart shall indicate how the vendor intends to structure the project effort, and identify the Project Manager, Technical Team Members, Trainers and all other key personnel.

The Project Manager designated by the vendor shall have the responsibility to coordinate the activities of the installation and training team and to accomplish the scope of work within the contract budget and project schedule. The Project Manager must have at least three (3) years of experience in administering project management services for installation of the proposed software in a public entity. A resume of the Project Manager must be provided detailing the work history for the last 10 years.

Each Technical Team Member included in the project organization chart shall be identified by name, and a resume or profile shall be provided for each key person. Each resume or profile shall be complete and concise, featuring experience which is most relevant to the task responsibility which the individual will be assigned. If an individual is assigned to more than one position, the relevant experience shall be indicated for each task assigned. The project technical team must have a minimum of three years of experience with an installation of the current (or one previous) version of the proposed software.

The project services shall be performed by the key personnel indicated in the original Proposal. After Notice to Proceed, the vendor must not replace key personnel listed in the Proposal unless approved by the City in writing prior to their performing services. Resumes of replacements shall be submitted with all applicable information.

### **5.0 PROJECT WORK PLAN AND SCHEDULE**

In this part, the vendor is requested to provide details of its methodology and implementation strategy along with a schedule for the performance of the tasks identified in Section III, Scope of Work, of this RFP. The Work Plan shall provide a narrative description of the plan for implementing the work tasks as well as any

substantive or procedural innovations used by the vendor on similar projects that are applicable to the services described in this RFP. The Work Plan shall take into consideration the City resources to be provided, including its Independent Onsite Project Management team. ***It is anticipated that the City will assign functional leaders for each core module who will devote approximately 10% of their time to the implementation project. In addition, the Onsite Project Management Team from Schafer Consulting will provide approximately 2,000 hours of implementation and management services.*** The Work Plan shall include a listing of anticipated deliverables and tasks. At a minimum, the Work Plan shall cover the following components:

1. Detailed Implementation schedule
2. Software installation by the City's preferred order of implementation,
3. Project Management effort
4. Implementation Team's technical effort
5. Data conversion support
6. System interface support
7. Testing, & acceptance effort
8. Multi-level user training programs
9. Documentation effort
10. "Go-Live" strategy and effort
11. Post implementation support

The detailed Work Plan and Schedule must be prepared with suggested major tasks and payment milestones. These payment milestones should clearly identify quantifiable, measurable, sub-tasks to allow determination of milestone completion status during all phases of the project. The Schedule should indicate critical path tasks and dependencies between tasks.

The Work Plan and Schedule should be of sufficient detail to provide the City the necessary task, resource, and sequence information to allow for logistics and staff allocation planning. The vendor's Work Plan must state any facilities, data, and other requirements that the City will be expected to provide. Examples of tasks that should be included in the Work Plan and Schedule are as follows;

- Base software load on server platform,
- Initial assessment of existing environment, required interfaces and business practices,
- Update implementation plan with proposed best business practices,
- Functional module installation/implementation steps & sequencing,
- Historical data conversion & upload into new databases,
- Develop security schematics,
- Custom report writing, if required,
- IT technical training,
- Functional experts & generic user training per Functional Module,
- Unit, parallel and/or stress testing,
- Production preparation; back-up and recovery processes,
- Production operations documentation,
- Functional module "go-live",

- Project status change from implementation/training phase to warranty phase.

The City understands that each vendor will have their own implementation, training, and "go-live" methodology derived from their industry experience and software requirements. It is the desire of the City to have consistency of detail within the Work Plan and Schedule across respondents to allow for an objective determination by staff as to the quality and feasibility of each respondent's plan.

***The Work Plan Schedule must be in Gantt chart format using Microsoft Project, and the successful vendor must provide it to the City in an electronic format after contract award.*** At a minimum, this chart must show phases, tasks, sub-tasks, and staff utilization (including City and Schafer resources). The City may request task expansion or contraction, additional task details, and/or scheduling modifications within the Work Plan or Schedule prior to award of the contract.

The vendor's Work Plan must clearly state the recommended staged implementation strategy/plan for the City. It must include the City's preferred order for installing the various system modules, laying out a suggested logical sequence for implementing solutions as well as time estimates for the implementation of the recommended phases. If the vendor's plan allows for concurrent phase implementation, then the plan should specify the recommended time period when a second phase should commence before the first phase is installed. The vendor should cite instances of actual implementation time frames (where the proposed strategy was applied) on previous similar engagements.

The Work Plan must include the proposed responsibilities of the Project Manager. The Project Manager shall be responsible for the tasks described in Section III. The Work Plan must describe the vendor's program control methods for demonstrating vendor's performance, adherence to and control of the project schedule and budget.

The Work Plan must describe the vendor's commitment of resources for Technical Team Members. This Team consists of the experts in the various modules of the proposed software for the City. The Work Plan and Schedule must display the amount and timing of the proposed effort within the project milestones.

The vendor's Work Plan should list any specialized system personnel that would be required at the City to maintain and operate the proposed system.

The Work Plan must include recommendations to revise the City's existing practices to best utilize the proposed software's functionality. The City recognizes that improvements in structure and processes can be as beneficial as improvements in technology. Accordingly, the vendor's experience with similar organizations and "Industry Best Practices" is important to the City and should be reflected in the Work Plan and Schedule.

The Project Work Plan and Schedule must include the time and resource commitment for testing and accepting the system components and configuration within the City's simulated production environment. ***The vendor must include the testing and acceptance plan in the proposed work plan.***

The Work Plan must include the vendor's recommended Training Plan for implementation and post-implementation. This must include detailed listings of the type of training programs provided within the proposal including IT training, super users, functional users and information users. Additionally, the Work Plan must state the method of training (on-site at the City, off-site at the vendor location, web training, etc.), the number of training hours to be provided and the size of the recommended number of participants in each training program. The Work Plan Schedule must show the type of training provided and the hours of commitment for each implementation phase.

The Work Plan and Schedule must include the vendor's recommended plan for converting from the testing environment to the "live mode" of operation. This effort must describe the final steps of the process and the amount of resources required to successfully complete this task. The procedure must include contingency plans for falling back to the old system should there be an unexpected problem with the new system.

The Work Plan must also include a description of the vendor's post-implementation technical support programs. This must include the types of programs available, the hours and days of operation and information on response time for urgent and non-urgent assistance requests.

## **6.0 SYSTEM DESCRIPTION AND FUNCTIONALITY**

Proposers should address the following:

### **Overview of System Description**

This section should address the overall attributes of the application software, as well as highlight detail specific features and capabilities of each application module being proposed. Additional application software products, both required and optional, should also be addressed. The completed questions from Appendix G of the RFP should be included in this section.

### **Detailed Technical Description**

This section should contain all pertinent information about the proposed hardware and operating system, utilities, and tools used in the development of the software, the database management system, the user interface, and the architecture of the system.

### **Detailed Functional and Technical Description**

This section should address the detailed attributes of the application software. In Appendix C of this RFP, we present Functional and Technical Worksheets by functional area that define needs for the new system. Each functionality has been assigned a priority rating of high (H) or medium (M) based upon the relative importance of the feature to the City. Vendors will be rated how well they can meet each need by indicating whether they can support the functionality "out-of-the-box",

with modifications, via a third party solution, via customization, in a future release, or not at all.

Instructions	Rating Legend	
Complete the worksheet by placing an <b>X</b> in the appropriate column in order to rate how well the software meets the criterion. The <b>X</b> 's should represent the current state of a particular product or service.	<b>SUP</b>	Supported as delivered "out-of-the-box"
	<b>MOD</b>	Supported via modifications (screen configurations, reports, GUI tailoring, etc)
	<b>3RD</b>	Supported via a third party solution
PR: The priority column indicates a high (H) or medium (M) importance on the City's need for the functionality.	<b>CST</b>	Supported via customization (changes to source code)
	<b>FUT</b>	Will be supported in a future release
	<b>NS</b>	Not supported

The proposed software solution must score at least 80% in each of the following two main subject areas:

1. Core Financials, which includes:
  - Technology
  - Accounting/General Ledger
  - Financial Reporting
  - Budget Management
  - Asset Management
  - Inventory
  - Purchasing
  - Contract Management
  - Accounts Payable
  - Accounts Receivable/Billing
  - Internal Service Billing
  - Project Accounting/Grant Administration
  
2. Human Resources and Payroll, which includes:
  - Applicant Tracking
  - Leave Management
  - Personnel Management
  - Benefits Administration
  - Training & Employee Development
  - Position Control
  - Payroll

Proposers are required to complete the Worksheets and include them with their submittal in the following formats:

1. In hard copy as an Appendix to the proposal.
2. In electronic format.

**7.0 COST PROPOSAL**

The vendor's price proposal must be presented in the following form (assume 150 concurrent users). **The breakdown of costs associated with sub-bullets a. through i, is optional.**

Description	Major Costs					Total 5 Years
	Year One	Year Two	Year Three	Year Four	Year Five	
1. Software Product License Fees						
a. Database License						
b. Server						
c. Client						
d. Remote Client						
e. Web Server						
f. Web Client						
g. Customization Tool Kit						
h. Report Generator						
i. Other						
2. Data Conversion						
3. Interfaces						
4. Implementation Services						
5. Project Management Costs						
6. Training						
7. Support and Maintenance						
8. 3 <sup>rd</sup> Party Support & Maintenance						
9. Other, please itemize:						
_____						
_____						
_____						
<b>Total By Year</b>						

**Total Five-Year Cost**

**\* For costs associated with professional services, vendor must provide individual hourly rate by each labor category.**

The cost for Implementation Services should be a “not-to-exceed” amount to perform implementation, integration, business process improvement, organizational improvement and other work not specifically identified in other cost categories.

ERP product license fees should include only the Proposer’s subsystem modules in standard format, along with all proposed interface capabilities. The capacity and performance of recommended systems must provide an acceptable level of performance with the City’s IT environment.

## **8.0 CLIENT REFERENCES**

Vendors should provide at least five (5) client references which are similar in size, and complexity (including modules implemented) to the City, and have utilized the proposed system in a comparable computing environment. Submit references for fully completed installations only. List the “breadth” of the software solution (e.g., GL, AP, Payroll/HR etc.). The City prefers references for previous implementations of the same base version that will be proposed for the City (i.e. if the vendor is proposing version 8.5, references for versions 8.0 thru 8.5 would be preferred). Please use the form provided in Appendix D for client references.

## **9.0 APPENDICES**

Vendors shall carefully examine the RFP for required documentation not specifically covered in Sections 1.0 through 8.0 above, and shall place such documentation in an appendix. Information considered by the vendor to be pertinent to this project, but not specifically requested in this RFP, may also be placed in an appendix. The vendor is reminded that this is not an invitation to submit voluminous amounts of extraneous material. Examples of documents to be included in this section include:

- Sample Training Manual
- Sample Standard Reports
- Sample Implementation Plan (used at previous client sites)



## SECTION V – PROPOSAL EVALUATION

---

### A. EVALUATION METHOD

The City will evaluate all proposals deemed responsive to this request by a committee selected by the City. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions, the responses will be ranked to establish the three (3) highest scored responses, at least two of which will be asked to provide on-site demonstrations. Discussions and negotiations may take place with the short list vendors to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the City.

### B. SELECTION CRITERIA

The intention of the City is to procure a functionally complete and cost effective ERP system. Responses to this RFP will be evaluated according to the following criteria:

- Quality, clarity and responsiveness of proposal in conformance with instructions, conditions and format contained herein.
- Cost and quality of software/implementation services.
- Functional and Technical Requirements Worksheet scoring.
- Installation, implementation and training plan.
- Demonstrated performance of proposed system elsewhere in the public sector; system maintenance, updating and ongoing technical support.
- Vendor financial stability.
- Potential product demonstrations and site visits.

### C. PROPOSAL EVALUATION PROCESS

The following steps will be observed in the evaluation of vendor proposals:

- The City will establish a proposal evaluation committee;
- The proposal evaluation committee will review all proposals received and score the proposals in accordance with the predefined scoring methodology;
- Composite scores will be developed summarizing the individual scoring efforts of each proposal evaluation team member;
- Vendors will be ranked by composite score;
- Vendor finalist(s) will be selected;
- Product demonstration will be requested from the vendor finalists;
- Site visits may be requested by the City
- The preferred vendor will be selected.

### D. PROPOSAL SCORING METHODOLOGY

The following is a summary of the proposal evaluation factors and the point value assigned to each. These factors will be used in the evaluation of the individual vendor

proposals. Points will be awarded on the basis of the following factors:

Specifications	Points
1. Responsiveness of Proposal	50
2. Business Specifications	
a. Company Background and Experience	50
b. Staffing and Organization	75
c. Work Plan and Schedule	75
3. System Description and Functionality	400
4. Cost Proposal	200
5. Client References	100
6. Other factors	50
<b>Total</b>	<b>1,000</b>

## E. EVALUATION FACTORS

The evaluation factors to be used in proposal scoring are described below:

- **Responsiveness of Proposal**

The vendor will be evaluated on the quality, clarity and responsiveness of the proposal in conformance with instructions, conditions and format set forth in this RFP.

- **Business Specifications** – Points will be awarded for the following factors:

- Company Background and Experience: The evaluation will be based on the vendor's profile, the firm's financial stability, and the vendor's experience in performing work of a similar nature to that solicited in this RFP.
- Staffing and Organization: The evaluation will be based on the experience level and the competence of proposed consultants in performing similar work for other clients and the comparability of that experience to the business and technical environment of the City.
- Work Plan and Schedule: Points will be awarded based on the vendor's demonstrated understanding of the overall scope of work for this project, the proposed work program for accomplishing the tasks identified in the overall scope of work, and vendor's proposed project schedule.

- **System Description and Functionality** –

This section will be scored based on how well the system meets the overall needs of the City. The majority of points will be awarded based on the numerical scoring of the Functional and Technical Requirement Worksheets provided in Appendix C. Because the City is mainly interested in software solutions that are integrated and can perform the majority of the City's requested functionalities, the software must be able to score at least 80% in both the areas of HR/Payroll and Core Financials.

- **Cost Proposal –**

A maximum of two hundred (200) points will be awarded based upon initial and on-going costs.

Cost Proposal should be submitted in the format described in Section IV – Response Format.

- **Client References:**

Points will be awarded for the quality and timeliness of work performed by the vendor and its proposed consultants for previous clients and the comparability of such work to the requirements of this RFP.

- **Other Factors**

Points will also be awarded for other factors, such as project understanding and need for third party software.

## **F. PRODUCT DEMONSTRATIONS AND SITE VISITS**

The City anticipates to shortlist three (3) vendors who will be required to conduct formal presentations and product demonstrations for the City during the RFP evaluation period. Business and technical functionality will be covered in these presentations and demonstrations. Vendors should be prepared to answer technical questions and discuss operational issues during the presentations and demonstrations.

Vendors must respond to the demonstration scenarios provide in advance by the City. The scenarios will include a detailed script and initial data values. Each vendor shall follow the scripted scenario during their demonstration. In addition to these scenarios, vendors are free to include any other material during their presentations.

Software demonstrations will replicate, to the degree possible, the proposed operating environment for the City and will not be "simulations" running on a microcomputer. Multi-vendor (team) demonstrations of interfacing software modules are encouraged.

Vendor will schedule these presentations with the City at a mutually agreed upon time. Unless otherwise requested by the City, Proposers shall be required to provide the requested demonstrations at a designated City facility.

All demonstrations shall be provided free of charge to the City. The City will not assume any expenses incurred by the vendor for on-site presentation and demonstrations.

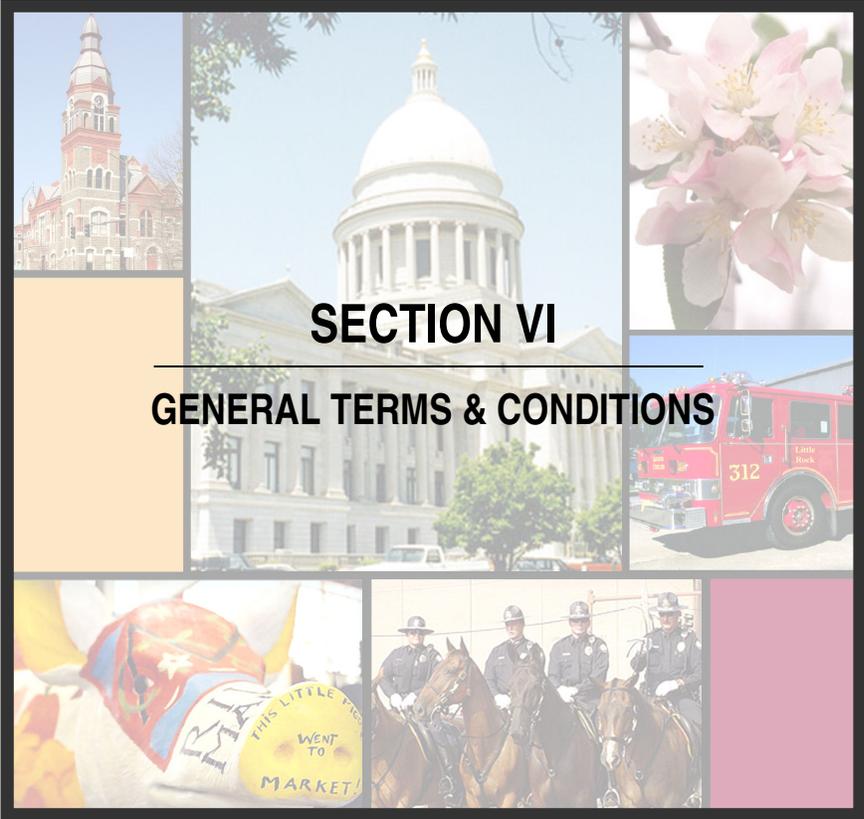
Failure to be able to provide such working demonstrations may disqualify the Proposer's submittal.

Additional points will be awarded to vendors for the quality and clarity of their presentations, and their ability to satisfactorily answer questions from the evaluation committee.

The City may also request site visits to similar organizations already using the proposed solution. Additional points may be awarded to vendors based on the City's observations and on the satisfaction level of the installed client.

#### **G. CONTRACT NEGOTIATIONS**

Negotiation will commence with the highest rated Proposer. In the event that the City cannot negotiate a satisfactory contract with the highest rated Proposer, negotiations will be terminated with that Proposer and the City will then proceed with negotiations with the next highest rated Proposer. This process will continue until satisfactory contractual arrangements with the Proposer have been reached.



**SECTION VI**

**GENERAL TERMS & CONDITIONS**

## SECTION VI – GENERAL TERMS AND CONDITIONS

---

This section of the RFP contains the anticipated procurement schedule, an explanation of the procurement events and the general requirements governing the procurement.

### A. PROCUREMENT SCHEDULE

RFP Issued:	September 26, 2005
Pre-proposal Conference:	October 11, 2005
Submit Written Questions:	October 13, 2005
Answers to Written Questions Posted:	October 18, 2005
Submit Proposal:	November 1, 2005
Product Demonstration Dates:	<u>November 29 to December 9, 2005</u>

### B. TERMS AND CONDITIONS

Proposers are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with such terms and conditions in *Appendix E: Acceptance of Terms and Conditions*. Additionally, the Proposer must clearly identify any exceptions to the stated Terms and Conditions identified in this section. All exceptions must be explicitly identified by sub-section number, include an explanation as to why the Proposer cannot comply with the specific Term or Condition and a statement recommending the Terms and Conditions the Proposer would find acceptable. It is mandatory that a completed Appendix E be included in the submitted proposal.

If no exceptions to the Terms and Conditions are explicitly identified in the Proposer's response, all Terms and Conditions included in this RFP are considered acceptable to the Proposer.

#### 1. General

The content of this RFP will become a part of the written contract between the City and the awarded vendor. The contract may be amended only in writing and by mutual agreement.

This RFP does not commit the City to award a contract. The City reserves the right, in its sole discretion, to postpone, accept or reject any and all proposals; to waive any technicalities or withdraw the RFP for any reason if deemed in the best interest of the City of Little Rock.

The City may, by written notice, revise and amend the solicitation prior to the due date of the proposal. If, in the opinion of the City, revisions or amendments will require substantive changes in proposals, the due date may be extended.

Responses to this RFP will be the primary source of information used in the evaluation process. Therefore, each Proposer is requested and advised to be as complete as possible in its response. However, the City reserves the right to contact any Proposer to clarify any response

## **2. Personnel**

The awarded vendor shall warrant that all persons assigned to the project shall be employees or subcontractors of the Proposer, and shall be fully qualified to perform the work required herein. Proposer shall identify all of its proposed subcontractors, if any, and identify the tasks they will perform and their qualifications to perform the work.

Personnel commitments made in the awarded vendor's proposal shall not be changed without the prior written approval of the City. Replacement of key personnel, if approved by the City, shall be with personnel of equal or greater ability and qualifications.

## **3. Conflict of Interest**

Prior to award of any contract, the awarded vendor shall certify in writing, if requested by the City, that no relationship exists between the awarded vendor and the procuring or contracting agency that interferes with fair competition or is a conflict of interest, and no relationship exists between the awarded vendor and another person or organization that constitutes a conflict of interest with respect to the contract.

The awarded shall provide assurances that it presently has no interest and shall not acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder. The awarded vendor shall also provide assurances that no person having any such known interests shall be employed during the performance of this contract.

## **4. Assignment by the Awarded Vendor**

The awarded vendor shall not assign or transfer any interest in the contract without the prior written consent of the City.

## **5. Proposal and Consultant Policies**

### ***RFP as the Basis for Proposals -***

This RFP, including any addenda, will represent the RFP in its entirety. Any other information, either written or verbal, shall not be construed to be a part of the RFP.

### ***Right to Waive Minor Irregularities -***

The City reserves the right to waive minor irregularities in the proposal process or to modify the selection process and timeline as it deems necessary.

### ***Role of the Prime Consultant -***

The City intends to award the contract to a prime consultant. The division of work among the prime consultant and any proposed subconsultant is left to the prime consultant. The prime consultant shall be responsible for management, direction, integration, scheduling, control, review and approval of all subcontract work and services for the total project. The prime consultant shall assume responsibility for the quality and timeliness of all subconsultant work. The prime consultant shall coordinate all subconsultant activities. The prime consultant shall keep the City apprised of any problems incurred and provide regular progress and budget reports.

The prime consultant shall be responsible for assuring that all subcontract work is in conformance with the contract requirements. Use of any subconsultants which were not identified in the Proposal shall be subject to approval by the City.

#### **6. Incurring Cost**

The City shall not incur any liability for any costs incurred by Proposers in replying to this RFP.

#### **7. Amended Proposals**

Any vendor may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter.

#### **8. Vendors' Right to Withdraw Proposal**

Vendors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The vendor must submit a written withdrawal request addressed to the Purchasing Agent of the City.

#### **9. Proposal Offer Firm**

Responses to this RFP, including proposal prices, will be considered firm for 120 days after the date of receipt of the proposal.

#### **10. Sufficient Appropriation**

Any contract awarded as a result of this RFP is contingent on the appropriation of funds by the Board of Directors of the City. A contract award may be terminated or reduced in scope if sufficient appropriations or authorizations do not exist. The vendor will be notified in writing of such terminations. The vendor will accept, as final, the City's decision as to whether sufficient appropriations and authorizations are available.

#### **11. Governing Law**

The contract and any of its amendments shall be governed in all respects by the laws and statutes of the State of Arkansas. Unless otherwise mutually agreed, venue will be Pulaski County, Arkansas.

## **12. Ownership of Proposals**

All documents submitted in response to this RFP shall become the property of the City and will not be returned to the vendors. Responses received will be retained by the Purchasing Department and may be reviewed by any person after final selection has been made.

## **13. Insurance**

The vendor, if awarded a contract, shall maintain insurance coverage reflecting the minimum amounts and conditions specified by the City.

## **14. Workers Compensation**

The vendor must have minimum Workers Compensation coverage required in the state in which the vendor is located. This coverage shall extend to any subcontractor that does not have their own Worker's Compensation and Employer's Liability Insurance. Thirty (30) days notice of cancellation is required and must be provided to the City via Certified Mail.

## **15. Force Majeur**

The awarded vendor shall not be liable for any excess cost to the City if a failure to perform the contract arises from causes beyond the control and without the fault or negligence of the awarded vendor. Such causes may include, but are not limited to, acts of God, fire, strikes, epidemics and quarantine restriction. The awarded vendor shall take all possible steps to recover from such occurrences.

## **16. Payments to Vendor**

Payments will be processed in accordance with mutually agreed upon payment schedule that is based on deliverables. The awarded vendor is responsible for submitting invoices for services rendered in an accurate and timely manner. The invoices will identify consultant's names, hours worked by workplan task, fully loaded fixed hourly rates, and extended amounts by task and total.

Payment to vendors will occur within 30 days of receipt of invoice.

## **17. Indemnity**

The awarded vendor agrees to indemnify and hold the City harmless against any and all claims for damages, costs, and expenses to persons or property that may arise or be occasioned by any negligent act or omission of awarded vendor or any officer, agent, servant, employee, or associate of the awarded vendor in the execution or performance of this agreement.

## **18. Confidentiality**

All materials and information (i.e. Payroll, HR, etc.) provided by the City or acquired by the awarded vendor on behalf of the City shall be regarded as confidential information

in accordance with Federal and State law, including the Arkansas Freedom of Information Act, and ethical standards. The awarded vendor must ensure the confidentiality of such materials or information.

### **19. Severability Provision**

If any term or condition of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

### **20. Required Disclosures**

For the term of the contract, the Proposer is obligated to notify the City of any litigation or investigation which involves the Proposer or in which the Proposer has been judged guilty within fifteen (15) days of its occurrence. Failure to comply with the terms of this provision will disqualify any proposal, and/or serve as grounds for termination of the contract entered into with respect to this project. **The City reserves the right to reject any proposal based upon the Proposer's prior history with the City or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.**

### **21. Changes**

The City may, from time to time, require changes in the scope of the services of the awarded vendor to be performed hereunder. Such changes, which are mutually agreed upon by and between the City and the awarded vendor, shall be incorporated in written amendment to this agreement.

### **22. Non-Collusion Affidavit**

Proposers shall include a statement in the body of the proposal that neither Proposer nor its agents, not any other party on its behalf, has paid or agreed to pay, directly or indirectly, any person, firm, or corporation, any money or valuable consideration for assistance in procuring or attempting to procure the contract that may result from this RFP, and further agrees that no such money or consideration will be hereafter paid.

### **23. Other Terms and Conditions**

Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.

The vendor shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Proposer must include in any and all subcontracts a provision similar to the above.

Sales or Use Tax is not to be included in the cost proposal, but is to be added by the vendor to the invoice billing to the City. Although Use Tax is not to be included in the

proposal, vendors are to register and pay tax direct to the Arkansas State Revenue Department.

Prices quoted shall be “Free on Board” (F.O.B.) to destination at designated City facility in Little Rock. Charges may not be added after the proposal is received.

Retention in the amount of ten percent (10%) will be withheld on all professional services performed. Retention will be released upon final acceptance, as defined in Section III, Scope of Work.



## APPENDIX A – SERVER AND WORKSTATION INVENTORY

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC_MEMORY.Total Physical Memory (KBytes)
pln-rm	LANMAN Workstation 5.1	2,394	506,608
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp2	Windows Server 2003	2,684	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
itapp3	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
ITSHAREPOINT	Windows Server 2003	2,684	8,255,728
ITSHAREPOINT	Windows Server 2003	2,685	8,255,728
IS~ITCTM	Windows Server 2000	399	261,680
IS~ITCTM	Windows Server 2000	399	261,680
ITAPP	Windows Server 2000	550	1,048,080
ITAPP	Windows Server 2000	550	1,048,080
ITAPP	Windows Server 2000	550	1,048,080
ITAPP	Windows Server 2000	550	1,048,080
ITBACKUPSVR	Windows Server 2000	550	1,048,080
ITBACKUPSVR	Windows Server 2000	550	1,048,080
ITBACKUPSVR	Windows Server 2000	550	1,048,080
ITBACKUPSVR	Windows Server 2000	550	1,048,080
ITDATA	Windows Server 2000	700	8,158,504
ITDATA	Windows Server 2000	700	8,158,504
ITDATA	Windows Server 2000	700	8,158,504
ITDATA	Windows Server 2000	700	8,158,504
ITDATA	Windows Server 2000	700	8,158,504

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
ITDATA	Windows Server 2000	700	8,158,504
ITFILESVR	Windows Server 2000	697	2,096,616
ITFILESVR	Windows Server 2000	697	2,096,616
ITFILESVR	Windows Server 2000	697	2,096,616
ITFILESVR	Windows Server 2000	697	2,096,616
ITMAIL	Windows Server 2000	697	2,096,620
ITMAIL	Windows Server 2000	697	2,096,620
ITMAIL	Windows Server 2000	697	2,096,620
ITMAIL	Windows Server 2000	697	2,096,620
IT-MDTSERVER	Windows Server 2000	1,390	1,048,048
IT-MDTSERVER	Windows Server 2000	1,390	1,048,048
JEPWBASFSVR	Windows Server 2000	1,195	515,636
TCPWACTRA	Windows Server 2000	2,790	2,096,620
TCPWACTRA	Windows Server 2000	2,790	2,096,620
TCPWACTRA	Windows Server 2000	2,790	2,096,620
TCPWACTRA	Windows Server 2000	2,790	2,096,620
TCPWE2D2	Windows Server 2000	2,790	2,096,620
TCPWE2D2	Windows Server 2000	2,790	2,096,620
TCPWE2D2	Windows Server 2000	2,790	2,096,620
TCPWE2D2	Windows Server 2000	2,790	2,096,620
TRSWBASFSVR	Windows Server 2000	1,196	515,636
blackberrysvr	Windows Server 2003	2,791	1,572,292
blackberrysvr	Windows Server 2003	2,791	1,572,292
blackberrysvr	Windows Server 2003	2,791	1,572,292
blackberrysvr	Windows Server 2003	2,791	1,572,292
caddc	Windows Server 2003	2,658	3,931,588
caddc	Windows Server 2003	2,658	3,931,588
caddc	Windows Server 2003	2,658	3,931,588
caddc	Windows Server 2003	2,658	3,931,588
CTMDB	Windows Server 2003	2,992	2,096,524
CTMDB	Windows Server 2003	2,992	2,096,524
CTMDB	Windows Server 2003	2,992	2,096,524
CTMDB	Windows Server 2003	2,992	2,096,524
fleetsrv	Windows Server 2003	3,056	4,062,704
fleetsrv	Windows Server 2003	3,056	4,062,704
fleetsrv	Windows Server 2003	3,056	4,062,704
fleetsrv	Windows Server 2003	3,056	4,062,704
ITADDC	Windows Server 2003	1,262	1,048,004
ITADDC	Windows Server 2003	1,262	1,048,004
ITADSVR	Windows Server 2003	701	2,096,644
ITADSVR	Windows Server 2003	701	2,096,644
ITADSVR	Windows Server 2003	701	2,096,644
ITADSVR	Windows Server 2003	701	2,096,644
ITNAS3	Windows Server 2003	2,392	523,536

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
ITNAS4	Windows Server 2003	2,392	261,392
ITNAS5	Windows Server 2003	2,392	523,536
ITSCHEDULER	Windows Server 2003	596	1,047,964
ITSCHEDULER	Windows Server 2003	596	1,047,964
ITSMS	Windows Server 2003	999	2,096,584
ITSMS	Windows Server 2003	999	2,096,584
JEPWSVR	Windows Server 2003	3,056	2,096,624
JEPWSVR	Windows Server 2003	3,056	2,096,624
JEPWSVR	Windows Server 2003	3,056	2,096,624
JEPWSVR	Windows Server 2003	3,056	2,096,624
CMOPW-BB	Microsoft Windows NT Workstation 4.0	266	64,948
COL-DZ	Microsoft Windows NT Workstation 4.0	448	261,540
CPRG-WM	Microsoft Windows NT Workstation 4.0	597	261,540
CRT-COURT	Microsoft Windows NT Workstation 4.0	348	359,844
DTP	Microsoft Windows NT Workstation 4.0	199	64,948
EADM1	Microsoft Windows NT Workstation 4.0	199	64,948
ENV-MW	Microsoft Windows NT Workstation 4.0	796	261,540
ENV-VR	Microsoft Windows NT Workstation 4.0	796	261,540
FD	Microsoft Windows NT Workstation 4.0	199	64,948
FIN-GFM	Microsoft Windows NT Workstation 4.0	397	327,096
FIN-PJ	Microsoft Windows NT Workstation 4.0	348	359,844
HR-TELEFORM	Microsoft Windows NT Workstation 4.0	547	130,468
JEPW-JS	Microsoft Windows NT Workstation 4.0	448	523,684
JEPW-KW	Microsoft Windows NT Workstation 4.0	448	523,684
JEPW-MRA	Microsoft Windows NT Workstation 4.0	448	523,684
JEPW-WD	Microsoft Windows NT Workstation 4.0	448	523,684
LRPD-CSS	Microsoft Windows NT Workstation 4.0	298	130,468
LRPD-MAC	Microsoft Windows NT Workstation 4.0	796	261,540
LRPD-PR3	Microsoft Windows NT Workstation 4.0	298	64,940
LRPD-PR4	Microsoft Windows NT Workstation 4.0	298	64,940

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
	Workstation 4.0		
LRPD-RDJ	Microsoft Windows NT Workstation 4.0	864	195,764
LRPD-VW	Microsoft Windows NT Workstation 4.0	298	64,940
LSHNP-FB	Microsoft Windows NT Workstation 4.0	547	130,468
NWPD-PR	Microsoft Windows NT Workstation 4.0	930	130,228
P1	Microsoft Windows NT Workstation 4.0	199	64,948
P2	Microsoft Windows NT Workstation 4.0	199	64,948
P3	Microsoft Windows NT Workstation 4.0	199	64,948
PLN-FRM	Microsoft Windows NT Workstation 4.0	398	130,468
PLN-KAS	Microsoft Windows NT Workstation 4.0	398	130,468
PLN-WCS	Microsoft Windows NT Workstation 4.0	398	130,468
PLN-ZA1	Microsoft Windows NT Workstation 4.0	398	130,468
PLN-ZA2	Microsoft Windows NT Workstation 4.0	398	130,468
PLN-ZD	Microsoft Windows NT Workstation 4.0	398	130,468
PRK-BP	Microsoft Windows NT Workstation 4.0	858	261,492
PRK-SLS	Microsoft Windows NT Workstation 4.0	448	130,468
SID-GSLT	Microsoft Windows NT Workstation 4.0	696	130,420
SUPV	Microsoft Windows NT Workstation 4.0	199	64,948
SWCPRK-SM	Microsoft Windows NT Workstation 4.0	497	130,468
TCPW-FLASH	Microsoft Windows NT Workstation 4.0	497	130,468
TRF-CRT2	Microsoft Windows NT Workstation 4.0	348	359,844
TRF-GC	Microsoft Windows NT Workstation 4.0	348	359,844
TRF-OC	Microsoft Windows NT Workstation 4.0	348	359,844
TRF-RMB	Microsoft Windows NT Workstation 4.0	796	261,540
TRF-SA	Microsoft Windows NT Workstation 4.0	348	327,076
TRF-SG	Microsoft Windows NT Workstation 4.0	348	359,844

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
	Workstation 4.0		
TRLF-JC	Microsoft Windows NT Workstation 4.0	551	261,428
TRPD-JAM	Microsoft Windows NT Workstation 4.0	448	130,464
TRPD-LB2	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-LB4	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-LB5	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-LB6	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-LB7	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-LB8	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-LM	Microsoft Windows NT Workstation 4.0	647	130,468
TRPD-OF	Microsoft Windows NT Workstation 4.0	448	130,464
VAPD-GB	Microsoft Windows NT Workstation 4.0	398	130,468
VAPD-TJ	Microsoft Windows NT Workstation 4.0	597	130,468
AC65-LK	Windows 2000 Pro	2,386	523,568
AC65PD-COPP	Windows 2000 Pro	996	260,400
ACAS-AC	Windows 2000 Pro	697	129,328
ACAS-CES	Windows 2000 Pro	2,386	523,568
ACAS-SB	Windows 2000 Pro	2,386	523,568
acmr-cdo	Windows 2000 Pro	863	260,400
ACPS-VC	Windows 2000 Pro	697	129,328
ACSE-LD	Windows 2000 Pro	698	129,328
ACSS-DS	Windows 2000 Pro	863	260,400
ACSS-GP	Windows 2000 Pro	863	260,400
ACSS-KC	Windows 2000 Pro	697	129,328
acsspd-cd	Windows 2000 Pro	1,063	261,104
ACTS-CT	Windows 2000 Pro	2,386	523,568
ACTS-DB	Windows 2000 Pro	1,799	259,888
ACTS-DH	Windows 2000 Pro	1,799	259,888
ACTS-GT	Windows 2000 Pro	1,799	259,888
ACTS-IC	Windows 2000 Pro	697	129,328
ACTS-JB	Windows 2000 Pro	1,799	259,888
ACTS-JS	Windows 2000 Pro	1,799	259,888
ACTS-KT	Windows 2000 Pro	1,799	259,888
ACTS-LP	Windows 2000 Pro	1,799	259,888
ACTS-WW	Windows 2000 Pro	1,799	259,888

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
ACV-CR	Windows 2000 Pro	863	260,400
ACV-FS	Windows 2000 Pro	866	260,400
ACV-VT	Windows 2000 Pro	697	129,328
ACWA-DD	Windows 2000 Pro	697	129,328
ACWA-GM	Windows 2000 Pro	697	129,328
ACWA-KP	Windows 2000 Pro	863	260,400
ACWAPD-JPLT	Windows 2000 Pro	1,063	523,248
ACWC-JP	Windows 2000 Pro	863	260,400
APPD-01	Windows 2000 Pro	2,651	523,568
BPPRK-RK	Windows 2000 Pro	1,195	260,400
C1	Windows 2000 Pro	2,792	506,604
C1	Windows 2000 Pro	2,792	506,604
C2	Windows 2000 Pro	2,792	506,604
C2	Windows 2000 Pro	2,793	506,604
C3	Windows 2000 Pro	2,792	506,604
C3	Windows 2000 Pro	2,792	506,604
C5	Windows 2000 Pro	2,793	506,604
C5	Windows 2000 Pro	2,793	506,604
C6	Windows 2000 Pro	2,792	506,604
C6	Windows 2000 Pro	2,792	506,604
CAT-AF	Windows 2000 Pro	930	261,424
CAT-BC	Windows 2000 Pro	930	261,424
CAT-BCSPARE	Windows 2000 Pro	996	261,424
CAT-BM	Windows 2000 Pro	930	261,424
CAT-BW	Windows 2000 Pro	930	261,424
CAT-CD	Windows 2000 Pro	930	261,424
CAT-DKW	Windows 2000 Pro	930	261,424
CAT-FRONT	Windows 2000 Pro	930	261,424
CAT-HM	Windows 2000 Pro	930	261,424
CAT-MR	Windows 2000 Pro	930	261,424
CAT-SC	Windows 2000 Pro	930	261,424
CAT-SG	Windows 2000 Pro	930	261,424
CAT-SS	Windows 2000 Pro	930	261,424
CAT-TC	Windows 2000 Pro	930	261,424
CAT-WS	Windows 2000 Pro	930	261,424
CFS-AB	Windows 2000 Pro	1,993	261,424
CFS-BATT1	Windows 2000 Pro	1,195	260,400
CFS-BB	Windows 2000 Pro	2,386	523,568
CFS-BS	Windows 2000 Pro	1,799	259,888
CFS-KS	Windows 2000 Pro	1,799	259,888
CFS-SCBA	Windows 2000 Pro	2,386	523,568
CMO-WHLT	Windows 2000 Pro	894	261,104
CPRG-EL	Windows 2000 Pro	1,993	523,568
CPRG-LS	Windows 2000 Pro	1,795	523,568

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
CPRG-MB	Windows 2000 Pro	1,995	523,568
CPRG-RJ	Windows 2000 Pro	600	261,556
CPRG-SW	Windows 2000 Pro	597	261,668
CPRG-TW	Windows 2000 Pro	448	392,740
CRM-AMH	Windows 2000 Pro	1,799	522,032
CRM-BAIL	Windows 2000 Pro	1,799	522,032
CRM-BK	Windows 2000 Pro	1,594	261,424
CRM-CO	Windows 2000 Pro	1,594	261,424
CRM-GGR	Windows 2000 Pro	1,799	522,032
CRMHNP-PB	Windows 2000 Pro	863	260,400
CRM-JAE	Windows 2000 Pro	1,799	522,032
CRM-KJR	Windows 2000 Pro	1,799	522,032
CRM-MT	Windows 2000 Pro	1,594	261,424
CRMP-CK	Windows 2000 Pro	1,799	522,032
CRMP-GR	Windows 2000 Pro	1,799	259,888
CRMP-HO	Windows 2000 Pro	1,799	522,032
crmp-jg	Windows 2000 Pro	1,799	522,032
crmp-rg	Windows 2000 Pro	1,799	522,032
CRMP-SB	Windows 2000 Pro	1,799	522,032
CRMP-TJ	Windows 2000 Pro	1,795	523,568
CRMP-TK	Windows 2000 Pro	1,799	522,032
CRM-SCAN	Windows 2000 Pro	1,799	522,032
CRM-SEB	Windows 2000 Pro	1,799	522,032
EMPRK-JC	Windows 2000 Pro	1,195	260,400
ENV-DSL	Windows 2000 Pro	745	392,176
ENV-JB	Windows 2000 Pro	1,799	259,888
FG	Windows 2000 Pro	2,793	506,604
FG	Windows 2000 Pro	2,793	506,604
FIN-BBLT	Windows 2000 Pro	993	523,248
FIN-JD	Windows 2000 Pro	1,795	523,568
FIN-LB	Windows 2000 Pro	2,393	522,988
FIN-LB	Windows 2000 Pro	2,393	522,988
FIN-LK	Windows 2000 Pro	1,795	523,568
FIN-NC	Windows 2000 Pro	1,993	523,568
FIN-PRTSHP	Windows 2000 Pro	1,695	523,568
FIN-SL	Windows 2000 Pro	1,795	523,568
FIN-XWS	Windows 2000 Pro	2,175	1,047,984
FS01-01	Windows 2000 Pro	1,195	260,400
FS02-01	Windows 2000 Pro	1,195	260,400
FS02-BC	Windows 2000 Pro	1,799	259,888
FS03-01	Windows 2000 Pro	1,200	260,400
FS04-01	Windows 2000 Pro	1,195	260,400
FS06-01	Windows 2000 Pro	1,200	260,400
FS07-01	Windows 2000 Pro	1,195	260,400

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
FS09-01	Windows 2000 Pro	1,200	260,400
FS09-BC	Windows 2000 Pro	1,799	259,888
FS10-01	Windows 2000 Pro	1,200	260,400
FS11-01	Windows 2000 Pro	1,195	260,400
FS11-BC	Windows 2000 Pro	1,799	259,888
FS12-01	Windows 2000 Pro	1,200	260,400
FS13-01	Windows 2000 Pro	1,200	260,400
FS14-01	Windows 2000 Pro	1,200	260,400
FS15-01	Windows 2000 Pro	1,195	260,400
FS16-01	Windows 2000 Pro	1,195	260,400
FS17-01	Windows 2000 Pro	1,200	260,400
FS18-01	Windows 2000 Pro	1,200	260,400
FS21-01	Windows 2000 Pro	1,195	260,400
fs22-01	Windows 2000 Pro	1,394	260,400
H DPRK-ED	Windows 2000 Pro	1,800	522,032
H DPRK-SL	Windows 2000 Pro	1,994	261,424
H DPRK-SON	Windows 2000 Pro	800	130,480
HNP-AB	Windows 2000 Pro	1,794	261,424
HNP-AG	Windows 2000 Pro	1,794	523,568
HNP-AT	Windows 2000 Pro	2,386	523,568
HNP-BH	Windows 2000 Pro	863	260,400
HNP-BJ	Windows 2000 Pro	1,795	523,568
HNP-EWX	Windows 2000 Pro	2,386	523,568
HNP-GB	Windows 2000 Pro	398	130,596
hnp-jb	Windows 2000 Pro	1,795	523,568
HNP-MB	Windows 2000 Pro	1,795	523,568
HNP-SE	Windows 2000 Pro	1,495	261,424
HNP-TEMP	Windows 2000 Pro	348	130,596
HNP-TLR	Windows 2000 Pro	1,795	523,568
HNP-TR	Windows 2000 Pro	1,993	523,568
HNP-WC	Windows 2000 Pro	1,993	523,568
HR-MMLT	Windows 2000 Pro	1,000	261,104
HR-SPARE	Windows 2000 Pro	2,386	523,568
IAPD-BD	Windows 2000 Pro	796	261,668
IT-CDBURNER	Windows 2000 Pro	797	260,528
IT-CH	Windows 2000 Pro	1,496	523,568
IT-CHLT	Windows 2000 Pro	795	294,384
IT-DTW	Windows 2000 Pro	1,496	523,568
IT-EW	Windows 2000 Pro	1,195	260,400
IT-FEOT	Windows 2000 Pro	1,496	523,568
IT-GR	Windows 2000 Pro	1,195	260,400
IT-JE	Windows 2000 Pro	1,496	523,568
IT-JH2	Windows 2000 Pro	2,799	1,047,344
IT-JK	Windows 2000 Pro	1,496	523,568

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
IT-JS	Windows 2000 Pro	997	261,424
IT-LH	Windows 2000 Pro	1,496	523,568
IT-LJ	Windows 2000 Pro	1,195	260,400
IT-MO	Windows 2000 Pro	1,195	260,400
IT-MT	Windows 2000 Pro	1,195	260,400
IT-RCF	Windows 2000 Pro	1,496	523,568
IT-SH	Windows 2000 Pro	1,496	261,424
IT-SWH	Windows 2000 Pro	1,496	523,568
IT-WC	Windows 2000 Pro	501	130,544
ITW-PH	Windows 2000 Pro	796	261,664
JEBS-BH	Windows 2000 Pro	933	522,544
JEBS-BM	Windows 2000 Pro	1,800	523,568
JEBS-BS	Windows 2000 Pro	864	523,568
JEBS-DH	Windows 2000 Pro	1,900	523,568
JEBS-DV	Windows 2000 Pro	1,594	523,568
JEBS-HVAC	Windows 2000 Pro	1,296	523,568
JEBS-RC	Windows 2000 Pro	1,794	523,568
JEBS-RG	Windows 2000 Pro	1,594	523,568
JEBS-RR	Windows 2000 Pro	1,594	523,568
JEFL-DI	Windows 2000 Pro	1,993	523,568
jeff-eg	Windows 2000 Pro	997	261,424
JEFL-JS	Windows 2000 Pro	997	523,568
JEFL-TAW	Windows 2000 Pro	997	523,568
JEFL-TEMP	Windows 2000 Pro	448	523,816
JEIM-DS	Windows 2000 Pro	1,799	259,888
JEIM-PW	Windows 2000 Pro	1,800	259,888
JEPW-BB	Windows 2000 Pro	2,784	523,568
JEPW-BG	Windows 2000 Pro	1,900	523,568
JEPW-CC	Windows 2000 Pro	2,784	523,568
JEPW-DG	Windows 2000 Pro	2,784	523,568
JEPW-DW	Windows 2000 Pro	1,396	523,568
JEPW-MF	Windows 2000 Pro	2,651	523,568
JEPW-MS	Windows 2000 Pro	2,784	523,568
JEPW-PS	Windows 2000 Pro	1,596	523,568
JEPW-RM	Windows 2000 Pro	858	261,616
JEPW-SS	Windows 2000 Pro	2,651	523,568
LITTLE ROCK	Windows 2000 Pro	2,992	1,047,276
LITTLE ROCK	Windows 2000 Pro	2,992	1,047,276
LPRK-JS	Windows 2000 Pro	1,200	260,400
LPRK-MM	Windows 2000 Pro	1,799	259,888
LPRK-PR	Windows 2000 Pro	1,800	523,568
LRPD-AGLT	Windows 2000 Pro	1,129	261,104
LRPD-AGS	Windows 2000 Pro	2,790	523,248
LRPD-AH	Windows 2000 Pro	996	260,400

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
LRPD-AQ	Windows 2000 Pro	1,794	523,568
LRPD-BDLT	Windows 2000 Pro	1,595	523,244
lrpd-ccr	Windows 2000 Pro	2,790	523,248
LRPD-CHLT	Windows 2000 Pro	1,129	261,104
LRPD-CRIMESCENE	Windows 2000 Pro	1,794	523,568
LRPD-CS	Windows 2000 Pro	996	522,672
LRPD-CT	Windows 2000 Pro	1,495	261,424
LRPD-CYLT	Windows 2000 Pro	1,994	523,244
LRPD-D02	Windows 2000 Pro	1,063	261,104
LRPD-D04	Windows 2000 Pro	1,063	261,104
LRPD-D13	Windows 2000 Pro	1,063	261,104
LRPD-D23	Windows 2000 Pro	1,063	261,104
LRPD-D24	Windows 2000 Pro	1,063	261,104
lrpd-d29	Windows 2000 Pro	1,129	261,104
LRPD-D30	Windows 2000 Pro	1,129	261,104
lrpd-d31	Windows 2000 Pro	1,129	261,104
LRPD-D39	Windows 2000 Pro	1,129	261,104
LRPD-D41	Windows 2000 Pro	1,129	261,104
lrpd-d42	Windows 2000 Pro	1,129	130,032
LRPD-D48	Windows 2000 Pro	1,129	261,104
LRPD-D49	Windows 2000 Pro	1,129	261,104
LRPD-D52	Windows 2000 Pro	1,129	261,104
LRPD-D58	Windows 2000 Pro	1,595	523,244
LRPD-D63	Windows 2000 Pro	1,595	523,244
LRPD-DCLT	Windows 2000 Pro	1,063	261,104
LRPD-DD	Windows 2000 Pro	1,799	259,888
LRPD-DE	Windows 2000 Pro	2,393	1,047,276
LRPD-DE	Windows 2000 Pro	2,393	1,047,276
LRPD-DL	Windows 2000 Pro	2,651	523,568
LRPD-DM	Windows 2000 Pro	1,993	523,568
LRPD-DR	Windows 2000 Pro	2,524	523,248
LRPD-DS	Windows 2000 Pro	698	260,592
LRPD-DUTY	Windows 2000 Pro	796	261,668
LRPD-DW	Windows 2000 Pro	1,799	259,888
LRPD-EF	Windows 2000 Pro	2,386	523,568
LRPD-EG	Windows 2000 Pro	1,993	523,568
LRPD-EKLT	Windows 2000 Pro	1,063	261,104
lrpd-fwlt	Windows 2000 Pro	1,129	261,104
LRPD-GK	Windows 2000 Pro	996	522,672
LRPD-GM	Windows 2000 Pro	796	261,668
LRPD-GTLT	Windows 2000 Pro	894	261,104
LRPD-JALT	Windows 2000 Pro	1,695	523,244
lrpd-jb	Windows 2000 Pro	996	522,672
LRPD-JGLT	Windows 2000 Pro	2,392	523,244

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
LRPD-JH	Windows 2000 Pro	398	261,668
lrd-jlff	Windows 2000 Pro	1,129	261,104
LRPD-JWLT	Windows 2000 Pro	1,129	261,104
LRPD-KBLT	Windows 2000 Pro	1,595	523,244
LRPD-KCLT	Windows 2000 Pro	1,063	261,104
lrd-kglt	Windows 2000 Pro	1,994	523,244
lrd-khlt	Windows 2000 Pro	1,129	523,248
LRPD-KSLT	Windows 2000 Pro	1,595	523,244
LRPD-KTLT	Windows 2000 Pro	1,994	523,244
lrd-kwlt	Windows 2000 Pro	1,129	130,032
LRPD-LBLT	Windows 2000 Pro	1,063	261,104
LRPD-LDH	Windows 2000 Pro	1,694	523,248
LRPD-LM	Windows 2000 Pro	1,799	259,888
LRPD-LS	Windows 2000 Pro	2,525	523,248
LRPD-MBLT	Windows 2000 Pro	1,600	523,244
LRPD-MIMS1	Windows 2000 Pro	2,386	523,568
LRPD-MIMS2	Windows 2000 Pro	2,386	523,568
LRPD-MIMS3	Windows 2000 Pro	2,386	523,568
lrd-mims4	Windows 2000 Pro	2,386	523,568
LRPD-MIMS5	Windows 2000 Pro	2,386	523,568
LRPD-MJ	Windows 2000 Pro	1,495	261,424
LRPD-MMLT	Windows 2000 Pro	1,595	523,244
LRPD-MMLT	Windows 2000 Pro	997	260,400
LRPD-MPR1	Windows 2000 Pro	1,799	522,032
LRPD-MPR2	Windows 2000 Pro	1,799	522,032
LRPD-MSLT	Windows 2000 Pro	1,129	261,104
LRPD-NBLT	Windows 2000 Pro	1,595	523,244
LRPD-NSLT	Windows 2000 Pro	1,994	523,244
LRPD-OJLT	Windows 2000 Pro	1,595	523,244
lrd-pa	Windows 2000 Pro	1,993	523,568
lrd-pcp	Windows 2000 Pro	448	130,596
lrd-pd	Windows 2000 Pro	902	261,616
lrd-pep	Windows 2000 Pro	1,196	260,528
LRPD-PR	Windows 2000 Pro	2,386	523,568
LRPD-PW	Windows 2000 Pro	3,049	1,047,856
LRPD-R05	Windows 2000 Pro	1,495	261,424
lrdrecsvr	Windows 2000 Pro	448	392,736
LRPD-RSCAN	Windows 2000 Pro	1,495	261,424
LRPD-RSLT	Windows 2000 Pro	1,595	523,244
lrd-scmlt	Windows 2000 Pro	1,129	261,104
LRPD-SLS	Windows 2000 Pro	698	129,520
lrd-smlt	Windows 2000 Pro	1,063	261,104
LRPD-SWLT	Windows 2000 Pro	1,595	523,244
LRPD-TB	Windows 2000 Pro	1,495	261,424

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
LRPD-TCLT	Windows 2000 Pro	1,129	261,104
LRPD-TDG	Windows 2000 Pro	2,524	523,248
lrpd-th	Windows 2000 Pro	1,196	260,528
lrpd-trhlt	Windows 2000 Pro	894	523,248
LRPD-TWLT	Windows 2000 Pro	1,594	523,244
LRPD-WSCLT	Windows 2000 Pro	2,392	523,244
LSCMO-PHOTOPTTR	Windows 2000 Pro	796	261,668
LSCM-PV	Windows 2000 Pro	796	261,668
LSHNP-BB	Windows 2000 Pro	1,799	259,888
LSHNP-CA	Windows 2000 Pro	697	129,328
LSHNP-KJ	Windows 2000 Pro	697	129,328
LSHNP-MG	Windows 2000 Pro	863	260,400
MPPRK-RJ	Windows 2000 Pro	2,386	523,568
MPPRK-SM	Windows 2000 Pro	1,800	522,032
NMPRK-GE	Windows 2000 Pro	1,195	260,400
NWPD-AF	Windows 2000 Pro	2,386	1,047,856
NWPD-AVL	Windows 2000 Pro	3,049	1,047,856
NWPD-DBLT	Windows 2000 Pro	1,129	261,104
NWPD-DC	Windows 2000 Pro	1,196	522,672
NWPD-DDBLT	Windows 2000 Pro	1,595	523,244
NWPD-DPLT	Windows 2000 Pro	1,063	261,104
NWPD-FLLT	Windows 2000 Pro	547	130,544
NWPD-JH	Windows 2000 Pro	996	522,672
NWPD-KF	Windows 2000 Pro	1,196	260,528
NWPD-LT1	Windows 2000 Pro	2,651	523,568
NWPD-LT2	Windows 2000 Pro	2,651	523,568
NWPD-RMCLT	Windows 2000 Pro	1,129	261,104
NWPD-RSLT	Windows 2000 Pro	1,063	261,104
NWPD-SGT2	Windows 2000 Pro	996	260,400
NWPD-SSLT	Windows 2000 Pro	1,063	523,248
NWPD-TCLT	Windows 2000 Pro	1,129	261,104
NWPD-YMLT	Windows 2000 Pro	1,129	261,104
OES-KG	Windows 2000 Pro	1,993	261,424
oes-lm	Windows 2000 Pro	1,993	261,424
oes-lw	Windows 2000 Pro	2,992	1,047,276
oes-lw	Windows 2000 Pro	2,992	1,047,276
OES-MD	Windows 2000 Pro	2,992	1,047,276
OES-MD	Windows 2000 Pro	2,992	1,047,276
OES-TRCS	Windows 2000 Pro	2,992	1,047,276
OES-TRCS	Windows 2000 Pro	2,992	1,047,276
OES-VOICE	Windows 2000 Pro	2,992	1,047,276
OES-VOICE	Windows 2000 Pro	2,992	1,047,276
OMS-PAGING	Windows 2000 Pro	448	130,596
PLN-AA	Windows 2000 Pro	1,195	260,400

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
pln-bu	Windows 2000 Pro	858	523,760
PLN-CM	Windows 2000 Pro	996	392,624
PLN-DC	Windows 2000 Pro	1,495	523,568
PLN-DJ	Windows 2000 Pro	1,495	523,568
pln-ji	Windows 2000 Pro	996	392,624
PLN-MM	Windows 2000 Pro	1,495	523,568
pln-os	Windows 2000 Pro	398	261,672
pln-psh	Windows 2000 Pro	858	523,760
pln-tb	Windows 2000 Pro	996	261,424
PLN-WHM	Windows 2000 Pro	1,195	260,400
PRK-AB	Windows 2000 Pro	1,594	523,568
PRK-BBM	Windows 2000 Pro	1,994	523,568
PRK-CC	Windows 2000 Pro	1,799	522,032
PRK-CF	Windows 2000 Pro	1,900	261,424
PRK-CH	Windows 2000 Pro	1,799	522,032
PRK-CHC	Windows 2000 Pro	1,800	522,032
PRK-DM	Windows 2000 Pro	1,795	261,424
PRK-EH	Windows 2000 Pro	1,799	522,032
PRK-FAB	Windows 2000 Pro	1,800	522,032
PRK-FP	Windows 2000 Pro	1,799	522,032
PRK-GH	Windows 2000 Pro	2,386	523,568
PRK-GO	Windows 2000 Pro	1,799	522,032
PRK-JC	Windows 2000 Pro	796	261,668
PRK-JR	Windows 2000 Pro	2,792	522,988
PRK-JR	Windows 2000 Pro	2,792	522,988
PRK-JS	Windows 2000 Pro	930	261,552
PRK-KL	Windows 2000 Pro	1,594	523,568
PRK-KRK	Windows 2000 Pro	858	261,616
PRK-LAD	Windows 2000 Pro	1,993	523,568
PRK-LR	Windows 2000 Pro	1,799	522,032
prk-ls	Windows 2000 Pro	1,799	522,032
prk-mg	Windows 2000 Pro	1,594	523,568
PRK-MW	Windows 2000 Pro	1,495	523,568
prk-ps	Windows 2000 Pro	1,795	523,568
PRK-RIH	Windows 2000 Pro	1,594	523,568
PRK-RMJ	Windows 2000 Pro	1,800	522,032
PRK-RW	Windows 2000 Pro	1,495	523,568
PRK-SE	Windows 2000 Pro	1,799	522,032
PRK-SM	Windows 2000 Pro	2,399	522,032
PRK-SO	Windows 2000 Pro	1,995	523,568
PRK-VP	Windows 2000 Pro	1,800	522,032
PRK-WMPS	Windows 2000 Pro	1,900	523,568
PW-BN	Windows 2000 Pro	1,396	1,047,856
PW-BR	Windows 2000 Pro	797	261,424

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
PW-DC	Windows 2000 Pro	797	261,552
PW-DH	Windows 2000 Pro	2,651	1,047,856
PW-DHH	Windows 2000 Pro	858	261,616
PW-DP	Windows 2000 Pro	996	261,424
PW-GH	Windows 2000 Pro	2,651	1,047,856
PW-GP	Windows 2000 Pro	996	261,424
pw-jb	Windows 2000 Pro	2,651	1,047,856
PW-JHT	Windows 2000 Pro	897	260,400
PW-MBX	Windows 2000 Pro	796	261,668
pw-mjh	Windows 2000 Pro	1,396	1,047,856
PW-RW	Windows 2000 Pro	930	261,428
PW-S1	Windows 2000 Pro	930	261,424
pw-s2	Windows 2000 Pro	797	261,552
PW-SCANNER	Windows 2000 Pro	1,993	261,424
PW-SW	Windows 2000 Pro	2,651	1,047,856
pw-swh	Windows 2000 Pro	1,396	1,047,856
PW-TLJ	Windows 2000 Pro	1,396	523,568
PW-TNW	Windows 2000 Pro	858	261,616
PW-VIDEO	Windows 2000 Pro	930	63,792
RBPRK-JC	Windows 2000 Pro	1,594	523,568
RCD-AH	Windows 2000 Pro	601	261,556
RMK-SJL	Windows 2000 Pro	1,000	130,032
RMPD-DB	Windows 2000 Pro	597	130,596
RMPRK-DH	Windows 2000 Pro	858	261,616
rmprk-mp	Windows 2000 Pro	1,799	522,032
RMPRK-SON	Windows 2000 Pro	768	261,552
rmprk-vg	Windows 2000 Pro	1,800	522,032
RTCPRK-EB	Windows 2000 Pro	1,594	523,568
SCPRK-FRONTDESK	Windows 2000 Pro	1,795	261,424
SID-MRTL	Windows 2000 Pro	1,063	261,104
SID-MSLT	Windows 2000 Pro	696	130,544
SWPD-BGLT	Windows 2000 Pro	1,594	523,244
SWPD-CDLT	Windows 2000 Pro	1,063	261,104
swpd-Prop	Windows 2000 Pro	1,795	523,568
SWPD-PTL	Windows 2000 Pro	497	130,596
SWPD-RKLT	Windows 2000 Pro	1,063	261,104
SWPD-RS	Windows 2000 Pro	996	260,400
SWPD-RTL	Windows 2000 Pro	1,063	261,104
SWPD-TBX	Windows 2000 Pro	2,386	523,568
SWPD-TJP	Windows 2000 Pro	1,694	523,248
TCPW-ARG	Windows 2000 Pro	1,799	259,888
TCPW-BH	Windows 2000 Pro	1,799	259,888
tcpw-cb	Windows 2000 Pro	2,253	523,568
TCPW-CDJ	Windows 2000 Pro	1,483	785,424

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
tcpw-db	Windows 2000 Pro	996	130,352
TCPW-GC	Windows 2000 Pro	1,993	261,424
TCPW-NMLT	Windows 2000 Pro	845	294,384
TCPW-RB	Windows 2000 Pro	1,993	261,424
TCPW-SM	Windows 2000 Pro	3,049	1,047,856
tcpw-wcs	Windows 2000 Pro	858	261,616
TRF-CH	Windows 2000 Pro	797	129,328
TRFCO-AH	Windows 2000 Pro	1,394	260,400
TRFCO-AM	Windows 2000 Pro	1,394	260,400
TRFCO-CASH	Windows 2000 Pro	1,394	260,400
TRFCO-GS	Windows 2000 Pro	1,394	260,400
TRFCO-KR	Windows 2000 Pro	1,394	260,400
TRFCO-SM	Windows 2000 Pro	1,394	260,400
TRF-COURT	Windows 2000 Pro	797	129,328
TRF-CTRM	Windows 2000 Pro	1,800	522,032
TRF-GJ	Windows 2000 Pro	1,799	522,032
TRF-JF	Windows 2000 Pro	1,799	522,032
TRF-KBH	Windows 2000 Pro	1,799	522,032
TRF-LJ	Windows 2000 Pro	1,799	522,032
trf-It	Windows 2000 Pro	1,993	523,568
trf-md	Windows 2000 Pro	1,799	522,032
TRF-MH	Windows 2000 Pro	2,600	522,032
TRF-SH	Windows 2000 Pro	1,800	522,032
TRF-VF	Windows 2000 Pro	1,994	523,568
TRLF-DB	Windows 2000 Pro	1,696	523,568
trf-gas	Windows 2000 Pro	2,400	259,888
TRPD-AWLT	Windows 2000 Pro	1,063	261,104
TRPD-CMLT	Windows 2000 Pro	1,994	523,244
TRPD-DW	Windows 2000 Pro	1,196	260,528
TRPD-JM	Windows 2000 Pro	2,651	523,568
TRPD-KT	Windows 2000 Pro	448	130,596
trpd-ld	Windows 2000 Pro	2,651	523,568
TRPD-LDLT	Windows 2000 Pro	1,994	523,244
TRPD-MG	Windows 2000 Pro	996	260,400
trpd-to	Windows 2000 Pro	996	260,400
TRPD-WB	Windows 2000 Pro	2,393	1,047,276
TRPD-WB	Windows 2000 Pro	2,393	1,047,276
TRPD-WKLT	Windows 2000 Pro	1,063	261,104
TRSW-DW	Windows 2000 Pro	1,594	523,568
TRSW-WA	Windows 2000 Pro	797	195,888
vapd-as	Windows 2000 Pro	597	261,668
VAPD-AVL	Windows 2000 Pro	3,049	1,047,856
VAPD-CC	Windows 2000 Pro	864	195,888
VAPD-CG	Windows 2000 Pro	597	261,668

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
vapd-hf	Windows 2000 Pro	2,386	1,047,856
vapd-hitrun	Windows 2000 Pro	1,993	261,424
VAPD-ML	Windows 2000 Pro	698	129,520
VAPD-MV	Windows 2000 Pro	1,993	261,424
VAPD-PS	Windows 2000 Pro	2,386	523,568
VAPD-PTA	Windows 2000 Pro	1,993	261,424
VAPD-PTB	Windows 2000 Pro	597	261,668
VAPD-SGT1	Windows 2000 Pro	2,651	523,568
vapd-sgt2	Windows 2000 Pro	2,651	523,568
VAPD-SS	Windows 2000 Pro	1,994	261,424
VAPD-VS	Windows 2000 Pro	1,993	261,424
WMPRK-SON	Windows 2000 Pro	634	130,480
ZOO-BF	Windows 2000 Pro	1,296	261,424
ZOO-BJB	Windows 2000 Pro	2,393	506,604
ZOO-BJB	Windows 2000 Pro	2,394	506,604
ZOO-CH	Windows 2000 Pro	2,393	522,988
ZOO-CH	Windows 2000 Pro	2,393	522,988
ZOO-DD	Windows 2000 Pro	1,594	523,568
ZOO-DT	Windows 2000 Pro	1,394	260,400
ZOO-GS	Windows 2000 Pro	1,495	523,568
ZOO-KW	Windows 2000 Pro	797	260,528
ZOO-ME	Windows 2000 Pro	1,495	523,568
ZOO-PW	Windows 2000 Pro	1,799	259,888
ZOO-RH	Windows 2000 Pro	1,495	523,568
ZOO-ST	Windows 2000 Pro	1,394	260,400
ZOO-WB	Windows 2000 Pro	2,393	506,604
ZOO-WB	Windows 2000 Pro	2,394	506,604
ACE21-FD	Windows XP	2,793	522,988
ACE21-FD	Windows XP	2,793	522,988
ACE21-MH	Windows XP	2,793	522,988
ACE21-MH	Windows XP	2,793	522,988
ACE6-BB	Windows XP	2,793	522,988
ACE6-BB	Windows XP	2,793	522,988
ACE6-DP	Windows XP	2,792	522,988
ACE6-DP	Windows XP	2,793	522,988
ACPS-BM	Windows XP	2,386	523,568
ACSE-EM	Windows XP	3,192	1,047,276
ACSE-EM	Windows XP	3,192	1,047,276
APPD-02	Windows XP	2,800	1,045,996
APPD-02	Windows XP	2,800	1,045,996
BOD-BRDRM	Windows XP	3,200	1,038,184
BOD-BRDRM	Windows XP	3,200	1,038,184
BPFL-PT	Windows XP	2,992	506,604
BPFL-PT	Windows XP	2,992	506,604

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
CAT-BE	Windows XP	3,192	1,047,276
CAT-BE	Windows XP	3,192	1,047,276
CAT-DB	Windows XP	3,192	1,047,276
CAT-DB	Windows XP	3,192	1,047,276
CAT-SAN	Windows XP	3,200	1,038,184
CAT-SAN	Windows XP	3,200	1,038,184
CAT-TH	Windows XP	3,192	1,047,276
CAT-TH	Windows XP	3,192	1,047,276
CBM-JDLT	Windows XP	1,694	523,248
CBM-MKLT	Windows XP	1,694	523,248
CFS-BAB	Windows XP	3,192	1,047,276
CFS-BAB	Windows XP	3,192	1,047,276
CFS-BATT2	Windows XP	3,200	1,038,184
CFS-BATT2	Windows XP	3,200	1,038,184
CFS-BF	Windows XP	3,200	1,038,184
CFS-BF	Windows XP	3,200	1,038,184
CFS-BW	Windows XP	2,793	522,988
CFS-BW	Windows XP	2,793	522,988
CFS-CD	Windows XP	3,192	1,047,276
CFS-CD	Windows XP	3,192	1,047,276
CFS-DB	Windows XP	3,200	1,038,184
CFS-DB	Windows XP	3,200	1,038,184
CFS-DF	Windows XP	3,192	1,047,276
CFS-DF	Windows XP	3,192	1,047,276
CFS-DK	Windows XP	3,200	1,038,184
CFS-DK	Windows XP	3,200	1,038,184
CFS-DM	Windows XP	3,200	1,038,184
CFS-DM	Windows XP	3,200	1,038,184
CFS-GJ	Windows XP	3,192	1,047,276
CFS-GJ	Windows XP	3,192	1,047,276
CFS-HN	Windows XP	3,192	1,047,276
CFS-HN	Windows XP	3,192	1,047,276
CFS-JTC	Windows XP	3,200	1,038,184
CFS-JTC	Windows XP	3,200	1,038,184
CFS-JW	Windows XP	3,200	1,038,184
CFS-JW	Windows XP	3,200	1,038,184
CFS-LTY	Windows XP	3,200	1,038,184
CFS-LTY	Windows XP	3,200	1,038,184
CFS-MD	Windows XP	3,200	1,038,184
CFS-MD	Windows XP	3,200	1,038,184
CFS-MLR	Windows XP	3,192	1,047,276
CFS-MLR	Windows XP	3,192	1,047,276
CFS-RH	Windows XP	2,793	522,988
CFS-RH	Windows XP	2,793	522,988

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
CFS-RK	Windows XP	2,793	1,047,276
CFS-RK	Windows XP	2,793	1,047,276
CFS-SB	Windows XP	3,192	1,047,276
CFS-SB	Windows XP	3,192	1,047,276
CFS-SW	Windows XP	3,192	1,047,276
CFS-SW	Windows XP	3,192	1,047,276
CFS-WC	Windows XP	3,192	1,047,276
CFS-WC	Windows XP	3,192	1,047,276
CMO-BDCHAMBER	Windows XP	3,200	1,038,184
CMO-BDCHAMBER	Windows XP	3,200	1,038,184
CMO-CSK	Windows XP	3,192	1,047,276
CMO-CSK	Windows XP	3,192	1,047,276
CMO-FRONT	Windows XP	796	392,740
CMO-JKW	Windows XP	3,192	1,047,276
CMO-JKW	Windows XP	3,192	1,047,276
CMO-NB	Windows XP	3,192	1,047,276
CMO-NB	Windows XP	3,192	1,047,276
CMO-NDW	Windows XP	3,192	1,047,276
CMO-NDW	Windows XP	3,192	1,047,276
CMO-OWLTX	Windows XP	2,793	523,244
CMO-OWLTX	Windows XP	2,793	523,244
CMO-PPP	Windows XP	2,793	1,047,276
CMO-PPP	Windows XP	2,793	1,047,276
CMO-RCH	Windows XP	3,192	1,047,276
CMO-RCH	Windows XP	3,192	1,047,276
CMO-SBLT	Windows XP	1,694	523,248
CMO-SCLT	Windows XP	1,598	523,248
CMO-SJF	Windows XP	3,192	1,047,276
CMO-SJF	Windows XP	3,192	1,047,276
CMO-SKL	Windows XP	3,192	1,047,276
CMO-SKL	Windows XP	3,192	1,047,276
CMO-SLE	Windows XP	3,192	1,047,276
CMO-SLE	Windows XP	3,192	1,047,276
CMO-WRD	Windows XP	3,192	1,047,276
CMO-WRD	Windows XP	3,192	1,047,276
col-ccw	Windows XP	3,200	1,038,184
col-ccw	Windows XP	3,200	1,038,184
COL-DJK	Windows XP	2,394	506,604
COL-DJK	Windows XP	2,394	506,604
COL-DNZ	Windows XP	3,200	1,038,184
COL-DNZ	Windows XP	3,200	1,038,184
col-ggm	Windows XP	3,200	1,038,184
col-ggm	Windows XP	3,200	1,038,184
COL-SM	Windows XP	3,192	1,047,276

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
COL-SM	Windows XP	3,192	1,047,276
CPRG-BO	Windows XP	2,992	522,988
CPRG-BO	Windows XP	2,992	522,988
CPRG-DN	Windows XP	2,992	522,988
CPRG-DN	Windows XP	2,992	522,988
CPRG-EB	Windows XP	2,992	522,988
CPRG-EB	Windows XP	2,992	522,988
CPRG-MG	Windows XP	2,992	522,988
CPRG-MG	Windows XP	2,992	522,988
CRM-CG	Windows XP	2,793	522,988
CRM-CG	Windows XP	2,793	522,988
crm-clerk	Windows XP	3,200	1,038,184
crm-clerk	Windows XP	3,200	1,038,184
CRMP-DJ	Windows XP	2,793	522,988
CRMP-DJ	Windows XP	2,793	522,988
crm-photo	Windows XP	3,200	1,038,184
crm-photo	Windows XP	3,200	1,038,184
CRMP-JR	Windows XP	2,793	522,988
CRMP-JR	Windows XP	2,793	522,988
crmp-sk	Windows XP	1,799	522,032
ENV-DS	Windows XP	3,200	1,038,184
ENV-DS	Windows XP	3,200	1,038,184
ENV-LH	Windows XP	2,199	522,032
FIN-ALB	Windows XP	3,200	1,038,184
FIN-ALB	Windows XP	3,200	1,038,184
FIN-AOH	Windows XP	3,200	1,038,184
FIN-AOH	Windows XP	3,200	1,038,184
FIN-BLW	Windows XP	3,200	1,038,184
FIN-BLW	Windows XP	3,200	1,038,184
FIN-BP	Windows XP	3,192	1,047,276
FIN-BP	Windows XP	3,192	1,047,276
FIN-CF	Windows XP	2,593	522,988
FIN-CF	Windows XP	2,593	522,988
FIN-CH	Windows XP	3,192	1,047,276
FIN-CH	Windows XP	3,192	1,047,276
FIN-CS	Windows XP	2,992	522,988
FIN-CS	Windows XP	2,992	522,988
FIN-CYW	Windows XP	3,200	1,038,184
FIN-CYW	Windows XP	3,200	1,038,184
FIN-DD	Windows XP	2,793	522,988
FIN-DD	Windows XP	2,793	522,988
FIN-DEF	Windows XP	3,200	1,022,508
FIN-DEF	Windows XP	3,200	1,022,508
FIN-DH	Windows XP	3,192	1,047,276

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
FIN-DH	Windows XP	3,192	1,047,276
FIN-FDO	Windows XP	3,200	1,038,184
FIN-FDO	Windows XP	3,200	1,038,184
FIN-GB	Windows XP	2,386	523,568
FIN-HBJ	Windows XP	3,192	1,047,276
FIN-HBJ	Windows XP	3,192	1,047,276
fin-jrp	Windows XP	3,200	1,038,184
fin-jrp	Windows XP	3,200	1,038,184
fin-ljd	Windows XP	3,200	1,038,184
fin-ljd	Windows XP	3,200	1,038,184
FIN-LPD	Windows XP	3,200	1,038,184
FIN-LPD	Windows XP	3,200	1,038,184
FIN-MEE	Windows XP	3,192	1,047,276
FIN-MEE	Windows XP	3,192	1,047,276
FIN-MLU	Windows XP	3,192	1,047,276
FIN-MLU	Windows XP	3,192	1,047,276
FIN-RMH	Windows XP	3,200	1,038,184
FIN-RMH	Windows XP	3,200	1,038,184
FIN-SCANNER	Windows XP	1,795	523,568
fin-scl	Windows XP	3,200	1,038,184
fin-scl	Windows XP	3,200	1,038,184
FIN-SCR	Windows XP	3,200	1,038,184
FIN-SCR	Windows XP	3,200	1,038,184
FIN-SJ	Windows XP	3,192	1,047,276
FIN-SJ	Windows XP	3,192	1,047,276
fin-skg	Windows XP	3,192	1,047,276
fin-skg	Windows XP	3,192	1,047,276
FIN-SR	Windows XP	1,795	523,568
FIN-SRB	Windows XP	3,192	1,047,276
FIN-SRB	Windows XP	3,192	1,047,276
FINSRVR	Windows XP	3,192	1,047,276
FINSRVR	Windows XP	3,192	1,047,276
HNP-JR	Windows XP	2,793	522,988
HNP-JR	Windows XP	2,793	522,988
hnp-sr	Windows XP	3,192	1,047,276
hnp-sr	Windows XP	3,192	1,047,276
HR-ANM	Windows XP	2,992	1,047,276
HR-ANM	Windows XP	2,992	1,047,276
HR-CPD	Windows XP	2,992	1,047,276
HR-CPD	Windows XP	2,992	1,047,276
hr-dbf	Windows XP	2,992	1,047,276
hr-dbf	Windows XP	2,992	1,047,276
HR-ERH	Windows XP	2,992	1,047,276
HR-ERH	Windows XP	2,992	1,047,276

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
HR-GMH	Windows XP	2,992	1,047,276
HR-GMH	Windows XP	2,992	1,047,276
HR-GS	Windows XP	2,992	1,047,276
HR-GS	Windows XP	2,992	1,047,276
HR-IMAGE	Windows XP	3,192	1,047,276
HR-IMAGE	Windows XP	3,192	1,047,276
HR-JDC	Windows XP	2,992	1,047,276
HR-JDC	Windows XP	2,992	1,047,276
HR-JHM	Windows XP	2,992	1,047,276
HR-JHM	Windows XP	2,992	1,047,276
HR-JVB	Windows XP	2,992	1,047,276
HR-JVB	Windows XP	2,992	1,047,276
HR-KMP	Windows XP	2,992	1,047,276
HR-KMP	Windows XP	2,992	1,047,276
HR-KW	Windows XP	2,992	1,047,276
HR-KW	Windows XP	2,992	1,047,276
HR-LRS	Windows XP	2,992	1,047,276
HR-LRS	Windows XP	2,992	1,047,276
HR-MCK	Windows XP	2,992	1,047,276
HR-MCK	Windows XP	2,992	1,047,276
HR-MSJ	Windows XP	2,992	1,047,276
HR-MSJ	Windows XP	2,992	1,047,276
HR-PPW	Windows XP	2,992	1,047,276
HR-PPW	Windows XP	2,992	1,047,276
HR-RC	Windows XP	2,992	1,047,276
HR-RC	Windows XP	2,992	1,047,276
HR-SCAN	Windows XP	2,992	1,047,276
HR-SCAN	Windows XP	2,992	1,047,276
HR-SW	Windows XP	2,992	1,047,276
HR-SW	Windows XP	2,992	1,047,276
IT-CK	Windows XP	1,595	523,568
IT-FEOLT	Windows XP	2,492	785,388
IT-JEE	Windows XP	3,600	3,143,528
IT-JEE	Windows XP	3,600	3,143,528
IT-JELT2	Windows XP	2,492	785,388
IT-JRLT	Windows XP	2,592	1,047,532
IT-KKS	Windows XP	3,600	3,143,528
IT-KKS	Windows XP	3,600	3,143,528
IT-RCFLT	Windows XP	3,192	1,047,532
IT-RCFLT	Windows XP	3,192	1,047,532
IT-RNLT	Windows XP	3,192	1,047,532
IT-RNLT	Windows XP	3,192	1,047,532
IT-RWLT	Windows XP	3,192	1,047,532
IT-RWLT	Windows XP	3,191	1,047,532

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
ITSHOPTEST	Windows XP	2,793	506,604
ITSHOPTEST	Windows XP	2,793	506,604
itw-dclt	Windows XP	3,192	1,047,532
itw-dclt	Windows XP	3,192	1,047,532
ITW-JRLT3	Windows XP	3,192	1,047,532
ITW-JRLT3	Windows XP	3,192	1,047,532
itw-jslt	Windows XP	3,192	1,047,532
itw-jslt	Windows XP	3,192	1,047,532
ITW-LCLT	Windows XP	3,192	1,047,532
ITW-LCLT	Windows XP	3,192	1,047,532
itw-lwlt	Windows XP	3,192	1,047,532
itw-lwlt	Windows XP	3,192	1,047,532
ITW-PHLT	Windows XP	3,192	1,047,532
ITW-PHLT	Windows XP	3,192	1,047,532
itw-pmlt	Windows XP	3,192	1,047,532
itw-pmlt	Windows XP	3,192	1,047,532
ITW-TCLT2	Windows XP	3,192	1,047,532
ITW-TCLT2	Windows XP	3,192	1,047,532
jebs-jt	Windows XP	3,192	2,095,852
jebs-jt	Windows XP	3,192	2,095,852
JEBS-LM	Windows XP	3,192	2,095,852
JEBS-LM	Windows XP	3,192	2,095,852
JEBS-MW	Windows XP	3,192	2,095,852
JEBS-MW	Windows XP	3,192	2,095,852
jefl-bv	Windows XP	2,992	506,604
jefl-bv	Windows XP	2,992	506,604
jefl-fire1	Windows XP	3,200	1,038,184
jefl-fire1	Windows XP	3,200	1,038,184
JEFL-FUELSYSTEM	Windows XP	2,793	260,080
JEFL-GM	Windows XP	2,992	506,604
JEFL-GM	Windows XP	2,992	506,604
JEFL-JHX	Windows XP	2,992	506,604
JEFL-JHX	Windows XP	2,992	506,604
JEFL-LM	Windows XP	2,992	506,604
JEFL-LM	Windows XP	2,992	506,604
JEFL-PARTS	Windows XP	2,992	506,604
JEFL-PARTS	Windows XP	2,992	506,604
jefl-ry	Windows XP	2,992	506,604
jefl-ry	Windows XP	2,992	506,604
JEFL-SEDAN	Windows XP	3,200	1,038,184
JEFL-SEDAN	Windows XP	3,200	1,038,184
JEFL-SEDAN1	Windows XP	3,200	1,038,184
JEFL-SEDAN1	Windows XP	3,200	1,038,184
jefl-srvc	Windows XP	2,992	506,604

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
jeff-srvc	Windows XP	2,992	506,604
JEFL-TB	Windows XP	2,992	506,604
JEFL-TB	Windows XP	2,992	506,604
JEFL-TRUCK	Windows XP	3,200	1,038,184
JEFL-TRUCK	Windows XP	3,200	1,038,184
JEFL-TRUCK1	Windows XP	3,200	1,038,184
JEFL-TRUCK1	Windows XP	3,200	1,038,184
JEIM-ATT1	Windows XP	2,593	506,604
JEIM-ATT1	Windows XP	2,593	506,604
JEIM-ATT2	Windows XP	2,593	506,604
JEIM-ATT2	Windows XP	2,593	506,604
JEIM-ATT3	Windows XP	2,593	506,604
JEIM-ATT3	Windows XP	2,593	506,604
JEIM-CL	Windows XP	2,593	506,604
JEIM-CL	Windows XP	2,593	506,604
JEIM-CW	Windows XP	2,593	506,604
JEIM-CW	Windows XP	2,593	506,604
JEIM-JW	Windows XP	2,593	506,604
JEIM-JW	Windows XP	2,593	506,604
JEIM-WLB	Windows XP	3,200	1,038,212
JEIM-WLB	Windows XP	3,200	1,038,212
JEPW-CB	Windows XP	2,793	522,988
JEPW-CB	Windows XP	2,793	522,988
JEPW-EP	Windows XP	2,793	522,988
JEPW-EP	Windows XP	2,793	522,988
JEPW-HB	Windows XP	797	392,624
JEPW-IY	Windows XP	797	392,624
JEPW-LL	Windows XP	2,793	522,988
JEPW-LL	Windows XP	2,793	522,988
JEPW-MJ	Windows XP	2,793	522,988
JEPW-MJ	Windows XP	2,793	522,988
JEPW-SSF	Windows XP	2,793	522,988
JEPW-SSF	Windows XP	2,793	522,988
lrpd cst1600	Windows XP	2,525	523,248
LRPD-CAC	Windows XP	3,400	1,047,020
LRPD-CAC	Windows XP	3,400	1,047,020
LRPD-CC	Windows XP	3,400	1,047,020
LRPD-CC	Windows XP	3,400	1,047,020
LRPD-CFD	Windows XP	3,400	1,047,020
LRPD-CFD	Windows XP	3,400	1,047,020
LRPD-CP	Windows XP	2,593	1,047,276
LRPD-CP	Windows XP	2,593	1,047,276
LRPD-CRC	Windows XP	3,192	1,047,276
LRPD-CRC	Windows XP	3,192	1,047,276

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
lrpd-cth	Windows XP	2,800	1,045,996
lrpd-cth	Windows XP	2,800	1,045,996
LRPD-DLA	Windows XP	3,192	1,047,276
LRPD-DLA	Windows XP	3,192	1,047,276
lrpd-dmt	Windows XP	3,192	1,047,276
lrpd-dmt	Windows XP	3,192	1,047,276
LRPD-EH	Windows XP	3,000	1,047,020
LRPD-EH	Windows XP	3,000	1,047,020
lrpd-ewatch	Windows XP	3,200	1,046,404
lrpd-ewatch	Windows XP	3,200	1,046,404
LRPD-GSLT	Windows XP	3,192	1,047,532
LRPD-GSLT	Windows XP	3,192	1,047,532
LRPD-JAL	Windows XP	3,400	1,047,020
LRPD-JAL	Windows XP	3,400	1,047,020
lrpd-jlf	Windows XP	3,192	1,047,276
lrpd-jlf	Windows XP	3,192	1,047,276
LRPD-MWC	Windows XP	3,400	1,047,020
LRPD-MWC	Windows XP	3,400	1,047,020
LRPD-PM	Windows XP	2,800	1,045,996
LRPD-PM	Windows XP	2,800	1,045,996
LRPD-R09	Windows XP	2,593	522,988
LRPD-R09	Windows XP	2,593	522,988
LRPD-R10	Windows XP	2,593	522,988
LRPD-R10	Windows XP	2,593	522,988
lrpd-rds	Windows XP	3,192	1,047,276
lrpd-rds	Windows XP	3,192	1,047,276
LRPD-RO7	Windows XP	2,593	522,988
LRPD-RO7	Windows XP	2,593	522,988
LRPD-RO8	Windows XP	2,593	522,988
LRPD-RO8	Windows XP	2,593	522,988
lrpd-rst	Windows XP	2,800	521,708
lrpd-rst	Windows XP	2,800	521,708
LRPD-SCLT	Windows XP	3,391	1,047,532
LRPD-SCLT	Windows XP	3,391	1,047,532
lrpd-srb	Windows XP	2,800	1,045,996
lrpd-srb	Windows XP	2,800	1,045,996
LRPD-STLT	Windows XP	3,391	1,047,532
LRPD-STLT	Windows XP	3,391	1,047,532
lrpd-tlh	Windows XP	3,200	1,038,184
lrpd-tlh	Windows XP	3,200	1,038,184
lrpd-tt	Windows XP	2,800	1,045,996
lrpd-tt	Windows XP	2,800	1,045,996
LSHNP-RGJ	Windows XP	2,793	522,988
LSHNP-RGJ	Windows XP	2,793	522,988

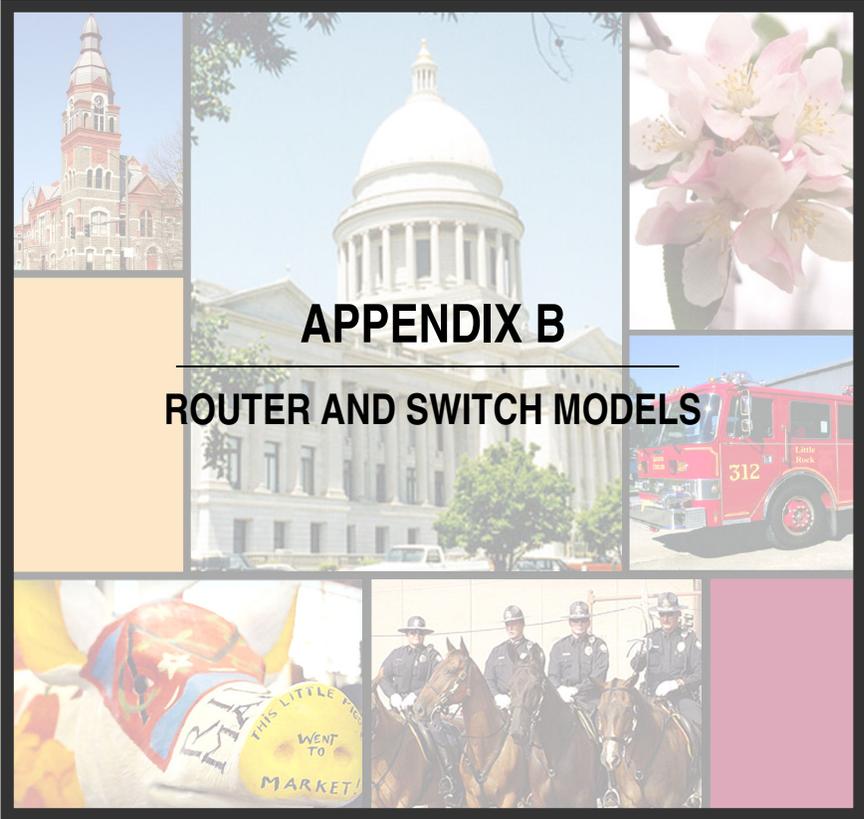
SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
LSPD-DS	Windows XP	2,800	1,045,996
LSPD-DS	Windows XP	2,800	1,045,996
MKFL-ER	Windows XP	2,992	506,604
MKFL-ER	Windows XP	2,992	506,604
mkfl-mw	Windows XP	3,200	1,038,184
mkfl-mw	Windows XP	3,200	1,038,184
MKFL-NM	Windows XP	2,992	506,604
MKFL-NM	Windows XP	2,992	506,604
MKFL-SHOP	Windows XP	2,992	506,604
MKFL-SHOP	Windows XP	2,992	506,604
nwpd-aj	Windows XP	3,192	1,047,276
nwpd-aj	Windows XP	3,192	1,047,276
NWPD-FD	Windows XP	3,192	1,047,276
NWPD-FD	Windows XP	3,192	1,047,276
NWPD-MHLT	Windows XP	2,393	1,047,532
NWPD-SGT5	Windows XP	3,192	1,047,276
NWPD-SGT5	Windows XP	3,192	1,047,276
NWPD-SGT6	Windows XP	3,192	1,047,276
NWPD-SGT6	Windows XP	3,192	1,047,276
OES-GR	Windows XP	3,400	1,047,020
OES-GR	Windows XP	3,400	1,047,020
PLN-BP	Windows XP	2,394	506,608
PLN-CF	Windows XP	2,394	506,608
PLN-CG	Windows XP	2,394	506,608
PLN-CWB	Windows XP	2,386	523,568
PLN-DBJ	Windows XP	2,394	506,608
PLN-DM	Windows XP	2,394	506,608
PLN-DRW	Windows XP	3,192	1,047,276
PLN-DRW	Windows XP	3,192	1,047,276
PLN-EO	Windows XP	2,394	506,608
PLN-GW	Windows XP	2,394	506,608
PLN-JN	Windows XP	2,395	506,608
PLN-JS	Windows XP	2,394	506,608
PLN-MS	Windows XP	2,394	506,608
pln-mw	Windows XP	2,394	506,608
PLN-PD1	Windows XP	2,394	506,608
PLN-PD2	Windows XP	2,394	506,608
PLN-QB	Windows XP	3,192	1,047,276
PLN-QB	Windows XP	3,192	1,047,276
PLN-RGC	Windows XP	2,394	506,608
PLN-RGL	Windows XP	2,394	506,608
PLN-TDS	Windows XP	2,394	506,608
PLN-TGW	Windows XP	3,192	1,047,276
PLN-TGW	Windows XP	3,192	1,047,276

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
PLN-VY	Windows XP	3,192	1,047,276
PLN-VY	Windows XP	3,192	1,047,276
PRK-AC	Windows XP	3,200	1,038,212
PRK-AC	Windows XP	3,200	1,038,212
PRK-BDLT	Windows XP	1,594	523,248
PRK-MW	Windows XP	3,200	1,038,188
PRK-MW	Windows XP	3,200	1,038,188
PW-BT	Windows XP	3,192	1,047,276
PW-BT	Windows XP	3,192	1,047,276
PW-GCLT	Windows XP	3,056	490,860
PW-GCLT	Windows XP	3,056	490,860
PW-GDH	Windows XP	3,192	1,047,276
PW-GDH	Windows XP	3,192	1,047,276
pw-hdd	Windows XP	2,992	1,047,276
pw-hdd	Windows XP	2,992	1,047,276
PW-JH	Windows XP	2,992	1,047,276
PW-JH	Windows XP	2,992	1,047,276
PW-JMW	Windows XP	3,192	1,047,276
PW-JMW	Windows XP	3,192	1,047,276
PW-JTLT	Windows XP	3,056	490,860
PW-JTLT	Windows XP	3,056	490,860
pw-kp	Windows XP	2,992	1,047,276
pw-kp	Windows XP	2,992	1,047,276
pw-mhlt	Windows XP	3,056	490,860
pw-mhlt	Windows XP	3,056	490,860
PW-PDP	Windows XP	2,793	522,988
PW-PDP	Windows XP	2,793	522,988
PW-RL	Windows XP	2,793	522,988
PW-RL	Windows XP	2,793	522,988
PW-RPLT	Windows XP	3,056	490,860
PW-RPLT	Windows XP	3,056	490,860
PW-SGB	Windows XP	3,200	1,022,276
PW-SGB	Windows XP	3,200	1,022,276
PW-SH	Windows XP	3,200	1,038,184
PW-SH	Windows XP	3,200	1,038,184
PW-TDB	Windows XP	3,192	1,047,276
PW-TDB	Windows XP	3,192	1,047,276
pw-tlf	Windows XP	3,192	1,047,276
pw-tlf	Windows XP	3,192	1,047,276
pw-vf	Windows XP	3,192	1,047,276
pw-vf	Windows XP	3,192	1,047,276
pw-vh	Windows XP	2,992	1,047,276
pw-vh	Windows XP	2,992	1,047,276
RBPRK-ST	Windows XP	2,793	522,988

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
RBPRK-ST	Windows XP	2,793	522,988
RCD-BAC	Windows XP	3,200	1,038,184
RCD-BAC	Windows XP	3,200	1,038,184
rcd-cdh	Windows XP	3,200	1,022,292
rcd-cdh	Windows XP	3,200	1,022,292
RTCPRK-FRONT	Windows XP	2,793	522,988
RTCPRK-FRONT	Windows XP	2,793	522,988
SHOLMES1	Windows XP	3,200	1,038,184
SHOLMES1	Windows XP	3,200	1,038,184
SID-JS	Windows XP	3,192	1,047,276
SID-JS	Windows XP	3,192	1,047,276
SID-LW	Windows XP	3,192	1,047,276
SID-LW	Windows XP	3,192	1,047,276
SWPD-LT	Windows XP	3,192	1,047,276
SWPD-LT	Windows XP	3,192	1,047,276
SWPD-MS	Windows XP	2,793	1,047,532
SWPD-MS	Windows XP	2,792	1,047,532
SWPD-SEW	Windows XP	3,192	1,047,276
SWPD-SEW	Windows XP	3,192	1,047,276
SWPD-SGT1	Windows XP	3,192	1,047,276
SWPD-SGT1	Windows XP	3,192	1,047,276
swpd-sgt2	Windows XP	3,192	1,047,276
swpd-sgt2	Windows XP	3,192	1,047,276
SWPD-WH	Windows XP	2,593	1,047,276
SWPD-WH	Windows XP	2,593	1,047,276
TCPW-CR	Windows XP	3,049	1,047,856
TCPW-NB	Windows XP	2,651	1,047,856
tcpw-ree	Windows XP	3,200	1,046,404
tcpw-ree	Windows XP	3,200	1,046,404
tcpw-smp	Windows XP	3,200	1,046,404
tcpw-smp	Windows XP	3,200	1,046,404
tcpw-tbh	Windows XP	3,200	1,046,404
tcpw-tbh	Windows XP	3,200	1,046,404
TCPW-WH	Windows XP	3,049	1,047,856
TRFCO-ACH	Windows XP	3,200	1,038,184
TRFCO-ACH	Windows XP	3,200	1,038,184
TRF-CRTL	Windows XP	1,494	514,480
TRF-EM	Windows XP	2,793	506,604
TRF-EM	Windows XP	2,793	506,604
TRF-KF	Windows XP	2,599	514,800
TRFL-RR	Windows XP	2,593	506,604
TRFL-RR	Windows XP	2,593	506,604
TRFL-SHOP	Windows XP	2,992	506,604
TRFL-SHOP	Windows XP	2,992	506,604

SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC MEMORY.Total Physical Memory (KBytes)
trfl-srvc	Windows XP	2,992	506,604
trfl-srvc	Windows XP	2,992	506,604
trf-sf	Windows XP	2,199	522,032
TRF-SKG	Windows XP	1,799	522,032
TRLF-BKM	Windows XP	2,593	506,604
TRLF-BKM	Windows XP	2,593	506,604
TRLF-PLH	Windows XP	3,200	1,038,184
TRLF-PLH	Windows XP	3,200	1,038,184
TRPD-JG	Windows XP	2,800	1,045,996
TRPD-JG	Windows XP	2,800	1,045,996
TRPD-JGLT	Windows XP	2,793	1,047,532
TRPD-JGLT	Windows XP	2,793	1,047,532
TRPD-MRLT	Windows XP	2,793	1,047,532
TRPD-MRLT	Windows XP	2,793	1,047,532
TRSW-KP	Windows XP	2,992	522,988
TRSW-KP	Windows XP	2,992	522,988
TRSW-LH	Windows XP	2,793	506,604
TRSW-LH	Windows XP	2,793	506,604
TRSW-RFD	Windows XP	1,999	522,032
TRSW-RL	Windows XP	2,593	522,988
TRSW-RL	Windows XP	2,593	522,988
TRSW-SD	Windows XP	2,793	506,604
TRSW-SD	Windows XP	2,793	506,604
TRSW-YM	Windows XP	2,793	522,988
TRSW-YM	Windows XP	2,793	522,988
vapd-cslt	Windows XP	3,192	1,047,532
vapd-cslt	Windows XP	3,192	1,047,532
vapd-ewatch	Windows XP	2,992	522,988
vapd-ewatch	Windows XP	2,992	522,988
VAPD-KT	Windows XP	2,800	1,045,996
VAPD-KT	Windows XP	2,800	1,045,996
vapd-mplt	Windows XP	3,192	1,047,532
vapd-mplt	Windows XP	3,192	1,047,532
VAPD-STLT	Windows XP	3,391	1,047,532
VAPD-STLT	Windows XP	3,391	1,047,532
VAPD-SWAT1LT	Windows XP	2,793	1,047,532
VAPD-SWAT1LT	Windows XP	2,792	1,047,532
VAPD-SWAT2LT	Windows XP	2,793	1,047,532
VAPD-SWAT2LT	Windows XP	2,793	1,047,532
VAPD-TV	Windows XP	3,200	1,038,184
VAPD-TV	Windows XP	3,200	1,038,184
ZOO-MS	Windows XP	2,793	522,988
ZOO-MS	Windows XP	2,793	522,988
ZOO-TD	Windows XP	3,391	1,047,276

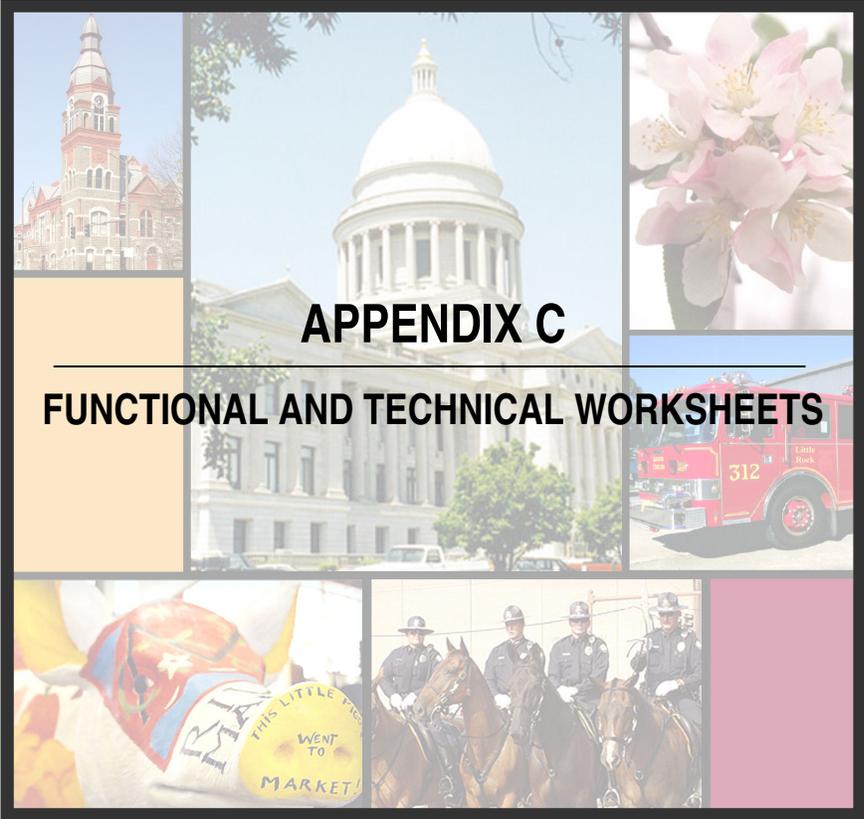
SMS_R_System.Name	SMS_R_System.Operating System Name and Version	SMS_G_System_PROCES SOR.Max Clock Speed	SMS_G_System_X86_PC_MEMORY.Total Physical Memory (KBytes)
ZOO-TD	Windows XP	3,391	1,047,276
ZOO-ZF	Windows XP	2,793	522,988
ZOO-ZF	Windows XP	2,793	522,988



## APPENDIX B – ROUTER AND SWITCH MODELS

---

Model
Cisco 3640 Router
Cisco 7206 Router
Cisco 1720 Router
Cisco 1760 Router
Cisco 1600 Router
Cisco 2811 Router
IBM 2210 - 24E Router
IBM 2210 - 24M Router
Cisco 6509 Switch
Cisco 2980 Switch
Cisco 2924 Switch
Cisco 2950 Switch
Cisco 3508 Switch
Cisco 3524 Switch
Cisco 3548 Switch
Cisco 4006 Switch



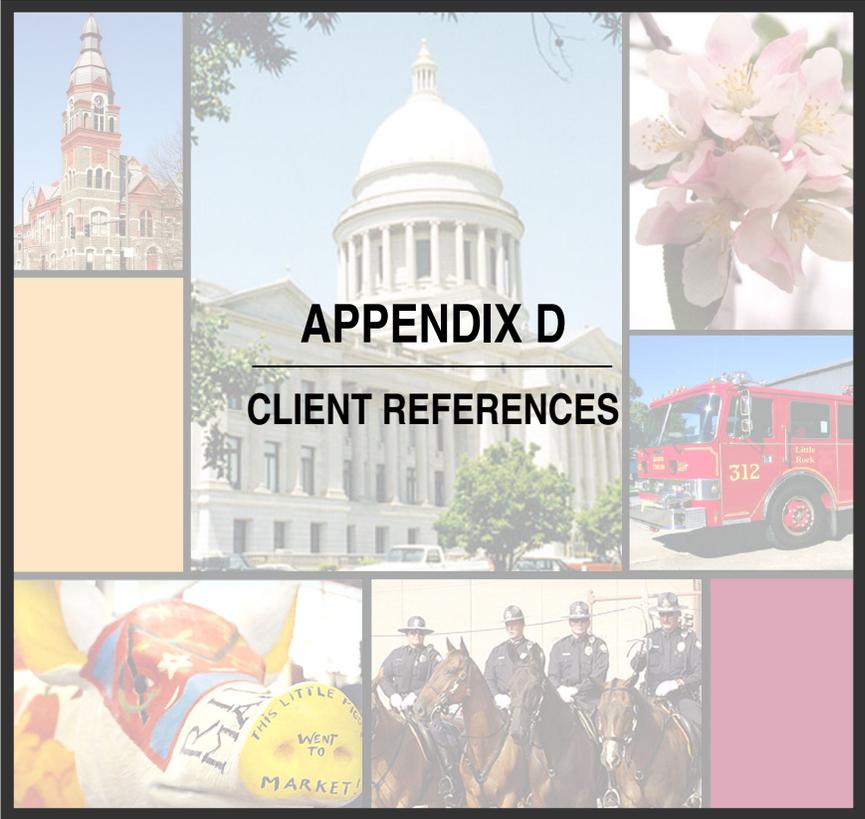
**APPENDIX C**

**FUNCTIONAL AND TECHNICAL WORKSHEETS**

## APPENDIX C – FUNCTIONAL AND TECHNICAL WORKSHEETS

---

Please note the Functional and Technical Requirements Worksheets are included as a separate Excel File.



**APPENDIX D**

**CLIENT REFERENCES**

# APPENDIX D – CLIENT REFERENCES

## RFP FOR SOFTWARE AND IMPLEMENTATION SERVICES FOR AN INTEGRATED ERP SYSTEM

### Reference List

The following is a list of at least five (5) references that most closely reflect similar consulting projects to the scope of work of the City of Little Rock within the past three (3) years. These references should be sites at which the software has been *fully implemented*.

1. **Name of Government:** \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Contact: \_\_\_\_\_/Title: \_\_\_\_\_

Service Dates: \_\_\_\_\_ Bid No. (If applicable): \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_

Project Cost: \$ \_\_\_\_\_ Population of Government Entity (if applicable): \_\_\_\_\_

Project Manager: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

2. **Name of Government:** \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Contact: \_\_\_\_\_/Title: \_\_\_\_\_

Service Dates: \_\_\_\_\_ Bid No. (If applicable): \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Project Cost: \$ \_\_\_\_\_ Population of Government Entity (if applicable): \_\_\_\_\_

Project Manager: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

3. **Name of Government:** \_\_\_\_\_

Address:

\_\_\_\_\_

Telephone: \_\_\_\_\_

Contact: \_\_\_\_\_/Title: \_\_\_\_\_

Service Dates: \_\_\_\_\_ Bid No. (If applicable): \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Project Cost: \$ \_\_\_\_\_ Population of Government Entity (if applicable): \_\_\_\_\_

Project Manager: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

4. **Name of Government:** \_\_\_\_\_

Address:

\_\_\_\_\_

Telephone: \_\_\_\_\_

Contact: \_\_\_\_\_/Title: \_\_\_\_\_

Service Dates: \_\_\_\_\_ Bid No. (If applicable): \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Project Cost: \$ \_\_\_\_\_ Population of Government Entity (if applicable): \_\_\_\_\_

Project Manager: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

5. **Name of Government:** \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Contact: \_\_\_\_\_/Title: \_\_\_\_\_

Service Dates: \_\_\_\_\_ Bid No. (If applicable): \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

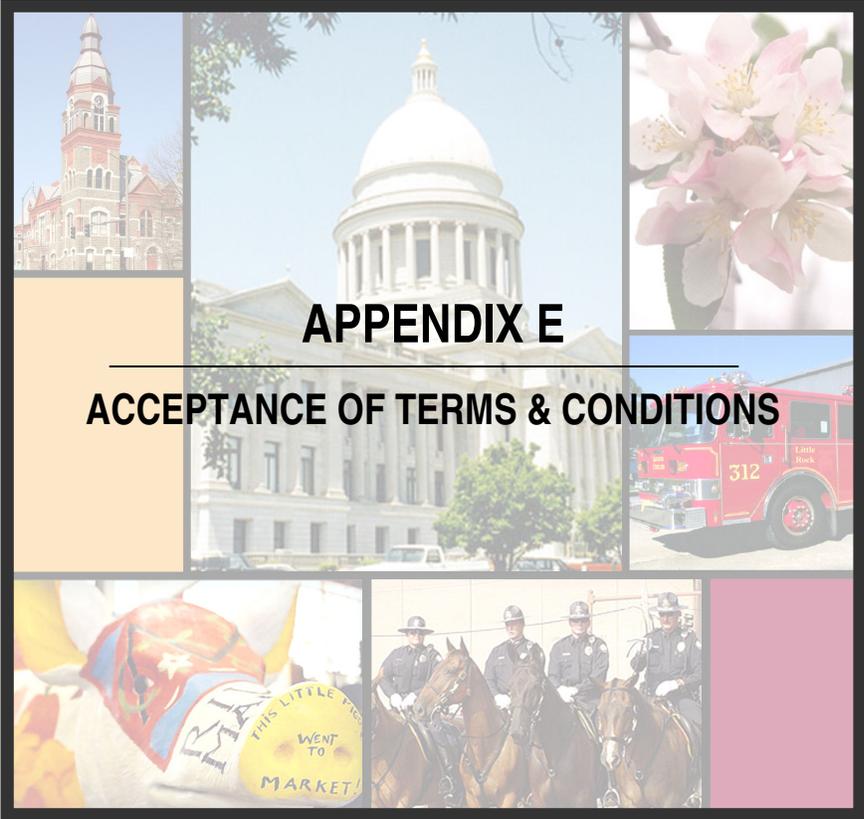
\_\_\_\_\_

\_\_\_\_\_

Project Cost: \$ \_\_\_\_\_ Population of Government Entity (if applicable): \_\_\_\_\_

Project Manager: \_\_\_\_\_

Product (Modules): \_\_\_\_\_



**APPENDIX E**

**ACCEPTANCE OF TERMS & CONDITIONS**





## APPENDIX F – BIDDER REGISTRATION

---

### FAX THIS FORM IMMEDIATELY

Use this form to register as a potential Bidder for this procurement. Only registered vendors will be mailed courtesy notices of changes or addenda to these procurement documents. Carefully complete this form and fax it to the City of Little Rock's Procurement Department at (501) 371-6823. FAILURE TO COMPLETE AND RETURN THIS FORM MAY RESULT IN THE REJECTION OF YOUR BID.

Document Number: 5329

Title: ENTERPRISE RESOURCE PLANNING SYSTEM

Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State/ZIP: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Does your company plan to attend the pre-bid conference? Yes \_\_\_\_ No \_\_\_\_



## APPENDIX G – 3<sup>RD</sup> PARTY SOFTWARE REQUIREMENTS

THIRD PARTY REQUIREMENTS	
TP1	Describe the partnerships and relationships you have with third-party vendors whose products are integrated with your package.
	Response:
TP2	Describe how Microsoft Office products (e.g. Word, Excel, Access, etc.) are integrated with your system.
	Response:
TP3	List the third party tools, utilities, and middleware, which are needed for the optimal performance of your system but are not included in your proposal. These tools should include, but not be limited to:
TP4	Development tools.
	Response:
TP5	Query and reporting tools.
	Response:
TP6	Desktop software components.
	Response:
TP7	Database products.
	Response:
TP8	Forms generation tools.
	Response:
TP9	Document imaging tools.
	Response:
TP10	Middleware.
	Response:
TP11	Operating system software.
	Response:

TP12	Any other tools that are needed for your system.
	Response:
TP13	What additional tools are recommended or required to install and/or operate your system that are not included?
	Response: