



FAIRFAX COUNTY WATER AUTHORITY  
8570 Executive Park Avenue, Fairfax, Virginia 22031-2218  
[www.fairfaxwater.org](http://www.fairfaxwater.org)

## REQUEST FOR PROPOSAL

Number: 18-18

Title: Enterprise Application Managed Hosting Services

Date Issued: March 15, 2018

Pre-Proposal Meeting: 10:00 A.M., EST, Wednesday, March 21, 2018  
Fairfax Water – Board Room  
8570 Executive Park Avenue  
Fairfax, Virginia 22031

Deadline for Questions: 5:00 P.M. EST, Friday, March 23, 2018

Addendum 1 Issuance: Wednesday, March 28, 2018

Deadline for Submitting Proposals: 2:00 P.M. EST, Thursday, April 5, 2018

Proposals to Be Delivered to: Procurement Department  
Fairfax Water  
8570 Executive Park Avenue  
Fairfax, Virginia 22031

Procurement Contact: Elizabeth B. Dooley, CPPO, CPPB  
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## I. INTRODUCTION TO FW & PROJECT BACKGROUND

Fairfax Water (“FW”) is soliciting proposals to provide managed hosting services to support Enterprise Resource Planning software from SAP (ECC 6.0). SAP-supported third party, add-on software, and other enterprise software as used and/or selected by FW. Proposals must address the existing SAP productive and support landscape, and also provide sufficient flexibility to address changes such as future projects that may change the size of the footprint and the type of supported applications. Additionally, FW seeks to address architectural or process changes to minimize or mitigate the impact of system maintenance or other routine activities which otherwise might necessitate downtime in its existing hosting model.

FW is soliciting proposals from offerors having experience and qualifications in the area identified in this solicitation. Proposals shall contain evidence of the offeror’s experience and abilities in the specified area and other disciplines directly related to the proposed work.

### 1.1 INTRODUCTION TO FAIRFAX WATER

Fairfax Water’s mission is to provide its customers with reliable and abundant water of exceptional quality at a reasonable price. FW aspires to remain a respected industry leader, upholding its customers’ trust by providing water of exceptional quality and reliability, at a reasonable price, while supporting the high quality of life and economic vitality of the region.

Chartered in 1957 by the Virginia State Corporation Commission as a public, non-profit water utility, Fairfax Water is governed by a 10-member Board of Directors composed of Fairfax County citizens and appointed by the elected Fairfax County Board of Supervisors. A general manager, supported by a staff of 442 water professionals, manages the day-to-day operations of Fairfax Water.

Fairfax Water has one of the lowest commodity rates in the Washington metropolitan region and is one of only a handful of water utilities in the country to receive an AAA rating from the top three financial rating services.

The Virginia Department of Health regulates Fairfax Water’s water quality according to regulations established by the Environmental Protection Agency and based on the Safe Drinking Water Act passed by the U.S. Congress.

FW is Virginia’s largest water utility and one of the 25 largest water utilities in the country, serving one out of every five Virginians who obtain their water from public utilities. Nearly two million people in the Northern Virginia communities of Fairfax, Loudoun, Prince William, Fort Belvoir, Herndon, Dulles, Vienna, Alexandria, Falls Church, and Fairfax City depend on Fairfax Water for superior drinking water.

FW provides water that is treated at four different locations. FW owns and operates the two largest water treatment facilities in Virginia with an average daily water production of 163 million gallons and combined maximum capacity of 376 million gallons per day. The James J. Corbalis Jr. treatment plant is at the northern tip of Fairfax County and the Frederick P. Griffith Jr. treatment plant is on the southern border of Fairfax County.

FW also purchases water from the McMillan and Dalecarlia treatment plants in Washington DC. They are part of the Washington Aqueduct, owned and operated by the U.S. Army Corps of Engineers.

FW draws raw water from two primary sources: the Potomac River and the Occoquan Reservoir, which is fed by the Occoquan River. The four treatment facilities feed an interconnected distribution system that includes 3,971 miles of water mains, 28,827 fire hydrants, and 97,683 valves.

Additional FW information is available at [www.fairfaxwater.org](http://www.fairfaxwater.org).

## 1.2 BACKGROUND

### 1.2.1 Introduction

The following SAP modules are fully operational at FW.

- Customer Care and Service (CCS)
- Financial Accounting (FI)/Controlling (CO)
- Funds Management (FM)
- Materials Management (MM)
- Plant Maintenance (PM)
- Project Systems (PS)
- Human Resources (HR)

The following applications or add-ons are utilized and require support at FW:

- BSI Tax Factory 10.0
- Adobe Document Services 10.0
- EPI-USE Tools: Data Synch Manager, Query Manager, Variance Monitor
- SAP Business Objects BI 4.2 (supported locally)
- SAP Solution Manager (including ChaRM and EarlyWatch)
- SAP Gateway MultiChannel Foundation (MCF) 2.0
- Acquire OrgPublisher 11
- Synactive LiquidUI

### 1.2.2 Stakeholders

FW has an internal SAP support team centralized in its Technology department. The support team works closely with Super Users and Business Process Owners in the business areas. The support team consists of:

- Business Process Analysts,
- SAP Developers, and
- System and Security Administrators.

### 1.2.3 Current Platform/Architecture

All productive, quality assurance and development instances of the SAP landscape are maintained under a hosting agreement. The present hosting facilities are within the continental United States. This FW's preferred geographic deployment strategy. The components are detailed in Attachment H - Hosted SAP Landscape and Attachment I - SAP Systems.

### 1.2.4 Proposed Platform/Architecture

Fairfax Water is considering a transition to SAP Business Suite on HANA to benefit from the performance enhancements provided by an in memory database. In order to minimize disruption to the organization and to reduce development and testing efforts FW would consider a migration to SAP Business Suite on HANA as part of a hosting migration. FW is aware that the cost of an SAP HANA migration may be substantial and are therefore requesting a response that would cover both the existing environment as well as the proposed platform

architecture for SAP Business Suite on HANA. FW will manage and update any mandatory code remediations required for this migration.

#### 1.2.5 Other Technical Environments and Protocols

Secure, redundant and highly available network connections to all SAP productive, SAP quality assurance, SAP development instances and our external customer portal are maintained under the same hosting agreement as our SAP landscape. The network components are detailed in Attachment J - Network Architecture for SAP Operations

FW has a local FTP server that communicates with the SAP FTP servers in the hosted environment. Communication with external vendors are via FW's local FTP server. Please refer to Attachment H - Hosted SAP Landscape for more details.

## II. PROJECT SCOPE OF SERVICES

### 2.1 GENERAL

The purpose of this solicitation and resulting contract is to obtain services of a qualified offeror to provide an application hosting and management services for SAP and other enterprise applications. FW desires SAP certified Qualified Hosting offerors with at least three (3) years of proven experience in SAP hosting and basis services.

### 2.2 SCOPE OF RESPONSIBILITIES

The scope of the envisioned contract includes the following areas:

- Management: The oversight, direction and strategic insight on the Solution.
- Solution Planning: The analysis of the current state and requirements.
  - Migration Plan
  - Platform Architecture
  - Network Architecture
- Implementation
- Maintenance and Support

#### 2.2.1 Management

The offeror shall be responsible for managing the offeror's team and activities and collaborating with FW on the Solution. The offeror shall provide a project manager as the point-of-contact for the project who can respond and has authority to represent the offeror an enterprise solutions architect who can address a holistic enterprise solution. FW expects the offeror to manage all project team staff, including sub-contractors and/or third party partners. FW will support the project with project manager, a system administrator and subject matter experts as needed. Responsibility for the work and project resides with the Contractor. The following table includes the anticipated project management activities:

Activity	Description	Deliverable(s)
Manage the Migration	<ul style="list-style-type: none"> <li>• Manage the offeror activities and resources including 3<sup>rd</sup> party contracted resources</li> <li>• Provide detailed migration schedule and expected/dependency on FW activities</li> <li>• Facilitate and provide routine status reports including budgeting, pending decisions, dependencies, schedule, overall status of activities, issues and risks</li> <li>• Facilitate weekly status calls with updated detailed project schedule, issues, risks, budget and action items</li> </ul>	Detailed Project Schedule  Status Reports
Account Management	<ul style="list-style-type: none"> <li>• Manage all activities within the hosting environment.</li> <li>• Provide a report on the last working day of each month that documents the current status and recent activities of the account. The report will include information regarding account service levels, network performance and utilization, storage and backup utilization and growth, server performance and resource utilization and system availability metrics. Additionally, the report will include a summary of key technical accomplishments of the period as well as significant upcoming events.</li> </ul>	Monthly Status Reports  Annual Business Review

Activity	Description	Deliverable(s)
	<ul style="list-style-type: none"> <li>Hold on-site meetings, at least annually, to review previous progress and activities and to address upcoming new technology, goals and objectives</li> </ul>	
Technical Management	<ul style="list-style-type: none"> <li>Primary contact for all technical and system operation activities managed under this solution.</li> <li>Manage and identify personnel that are required to ensure the proper operation of the supported system. This includes but is not limited to database, application, network and operating system administrators.</li> <li>Manage the performance of all technical task for the supported systems.</li> <li>Hold a weekly conference call with FW staff that will include the offeror account manager, technical lead, and other relevant personnel such as database administrators and network support as required</li> <li>Maintain an issue list and risk list that addresses all current and future (planned) activities, risks, and issues currently being worked.</li> </ul>	<p>Root Cause Analyses</p> <p>Annual Disaster Recover (DR) Test Plan and Results</p> <p>Issues List</p> <p>Risk List</p>

## 2.2.2 Solution Planning

The offeror shall be responsible for facilitating the migration process in conjunction with FW's staff, current hosting partner, SAP, and relevant third parties. The following table includes the anticipated solution planning activities:

Activity	Description	Deliverable(s)
Define the Migration Plans	<ul style="list-style-type: none"> <li>Assess the existing platform and networking architectures.</li> <li>Identify new platform and network components.</li> <li>Define the migration plan including but not limited to: <ul style="list-style-type: none"> <li>Roles and responsibilities of offeror;</li> <li>Roles and responsibilities of FW staff;</li> <li>Roles and responsibilities of FW hosting partner;</li> <li>Design and implementation of new platform and network components.</li> <li>Schedule for migrating (automated and manual) activities;</li> <li>Migration assumptions</li> <li>Migration validation and FW verification and approval;</li> </ul> </li> </ul>	<p>Migration Plan for SAP landscape</p> <p>Migration Plan for SAP DR landscape</p> <p>Migration Plan for SAP Business Suite on HANA landscape</p> <p>Migration Plan for SAP Business Suite on HANA DR landscape</p>
Define the Platform Architecture	<ul style="list-style-type: none"> <li>Assess the existing FW platform architecture to gain insight and understanding of the existing components.</li> <li>Identify opportunities to improve the landscape. <ul style="list-style-type: none"> <li>Cost efficiencies</li> <li>Government Cloud vs. colocation vs. Hybrid</li> </ul> </li> </ul>	<p>Platform Architecture Diagrams for FW's existing SAP production, quality assurance, development and DR landscapes.</p>



Activity	Description	Deliverable(s)
	<ul style="list-style-type: none"> <li>▪ Note that Fairfax Water is open to a government cloud (or its equivalent) and hybrid architectures for its Solution</li> <li>○ Data refresh methodologies</li> <li>○ Data protection and recovery strategies &amp; methods <ul style="list-style-type: none"> <li>▪ Data retention policies</li> <li>▪ RPO options</li> <li>▪ RTO options</li> <li>▪ Other services and service levels</li> </ul> </li> <li>○ Security strategies, methods, and services <ul style="list-style-type: none"> <li>▪ Incident response plan</li> </ul> </li> <li>○ Capability to bring sandbox environment(s)/copies on premise</li> <li>○ Capability to manage and monitor services tasks, incidents, projects, knowledge bases, status information</li> <li>○ Downtime mitigation, inclusive of patches, upgrades, and other routine maintenance</li> <li>○ Consolidation, segmentation, or other re-factoring of the environment to gain efficiencies or improved capabilities</li> <li>○ Operating costs, including licenses for the operating systems, are the responsibility of the offeror. The operating system distributor or provider cannot be changed without the approval of Fairfax Water.</li> </ul>	<p>Platform Architecture Diagrams for a proposed production, quality assurance, development and DR landscapes on SAP Business Suite on HANA.</p>
<p>Define the Network Architecture</p>	<ul style="list-style-type: none"> <li>• Connectivity between the offeror’s hosting environments and FW is the responsibility of the offeror.</li> <li>• Assess the existing FW network architecture to gain insight and understanding of the existing components.</li> <li>• Identify opportunities to improve landscape. <ul style="list-style-type: none"> <li>○ Interconnection with Customer Portal hosting</li> <li>○ Internet connectivity</li> <li>○ Secure/private connectivity</li> <li>○ Management, monitoring, and operation of the network environment – offeror or its partner vs. FW</li> <li>○ Network monitoring tools, access, visibility, and ability to request or make changes</li> </ul> </li> <li>• Cost efficiencies</li> </ul>	<p>Network Architecture Diagram for SAP landscape.</p> <p>Network Architecture Diagram for SAP DR landscape.</p> <p>Network Architecture Diagram for customer portal including DR.</p>

### 2.2.3 Implementation

Fairfax Water desires an offeror with a proven, clear implementation methodology, an approach to phasing the implementation that provides value early in the process without introducing undue risk, a process for mitigating known risks and identifying potential unknown risks, and a detailed project work plan that addresses project management best practices. The following table includes the anticipated implementation activities:

Activity	Description	Deliverable
Implement New Landscape	<ul style="list-style-type: none"> <li>Set up and verify the platform architecture.</li> <li>Set up and verify the network architecture</li> <li>Set up and verify the security and access.</li> </ul>	New Solution
Landscape Migration	<ul style="list-style-type: none"> <li>Execute the planned migration and validation steps.</li> <li>Verify the migration.</li> <li>Complete migration, including any required manual migrations.</li> <li>Report on migration execution results.</li> </ul>	Report completion of migration
Go Live Migration	<ul style="list-style-type: none"> <li>Provide the final data-sync of production data.</li> <li>Verify final landscape.</li> </ul>	

### 2.2.4 Maintenance and Support

The offeror shall be responsible for the maintenance and support services for the new hosting solution in conjunction with FW's staff, current hosting partner, SAP, and relevant third parties. The following table includes the anticipated maintenance and support activities:

Activity	Description	Deliverable
Backup and Recovery	<ul style="list-style-type: none"> <li>Provide backup and recovery strategy</li> <li>Provide data retention policy and period off-site storage and recovery time (RPO and RTO).</li> </ul>	Rehearsed Restore Findings
Security Administration	<ul style="list-style-type: none"> <li>Provide a SOC 2 Type 2 audit report demonstrating a sufficiency of operation controls over time and their effectiveness</li> <li>Provide cyber security strategy, posture and operations including resources available to respond in the case of a breach</li> </ul>	SOC 2 Type 2 Audit Report
Disaster Recovery	<ul style="list-style-type: none"> <li>Provide disaster recovery strategy, including level of redundancy across the suite of facilities and services contemplated and how the various points of failure are addressed. Specify the guaranteed recovery timeframe</li> </ul>	Disaster Recovery Plan
Performance Administration	<ul style="list-style-type: none"> <li>Provide a comprehensive service level agreement, including performance thresholds, recovery point objective, recovery time objective, response times and priority thresholds.</li> </ul>	Service Level Agreement Service Level Compliance Report

Certification of Data Destruction	<ul style="list-style-type: none"> <li>Data storage areas (including backups or other alternative storage resources) are taken out of service.</li> </ul>	Certificate of Data Destruction
Sopel of services	<ul style="list-style-type: none"> <li>Provide a list of services and their frequency that are provided by the offeror</li> </ul>	List of services and their frequency
Responsibility Matrix	<ul style="list-style-type: none"> <li>Provide a responsibility matrix indicating who has the primary role for performing the listed task.</li> </ul>	Responsibility Matrix

### III. INSTRUCTIONS TO OFFERORS

#### 3.1 ADDITIONAL INFORMATION

All questions relating to this solicitation shall be submitted in writing to Elizabeth B. Dooley, CPPO, CPPB, Procurement Program Lead Buyer, in the Procurement Department via email to edooley@fairfaxwater.org. For a question to be considered, the subject line of the email should state the following: RFP 18-18 Questions. Questions should be succinct and must include the submitter's name, title, company name, company address, and telephone number. Prior to the award of a contract resulting from this solicitation, offerors and prospective offerors are prohibited from contacting any FW staff other than those assigned to the Procurement Department.

##### RFP 18-18 – TENTATIVE SCHEDULE

RFP ISSUANCE	03/15/2018
PRE-PROPOSAL MEETING	03/21/2018 @ 10AM EST.
QUESTION DEADLINE	03/23/2018 @ 5PM EST.
ADDENDUM 1 ISSUANCE	03/28/2018
PROPOSALS DUE	04/05/2018 @ 2PM EST.
ORAL PRESENTATIONS	04/23/2018
NEGOTIATIONS	05/07/2018
AWARD	TBD
CONTRACT COMMENCEMENT	TBD

If any questions or responses require revisions to this solicitation as it was originally published, such revisions will be by formal addendum only. If this solicitation includes a separate FW contact for technical information, offerors are cautioned that any written, electronic, or oral representations made by any FW representative or other person that appear to change materially any portion of the solicitation shall not be relied upon unless subsequently ratified by a written addendum to this solicitation issued by the Procurement Department.

#### 3.2 TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information that is submitted by an offeror in connection with a procurement transaction may be exempted from public disclosure under the Virginia Freedom of Information Act ("VFOIA"). However, the offeror must invoke the protection of this subsection prior to or upon submission of the data or other materials, and must identify clearly and in writing, on the Proposal Form, the data or other materials sought to be protected and state the reasons why protection is necessary or falls within the exceptions to the VFOIA. It is the offeror's sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

#### 3.3 DEBARMENT STATUS

The offeror shall indicate, in the space provided on the Proposal Form, whether or not it, or any of its principals, is/are currently debarred from submitting proposals to FW or any other state or political subdivision, and whether or not it is an agent of any person or entity that is currently debarred from submitting proposals to FW or any other state or political subdivision. An affirmative response may be considered grounds for rejection of the proposal.

#### 3.4 CONFLICT OF INTEREST STATEMENT

The offeror must provide a statement regarding potential conflict of interest. The certification shall be in the form provided in this solicitation, signed by an authorized agent and principal of the offeror and notarized.

### 3.5 QUALIFICATION OF OFFERORS

Each offeror may be required, before the award of any contract, to show to the complete satisfaction of the Procurement Manager that it has the necessary facilities, ability, and financial resources to comply with the contract and furnish the service, material or goods specified herein in a satisfactory manner. Each offeror may also be required to provide past history and references which will enable the Procurement Manager to be satisfied as to the offeror's qualifications. Failure to qualify according to the foregoing requirements will justify rejection by FW of a proposal and its respective offeror.

### 3.6 OFFEROR INVESTIGATIONS

Before submitting a proposal, each offeror shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract and to verify any representations made by FW that the offeror will rely upon. No pleas of ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will relieve the successful offeror from its obligation to comply in every detail with all provisions and requirements of the contract documents, or will be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the successful offeror.

### 3.7 COMPETITIVE NEGOTIATION FOR NON-PROFESSIONAL SERVICES

This solicitation is let under the Virginia Public Procurement Act (VPPA) procedure, "Competitive Negotiation for Goods and Services". Under this procedure, the content of the proposals, and the identity of the offerors are not public record until an award determination has been made. Because of this restriction, the opening of proposals is not public.

### 3.8 AUTHORITY TO TRANSACT BUSINESS

Any offeror organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia, or as otherwise required by law. The proper and full legal name of the firm or entity and the identification number issued to the offeror by the Virginia State Corporation Commission must be written in the space provided on the Proposal Form. Any offeror that is not required to be authorized to transact business in the Commonwealth shall include in its proposal a statement describing why the offeror is not required to be so authorized. FW may require a firm to provide documentation prior to award which: 1) clearly identifies the complete name and legal form of the firm or entity (i.e. corporation, limited partnership, etc.), and 2) establishes that the firm or entity is authorized by the State Corporation Commission to transact business in Virginia. Failure of a prospective and/or successful offeror to provide such documentation shall be grounds for rejection of the proposal or cancellation of the award. For further information refer to the Commonwealth of Virginia State Corporation Commission website at: [www.scc.virginia.gov](http://www.scc.virginia.gov).

### 3.9 INSURANCE REQUIREMENTS

Each offeror must review the insurance requirements section carefully with its insurance agent or broker prior to submitting a proposal to ensure they can provide the specific coverage requirements and limits applicable to this solicitation. If the offeror is not able to meet the insurance requirements of the solicitation, alternate insurance coverage satisfactory to FW may be proposed by the offeror and considered by FW. Written requests for consideration of alternate coverage must be received by the FW Procurement Manager at least ten (10) calendar days prior to the date set for receipt of proposals. If FW denies the request for alternate coverage, the coverage required by the Insurance Requirements section must be provided. If FW permits alternate coverage, an addendum to the Insurance Checklist will be issued prior to the time and date set for receipt of proposals.

### 3.10 INTEREST IN MORE THAN ONE PROPOSAL, AND COLLUSION

More than one proposal received in response to this solicitation from an individual, firm, partnership, corporation, affiliate, or association under the same or different names will be rejected. Reasonable grounds for believing that an offeror is interested in more than one (1) proposal for a solicitation both as an offeror and as a subcontractor

for another offeror, will result in rejection of all proposals in which the offeror is interested. However, a firm acting only as a subcontractor may be included as a subcontractor for two (2) or more offerors submitting a proposal for the work. Any or all proposals may be rejected if reasonable grounds exist for believing that collusion exists among any offerors. Offerors rejected under the above provisions shall be disqualified if they respond to a re-solicitation for the same work.

### 3.11 PROPOSAL WITHDRAWAL

No proposal may be withdrawn after it is filed unless the offeror makes a request in writing to the FW Procurement Manager prior to the time and date set for the receipt of proposals or unless FW fails to award or issue a notice of intent to award a contract within one hundred and twenty (120) days after the date and time set for receipt of proposals.

### 3.12 OPTIONAL RIDER CLAUSE

Subject to the mutual agreement between the parties, any contract awarded on the basis of this solicitation may be used by any public entity (to include jurisdictions comprising the Metropolitan Washington Council of Governments), to enter into a contract for the services described and defined herein. For single purchases, the contract may be used for up to 12 months from the actual date of contract award. For multi-year contracts, the contract may be used throughout the effective period of the contract. Contracts awarded as a result of this solicitation will be subject to these terms and conditions, and/or such terms and conditions as may be required by the controlling body for the public agency using the contract. Pricing shall be as offered by the successful offeror and subsequently accepted by FW.

### 3.13 CONTRACT AWARD IS IN THE BEST INTEREST

FW reserves the right to accept or reject proposals, to waive any informalities or irregularities therein and to contract as the best interests of FW may require in order to obtain the goods and/or services that best meet the needs of FW, as described in this RFP. Selection of a proposal does not mean that all aspects of the proposal are acceptable to FW. FW reserves the right to negotiate the modification of terms and conditions with the offeror offering the best value to FW in conjunction with the evaluation criteria contained herein prior to the execution of a contract, to ensure a satisfactory contract.

### 3.14 NOTICE OF DECISION TO AWARD

FW will post a written Notice of Decision to Award on our public website, stating the date the decision to award was made, and identifying the name(s) of the awardee(s).

## IV. PROPOSAL REQUIREMENTS

### 4.1 GENERAL

Proposals must be submitted in hard copy, and must be fully executed. FAILURE TO SUBMIT A PROPOSAL WITH A FULLY-COMPLETED PROPOSAL FORM USING THE PROPOSAL FORM PROVIDED IN THIS SOLICITATION MAY BE CAUSE FOR REJECTION OF THE PROPOSAL. The Proposal Form must be signed by a person authorized to legally bind the offeror.

Offerors must include an original longhand signature in at least one of the proposals submitted, and shall clearly mark on the face of that proposal the word "ORIGINAL". The additional copies required herein may include photocopies of the original Proposal Form.

Modification of or additions to any portion or terms of the solicitation may be cause for rejection of the proposal; however, FW reserves the right to decide, on a case-by-case basis, in its sole discretion, whether or not to reject such a proposal as nonresponsive.

Proposals not submitted in the number of copies requested are subject to immediate rejection. Proposals submitted by facsimile or electronically will NOT be accepted.

Proposals and all documents related to this solicitation submitted to FW by an offeror or a prospective offeror shall, upon receipt by FW, become the property of FW.

The offeror's proposal shall address the required information identified under the Proposal Submittal Elements section below, in the order listed, and shall not exceed the stated page limitations, if any. The proposal shall be limited to a page size of 8 ½" x 11", single space and type size shall not be less than 10 point font for each response item. Note: for page-counting purposes, a page equals a one-sided sheet. If a page limit is not noted within the section below there is no page limit.

### 4.2 EXPENSES INCURRED IN PREPARING PROPOSAL

FW accepts no responsibility for any expense incurred by any offeror in the preparation and presentation of a proposal. All expenses related to an offer are the sole responsibility of the offeror.

### 4.3 PROPOSAL FORM SUBMISSION

The required Proposal Form is provided with this solicitation. One (1) proposal with a Proposal Form containing an original longhand signature, and nine (9) additional copies, each including a photocopy of the original signed Proposal Form (ten (10) copies total), and an electronic copy of the proposal on a SharePoint site which can be accessed by FW, shall be submitted by hand in a sealed envelope no later than the time and date deadline specified in this solicitation to:

Fairfax Water  
Attn: Elizabeth B. Dooley, CPPO, CPPB  
Procurement Department  
8570 Executive Park Avenue  
Fairfax, Virginia 22031

Timely submission of the proposal is solely the responsibility of the offeror. Proposals received after the specified date and time will be rejected. The exterior of the envelope or package shall indicate the name of the offeror, the scheduled proposal submission date and time, and the number of the solicitation. The time and date of receipt shall be indicated on the envelope or package by FW.

### 4.4 INCOMPLETE DOCUMENTS

Each offeror is responsible for having determined the accuracy and/or completeness of the solicitation documents upon which it relied in making its proposal, and has an affirmative obligation to notify FW Procurement Manager immediately upon discovery of an apparent or suspected inaccuracy, error in, or omission of any pages, drawings,

sections, or addenda whose omission from the documents was apparent from a reference or page numbering or other indication in the solicitation documents.

If a potential offeror downloaded an electronic version of the solicitation documents, that potential offeror is responsible for determining the accuracy and/or completeness of the electronic documents.

If the successful offeror proceeds with any activity that may be affected by an inaccuracy, error in, or omission in the solicitation documents of which it is aware but has not notified FW Procurement Manager, the offeror hereby agrees to perform any work described in such missing or incomplete documents at the offeror's sole expense and at no additional cost to FW.

## 4.5 PROPOSAL STANDARDS

Proposal submitted in response to this solicitation shall meet standards of professional writing established for the type of report or written material provided, shall be thoroughly researched for accuracy of content, shall be grammatically correct and not contain spelling errors and shall be submitted in a format outlined herein. Whenever possible, proposals submitted in response to this solicitation shall comply with the following guidelines:

- All copies should be printed on at least thirty percent (30%) recycled-content and/or tree-free paper;
- All copies shall be double-sided;
- Covers or binders shall be recyclable, made from recycled materials, and/or easily removable to allow for recycling of pages (proposals with glued bindings that meet all other requirements are acceptable);
- The use of plastic covers or dividers should be avoided;
- Unnecessary attachments or documents not specifically asked for should not be submitted, and superfluous use of paper (e.g. separate title sheets or chapter dividers) should be avoided; and
- Numbered tabs and dividers are required for each of the sections listed and in the order below:
  - PROPOSAL FORM
  - EXECUTIVE SUMMARY
  - SOLUTION EXPERIENCE
  - IMPLEMENTATION PLAN AND METHODOLOGY
  - PROJECT ORGANIZATION AND STAFFING
  - PRICING
  - REFERENCES
  - FINANCIAL STABILITY

## 4.6 PROPOSAL SUBMITTAL ELEMENTS

### 4.6.1 Proposal Form

Attachment A – Proposal Form must be fully completed and submitted in Tab I or the proposal could be deemed non-responsive. This attachment also includes the Conflict of Interest Statement & Insurance Checklist.

### 4.6.2 Executive Summary

The offeror's proposal shall contain an executive summary that summarizes why their firm is the most qualified for this scope of work, anticipated challenges, and innovative approaches, and opportunities for cost savings.



### 4.6.3 Solution Experience

Offerors shall provide information describing its experience, capabilities and other qualifications for this project.

The offeror shall restate each question or information request verbatim from this solicitation and include a response. A response is required for each item.

Item #	Description
1.	<p>Attachment B – Experience and Competency Attachment B – Experience and Competency must be fully completed.</p> <p>Provide information about the offeror’s experience and competency with delivering multi-phased projects as it relates to the proposed Solution in the RFP, including:</p> <ul style="list-style-type: none"> <li>• Number of continuous and recent years supporting or executing similar solutions (minimum of 5 years)</li> <li>• List client and project name of similar or larger recently completed projects executed (minimum of 10)</li> </ul>
2.	<p>Describe the offeror’s long-term development strategy and plans to ensure that the Solution proposed, and the firm remains viable in the marketplace, including future direction of the technology, roadmap and products proposed. As examples:</p> <p>Are your hosting solutions increasingly using public cloud infrastructure? If so, is your cloud platform government compliant?</p> <p>Do you have new methods of automation or support that establishes unique positioning for your business?</p>
3.	<p>Attachment C – Third Party Software or Services must be fully completed.</p> <p>Provide a minimum of four (4) references for which you are providing SAP Hosting and Basis and Application Management Services. At least three references must be for clients for whom you have provided at least two complete years of services. At least two references must be for clients running ECC6. FW reserves the right to contact any or all references, to require additional references from the offeror and/or to obtain additional references or other information to inform its assessment from other sources not provided by the offeror.</p> <p>Experience should be within the last five (5) years from the issuance date of this RFP and include the following information:</p> <ul style="list-style-type: none"> <li>• Company Name.</li> <li>• Software or Service</li> <li>• Description of Purpose in Solution</li> <li>• Company’s prior hosting experience</li> </ul>
4.	<p>Describe your experience working within the water or waste water industry, other utilities, or other similar business environments or scenarios.</p>

#### 4.6.4 Implementation Plan and Methodology

Offerors shall provide information describing its implementation plan and methodology with specific focus on project management, testing, and maintenance.

The offeror shall restate each question or information request verbatim from this solicitation and include a response. A response is required for each item.

Item #	Description
Migration Plan	
1.	<p>Describe the methodology to be used in implementing the offeror's proposed Solution including how offeror would approach the design of the new platform architecture and migration.</p> <p>Describe in detail the stages of the overall process.</p> <p>Describe tools or software that will be used.</p> <p>Describe any assumptions or expectations, including how the Solution will be consumed and what client devices and specifications will be supported.</p> <p>Describe proposed best practices rolling out the Solution.</p>
2.	<p>Provide a proposed implementation work plan for FW's existing environment with milestones, deliverables and major tasks and sub-tasks.</p> <p>Provide a proposed implementation work plan for an environment that supports SAP Business Suite on HANA with milestones, deliverables and major tasks and sub-tasks.</p> <p>Offeror shall provide work plans illustrating a recommended approach inclusive of any phasing of the technical environment.</p> <p>Offeror shall provide work plans in a Gantt chart showing proposed start and end dates. FW's intended go live date is October 1.</p> <p>For each milestone, deliverable and task, the work plans shall identify the offeror's and FW resources (including expectations of FW's existing hosting partner), man hours and pricing per offeror positions hours and major tasks and sub-tasks.</p> <p>Project dependencies and critical path must be identified.</p> <p>Migration Plans should include all environments, production, quality assurance, development and DR for both the existing landscape and proposed SAP Business Suite on HANA.</p>
Platform and Network Architecture	
3.	<p>Describe the practices, methodologies and/or techniques that would be used to gather information to define the platform architecture</p>
4.	<p>Provide a proposed network architecture diagram that includes production, quality assurance, development, customer portal and DR.</p> <p>Explain what connectivity options are available for FW to connect to offeror's solution (internet, VPN tunnel, point to point circuit, MPLS network etc.).</p> <p>Describe how connectivity is handled contractually. Note that the offeror is responsible for this cost.</p>

	<p>Describe what protocols, ports and services offeror's solution requires for access from FW locations.</p> <p>Describe what network connectivity service levels, monitoring services and utilization reporting is included in the offer's solution.</p> <p>Describe monitoring/alerting features that will be provided to FW (e.g. devices, ports, link status, hardware issues, high CPU/memory utilization, high errors and discards, QoS issues).</p> <p>Describe any network security features used by the offeror to control access to any shared equipment.</p> <p>How does the offeror ensure FW data cannot be accessed by other client's or unauthorized users.</p>
5.	<p>Provide a proposed technical architecture diagram that includes production, quality assurance, development and DR for FW's existing SAP landscape.</p> <p>Provide a proposed technical architecture diagram that includes production, quality assurance, development and DR for an environment that supports SAP Business Suite on HANA.</p> <p>Describes offeror's methodology for reviewing and refreshing technology on a scheduled basis.</p> <p>The SAP database is licensed through SAP. Licensing costs of the operating system shall be the responsibility of the offeror unless otherwise explicitly agreed to by FW.</p> <p>Encryption of FW data, both while at rest and in transit, is required. Please describe how offeror will meet these requirements.</p>
Maintenance and Support	
6.	<p>Provide a detailed explanation of the backup and recovery strategy and options for business continuity, including the data retention policy and period off-site storage and recovery processing time (RPO, RTO).</p> <p>Described your process of purging data.</p>
7.	<p>Please describe the standards of care, methodologies, and assurances provided for the protection of sensitive and confidential information, including personally identifiable information, including the specific elements and details which shall apply to the FW environment.</p>
8.	<p>Provide a SOC 2 Type 2 audit report demonstrating a sufficiency of operation controls over time and their effectiveness.</p> <p>How are physical access provisioning privilege management, and logging of access managed for offeror's data centers?</p>
9.	<p>Provide a detailed explanation of offeror's cyber security strategy, posture, and operations including resources available to respond in the case of a breach.</p> <p>What is the timeline within which offeror will notify customers (affected or not affected) in case of a security incident (confirmed or suspected) impacting the hosting location?</p> <p>Describe the process and timeline that offeror recommends that FW should follow in the event FW suspects a security incident.</p> <p>Please provide an example of offeror's client communication / notification plan for security events.</p> <p>How often does the offeror perform information security tests? Would the results of the testing be made available to FW?</p> <ul style="list-style-type: none"> <li>• Vulnerability scans</li> </ul>

	<ul style="list-style-type: none"> <li>• System</li> <li>• Application</li> <li>• Penetration tests</li> <li>• Any other information security tests</li> </ul>
10.	<p>Provide a detailed explanation of offeror’s disaster recovery strategy, including level of redundancy across the suite of facilities and services contemplated and how the various points of failure are addressed. Specify the guaranteed recovery timeframe, recovery procedures and a plan how connectivity and the use of other requisite infrastructure will be re-established during a disaster.</p> <p>Is the DR recovery site geographically disparate from the production site?</p> <p>How do you keep the Primary Data Center and Secondary Data Center environments in sync for managed services/systems? Please describe the following:</p> <ul style="list-style-type: none"> <li>• Firewall rules</li> <li>• Routes</li> <li>• Critical Patches/Updates</li> <li>• IP segments/VLANS</li> <li>• Access Control Lists</li> </ul> <p>Describe the process for declaration of a disaster event? How would FW be engaged in the process?</p> <p>Describe the process for notifying FW of a service interruption and the on-going communications during recovery and restoration.</p> <p>Describe any capacity and/or performance limitations or reduced SLA’s when operating in the disaster recovery environment?</p> <p>Describe your approach for restoration of full capacity and services in the DR environment if the primary location cannot be restored.</p> <p>Describe process for restoration out of the DR environment when/if primary location is restored.</p> <p>Provide examples/sample of a Disaster Recovery Plan for offeror’s solution.</p> <p>Provide examples of DR testing results/reports.</p>
11.	<p>Provide a detailed task list for all services to be routinely provided on our account, their frequency, and applicable service levels.</p> <p>Describe offeror’s tools to view operation status, planned maintenance and component level outages.</p> <p>Describe offeror’s tools to allow FW to view network performance alerts in real time.</p> <p>Describe offeror’s ticketing system that will be used by FW to log requests and incidents.</p> <p>Describe the offeror’s approach to patch management including analysis, communications, schedule (change records) and installation process.</p> <p>Describe offeror’s approach for testing and validating updates to the OS, Database and 3<sup>rd</sup> Party software that it supports.</p>
12.	<p>Provide a summary of optional services available to FW for use on our account as requested.</p>

13.	<p>Provide a comprehensive service level agreement, including performance thresholds, recovery point objective, recovery time objective, response times, priority thresholds, and any other relevant details as part of your proposal.</p> <p>Describe offeror’s approach to communicating unscheduled and scheduled outages, including its escalation process.</p> <p>Describe any system performance reporting that is provided. Please include sample reports or screen shots.</p> <p>Provide sample monthly and annual status reports.</p> <p>Describe the incident notification process for notifying FW of system/application outages and/or SLA misses. Provide example incident notification reports and describe:</p> <ul style="list-style-type: none"> <li>• What types of incidents will be reported?</li> <li>• If business impact assessments are included and how these are measured?</li> <li>• Provide a sample root cause analysis report.</li> </ul> <p>Provide sample Issue and Risks Reports.</p>
14.	<p>The FW local Basis Team would prefer access at the operating system and database levels for all SAP host systems. FW will also require remote monitoring of SAP systems by way of the SAP Management Console.</p> <p>The Fairfax Water local Basis Team will require full Basis level access to all SAP applications and to all SAP AS ABAP clients.</p> <p>Describe how offeror will meet these requirements.</p>
15.	<p>Periodically, offeror will be required to provide a copy of the productive SAP and/or the development SAP system environment to FW. This copy will be used to refresh a sandbox environment maintained at FW. The copy may be based on a database backup, an r3load export (sapinst) or an OVF (open virtualization format). The frequency, type of copy and format will be agreed upon by FW and the offeror.</p> <p>Describe how offeror will meet these requirements.</p>

#### 4.6.5 Project Organization and Staffing

Offerors shall provide information describing its project organization and staffing for this implementation.

The offeror shall restate each question or information request verbatim from this solicitation and include a response. A response is required for each item.

Item #	Description
Project Management	
1.	Describe the project management practices, methodologies and/or techniques that would be used to manage costs, schedule, scope and resources.
2.	Describe the offeror’s plan for maintaining continuity in the composition of the proposed hosting team, including describing the approach for when offeror’s staff and project key personnel leave the project and how offeror on-boards their staff when they start on the team.

3.	<p>Attachment E – Project Team Staff must be fully completed.</p> <p>Provide a list of key personnel proposed to manage and complete the migration.</p> <ul style="list-style-type: none"> <li>• Role;</li> <li>• Years of experience in Role;</li> <li>• Description of Role;</li> <li>• Percentage of time Allocated and Dedicated to Project;</li> </ul>
4.	Provide resumes for staff indicated as key personnel and alternate key personnel.
5.	List any assumptions for estimating the offeror staff resources or 3 <sup>rd</sup> party staff necessary to meet the needs of the Fairfax Water
Account and Technical Management	
6.	Provide a description of how offeror’s staff maintain knowledge on new SAP hosting functions and capabilities while maintaining and supporting existing environments.
7.	Describe the offeror’s management structure and the methods to ensure adequate oversight and executive direction for the project, including management of subcontractors if applicable.
8.	Provide description of how offeror reports on activities, risks and issues within the hosting environment.
9.	<p>Attachment F – Hosting Personnel must be fully completed.</p> <p>Provide a list of key personnel proposed to support FW’s hosted environment.</p> <ul style="list-style-type: none"> <li>• Personnel Name;</li> <li>• Years of experience in proposed role;</li> <li>• Years of experience with offeror;</li> <li>• Competency of the proposed staff such as but not limited to the following role requirements - Certified SAP and infrastructure personnel preferred: <ul style="list-style-type: none"> <li>○ Account Management</li> <li>○ Technical Management</li> <li>○ SAP BASIS Staff</li> <li>○ Infrastructure Staff</li> </ul> </li> <li>• Identify which project deliverables and/or tasks the staff will complete;</li> <li>• List of projects and role, duration on project, % capacity/dedication on project for which the person has acted specifically highlighting the projects included in the 10 clients list using or implementing the proposed Solution.</li> </ul>
10.	Provide resumes for staff indicated as key personnel and alternate key personnel.
11.	List any assumptions for estimating the offeror staff resources or 3 <sup>rd</sup> party staff necessary to meet the needs of the Fairfax Water.
12.	List any assumptions offeror has about FW key personnel availability or other resources for the Solution.
13.	Confirm that any assumptions have been validated pertaining to 3 <sup>rd</sup> party resources (if applicable).

#### 4.6.6 Pricing

Monthly invoicing for services will be provided to FW. Invoicing will identify services rendered, pricing and agency specific service usage. Offeror must describe its process or policies for adjusting agency level billing due to failing to meet SLA's.

Flexible pricing will be applied when services are either increased or decreased. Offeror must describe its process or policies that will address the flexible pricing requirements.

Response to the pricing identified in Attachment G – Pricing Workbook must be submitted in paper copy, and followed up by an email electronic copy. In addition, offeror shall provide any assumptions that would help FW to understand the cost proposal.

Attachment G – Pricing Workbook has four worksheets that need to be completed. These worksheets cover the following:

- i. Pricing: - Provide RFP Solutions Total Costs, including reoccurring and non-reoccurring costs. Reoccurring costs should include duration and escalation assumptions given in the Pricing Assumptions worksheet. Make sure to include any one-time expenses, any hardware, software licenses, subscription fees, implementation fees, travel and expenses. FW desires two pricing structures. One for the existing landscape and one that would support the proposed SAP Business Suite for Hana.
- ii. Managed Services Rate Card: - Input all rate card information for managed services/offerings that are in addition to services covered by the recurring Monthly Hosting, DR and Support costs. For example: Additional Client Copies, System Refreshes, Bandwidth increases, additional storage, backups, systems and any other offerings.
- iii. Resource Rate Card: - Input all rate card information for resource personnel. Include both Offeror staff and 3rd party contractors. Include personnel that are required for the Hosting Migration and any future maintenance and support functions. Make sure to cover consulting and development services in support of the Solution.
- iv. Pricing Assumptions: -Identify any Pricing Assumptions in this worksheet. Please also include any assumptions about price escalation in this section.

#### 4.6.7 References

FW will select past clients based on the information provided by the offeror in Solution Experience and perform reference checks. No additional information needs to be submitted by offerors in this section.

#### 4.6.8 Financial Stability

The offeror shall provide a letter from an independent auditor attesting to the financial stability of the offeror. NOTE: review of financial stability will not be performed during the evaluation of written proposal, and is therefore not part of the evaluation criteria for review of written proposals. Additional information may be requested by FW related to the Financial Stability of the offeror.

## V. EVALUATION PROCESS

Fairfax Water (hereinafter "FW") is soliciting proposals from offerors having experience and qualifications in the area identified in this solicitation. Each proposal must contain evidence of the offeror's experience and abilities in the specified area and other disciplines directly related to the proposed work. Other information required by FW may include the submission of profiles and resumes of the staff to be assigned to the project, references, illustrative examples of similar work performed, and other information that will clearly demonstrate the offeror's expertise in the area of the services sought by this solicitation. Offerors are encouraged to elaborate on their qualifications and performance data or staff expertise, as well as provide alternative concepts.

An Evaluation Committee will review and evaluate all written proposals and identify firms that may be invited to submit more detailed proposals, conduct oral presentations, and/or provide product or service demonstrations. The evaluation of written proposals will be based on the evaluation criteria identified elsewhere in this solicitation. The Evaluation Committee will rely upon the information provided in the written proposals submitted in order to select finalists. Subsequent stages of the process to select firms for negotiations may include, but are not limited to, review of more detailed proposals, oral presentations, or demonstrations. If such subsequent stages are conducted, they will be evaluated based on the same evaluation criteria used to evaluate written proposals, as relevant to the areas being evaluated. FW may consider site visits for those firms selected to participate in contract negotiations. FW may award a contract or initiate negotiations with one or more offerors without further contact with any other offerors.



## VI. RFP ATTACHMENTS

FAIRFAX WATER

REQUEST FOR PROPOSALS NO. 18-18

### Attachment A – Proposal Form

THE UNDERSIGNED UNDERSTANDS AND ACKNOWLEDGES THE FOLLOWING:

THE OFFICIAL, TRUE, AND COMPLETE COPY OF THE SOLICITATION DOCUMENTS, WHICH SHALL INCLUDE ANY ADDENDUMS THERETO, IS THE ELECTRONIC COPY OF THE SOLICITATION DOCUMENTS AVAILABLE FROM FW'S WEBSITE AT: [http://www.fairfaxwater.org/procurement/current\\_bids.htm](http://www.fairfaxwater.org/procurement/current_bids.htm).

POTENTIAL OFFERORS ARE RESPONSIBLE FOR DETERMINING THE ACCURACY AND COMPLETENESS OF ALL SOLICITATION DOCUMENTS THEY RECEIVE, INCLUDING DOCUMENTS OBTAINED FROM FW, AND DOCUMENTS OBTAINED FROM ALL OTHER SOURCES.

- I. ALL MATERIAL (PROPOSAL AND ATTACHMENTS) SUBMITTED SHALL BE IN TEN (10) COPIES, CONSISTING OF: ONE PROPOSAL, CLEARLY MARKED ON ITS COVER WITH THE WORD "ORIGINAL", WHICH SHALL INCLUDE THIS PROPOSAL FORM CONTAINING AN ORIGINAL LONGHAND SIGNATURE; AND NINE (9) ADDITIONAL COPIES, WHICH SHALL INCLUDE A PHOTOCOPY OF THE ORIGINAL SIGNED PROPOSAL FORM AND A ELECTRONIC COPY OF THE PROPOSAL ON SHAREPOINT SITE ACCESSABLE BY FW. THE ORIGINAL SIGNED PROPOSAL FORM SHALL BE THE FIRST PAGE OF THE ORIGINAL PROPOSAL.
2. INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS PROPOSAL (PROJECT MANAGER).

NAME (PRINTED): \_\_\_\_\_ TITLE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_ TEL. NO.: \_\_\_\_\_

#### TRADE SECRETS OR PROPRIETARY INFORMATION:

Trade secrets or proprietary information submitted by an offeror in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, §2.2-4342. Public inspection of certain records, F., of the Virginia Public Procurement Act states that the offeror the bidder, offeror or contractor shall (i) invoke the protections of this section prior to or upon submission of the data or other materials, (ii) identify the data or other materials to be protected, and (iii) state the reasons why protection is necessary.

Please mark one:

( ) No, the proposal I have submitted does not contain any trade secrets and/or proprietary information.

( ) Yes, the proposal I have submitted does contain trade secrets and/or proprietary information.

PROPOSAL FORM, PAGE \_\_\_\_\_ OF \_\_\_\_\_

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the proposal containing such data or materials:

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State the specific reason(s) why protection is necessary:

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If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of §2.2-4342. Public inspection of certain records, F., of the Code of Virginia. Accordingly, effective upon the award of contract, the proposal will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this proposal is not the result of, or affected by, any act of collusion with another person (as defined in Code of Virginia Section 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia §18.2-498.1 et seq.).

PROPOSAL FORM, PAGE \_\_\_\_\_ OF \_\_\_\_\_

THE PROPER FULL LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS PROPOSAL MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS PROPOSAL FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE SOLICITATION TO BE SUBMITTED WITH THIS PROPOSAL FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED ADDENDUMS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY AND CONTRACTUALLY BIND THE OFFEROR, OR THE PROPOSAL MAY BE REJECTED:

AUTHORIZED SIGNATURE \_\_\_\_\_

PRINT NAME AND TITLE \_\_\_\_\_

SUBMITTED BY: (LEGAL NAME OF ENTITY)					
ADDRESS:					
CITY/STATE/ZIP:					
TELEPHONE NO:			FACSIMILE NO.:		
THIS FIRM IS A: • INSERT NAME OF STATE _____ ___ CORPORATION, ___ GENERAL PARTNERSHIP, ___ LIMITED PARTNERSHIP, ___ UNINCORPORATED ASSOCIATION, ___ LIMITED LIABILITY COMPANY, ___ SOLE PROPRIETORSHIP					
IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?					
IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:					
ANY OFFEROR EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED					
IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO FAIRFAX WATER AUTHORITY, OR ANY OTHER STATE OR POLITICAL SUBDIVISION IN THE COMMONWEALTH OF VIRGINIA?					
OFFEROR STATUS:	MINORITY OWNED:		WOMAN OWNED:		NEITHER:

PROPOSAL FORM, PAGE \_\_\_\_\_ OF \_\_\_\_\_

**INSURANCE CHECKLIST**

**CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGE AND ENDORSEMENTS INDICATED BY "X"**

COVERAGES REQUIRED		LIMITS (FIGURES DENOTE MINIMUMS)
X	1	WORKERS' COMPENSATION STATUTORY LIMITS OF VIRGINIA
X	2	EMPLOYER'S LIABILITY \$100,000 ACCIDENT, \$100,000 DISEASE, \$500,000 DISEASE POLICY LIMIT
X	3	COMMERCIAL GENERAL LIABILITY(CGL) \$1,000,000 CSL BI/PD EACH OCCURRENCE, \$2 MILLION ANNUAL AGGREGATE
X	4	PREMISES/OPERATIONS \$500,000 CSL BI/PD EACH OCCURRENCE MILLION ANNUAL AGGREGATE
X	5	AUTOMOBILE LIABILITY \$1 MILLION BI/PD EACH ACCIDENT, UNINSURED MOTORIST
X	6	OWNED/HIRED/NON-OWNED VEHICLES \$1 MILLION BI/PD EACH ACCIDENT, UNINSURED MOTORIST
X	7	INDEPENDENT CONTRACTORS \$500,000 CSL BI/PD EACH OCCURRENCE, \$1 MILLION ANNUAL AGGREGATE
	8	PRODUCTS LIABILITY \$500,000 CSL BI/PD EACH OCCURRENCE, \$1 MILLION ANNUAL AGGREGATE
X	9	COMPLETED OPERATIONS \$500,000 CSL BI/PD EACH OCCURRENCE, \$1 MILLION ANNUAL AGGREGATE
X	10	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE) \$500,000 CSL BI/PD EACH OCCURRENCE
	11	PERSONAL AND ADVERTISING INJURY LIABILITY \$1 MILLION EA. OFFENSE, \$1 MILLION ANNUAL AGGREGATE
	12	UMBRELLA LIABILITY \$1 MILLION BODILY INJURY, PROPERTY DAMAGE AND PERSONAL INJURY
	13	PER PROJECT AGGREGATE \$1 MILLION PER OCCURRENCE/CLAIM
	14	PROFESSIONAL LIABILITY
	A	ARCHITECTS AND ENGINEERS \$1 MILLION PER OCCURRENCE/CLAIM
	B	ASBESTOS REMOVAL LIABILITY \$2 MILLION PER OCCURRENCE/CLAIM
	C	MEDICAL MALPRACTICE \$1 MILLION PER OCCURRENCE/CLAIM
	D	MEDICAL PROFESSIONAL LIABILITY \$1 MILLION PER OCCURRENCE/CLAIM
	15	MISCELLANEOUS E&O \$1 MILLION PER OCCURRENCE/CLAIM
	16	MOTOR CARRIER ACT END. (MCS-90) \$1 MILLION BI/PD EACH ACCIDENT, UNINSURED MOTORIST
	17	MOTOR CARGO INSURANCE
	18	GARAGE LIABILITY \$1 MILLION BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE
	19	GARAGE KEEPERS LIABILITY \$500,000 COMPREHENSIVE, \$500,000 COLLISION
	20	INLAND MARINE-BAILLIE'S INSURANCE \$
	21	MOVING AND RIGGING FLOATER ENDORSEMENT TO CGL
	22	DISHONESTY BOND \$
	23	BUILDER'S RISK PROVIDE COVERAGE IN THE FULL AMOUNT OF CONTRACT
X	24	XCU COVERAGE ENDORSEMENT TO CGL
	25	USL&H FEDERAL STATUTORY LIMITS
X	26	CARRIER RATING SHALL BE BEST'S RATING OF A-VII OR BETTER OR ITS EQUIVALENT
X	27	NOTICE OF CANCELLATION, NONRENEWAL OR MATERIAL CHANGE IN COVERAGE SHALL BE PROVIDED TO FAIRFAX WATER AT LEAST 30 DAYS PRIOR TO ACTION
X	28	THE FAIRFAX WATER SHALL BE AN ADDITIONAL INSURED ON ALL POLICIES EXCEPT WORKERS COMPENSATION, PROFESSIONAL LIABILITY, AND AUTOMOBILE LIABILITY
X	29	CERTIFICATE OF INSURANCE SHALL SHOW SOLICITATION NUMBER AND TITLE

**INSURANCE AGENT'S STATEMENT:**

I have reviewed the above requirements with the offeror named below and have advised the offeror of required coverages not provided through this agency.

AGENCY NAME: \_\_\_\_\_ AUTH. SIGNATURE: \_\_\_\_\_

**OFFEROR'S STATEMENT:**

If awarded the Contract, I will comply with contract insurance requirements.

OFFEROR NAME: \_\_\_\_\_ AUTH. SIGNATURE : \_\_\_\_\_

## Attachment B – Experience and Competency

Complete as appropriate to offeror's experience and current state the fields in white.

Experience and Competency			
Years Supporting Similar or Larger Solution			
List client and project name of similar or larger recently completed projects executed (minimum of 10)	#	Client Name	Project Name
	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
10			
SAP Partner Standing			
SAP Partner Level			
SAP Partner Recognitions/Awards			

### Attachment C – Third Party Software or Services

Complete as appropriate the following form for each 3<sup>rd</sup> party software or service proposed by the offeror to complete the Solution.

3 <sup>rd</sup> Party Software or Services	
Company Name	
Software or Service	
Description of Purpose in Solution	
Company's prior hosting experience	

## Attachment D – Detailed Solution Experience

Complete the following form for 4 of the 10 clients listed in Attachment B that had a recent similar or larger Solution experiences.

Detailed Solution Experience			
Client Name			
Project Name			
Point-of-Contact (POC) Name			
POC Role (preferably the Contract Project Manager)			
POC Email Address			
POC Phone Number			
Stakeholder Size & Diversity			
Estimated Duration of SAP Hosting, Basis and Application Management contract			
Actual Duration of SAP Hosting, Basis and Application Management contract			
Original Contract Amount	\$		
Final Actual Contract Amount	\$		
Estimated Duration of Migration			
Actual Duration of Migration			
Summary of Solution, including complexity of landscape			
Describe any challenges and how you resolved the	<ul style="list-style-type: none"> <li>• &lt;Challenge&gt;               <ul style="list-style-type: none"> <li>○ &lt;Resolution&gt;</li> </ul> </li> </ul>		
Names of the key personnel and roles supporting the implementation, specifically proposed staff for RFP Solution.  (Add additional roles as appropriate)	Key Personnel	Role	Proposed Staff Member for this RFP Solution (Yes / No)
Rate your performance on the project using a scale from 1 - 10 with 1 being poor performance and 10 being superb performance. Provide an explanation for each rating			

Attachment E – Project Team Staff

Provide a list of project team staff proposed to implement the Solution

Project Team Staff	
Role	
Years of experience in Role	
Description of Role	
Percentage of Time Allocated and Dedicated to Project	



## Attachment F – Hosting Personnel

Complete the following form for all key personnel proposed to implement the Solution. And complete the form for backup personnel if the key personnel is unavailable to implement the Solution

Hosting Personnel				
Key Personnel or Backup	<Enter either: Key Personnel OR Backup>			
Personnel Name				
Years of Experience in Proposed Role				
Years of experience with offeror				
Competency (Certified SAP infrastructure personnel preferred)				
Identify which project deliverables and/or tasks the staff will complete, including whether it will be done onsite or remotely				
List of projects and role and capacity for which the person has acted.  Note: Highlighting the projects included in the 10 clients list using or implementing the proposed Solution.	Project Name	Role	Duration on Project	% Capacity / Dedicated to Project

## Attachment G – Pricing Workbook

The pricing workbook is made up of six worksheets as shown below: Instructions; 1 – Pricing – Existing Landscape, 2 – Pricing – SAP Business Suite on HANA; 3 – Managed Services Rate Card; 4 – Resources rate Card and 5 – Pricing Assumptions. Use the FW provided Microsoft Excel Pricing Workbook to complete this proposal submittal element.

### Instructions

RFP No. 18-18 - Enterprise Application Managed Hosting Services	
Pricing Response Workbook   Instructions	
INSTRUCTIONS: Provide pricing to include any and all related costs, fees and/or expenses.	
GREEN SHADED FIELDS SHOULD BE FILLED OUT BY THE OFFEROR.	
Tab Name	Tab Description
1 - Pricing - Existing Landscape	<p>Provide RFP Solution's Total Costs, including reoccurring and non-reoccurring costs:</p> <ul style="list-style-type: none"> <li>- All non-reoccurring costs for the Solution should be listed.</li> <li>- Reoccurring costs should include duration and escalation assumptions given in 4 - Pricing Assumptions worksheet.</li> <li>- Make sure to include any one-time expenses, any hardware, software licenses, subscription fees, implementation fees, travel and expenses.</li> <li>- Add additional rows as necessary for reoccurring or non-reoccurring costs.</li> </ul>
2 - Pricing - SAP Business Suite on HANA	<p>Provide RFP Solution's Total Costs, including reoccurring and non-reoccurring costs:</p> <ul style="list-style-type: none"> <li>- All non-reoccurring costs for the Solution should be listed.</li> <li>- Reoccurring costs should include duration and escalation assumptions given in 4 - Pricing Assumptions worksheet.</li> <li>- Make sure to include any one-time expenses, any hardware, software licenses, subscription fees, implementation fees, travel and expenses.</li> <li>- Add additional rows as necessary for reoccurring or non-reoccurring costs.</li> </ul>
3 - Managed Services Rate Card	<p>Input all rate card information for managed services/offerings that are in addition to services covered by the recurring Monthly Hosting, DR &amp; Support costs. For example: Additional Client Copies, System Refreshes, Bandwidth increases, additional storage, backups, systems and any other offerings</p>
4 - Resource Rate Card	<p>Input all rate card information for resource personnel:</p> <ul style="list-style-type: none"> <li>- Include both Offeror staff and 3rd party contractors</li> <li>- Include personnel for the Hosting Migration and any future Maintenance and Support functions. Indicate in the columns provided whether resource is planned for Migration and/or Support/Maintenance.</li> <li>- Make sure to cover consulting and development services in support of the Solution.</li> <li>- Add/modify the rows as appropriate to include all Offeror Team members.</li> </ul>
5 - Pricing Assumptions	<p>Identify any Pricing Assumptions in this worksheet. Please also include any assumptions about price escalation in this section.</p>
<p>Note: Within each worksheet, please ensure that you scroll down to pick up all response information required.</p> <p>PLEASE DO NOT INSERT OR DELETE ANY ROWS OR COLUMNS IN THIS WORKBOOK UNLESS ADDITIONAL INSTRUCTIONS WITHIN THE SPECIFIC WORKSHEET ALLOW YOU TO DO SO.</p>	

## 1. Pricing – Existing

RFP No. 18-18 - Enterprise Application Managed Hosting Services		
Pricing Response Workbook   Pricing - Existing Landscape		
INSTRUCTIONS: Please provide the pricing for each scoped area of the Solution, including all resources (e.g., infrastructure, services, and Offeror and 3rd party personnel). Line items may be added as needed. The objective is to ascertain a comprehensive picture of pricing for the proposed Solution at a componentized level to understand the cost factors for what is proposed, and to clearly understand which pricing components might be fixed versus those that might vary to eliminate and avoid "hidden" costs or unplanned cost variances for the Solution throughout its life.		
TOTAL (Non-Recurring and Recurring Costs)		\$ -

Task/Item		Total
<b>Non-Recurring Costs (including One-Time Expenses)</b>		
Scoped Solution Costs:		
One-time Set Up and Migration		
Other Non-Recurring Costs:		
<Add rows for each other itemized costs as needed (e.g. one-time expenses, hardware, software license, subscription fees, implementation fees, travel and expenses, etc.)>		
Total		\$ -

Recurring Costs (If Applicable)		
<Add any recurring costs (e.g. Other 3rd party software subscriptions, on-going maintenance and support packages). Include any duration and escalation assumptions on the "3- Pricing Assumptions" worksheet.>		
Monthly Hosting & Support		\$ -
Hardware Costs		
Storage Costs		
Network Costs		
Application and Database Licenses		
Support Services		
Monthly DR & Support		\$ -
Hardware Costs		
Storage Costs		
Network Costs		
Application and Database Licenses		
Support Services		
Total		\$ -

## 2. Pricing – HANA

RFP No. 18-18 - Enterprise Application Managed Hosting Services		
Pricing Response Workbook   Pricing - SAP Business Suite on HANA		
INSTRUCTIONS: Please provide the pricing for each scoped area of the Solution, including all resources (e.g., infrastructure, services, and Offeror and 3rd party personnel). Line items may be added as needed. The objective is to ascertain a comprehensive picture of pricing for the proposed Solution at a componentized level to understand the cost factors for what is proposed, and to clearly understand which pricing components might be fixed versus those that might vary to eliminate and avoid "hidden" costs or unplanned cost variances for the Solution throughout its life.		
TOTAL (Non-Recurring and Recurring Costs)		\$ -

Task/Item		Total
Non-Recurring Costs (including One-Time Expenses)		
Scoped Solution Costs:		
One-time Set Up and Migration		
Other Non-Recurring Costs:		
<Add rows for each other itemized costs as needed (e.g. one-time expenses, hardware, software license, subscription fees, implementation fees, travel and expenses, etc.)>		
Total		\$ -

Recurring Costs (If Applicable)		
<Add any recurring costs (e.g. Other 3rd party software subscriptions, on-going maintenance and support packages). Include any duration and escalation assumptions on the "3- Pricing Assumptions" worksheet.>		
Monthly Hosting & Support		\$ -
Hardware Costs		
Storage Costs		
Network Costs		
Application and Database Licenses		
Support Services		
Monthly DR & Support		\$ -
Hardware Costs		
Storage Costs		
Network Costs		
Application and Database Licenses		
Support Services		
Total		\$ -

### 3. Managed Services Rate Card

RFP No. 18-18 - Enterprise Application Managed Hosting Services
Pricing Response Workbook   Managed Services Rate Card
INSTRUCTIONS: Please provide your rate card details.

#	Service	Costs
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

Example: Additional Client Copies, System Refreshes, Bandwidth increases, additional storage, backups, systems and any other offerings.

### 4. Resource Rate Card

RFP No. 18-18 - Enterprise Application Managed Hosting Services
Pricing Response Workbook   Resource Rate Card
INSTRUCTIONS: Please provide your rate card details. Do not provide a blended rate. Please identify each resource and their corresponding rate.

#	Role	Total Hourly Rate (Fully Burdened)	Overhead %	Profit %	Hours	Costs	Personnel for Migration	Personnel for Maintenance and Support	Location
1						\$ -			
2						\$ -			
3						\$ -			
4						\$ -			
5						\$ -			
6						\$ -			
7						\$ -			
8						\$ -			
9						\$ -			
10						\$ -			
11						\$ -			
12						\$ -			

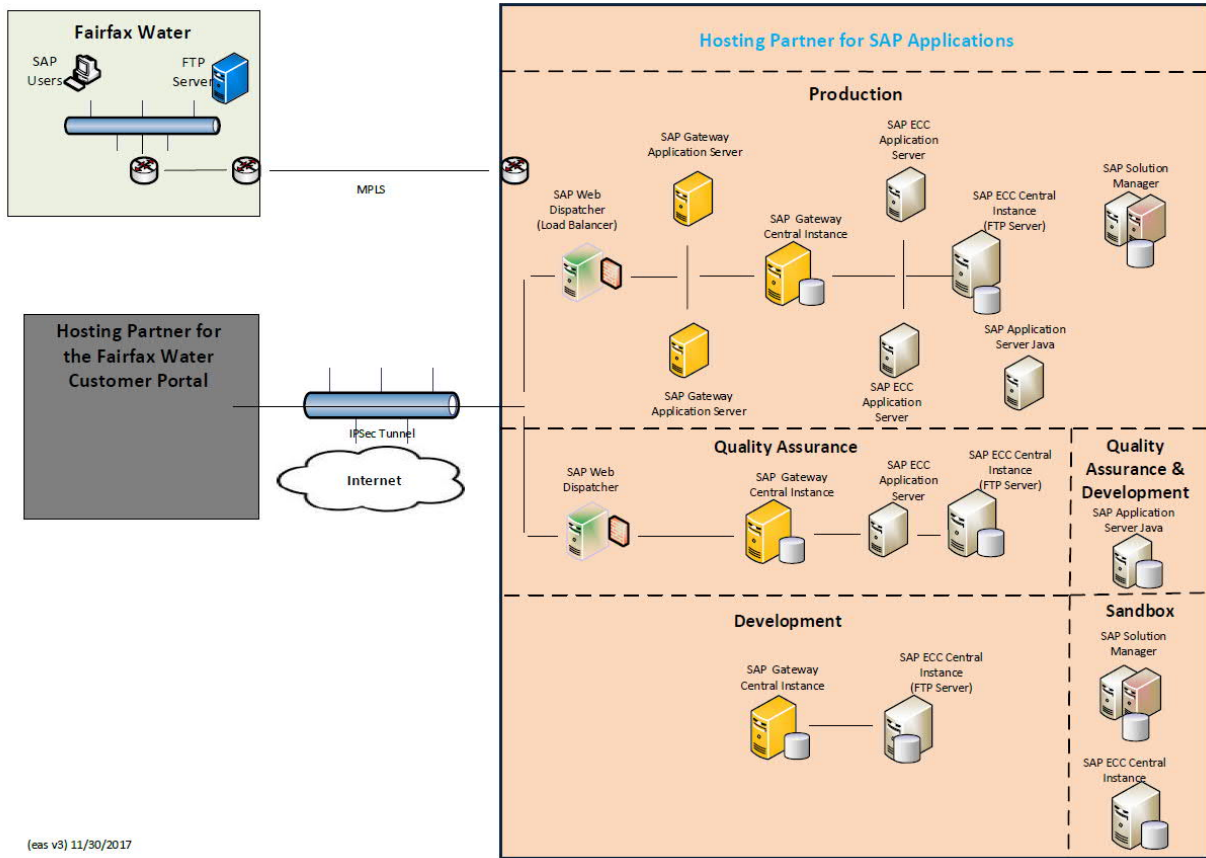
5. Pricing Assumptions

RFP No. 18-18 - Enterprise Application Managed Hosting Services
Pricing Response Workbook   Pricing Assumptions
<p>INSTRUCTIONS: Please provide the Offeror's assumptions used in the development of the cost estimates. The following assumptions should be used in the development of the cost estimates: Please reference contents of the RFP to understand requirements, user base/geographies, and modules needed. Offeror MUST clearly list and describe here all assumptions related to its proposal and MUST describe the anticipated impact in terms (e.g., effort, etc.). Any assumption that is not listed and agreed upon below will NOT be considered to have an impact on pricing.</p>

Pricing Assumptions / Rationale	RFP or Proposal Section Reference (if applicable)	Description of Anticipated Impact

Attachment H - Hosted SAP Landscape  
 FW SAP reference information on the platform.

Fairfax Water's Hosted SAP Landscape



## Attachment I - SAP Systems

FW has eighteen active SAP systems in service with its hosting partner. They are distributed across the following landscapes: Break/fix and Sandbox. SAP systems provided solely for disaster recovery are not listed.

Break/Fix Landscape (16)												
No.	Virtual Host # (VH)	Description	Role	Version	Release Level	Database	Operating System	CPU	RAM (GB)	DB Used Space (GB)	DB Alloc Space (GB)	Storage (GB)
1	VH1	SAP Solution Manager (separate ABAP & Java stacks)	Production	SAP Solution Manager	7.2	Oracle 12C	SLES 11	6	52	349	666	1218
2	VH2	SAP ECC System (ABAP)	Development	SAP ERP 6.0	ERP 6.0 EHP8	Oracle 12C	SLES 11	6	32	729	1126	1382
3	VH3	"	Quality Assurance	SAP ERP 6.0	ERP 6.0 EHP8	Oracle 12C	SLES 11	6	32	1126	1638	1925
4	VH4	"	Production	SAP ERP 6.0	ERP 6.0 EHP8	Oracle 12C	SLES 11	8	100	1228	1638	2641
5	VH5	SAP Gateway	Development	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	2	16	73	133	296
6	VH6	SAP Gateway	Quality Assurance	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	2	16	64	160	380
7	VH7	SAP Gateway	Production	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	4	32	75	200	796
8	VH8	SAP ECC System	Quality Assurance Application Server	SAP NetWeaver 7.5	7.5		SLES 11	2	16	N/A	N/A	186
9	VH9	SAP ECC System	Production Application Server	SAP NetWeaver 7.5	7.5		SLES 11	2	16	N/A	N/A	221
10	VH10	SAP ECC System	Production Application Server	SAP NetWeaver 7.5	7.5		SLES 11	2	16	N/A	N/A	221
11	VH11	SAP Gateway	Production Gateway Application Server	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	2	16	N/A	N/A	300
12	VH12	SAP Gateway	Production Gateway Application Server	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	2	16	N/A	N/A	300
13	VH13	SAP AS JAVA	Development & Quality Assurance	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	2	16	54	69	141
14	VH14	"	Production	SAP NetWeaver 7.4	7.4	Oracle 12C	SLES 11	2	16	27	50	256
15	VH15	SAP Web Dispatcher	Quality Assurance	SAP Kernel 749			SLES 11	2	8	N/A	N/A	129
16	VH16	"	Production	SAP Kernel 749			SLES 11	2	8	N/A	N/A	129

Sandbox Landscape (2)												
No.	Virtual Host # (VH)	Description	Role	Version	Release Level	Database	Operating System	CPU	RAM (GB)	DB Used Space (GB)	DB Alloc Space (GB)	Storage (GB)
1	VH17	SAP Solution Manager (separate ABAP & Java stacks)	Sandbox	SAP Solution Manager	7.2	Oracle 12C	SLES 11	4	24	374	609	894
2	VH18	SAP ECC Sandbox Systems (ABAP)	Development	SAP ERP 6.0	ERP 6.0 EHP8	Oracle 12C	SLES 11	4	24	750	1124	1382

FW also has one production system in-house.

In-house system												
No.	Virtual Host # (VH)	Description	Role	Version	Release Level	Database	Operating System	CPU	RAM (GB)	DB Used Space (GB)	DB Alloc Space (GB)	Storage (GB)
1	VH1	SAP Production BusinessObjects BI Platform	Production	4.2		SQL Anywhere 16 for BI	Windows Server 2008 R2	2	8	6		400



# Attachment J - Network Architecture for SAP Operations

## Fairfax Water Network Access for SAP Operations

