NOTICE TO PROPOSERS

Notice is hereby given that The City of Oklahoma City ("City") and Oklahoma City Employee Retirement System ("Contracting Entity") will receive proposals at the **OFFICE OF THE CITY CLERK, 200 North Walker Avenue, Oklahoma City, Oklahoma 73102** through its Electronic Bidding System until 4:00:00 p.m. CDT, on the 4th day of June 2025, for the following:

Title: Pension Management System

Proposal Number: RFP-OCERS-001

Electronic Bidding System: Bidnet https://www.bidnetdirect.com/oklahoma/cityofoklahomacityandtrusts

Pre-Proposal Conference: Not Applicable for this RFP

Online Audio and Video	**Phone call with Audio only: N/A**
Teams Meeting Web Address: N/A	Dial: N/A
Meeting ID: N/A	United States, Oklahoma City
Meeting Passcode: N/A	Phone conference ID: N/A

Question-and-Answer Period: Proposers may submit questions through the Electronic Bidding System up to: May 29th, 2025 at 12:00 PM CDT.

Contacts:

Contracting Entity:	**Buyer(s):**	**City Clerk**
Oklahoma City Employee Retirement System	Luke Short luke.short@okc.gov	CityClerk@okc.gov
The City of Oklahoma City ("City")	Shelly Garretson shelly.garretson@okc.gov	

Invoices: cityinvoices@okc.gov

Contract Duration: The Professional Services Agreement shall be for 5 years(s).

Renewal Option (if any): Option to renew for 1 additional 5-year period(s).

Governing Law: Oklahoma law and venue state or federal court in Oklahoma County, Oklahoma.

Insurance, Bonds, Warranties Required (if any): See Special Provisions.

Notice

Basic Information

Reference Number	0000383946
Issuing Organization	The City of Oklahoma City and Trusts
Owner Organization	OKC Information Technology Department
Solicitation Type	RFP - Request for Proposal (Formal)
Solicitation Number	RFP-OCERS-001
Title	Pension Management System
Source ID	PU.MU.USA.2722754

Details

Location	Oklahoma County, Oklahoma
Delivery Point	See RFP Documents
Purchase Type	Duration:5 years
Description	The Oklahoma City Employee Retirement System ("OCERS") is an entity established by ordinance of the City Council of the City of Oklahoma City pursuant to the City's authority under state law (11 O.S. Section 48-101). The assets of OCERS are held in trust for the exclusive purpose of providing benefits for its participants and beneficiaries. OCERS is seeking proposals from qualified organizations to provide a comprehensive solution that meets the requirements outlined in this RFP for a Pension Management system.

Dates

Publication	05/07/2025 10:00 AM CDT
Question Acceptance Deadline	05/29/2025 12:00 PM CDT
Questions are submitted online	Yes
Closing Date	06/04/2025 04:00 PM CDT

Contact Information

Luke Short
luke.short@okc.gov

OKC Information Technology Department
Shelly Garretson
shelly.garretson@okc.gov

City Clerk
cityclerk@okc.gov

Bid Submission Process

Bid Submission Type	Electronic Bid Submission
Pricing	No Pricing
Pricing	No Pricing
Bid Documents List	

Item Name	Description	Mandatory	Limited to 1 file
Proposal Documents	Attach Proposals Document(s) as requested in the RFP.	Yes	No
Letter of Authorization	Attach Completed Letter of Authorization (if needed)	No	Yes
Exceptions	Attach Exceptions to RFP Requirements (if needed)	No	No
Detailed System Requirements	Attach Detailed System Requirements to this line item	Yes	No
Pricing Worksheet	Attach Pricing Worksheet to this line item	Yes	No
VPAT Report	Attach VPAT Report to this line item	Yes	No

Item Name	Description	Mandatory	Limited to 1 file
Software Vetting Questionnaire	Attach Software Vetting Questionnaire to this line item	Yes	No

Allow Additional Documents   Yes

Documents

Documents

Document	Size	Uploaded Date	Language
Sample Professional Services Agreement.pdf [pdf]	499 Kb	02/07/2025 05:07 PM CST	English
Sample RFP Acord Form.pdf [pdf]	161 Kb	02/07/2025 01:45 PM CST	English
Letter of Authorization.pdf [pdf]	89 Kb	02/07/2025 01:44 PM CST	English
General Instructions.pdf [pdf]	156 Kb	02/07/2025 01:43 PM CST	English
Pension Management RFP - Detailed System Requirements - RFP-OCERS-001.xlsx [xlsx]	38 Kb	04/16/2025 10:27 AM CDT	English
Pension Management RFP Pricing Worksheet - RFP-OCERS-001.xlsx [xlsx]	24 Kb	04/16/2025 10:27 AM CDT	English
VPAT2.5WCAG_November2023_Guideline_Sample_Document.pdf [pdf]	375 Kb	04/16/2025 10:27 AM CDT	English
RFP-OCERS-001 Pension Management System.pdf [pdf]	436 Kb	04/21/2025 08:52 AM CDT	English
RFP-OCERS-001 Notice to Proposers.pdf [pdf]	143 Kb	04/24/2025 07:25 AM CDT	English

Categories

Selected Categories

NIGP Categories (14)	
920	**DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES**
92003	**Application Service Provider (ASP) (Web Based Hosted)** Application Service Provider (ASP) (Web Based Hosted)
92005	**Application, Infrastructure, Hosting and Cloud Computing Services** Application, Infrastructure, Hosting and Cloud Computing Services
92007	**Applications Software for Microcomputer Systems: Business, Mathematical/Statistical, Medical, Scientific, etc.** Applications Software for Microcomputer Systems: Business, Mathematical/Statistical, Medical, Scientific, etc.
92000	**DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES**
92039	**Processing System Services, Data (Not Otherwise Classified)** Processing System Services, Data (Not Otherwise Classified)
92022	**Data Preparation and Processing Services (Including Bates Coding)** Data Preparation and Processing Services (Including Bates Coding)
208	**COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INCLUDING CLOUD-BASED (PREPROGRAMMED)**
20800	**COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INCLUDING CLOUD-BASED (PREPROGRAMMED)**
20837	**Database Software** Database Software
20863	**Personnel Software** Personnel Software
20851	**Human Resources Software** Human Resources Software
209	**COMPUTER SOFTWARE FOR MINI AND MAINFRAME COMPUTERS (PREPROGRAMMED)**
20964	**Personnel Software** Personnel Software
20900	**COMPUTER SOFTWARE FOR MINI AND MAINFRAME COMPUTERS (PREPROGRAMMED)**
20938	**Database Software** Database Software
20952	**Human Resources Software** Human Resources Software

The City of
Oklahoma City
and its Trusts

Request for Proposals

RFP-OCERS-001
Pension Management System

SPECIAL PROVISIONS

(Special Instructions and Scope of Services)

Special Provisions are deemed to be part of the Professional Services Agreement and shall supersede any conflicting term, requirement or condition in the Professional Services Agreement.

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The Opportunity

Project Summary

The Oklahoma City Employee Retirement System ("OCERS") is an entity established by ordinance of the City Council of the City of Oklahoma City pursuant to the City's authority under state law (11 O.S. Section 48-101). The assets of OCERS are held in trust for the exclusive purpose of providing benefits for its participants and beneficiaries. OCERS is seeking proposals from qualified organizations to provide a comprehensive solution that meets the requirements outlined in this RFP for a Pension Management system. Proposers are invited to propose solutions that address the stated problem and requirements, including leveraging platforms within our existing Technical Environment.

The Contracting Entity is seeking an organization with a proven history of success within the pension management information systems industry. The Contracting Entity intends to implement a solution that aligns with open system standards and requires minimal to no custom software development to achieve the specified features and functions stated in this solicitation. Evaluation will be based on the value and suitability of the Proposer's products and services, ability to meet or exceed defined requirements, management experience, and the Proposer's overall business viability.

Background

Oklahoma City is the capital City in the State of Oklahoma. The City covers an area of approximately 620 square miles. The City's population is approximately 640,000 in a metropolitan area with a combined population of over 1.3 million people. The City of Oklahoma City employs over 5,000 full and part-time employees.

Pension management is an integral facet of the services provided by the City of Oklahoma City Employee Retirement System involving the collection and recording of employee contributions, disbursement of monthly retirement benefits to eligible recipients and disbursement of qualified funds to terminated employees. The office currently manages the distribution of retirement funds to 1500+ retired personnel accounting for over $50 million dollar in annual retirement fund payment distributions. They also manage and track the vested investment funds for over 150 previously employed personnel who have opted not to have their vested fund accounts liquidated from the pension fund. The pension fund currently has over 2800 current employees paying into the fund through payroll bi-weekly deductions. Annually new employees are added to the system, 600 in 2023.

Statement of Need

The Contracting Entity is seeking proposals from qualified organizations for an integrated fully functional pension management solution. This Request for Proposals (RFP) includes specific information to guide you in the development of your proposal for the desired software solution.

Goals

To provide the best possible service to our customers, the processes implemented with the new system need to be as simple and effective as possible. The following high-level objectives include specific primary goals, which will be considered during the evaluation process, as well as measurement indicators of post-implementation project success:

- Provides a user-friendly interface to add, search, enter and view data.
- Provide standard, custom, and ad hoc reporting, analysis, and query capabilities.
- Provide a centralized system that manages all financial information in a single location for current and future retirees.
- Has the ability to create new retiree records by pulling necessary data from existing HR systems.
- Has the ability to integrate well with other systems i.e. Oracle, SharePoint, Kronos as needed.
- Ability to apply retention periods based on established rule sets and provide notification of records that exceed established rules.
- Maintain record metadata for changes, including deletion or destruction of records.
- Ability to identify duplicates within the system.
- Track records across their entire life cycle.
- Provide a user-friendly self-service portal that allows retirees to access and update records, as allowed by software protocols, i.e. address changes, dependent updates, etc.

Scope of Services

Description of Services

A Pension Management system would manage the pension process and streamline record creation, maintenance, and management throughout their lifecycle from record creation to disposal. Currently, pension management is accomplished using a heavily customized application that has been sunsetted and no longer supported by the original developer. Additionally, supporting records necessary for the calculations used in retirement pay determinations are housed outside of the system requiring manual retrieval and input of multiple variables necessary for the process. An innovative system will allow the Oklahoma City Employee Retirement System to manage pension records within a single application. This system would provide a more efficient method of records management and retention, increase reporting and audit capabilities and increase operational efficiency within the department. Implementing a new system will enhance both the department and retiree experience by providing access to data in real or close to real time for changes and updates within the system.

Proposers are encouraged to submit cost saving solutions for purchasing maintenance and management of these systems. The selected proposer will be responsible for coordination with other software and hardware Proposers, the City's Information Technology Department, and other City Department representatives.

Complete System to Be Described and Price

Proposals must describe, and include pricing for all required components, services and tasks required to implement a working, fully functional system. All components - whether hardware, software or services - required to make the system usable and fully operational that is not described in the proposal documents as being necessary, shall be provided at the Proposer's expense. The

price listed in the proposal shall be the delivered price, including freight to and installation at the site(s) of work in Oklahoma City. Submission of a proposal shall be conclusive evidence that the Proposer has investigated and is satisfied as to the conditions to be encountered in performing the work.

Current Technical Environment

1.1   Overview

A centralized Information Technology (IT) department, in concert with departmental contacts, provides the City of Oklahoma City (The City) and its Trusts support for information systems. System standards are established and approved through a formal process. Deviation from standards **must** be approved in writing.

1.2   Network Environment

The City network design follows the Cisco Enterprise Scalable *Core – Distribution –Access* model incorporating Cisco and Industry Best-Practices whenever possible. End devices leverage Fast Ethernet or Gigabit switch ports. Network is provisioned with multicast to support streaming video/audio that is IGMP/CGMP sparse mode compliant.

The City has implemented a TCP/IP routed environment. TCP/IP is the only protocol permitted in the routed environments. All new systems are required to utilize DNS for name resolution and may not utilize broadcast-based naming resolution. DHCP with Dynamic DNS Update provisions the majority of IP addressing for end devices.

The City utilizes next generation firewalls with an explicit denial for all non-approved traffic traversing the DMZ into the City's internal networks. Traffic emanating from the public internet is only authorized to enter into a DMZ server and not directly into the City's internal networks. The City reserves the right to decrypt and perform deep packet inspection on all traffic traversing any network zone that is under our control. The City also reserves the right to monitor and log all internet usage. City connectivity to Proposer applications that require remote connection to off-site resources is accomplished by establishing an IPSEC tunnel. Proposers that choose to leverage this facility are required to work with the City Network and Security Teams and adhere to all City requirements to accomplish this mode of transport.

The City of Oklahoma City has established a structured wiring plan that requires the use of CAT6 cabling to RJ-45 wall jacks in a modular configuration: conductors from faceplate to MDF/IDF can transport either data or voice as required with discrimination implemented in the equipment closet by appropriate patch. Legacy wiring is CAT5. All additional wiring and equipment will comply with this plan unless specific, written authorization has been given by the Information Technology Department before installation.

Networks other than the City's will not be directly connected to the City of Oklahoma City network. For remote access to the network, The City has provisioned Virtual Private Network (VPN) services. This will be the only supported method to access systems within The City network unless specific, written authorization has been given by the Information Technology Department before installation.

1.3   Authentication Requirements

- Our preference for authentication would be to use a SAML 2.0 SSO solution leveraging Microsoft Azure as the authentication provider.
- On premise applications could use LDAP based authentication if SAML 2.0 SSO via Microsoft Azure isn't available.

1.4   Server Environment

The City servers are housed and managed in Tier 2 data centers with backup power, secure access control, and environmental control. The City uses commodity-based, non-proprietary hardware.–The architecture is redundant, scalable, and a multi- tiered server environment. The City prefers to use the most current Windows operating system with all updates applied. Server virtualization compatibility is highly preferred. The City currently uses Active Directory domain.

The City employs an aggressive patching policy for all Servers. Patches that are related to security issues start the testing process the day of release and are moved to production servers on a defined schedule. Proposers supplying applications to the City must be compatible with current and future OS patching and notify the City of any issues the current patches cause with their application within 10 business days of the operating system patches release. Any incapability with OS patching must be corrected within 30 days.

Technical Preferences

1.5   General

The City desires to acquire a system that streamlines and enhances its Pension Management System business processes. Those objectives can only be reached by implementing a new system that includes the following minimum attributes:

- An application that includes the functionality required by the department to conduct their business efficiently and effectively.
- An application that is made available to the user within a secure technical environment that has: availability, accessibility, flexibility, maintainability, stability, expandability, capacity, and responsiveness.

In addition to providing the functionality defined within the prior sections, the City also requires the Proposer to fully describe the technical environment envisioned for the City in order to achieve its stated objectives.

The City anticipates purchasing any additional servers, networking components, desktop systems, and associated system software through existing contracts. Proposers may include such items as alternates for consideration; however, all specifications, unit pricing, discount pricing, installation, and warranty information must be clearly provided and described. Regardless of how the required hardware and system software is purchased, the Proposer must accept responsibility for defining the technical requirements and associated

configuration required to meet the City's stated objectives.

1.6 General Preferences

The City does not wish to discourage creative solutions nor stifle effective competition. Consequently, various technical architectures and system environments will be seriously considered and evaluated. There will, however, be certain expectations and preferences that will guide the evaluation process.

1.7 Network Preferences

The City's networking infrastructure is maintained and managed solely by City personnel. Proposers must take responsibility for specifying the requirements necessary for network communications as required to successfully implement the proposed system(s). To that end, the following concepts should be observed:

- The City's network configurations and components are not generally accessible to Proposers. Proposers will not be allowed to monitor, configure, or add network components to the existing infrastructure without prior written permission.

- The Proposer may propose additional network expansion or may instead choose to identify capacity requirements between devices to leverage existing infrastructure. Proposals for both approaches can be submitted for consideration.

- Proposers must specify bandwidth requirements between clients and servers, as well as between the various servers.

- Proposer is expected to define the required interface / connection between wireless data infrastructure and the City network. This should include, but not be limited to, explanations of client-side software requirements, supported operating systems, device options, and bandwidth requirements. Wi-Fi networks, even owned by the City, are treated as "foreign networks" and will be subject to firewall controls. Applications should be "Wi-Fi aware": capable of queuing both the server and client side of transactions.

- Proposer must specify proposed demarcation of responsibilities between the City and the Proposer prior to system installation, testing, warranty, and maintenance.

- Remote Proposer support of application will leverage the City maintained VPN solution. Modems are not permitted in the City network infrastructure.

1.8 Server/Desktop Preferences

The proposer must specify both the minimum and recommended hardware configurations for Servers, Clients, and Network paths required to operate the application at the required service and performance levels. Proposers may assume no competing load for the purpose of the specification.

<u>Server/Desktop preferences are as follows:</u>

- In general, there is a preference for commodity-based, non- proprietary hardware. Any departure from this will require extensive justification.

- Architectural preference is for a redundant, scalable, multi-tiered, multi-server environment.

- Preference is for a common shared backup management, logging, and recovery environment.

- The City utilizes an enterprise grade server management platform for administration, maintenance and logging.

- Operating System preference is currently Windows Server 2019.

- Relational database management system preference is Microsoft SQL Server 2019 or higher.

- The expectation is for a high-capacity, high-speed, redundant online disk storage subsystem. We would prefer to leverage this storage system if it is economically feasible for this implementation.

- The City uses Exchange Online as its messaging and collaboration system.

- The primary desktop and laptop client is an Intel-based system, with Windows operating systems. Currently most of the clients are running 64-bit Windows 11 operating system. The City's client PCs that have been purchased over time include many different processor speeds and other hardware combinations, so Proposers must specify the minimum required client configuration. New desktops being purchased are 4.5 GHz processors, 16 GB RAM, 256GB SSD, 64-bit Windows 11 Operating System, and Microsoft Office 365. Mobile broadband in 4G or 5G may exist for some client systems.

- Ability for application packaging and distribution is highly preferred.

- Server virtualization compatibility is highly preferred and accomplished using Microsoft Hyper-V.

- SharePoint Online is our primary "intranet" and document storage solution.

- Power BI and SQL Server Reporting Services are our primary dashboard and reporting tools.

1.9 Data Integration Preferences

Software Proposers should adhere to the following standards to ensure that their solutions are interoperable with other systems and provide a high level of performance and security:

- Software Proposers should provide industry-standard APIs for data integration that support multiple data formats and protocols, such as REST, SOAP, OData, JSON, and XML.
- Software Proposers should provide comprehensive API documentation including, but not limited to, all endpoints, query parameters, request/response format, rate limiting, authentication and authorization mechanism, error codes, and examples of how to use the API.
- Software Proposers should adhere to industry-standard data modeling standards, such as Common Data Model (CDM), to ensure that the data is well-structured and can be easily integrated with other systems.
- Software Proposers should follow industry-standard security protocols, such as SSL/TLS encryption, to ensure that data is transmitted securely and protected from unauthorized access.

1.10 Security Requirements for SaaS and Cloud Applications

This City of Oklahoma has security requirements specifically targeting Software as a Service (SaaS) and cloud applications. These requirements are designed to ensure the protection of sensitive data and adherence to best security practices. Proposers must meet or exceed these standards to be considered for this project.

Data Protection and Privacy
To ensure the highest level of data protection and privacy for SaaS and cloud applications, the following measures must be implemented by the Proposer: Encryption:

- Data at Rest: All data at rest must be encrypted using robust encryption standards such as AES-256.
- Data in Transit: Data in transit must be encrypted using TLS 1.2/1.3 or equivalent protocols.
- Data Residency: The data must be stored and processed within the continental United States, ensuring compliance with local data residency and sovereignty laws.

Access Control and Identity Management

To manage access control and identity management effectively in SaaS and cloud applications, the Proposer must adhere to the following requirements:

Authentication:
- Multi-Factor Authentication (MFA): MFA must be mandated for all user access to the cloud application.
- Single Sign-On (SSO): The solution must support SSO to integrate with existing identity management system (Azure Entra ID), such as SAML or OAuth.

Authorization:
- Role-Based Access Control (RBAC): RBAC must be implemented to ensure users have the minimum necessary access.
- Least Privilege Principle: The system must support the principle of least privilege for all users and services.

Security Monitoring and Incident Response

To ensure ongoing security and effective incident response for SaaS and cloud applications, the Proposer must meet the following requirements:

Monitoring and Logging:
- Security Information and Event Management (SIEM): Integration with existing SIEM (Azure Sentinel) solutions for continuous monitoring is required.
- Log Management: Detailed logging of access and activity with tamper-evident logs is mandatory.

1.11 Two-Way Radios: Current Environment

The Oklahoma City (OKC) two-way radio environment features the advanced P25 Trunked Radio System, designed for enhanced public safety and emergency response. Key attributes include:

- **Dual-Phase Operation:** Supports both Phase 1 and Phase 2 communications.
- **Extensive Coverage:** 13 sites with linear simulcast technology ensure reliable communication across OKC and remote areas.
- **Dedicated RF Channels:** 20 channels optimized for high-demand and emergency situations.
- **Resilience:** Built to withstand EF-5 tornadoes, with diesel generators and DC power systems for extended outages. **Interoperability:** Communicates across 800 MHz bands for multi-agency operations.
- **Testing:** Regular computer-based drive testing ensures 99% reliability for handheld devices.
- **Capacity:** 38 simultaneous conversations supported by Phase 2 TDMA technology.
- **Active Talk Groups:** 601 groups for tactical, operational, and administrative

communications.

Technical Preferences: Non-Public Safety Handheld Radios
- **Dimensions:** 5.9 x 2.4 x 1.9 inches, weight 10.9 oz.
- **Environmental Resistance:** Humidity, vibration, drop shock, IP66, and temperature range from -22°F to +140°F.
- **Frequency Range:** 700/800 MHz bands.
- **Digital Operation:** P25 protocol with AMBE+2 vocoding.
- **Battery:** Li-Ion, 3100 mAh, 10 hours life.

Public Safety Handheld Radios
- **Dimensions:** Similar to non-public safety, color: black.
- **Environmental Resistance:** Includes IP68 immersion, vibration, and temperature shock.
- **Frequency Range:** 700/800 MHz bands.
- **Digital Operation:** P25 protocol with AMBE+2 vocoding and ProVoice™.
- **Battery:** Li-Ion, 3100 mAh, 10 hours life.

Public Safety and Non-Public Safety Single Band Mobile Radios
- **Dimensions:** Standard mobile unit size with front-mount control.
- **Environmental Resistance:** IP54 protection, operational temperature from - 22°F to +140°F.
- **Frequency Range:** 700/800 MHz.
- **Digital Operation:** Supports P25 Phase 1 and 2, and conventional analog modes.
- **Secure Communications:** 256 AES encryption.

Special Purpose Multi-Band Mobile Radios
- **Dimensions:** Varies for radio and control units.
- **Weight:** 5 to 7 lbs.
- **Channel Capacity:** 12,500 channels.
- **Environmental Resistance:** IP65 for control unit, IP54 for radio.
- **Frequency Range:** VHF, UHF, 700/800 MHz, 900 MHz.
- **Digital Operation:** P25 and ProVoice™ with multiple-key 256 AES encryption.

Desktop Base Station Radios
- **Standards:** Currently under development.

Dispatch Consoles
- **Processor:** Intel® Dual Core™ i7.
- **OS:** Windows® 10 Enterprise 64-bit.
- **Dimensions:** 1.75 x 16.75 x 10.5 inches.
- **Input Voltage:** 110-240 VAC.
- **External Interfaces:** Ethernet, USB, audio inputs/outputs.
- **Video:** DisplayPort connections for up to 4 monitors.
- **Storage:** Removable SSD.

Conventional Base Stations/Repeaters
- **Standards:** Currently under development.

Proposal Instructions & Content

TIMELINE	TIME (CDT) & DATE	LOCATION / ADDITIONAL INFORMATION
Questions Due Date	5/29/2025	• Questions must be submitted by Noon CDT.
Proposal Submission Due	6/4/2025	• Submissions must be complete by 4:00 PM CDT. Proposer(s) acknowledge that their Proposal, upon submission through the Electronic Bidding System, is valid for a minimum period of 270 days subsequent to the RFP due date.
Interviews and/or Demos	6/30/2025	• Finalist will be provided specific dates for interviews/demos via email scheduling
Negotiation & Proposer(s) Selection	7/18/2025	• Selected Proposer(s) will be notified in writing. • Any award is contingent upon the successful negotiation of final Professional Services Agreement terms. If negotiations cannot be concluded successfully, the Contracting Entity reserves the right to negotiate a Professional Services Agreement with another Proposer or withdraw the RFP. • Negotiations shall be confidential and not subject to disclosure to competing Proposer(s) unless and until a Professional Services Agreement is reached.
Estimated Professional Services Agreement Execution	9/9/2025	• Subject to Contracting Entity approval.

The above dates are tentative and subject to change. The Proposal Release date, Pre-Proposal meeting, if applicable, Question-and-Answer period, and Proposal submission deadline are available to view on Bidnet Direct and the Notice to Proposers.

Proposer Qualifications

The successful system Proposer must furnish and install all applicable software and provide services related to the installation and optimization of the system, sub- systems, and other ancillary devices described by this RFP. This RFP seeks assurance of the following:

- Timely implementation
- Fault tolerant systems
- Software reliability and performance
- Operator / internal and external user friendliness
- Maintainability
- Reliability
- Long-term useful life
- Quality training for internal users and technicians
- Quality service & maintenance including timely released upgrades
- Quality system documentation and custom training materials

The successful Proposer must have demonstrated successful performance on installations of a similar nature to that requested by this RFP. Specifically, Proposers must demonstrate a history of a successfully developed and implemented systems of similar scope and size for government entities that are live in a production state.

Selection Process

Proposal Evaluation Process

Each proposal will be independently evaluated by a selection committee. The selection committee is comprised of members from multiple City departments that will utilize this system including Finance, Human Resources and Information Technology Departments. The committee may make its selection based on the written proposals received and conduct scripted demonstrations with some or all of the proposers. The selection committee will report the results of its evaluations and make its recommendation to the Contracting Entity. The Contracting Entity will approve the recommended proposer, a different proposer, or may decline to contract with any proposer.

Evaluation Criteria

Proposers will be evaluated for selection based on their overall responsiveness and ability to meet listed requirements of the RFP. Emphasis will be placed on the following criteria (in no particular order):

A. **System Design and Technical Performance – 40 points**.

    a) System Requirements
    b) Technical Requirements
    c) Interface Requirements
    d) Proposer Requirements

B. Installation, Management, Maintenance, Training, and Support Services - 30 points.

C. System Pricing for All Software, Equipment, and Services - 5 points.

This will include, but is not limited to:

   a) <u>Software Licensing</u> - Software pricing must include number of named/concurrent users, application and/or server pricing, etc., depending on the method you use.

   b) <u>Professional Services</u> - Professional services must include firm-fixed price for services at defined milestones.

   c) <u>Software Maintenance</u> - Software maintenance and support pricing for year one is to be calculated into the proposed initial implementation price. "Out year" maintenance and support costs must be clearly delineated for years 2-5.

   d) <u>Training</u> - Training must include number of students, number of days or hours of training, number of classes and topics to be covered. The Contracting Entity's preference is using on-site facilities for training. To reduce impact on City business, duplicate training should be made available in successive sessions so multiple personnel could be trained on identical material at different times. If appropriate for the number of employees to be trained, the Contracting Entity will consider a "train-the-trainer" approach to reduce training costs.

   e) <u>Hardware (Optional)</u> - Pricing must be included in your proposal; however, the Contracting Entity reserves the right to purchase equipment elsewhere if it is deemed in the Contracting Entity's best interest to do so.

D. Proposer's Experience and Ability to Provide Proposed System – 15 points.

   a) Include the number of municipalities that currently use your system.

E. Project Implementation Schedule - 5 points.
This will include, but is not limited to a scrutiny of:
   a) Key team leaders, including project experience and length of time with the firm.
   b) Proposed schedule.

F. Proposal Quality - 5 points.
   a) Completeness and thoroughness of written response.
   b) Proposer's adherence to RFP guidelines and instructions.

The selection committee will select a short list of Proposers using the above criteria. Proposal finalists will be required to conduct on-site scripted demonstrations that fully demonstrate system capabilities as purported by their respective proposals. Proposal

finalists will be required to set up and conduct the demonstrations on fully functional systems, which are representative of proposed configurations. Proposal finalists will be required to demonstrate end-to-end functionality and integration via ad hoc and scripted means. Additional technical question and answer sessions and site visits will be used in the final selection process. These demonstrations may be recorded electronically. A recommendation will then be submitted to the Contracting Entity, requesting approval to proceed with contract negotiations with the preferred Proposer.

In submitting proposals, Proposers must note exceptions in cases where, in the Proposer's opinion, the requirements are based on methods and features of a particular name brand or proposer's product. In evaluating the exceptions, the Contracting Entity will consider whether in its judgment the proposed system offers a degree of functionality and cost effectiveness which nullifies the standards on which the specifications are based. The RFP, the proposal documents, and the oral presentation will be incorporated into the contract by reference; therefore, all requirements not specifically addressed as an exception in the proposal and subsequent contract documents will stand as contractual responsibilities of the Proposer

The prices submitted in the original proposal, subject to any modification in the negotiated contract, shall apply for the life of the contract; however, during the contract period, should the Proposer offer the same service, optional equipment, or upgrades to other agencies or the public at a lower cost due to price reductions or promotions, the Proposer shall also charge the Contracting Entity the lower price.

Proposal Content

Each section below should be presented in the following order to ensure the RFP selection committee considers the same information on each proposal. The proposal itself shall be organized in the following format and informational sequence:

A. *Executive Summary*
Prefacing the proposal, the Proposer shall provide an Executive Summary of five pages or less, which gives a summation of the proposal in brief, concise terms.

B. *Business Organization*
State the full name and address of your organization and identify the parent company if you are a subsidiary. Specify the branch office or other subordinate element that will perform, or assist in performing, work herein. Indicate whether you operate as a partnership, corporation, or individual. Include the state in which you are incorporated or licensed to operate. Provide the name, phone number, email address, and fax number for your proposal contact.

C. *Project Management Structure*
Provide a general explanation and chart, which specifies project leadership and reporting responsibilities and interface with Contracting Entity project management team personnel. If the use of subcontractors is proposed, identify their

placement in the primary management structure, and provide internal management description for each subcontractor.

D. *Personnel*

Include names and qualifications of all professional personnel who will be assigned to this project. Provide all resumes.

E. *Prior Experience*

Describe only relevant experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Do not include experience prior to 2014. Supply the project title, year, and reference name, present title, address, and phone number of the principal person for whom prior projects were accomplished.

Provide references, contact information and implementation dates for the last 5 government clients with a similar service scope, and size as this project. Refer to "General" and "Current Technical Environment" sections above.

F. *Anticipated Implementation Workplan*

Describe your technical plan for accomplishing the required work during the implementation. Include such time-related displays, graphs, and charts as necessary to show tasks, sub-tasks, milestones, and decision points related to the Project Objectives and your plan for accomplishment. Specifically indicate:

1. A description of your work program by tasks. Detail the steps you will take in proceeding from Task 1 to the final tasks.

2. The technical factors that will be considered in the section above, and the depth to which each will be treated.

3. The degree of definition provided in each technical element of your plan.

4. The points at which written, deliverable reports will be provided.

5. The progress payments you are requesting upon successful completion of milestones or tasks.

6. A statement of your compliance with all applicable rules and regulations of Federal, State, and Local governing entities. The Proposer must state compliance with terms of this Request for Proposal.

G. *Delivery*

Proposers shall specify their proposed delivery times for the requested goods and services in their proposal response. If a deadline is specified and no alternative is proposed, the Proposer will have agreed to meet the stated deadline.

H. *Implementation Timeline*

The implementation of any system of this size and complexity is a significant undertaking. Consideration must be given to the day-to-day operations of the City agencies and to the citizens, which must not be disturbed or interrupted. A carefully planned project schedule and work breakdown structure diagram must be provided

with the proposal. The project schedule shall be referenced to the projected contract award date, which is depicted in the Section titled "Project Schedule", for the purpose of the proposal. The project schedule and work breakdown structure diagram shall show tasks to be performed by both.

The project timeline shall include important milestones and logical breakpoints during which the Contracting Entity and Proposer shall assess the progress to date and prepare for the next phase.

The timeline should provide as much detail as possible and highlight all major milestones for each component of the project, which may include but not be limited to the following:

- Contract award.
- Install host system components.
- Install client components (as required).
- Establishing all interfaces.
- Performance of integration testing and optimization.
- Deliver system documentation.
- Data conversion.
- Training.
- System acceptance testing.
- Thirty-day stability test.
- Final system acceptance.
- Warranty period.

The first milestone of your timeline should be contract signing by Contracting Entity. All other events will be referenced in number of days from contract signing by Contracting Entity. Time is of the essence in the performance of this Contract. Installation, testing and satisfactory operation must be completed in accordance with the agreed upon contract schedule. Any known time constraints must be identified and presented as part of this timeline.

I. *Customer Service / Training*

The proposal must include description and timeline of training to be provided including onsite training. Service Level Agreements must be provided and include details on software and support hours, system up-time guarantees and responsiveness of support staff. The Contracting Entity does not anticipate utilizing a train-the-trainer methodology. Training must be conducted by the selected proposer onsite for all system users.

J. *Pricing for Services*

The Contracting Entity does not anticipate requesting best and final offers. It is the Contracting Entity's intent to evaluate and score the proposed pricing submitted with your proposal. Any discounts (including time sensitive discounts based on date of contract approval), trade-ins, cost incentives, or signing bonuses you intend to extend to the Contracting Entity should be contained within your proposal. Please

clearly state hourly rates for any level of personnel that could be utilized in such a contract for work. Include any expenses you consider reimbursable given a request for you to be on-site. Use the fillable form provided for pricing or reproduce it in its exact format as part of your submission.

K. *Maintenance of Proposer Furnished Software/Hardware*

The Contracting Entity requires that the Proposer maintain all Proposer- furnished software in a reliable operating condition and incorporate the latest software changes applicable to the installed system. The Proposer will describe the nature of the software maintenance coverage and program for maintaining reliable, efficient, and current software. The maintenance contract pricing shall include providing and installing any system software patches, upgrades, enhancements, etc., developed by the software manufacturer during the maintenance contract period.

The selected proposer must be able to provide and maintain compatible software and hardware that utilizes the existing technology by referring to the "Current Technical Environment." All new hardware must meet current standards noted. In addition, all application and system configuration validation will be part of the final acceptance process. Any product that does not meet the current standards noted above will be rejected. No payment will be made for products that do not comply.

L. *Financial Information*

Please provide the following information about your company:

1. A copy of your company's most recent audited financial statement
2. A copy of your firm's 10k form

If your company is private, please provide sufficient financial information to demonstrate its financial stability.

M. *Authorized Negotiator*

Include name, address, and telephone number of the person(s) in your organization authorized to negotiate contract terms and render binding decisions on contract matters.

N. *Project GOALS*

1. Firms must submit information that details how their proposed solution complies with the Contracting Entity's minimum requirements.
2. Firms are also encouraged to submit any information that indicates how their proposed solution would provide the Contracting Entity with existing features and enhancements that **exceed** the minimum requirements as set forth in this RFP.
3. Explain how you will meet the Project Objectives as stated above.

Proposals must describe, and include pricing for all required components, hardware components (whether supplied by Proposer or Contracting Entity), services, and tasks required to implement a working, fully functional system. Any and all components - whether hardware, software or services - required to make the system

usable and fully operational that is not described in the proposal documents as being necessary, shall be provided at the Proposer's expense. The price listed in the proposal shall be the delivered price, including freight to and installation at the site(s) of work in Oklahoma City. Submission of a proposal shall be conclusive evidence that the Proposer has investigated and is satisfied as to the conditions to be encountered in performing the work.

O. *Detailed System Requirements Document*

Proposer must indicate their ability and to what degree their proposed solution will meet the stated requirement by completing the Detailed System Requirements document. Comments on each requirement are encouraged to enhance a proposer's solution on that specific requirement.

P. *Voluntary Product Accessibility Template (VPAT) Report*

Proposer must submit a copy of the VPAT report that outlines their compliance with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA ADA compliance guidelines. Forms can be found at VPAT - Information Technology Industry Council .

Q. *Software Vetting Form*

Proposer must complete and submit the Software Vetting Form associated to this solicitation.

Additional Documents Upon Award

Awarded Proposer(s) will be required to submit the following upon award. We encourage you to take note of these requirements. Please review sample documents in Bidnet Direct prior to proposal submission:

- Professional Services Agreement
- Acord Form
- Letter of Authorization, if applicable

Detailed System Requirements

<u>**System Requirements Document Explanation**</u>
The following requirements apply to all security information and performance management processes and activities. Each requirement is listed with its Merit or Importance to the City.

Merit is indicated as follows:
- **C = Critical**
- **I = Important**
- **D = Desirable**

Indicate with the appropriate response in the response column as to what degree your system will meet the requirement. Below, you will find the legend for the columns:

Response		Explanation
Full	Fully Meet	System can fully meet with no configuration or customization
Config	Meet with Config	System can meet with a configuration (configurable by user, no effect on future upgrades, etc.)
Custom	Meet with Custom	System can meet with a customization (modification to code, impairs future upgrades, etc.)
3rd Party	Meet with 3rd Party	System can meet using a third party
None	Cannot Meet	System cannot meet the requirement
Other	Other	Alternative solution (Please explain in comments section)

The evaluation team will confirm all information. Any proposing firm found to be submitting false information may be subject to immediate disqualification.

Comments on requirements are encouraged to enhance a proposer's solution on that specific requirement.
Please specify in the comments section if there is any additional cost above what has been proposed to meet a requirement.

<u>**Functional System Requirements**</u>

Item	Requirement	Merit (C,I,D)	Response	Comments
	General Functionality			
1	Ability to calculate eligibility for Cost-of-Living adjustments, based on conditional factors that can be adjusted within the system, such as age at time of retirement.	C		
2	Ability to calculate pensionable earnings based on plan documents	C		
3	Ability to calculate pension benefit according to the city ordinance	C		
4	Ability to calculate pension benefits accord to city ordinance for early retirement and years of service (under 65 years of age and 25 years of service)	C		
5	Ability to apply IRS regulations for lump sum distributions IAW IRS regulations	I		
6	Ability to calculate benefits based on approved Qualified Domestic Relations Order (QRDO) documentation IAW State regulations	I		
7	Customizable administration views based on user defined criteria	C		
8	Provide distinguishable view that clearly identifies employee status as active employee, former employee or retired employee.	I		
9	Provide distinguishable view that identifies retired employees that are actively receiving pension payments.	I		
10	Provide distinguishable view that identifies former participant who no longer is eligible for pension services, i.e. death, payout of pension account upon termination	I		
	Provide a web-based multi-factor authenticated user self service portal accessible to all eligible participants that allows access through multiple connective devices, i.e. PC, laptop, tablet, cell phone, etc	C		
11	Provide view for participants currently contributing to review items used in pension calculation - unpaid leave, years of service, vested status, etc.	I		
12	Provide ability for active employees to view historical written communications generated by the system and sent out either electronically or hardcopy	I		
13	Provide ability for retired employs to view historical written communications generated by the system and sent out electronically or hardcopy	I		
14	Provide ability for participants currently contributing to the pension plan to electronically contact the ERS staff through secure communications	D		
15	Provide ability for participants actively receiving pension payments to electronically contact the ERS staff through secure communications	I		
16	Provide active employees who have contributed to the pension plan the ability to estimate/project anticipated benefits for up to 24 months	I		
17	Provide all plan participants with the ability to review and update plan beneficiary's	C		
18	Synchronize with Oracle HR daily to update active employee personnel record changes for address changes, dependent changes, etc.	D		
19	Ability to define user groups with varying security levels for interactions: create, read, update, retire, etc. within the system	D		
20	Ability to apply varying security levels for users	C		
21	Ability to access utilizing single sign on in on the city network for active employees	C		
22	Utilize Multifactor Authentication (MFA) if accessing from outside the city network	C		
23	Provide a secure communications folder to received documents from active and retired participants	I		
24	Ability to send secure email and written communications to participants	I		
25	Ability to mask mask/truncate Personal Identifiable Information (PII)	I		
26	Ability to route benefit calculations for role based review process	C		
27	Ability to route each step of a benefit calculations utilizing a decision tree type process that builds a pension packet	I		
28	Ability to accept termination notices from Oracle Cloud (OC) and route to termination process options: i.e. vest or non vested	I		
29	Ability to accept full time new hires from OC and auto enroll in the pension system if eligible during the onboarding process	C		
30	Ability to automate employee compensation changes made with the OC to update pension system for calculations changes	D		
31	Ability to route retirement enrollments for review based on assigned roles finalizing retirement process from active employee to retired	C		
32	Ability to automate monthly and annual COLA changes between the pension system and the retirement payment clearing house, if a separate vendor is utilized	I		
33	Ability to route retiree address changes from self-service portal for review prior to system update	D		
34	Ability to route beneficiary changes for review and approval BEFORE system is updated	I		
35	Ability to limit the number of changes made to certain fields with in a certain time period, i.e. 24 hours	I		
36	Ability to limit changes through the self service portal for a defined time period prior to monthly disbursements	I		
37	Ability to notify user in the self-service portal that updates made after specified dates may not be processed and reflected until the following statement period; i.e. change of address, bank account updates, dependent updates, etc.	C		
38	Ability to identify vested and deferred employees for periodic follow-up communications	I		
39	Ability to track terminated employees eligible for refund for periodic follow-up communication: i.e. refund packet mailed with no response	C		
40	Ability to monitor employees that are rehired for service buyback	D		
41	Ability to automate the service buyback process for employees that have be rehired	I		
42	Ability to identify employees who have participated in the buyback process after rehire	D		
43	Ability to apply annual approved interest to each participant account systematically to all active employees	C		
44	Ability to perform retirement recalculations annually based on pay adjustments either across the board or individually	C		
45	Automatically date and timestamp by UserID for all activity in the system	C		
46	Maintain historical audit trail of all system activity, i.e. additions, deletions, edits, etc.	C		
47	Ability to limit activities performed in self-service to protect historical information, i.e. not allowing permanent deletion of dependents	C		
48	Provide ability to produce ad hoc reports	C		
49	Provide ability to define and save reports based on defined file specifications for auditor	C		

Item	Requirement	Merit (C,I,D)	Response	Comments
50	Provide ability to define and save reports based on defined file specifications for actuary	C		
51	Ability for administrator to create and export ad hoc queries	C		
52	Ability to calculate pension based on years of service and pensionable wages i.e. 2% per year of service and highest 3 of the last 5 years of pensionable wages	C		
53	Ability to calculate pension based on years of service i.e. 6-10 years of service; 11-15 years of service, etc	C		
54	Ability to calculate pension for individual who worked for the city in multiple pension programs. i.e. standard pension and 401k management plan	C		
55	System must have a stand alone test environment	C		
56	System must have a stand alone production environment	I		
57	Vendor must provide an annual scheduled for software patches	C		
58	Vendor must provide an annual schedule for software upgrades and updates	C		
59	Vendor must provide an annual schedule for all back up processes	C		
60	Vendor must provide an annual schedule for software patching	C		
61	Vendor must provide a 30 day notice to any changes of the annual schedule	C		
62	Ability to mass produce member statements and distribute through email or print for U.S. postal mail	C		
63		C		
64	Ability to mass produce annual cost of living statements and distribute through email or print for U.S. postal mail.	I		
65	Ability to generate information packet for participants with employment status change from active to retired	I		
66	Ability to generate information packet for participant with employment status change from active to terminated vested employee eligible	C		
67	Ability to generate information packet for participant with employment status change from active to terminated non-vested.	C		
68	Ability to generate pension projections by administrator	C		
69	Ability to generate pension projection by employee	I		
70	Ability to calculate pension benefit according to city ordinance for early retirement using age and years of service (minimum 55 years of age with 5 years of service reduced by 4% for each year under age 65)	I		
71	Ability to identify Power of Attorney designee and store document	I		
72	Ability to accept Revocable Trusts as acceptable beneficiary type	I		

Technical System Requirements

Item	Requirement	Merit (C,I,D)	Response	Comments	Column1
73	City data gathered in this system MUST remain isolated from other customers. We do not allow our data to be mixed into the same database or other systems with other customers.	C			
74	Ability to provide real-time remote control support of the application through a vendor provided remote desktop software (i.e. Skype, WebEx, Go-To Meeting, TEAMS etc.).	I			
75	Vendor has the ability to provide redundancy to ensure maximized up time.	C			
76	Database backed up on a regular basis (detail in the comments area).	C			
77	The desired solution should have the ability to easily handle the load from our environment size, and to scale as the City resource requirements grow.	C			
78	Product must have features to make dealing with large environments easier, especially in the area of system maintenance.	C			
79	Product needs to be able to gather and forward logs and events into the centralized solution for correlation and alerting.	C			
80	Solution should utilize best practice system recovery in the event of a loss. Please explain recommended recovery options in the comments section.	C			
81	Offer a user interface which is native to the application, that can be accessed using most recent version of Edge, Google Chrome, Firefox, Safari, etc. and be backward compatible to at least three previous version(s).	C			
82	The solution must accommodate individuals with disabilities in accordance with the Americans with Disabilities Act (ADA). The software must meet, at minimum, Web Content Accessibility Guidelines (WCAG) 2.1 Level AA ADA compliance.	C			
83	System must provide group and user security. Please explain in comments.	C			
84	Application Administrator can manage security, maintenance tables, user logins and access.	C			
85	Supports multiple concurrent users accessing and editing the system at once (detail if there are any limits to the number of users in the system at the same time editing the same item).	C			
86	All standard user accounts for the system should be maintained within the City's Active Directory environment to ensure adherence to the City's password policy and account management standards and processes. The system must either use SAML 2.0 Single Sign on (SSO) or authenticate users directly with Active Directory (if the system being proposed in hosted on premise).	C			
87	Online screens must be fully compatible with latest Operating Systems (See Technical Environment)	C			
88	Always to use the most up to date software with minimal "down time" for new upgrades and features which should be implemented as part of regular vendor support services.	C			
89	Flexible scheduled maintenance windows that limit down time (detail in the comments area).	C			
90	The system provides for version change control to maintain update information for modification support purposes – whether vendor or self hosted.	C			
91	There is a provision for non-technical, complete, and easy-to-read user documentation, including reports, online functions, screen illustrations, data entry requirements and diagrams of table links.	C			
92	The system provides online help features at all screen levels.	C			
93	The system provides user-defined help message text.	D			
94	The system offers industry standard backup and retrieval processes.	C			
95	Provide application error codes and definitions.	C			
96	Database used to store the City's data must be ODBC (Open Data Base Connectivity) compliant, allowing the City to access and report on its data. (Please explain in the comments section)	I			
97	Vendor sends communications regarding software enhancements, bug fixes, new releases, and upgrades before they occur via email, newsletter, or system notifications. (please explain the communication process in the comments section)	C			
98	Vendor facilitates weekly, monthly, or yearly meetings and/or calls that discuss system issues, development needs, and enhancement requests for user groups with vendor moderation.	I			
99	The system can comply with all requirements listed in section "Technical Environment" where applicable.	C			
100	Provide database table layout with primary and foreign keys	C			
101	The product accommodates date and calendar functions and its implication on various system processes.	C			
102	The system provides maintenance software that will periodically review the tables and identify any data inconsistencies and incomplete records and produce exception reports	C			
103	The solution agent should perform checks to ensure it has moved all logs before logs are purged from the source (end point).	I			
104	Ability to provide deep links: individual documents need to be URL addressable.	C			
105	System must provide Test Environment and Production Environment	C			
106	Ability to leverage SharePoint Online Records Management/Retention Features in City's existing Microsoft 365 Tenant (GCC) Please explain in the comments	D			
107	The system must use encryption standards such as AES-256 for all data at rest.	C			
108	The system must use encryption using TLS 1.2/1.3 or equivalent protocols for data in transit.	C			
109	The data must be stored and processed within the continental United States, ensuring compliance with local data residency and sovereignty laws.	C			

Item	Requirement	Merit (C,I,D)	Response	Comments
110	The system provides role-based access controls to ensure users have the minimum necessary access.	I		
111	The system can integrate with our security information and event management (SEIM) solution for continuous monitoring.	D		
112	The system must store detailed logging of access and activity with tamper-evident logs for a minimum of a year.	C		

Interface Requirements

Item	Requirement	Merit (C,I,D)	Response	Comments
113	The system is able to utilize the City's Active Directory for internal user authentication.	C		
114				
114	Ability to interface with the City's Microsoft Outlook email system.	C		
115	Ability to interface with other systems using standard APIs and Boomi iPaaS Middleware.	C		
116	Ability to import/export flat file (.csv, .txt, .xls) Please explain in the comments section	C		
117	Please explain how many different systems your product can integrate with? Different price for additional system integrations? Please explain in the comments section	C		
118	Ability to integrate Capture OnTouch scanning software	I		
119	Ability to interface with SharePoint Online	C		
120	Ability to migrate records from SharePoint Online	C		
121	Ability to provide a standard REST API	C		
122	Ability to interface with Oracle HCM	C		
123	Ability to interface with TeamDynamix (TDX) ITSM Platform	D		
124	Ability to interface with Encode	I		
125	Ability to interface with Office 365 (GCC)	C		
126	Ability to interface with Access Databases	D		
127	Ability to interface with custodial bank if necessary	D		
128	Ability to interface with Oragami	I		
129	Ability to interface with Kronos	I		
130	Ability to interface with PrintShop Pro	I		

Vendor Requirements

Item	Requirement	Merit (C,I,D)	Response	Comments
130	Offer routine training seminars/conferences. Please provide training availability, details, locations and cost in the comments section.	D		
131	Swift response time on request(s) for minor and/or major changes(s) (Please specify communication/response procedures in the comments area).	C		
132	Vendor will destroy any City data collected by vendor or within vendor systems within 24 hours of request, and provide written confirmation and method used upon completion.	C		
133	A large user-community, or forums, available for quick answers, best practices, and product research, without having to contact support directly.	D		
134	Vendor should have the ability to show a history of incorporating customer feedback into patches/releases of the product.	C		
135	This project will receive the full attention and support of the vendor.	C		
136	The solution includes complete training material (manual or automated) to provide for initial and ongoing training requirements.	C		
137	Training material must be customized to the actual training provided to The City of Oklahoma City (not generic training manuals).	C		
138	The product is supported through a support line staffed by business and technical professionals. Describe support tiers and availability in terms of hours and days, (i.e. 24-hours a day 7 days per week).	C		
139	Provide proprietary release for copying documentation.	C		
140	Project Manager shall remain constant throughout implementation and any change in Project Manager must be approved, in advance, by the City.	C		
141	Vendor must provide escalation options for support questions	C		
142	The vendor has a record of responsiveness to the needs of its installed customer base. Specifically, the vendor will respond to all problem requests received from the City. An initial response will be received within 2 hours, critical problems will be addressed and resolved within 8 hours, with all other production problems addressed and resolved within 48 hours. If the need arises, the vendor will have individuals on-site.	C		
143	Dedicated Account Manager or Service Specialist and a support process to log issues, track status and request system enhancements (Please specify communication procedures in the comments area).	C		
144	Schedule and coordinate installation of the mandatory application software.	C		
145	Schedule and coordinate data conversion for integrated application software modules and mapping of data.	C		
146	Schedule and coordinate classes needed for technical training as part of the implementation.	C		
147	Schedule and coordinate installation of the database.	C		
148	The City of Oklahoma City will receive priority service for product modifications and releases.	C		
149	Coordinate Hardware and Software Implementation with City Staff.	C		
150	The vendor will notify the City's IT Security Team within 24 hours of discovery of any breaches associated with the vendor or their subcontractors.	C		
151	Provide the City with a list of vendors that will be accessing City data.	C		
152	Vendor maintains compliance with the most current published NIST compliance framework.	C		
153	Vendor is able to provide written documentation detailing processes/policies supporting compliance with most current NIST compliance framework.	C		
154	Vendor notifies the City in writing within 8 business hours of any changes in personnel accessing City data.	C		
155	Vendor provides written verification of data destruction by the City within five business days upon request.	C		
156	Vendor responds to audit requests by the City within five business days.	C		
157	Data resides in the United States for cloud based solutions.	C		
158	City of Oklahoma City owns all data related to the City's use of the solution.	C		
159	Ability to follow all regulatory data controls as applicable including NIST 800-171	C		
160	Ability to follow all regulatory data controls as applicable including ISO 27001	D		
161	Ability to follow all regulatory data controls as applicable including CJIS	C		
162	Ability to follow all regulatory data controls as applicable including HIPAA	C		
163	Ability to follow all regulatory data controls as applicable including PCI	C		

PRICING WORKSHEET

GENERAL

The City does not anticipate requesting best and final offers. It is the City's intent to evaluate and score the proposed pricing submitted with your proposal. Any discounts (including time sensitive discounts based on date of contract approval), trade-ins, cost incentives, or signing bonuses you intend to extend to the City should be contained within your proposal.

Include pricing for **all** required components, services (including but not limited to phone room support and support of third party systems), and tasks required to implement a working, **fully functional system**. Any and all components - whether hardware, software or services - required to make the system usable and fully operational that is not described in the proposal documents as being necessary, shall be provided at the Proposer's expense. The price listed in the proposal shall be the delivered price, including freight to and installation at the site(s) of work in Oklahoma City. Submission of a proposal shall be conclusive evidence that the Proposer has investigated and is satisfied as to the conditions to be encountered in performing the work.

PRICING FORMAT

One of the significant evaluation challenges will be the cost comparison of potentially dissimilar systems. The City expects to negotiate the final configuration and scope of systems with the preferred proposer based upon proposal evaluations and City approval. Consequently, City personnel must be able to derive the costs associated with configuration modifications and alternative options. Price proposals must provide sufficient information to accommodate such activities.

Failure to provide pricing information in accordance with these requirements will result in point deductions associated with Section "Selection Process", item C.

On-Premise Solution	Price	Comments
A) Initial Software Licensing (Software & Hardware Maintenance for year 1 included)	$	
B) Implementation/Professional Services	$	
C) Annual Professional Services (24/7 Support)	$	
f) Any additional costs related to implementation and use (if applicable)	$	# of days:
E) Optional Hardware/Equipment (Servers, Scanners, Printers, Storage, etc.)	$	
F) Any additional costs related to implementation and use (if applicable)	$	
Total	$	

Subscription / Hosted Solution	Price	Comments
A) Subscription / Hosted Software License (including Year 1 maintenance)	$	
C) Hosting - Annual cost (if not included in above Software cost)	$	
C) Implementation/Professional Services	$	
D) Training (include any related costs. e.g. travel expenses)	$	# of days:
E) Optional Hardware/Equipment (if applicable)	$	
F) Any additional costs related to implementation and use (if applicable)	$	
Total	$	

Annual Software Maintenance Renewal	Price	Comments
Year 2	$	
Year 3	$	
Year 4	$	
Year 5	$	

Annual Hosting Renewal (if applicable)	Price	Comments
Year 2	$	
Year 3	$	
Year 4	$	
Year 5	$	

Annual Hardware Maintenance (if applicable)	Price	Comments
Year 2	$	
Year 3	$	
Year 4	$	
Year 5	$	

Please provide itemized list of individual pricing below:

Other Services	Price	Comments
A) Conversion	$	
B) Optional Professional Services (Hosting)	$	
C) Optional Professional Services (Custom Web or User Interface Design)	$	
D) Optional Professional Services (System Interfaces)	$	
E) Optional Hardware or Peripherals	$	
F) Optional Professional Services (Recommended Customizations)	$	

Additional Optional Modules	Price	Comments
	$	
	$	
	$	
	$	
	$	
	$	

Additional Optional Services	Price	Comments
Hourly Professional Services (outside scope of this RFP)	$	
Daily Training Services (outside scope of this RFP)	$	
	$	
	$	
	$	
	$	
	$	
	$	
	$	
	$	
	$	
	$	

Software Security Review Form

Software and Vendor Information

1. What is the name of the software product?

2. Briefly describe the purpose or use case of this software.

3. Who developed the software? (Company Name or Individual Name)

4. What country is the vendor/company headquarters located in? If in the United States, what state is the vendor/company headquarters located in?

5. How is the application delivered and accessed?

   a. Installed locally on a device (e.g., desktop, mobile)
   b. Delivered as a SaaS (Software as a Service) application, accessed via a web browser
   c. Web application installed on City infrastructure
   d. Other (Please describe)

6. Is the software freeware or licensed? Some software may be free for personal use but may require a license for business or enterprise use.

   a. Freeware
   b. Licensed

Security and Risk Assessment

7. Does the company/software have any known security threats or breaches?

   a. Yes (Please describe)
   b. No

8. What is the company's policy on alerting customers of data breaches, including timeframe from detection to customer notification?

9. Have the Terms of Service been read and agreed to? -To Be Completed by City Requestor

   a. Yes
   b. No

Data Management and Compliance

10. What types of data will the software handle/store? (Check all that apply)

    a. Personally Identifiable Information (PII)
    b. Protected Health Information (PHI)
    c. Payment Card Information (PCI)
    d. Confidential/Proprietary Data
    e. Controlled Unclassified Information (CUI)
    f. Public/Non-sensitive Data

11. How is the data stored?

    a. On-premises (PC or City server)
    b. Single-Tenant Cloud Environment
    c. Multi-Tenant Cloud Environment
        i. If multi-tenant, how does the vendor ensure logical separation of data?
            1. Encryption
            2. Access Controls
            3. Other (Please describe)

12. Where will the data be stored geographically?

    a. United States exclusively
    b. Mixed – In and out of the United States
        i. What other countries will the data be stored in?
    c. Outside of the United States
        i. What other countries will the data be stored in?

13. Who will retain ownership of the data, per the vendor agreement, contract, or data policy?

    a. The City of Oklahoma City will retain ownership of the data
    b. The vendor will own any data stored in their system

14. What is the company's policy for data retention and data destruction?

Technical and Network Requirements

15. Does the software require any special firewall rules, open ports, connections, etc.?

    a. Yes (Explain any special configuration needed)
    b. No

16. What authentication methods are available for the software, if login is required? (Select all available options)

   a. Username/Password (stored in application)
      i. Is the password encrypted at rest in the database and in transit?
   b. Single Sign-On (SSO)
      i. Does the software support Azure Entra integration?
   c. Multi-Factor Authentication (MFA)
      i. Does the software support Azure Entra integration?
   d. Other (Please describe)

User and Support Responsibilities

17. Who will use this application? -To Be Completed by City Requestor

18. Who will be the primary contact at the City for this software (i.e., who will IT or the vendor contact in case of issues/vulnerabilities)? -To Be Completed by City Requestor

19. Who will provide technical support for this application? (Select all that apply) -To Be Completed by City Requestor

   a. City IT Department
   b. Departmental IT Staff
   c. Vendor

Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

Version 2.5

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)
- [Web Content Accessibility Guidelines 2.2](#)

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.

3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.

3. A report must contain the following content at a minimum:

   - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"

   - **VPAT Heading Information** – Template version

   - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- **Product Description** – A brief description of the product

- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.

- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.

- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

  - The list must include only the Standards/Guidelines used to evaluate the product.

  - The applicable Standards/Guidelines that are included in this edition of the VPAT template are:

    - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)

    - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1

    - [Web Content Accessibility Guidelines 2.2 or WCAG 2.2](#)

  - If other Standards/Guidelines are reported then use the appropriate VPAT edition.

  - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each guideline. To indicate what the report covers leave the appropriate yes or no on each guideline.

  - If multiple Guideline tables are included, each table must identify the Guideline that the criteria in that table represent.

- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).

- These tables are used to answer:

  - The selected levels of WCAG 2.x Guidelines.

- When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.

6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:

  1. The functions or features with issues

  2. How they do not fully support

- If the criterion does not apply, explain why.

- If an accessible alternative is used, describe it.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report
    - Additional information about the product version that the document references
    - Any revisions to the document
    - Links to any related documents
    - Additional information describing the product
    - Additional information about what the document does or does not cover
    - Information suggested by the [WCAG 2.0 Conformance Claim](#)
    - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:
    - Testing is based on knowledge of general product functionality (Instructional note: this would mean the tester knows how to use the common uses and flows of the product in addition to accessibility)
    - Similar to another evaluated product
    - Testing with assistive technologies
    - Published test method (provide name, publisher, URL link)
    - Vendor proprietary test method
    - Other test method

- **Remarks and Explanations:** This section may include:
    - Information regarding the testing of a given criteria.
    - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).

- How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.

- Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:

  - When an entire section is not being reported on because it does not apply to the product, for example:

    - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.

    - A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.

  - When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and WCAG 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.

  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.

  - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.

  - If desired, these tables can be combined into one table.

  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.

- **Language:** Translation to other languages is permitted.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports

are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the guideline tables appear may be changed to facilitate reading. For example, instead of separating the Level A, Level AA and Level AAA criteria, they may be put in one table in numerical order.

- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.

  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."

  - It is optional to add a response if desired.

  - The shading of the row is also optional.

  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.

- Check for each required item in the VPAT® document:

  - **[Company Name] Accessibility Conformance Report** (report title)

  - **(Based on VPAT® Version 2.5)**

  - **Name of Product/Version**

  - **Report Date**

  - **Product Description**

  - **Contact Information**

  - **Notes**

- **Evaluation Methods Used**

- **Applicable Standards/Guidelines**

- **Terms**

- **Tables for Each Standard or Guideline**
  - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Verify that the final document is accessible.

- Post your final document on your company's web site, or make the document available to customers upon request.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

[Company] Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Report Date:

Product Description:

Contact Information:

Notes:

Evaluation Methods Used:

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No)
	Level AA (Yes / No)
	Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No)
	Level AA (Yes / No)

Standard/Guideline	Included In Report
	Level AAA (Yes / No)
[Web Content Accessibility Guidelines 2.2](#)	Level A (Yes / No)
	Level AA (Yes / No)
	Level AAA (Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)		
1.2.2 Captions (Prerecorded) (Level A)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		
1.3.1 Info and Relationships (Level A)		
1.3.2 Meaningful Sequence (Level A)		
1.3.3 Sensory Characteristics (Level A)		
1.4.1 Use of Color (Level A)		
1.4.2 Audio Control (Level A)		
2.1.1 Keyboard (Level A)		
2.1.2 No Keyboard Trap (Level A)		
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)		
2.2.1 Timing Adjustable (Level A)		
2.2.2 Pause, Stop, Hide (Level A)		
2.3.1 Three Flashes or Below Threshold (Level A)		
2.4.1 Bypass Blocks (Level A)		
2.4.2 Page Titled (Level A)		
2.4.3 Focus Order (Level A)		
2.4.4 Link Purpose (In Context) (Level A)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)		
2.5.3 Label in Name (Level A 2.1 and 2.2)		
2.5.4 Motion Actuation (Level A 2.1 and 2.2)		
3.1.1 Language of Page (Level A)		

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)		
3.2.2 On Input (Level A)		
3.2.6 Consistent Help (Level A 2.2 only)		
3.3.1 Error Identification (Level A)		
3.3.2 Labels or Instructions (Level A)		
3.3.7 Redundant Entry (Level A 2.2 only)		
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)		
1.2.5 Audio Description (Prerecorded) (Level AA)		
1.3.4 Orientation (Level AA 2.1 and 2.2)		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)		
1.4.3 Contrast (Minimum) (Level AA)		
1.4.4 Resize text (Level AA)		
1.4.5 Images of Text (Level AA)		
1.4.10 Reflow (Level AA 2.1 and 2.2)		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)		
1.4.12 Text Spacing (Level AA 2.1 and 2.2)		
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)		

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)		
2.4.6 Headings and Labels (Level AA)		
2.4.7 Focus Visible (Level AA)		
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)		
2.5.7 Dragging Movements (Level AA 2.2 only)		
2.5.8 Target Size (Minimum) (Level AA 2.2 only)		
3.1.2 Language of Parts (Level AA)		
3.2.3 Consistent Navigation (Level AA)		
3.2.4 Consistent Identification (Level AA)		
3.3.3 Error Suggestion (Level AA)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)		
4.1.3 Status Messages (Level AA 2.1 and 2.2)		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)		
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)		
1.2.8 Media Alternative (Prerecorded) (Level AAA)		
1.2.9 Audio-only (Live) (Level AAA)		
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)		
1.4.6 Contrast (Enhanced) (Level AAA)		
1.4.7 Low or No Background Audio (Level AAA)		
1.4.8 Visual Presentation (Level AAA)		
1.4.9 Images of Text (No Exception) (Level AAA)		

Criteria	Conformance Level	Remarks and Explanations
2.1.3 Keyboard (No Exception) (Level AAA)		
2.2.3 No Timing (Level AAA)		
2.2.4 Interruptions (Level AAA)		
2.2.5 Re-authenticating (Level AAA)		
2.2.6 Timeouts (Level AAA 2.1 and 2.2)		
2.3.2 Three Flashes (Level AAA)		
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)		
2.4.8 Location (Level AAA)		
2.4.9 Link Purpose (Link Only) (Level AAA)		
2.4.10 Section Headings (Level AAA)		
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)		
2.4.13 Focus Appearance (Level AAA 2.2 only)		
2.5.5 Target Size (Level AAA 2.1 and 2.2)		
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)		
3.1.3 Unusual Words (Level AAA)		
3.1.4 Abbreviations (Level AAA)		
3.1.5 Reading Level (Level AAA)		
3.1.6 Pronunciation (Level AAA)		
3.2.5 Change on Request (Level AAA)		
3.3.5 Help (Level AAA)		
3.3.6 Error Prevention (All) (Level AAA)		
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)		

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed