

INVITATION TO BID: LAWSON ACCOUNTING SOFTWARE MAINTENANCE

The purpose of this invitation to bid is to establish a contract with a company to serve as the Lawson Accounting Software Technical Service company for the Alabama Alcoholic Beverage Control Board (hereafter referred to as ABC Board). The contract will be a 12 month contract with an option to extend for a second, third, fourth and fifth 12 month period with the same pricing terms and conditions. The second, third, fourth, or fifth 12 month period, if agreed by both parties, would begin the day after the first, second, third, or fourth 12 month period, respectively, expires. Any successive extension may be proposed by the awarded bidder and must have written approval of both the ABC Board and awarded bidder no later than 90 days prior to the expiration of the then current 12 month period.

The Accounting Division of the ABC Board currently operates the Lawson 8.0.3 Software Package with the modules listed below. This package was implemented with data transfer from the existing Point of Sales System (POSICS) and data retrieval/manipulation accomplished using some Microsoft Access and Microsoft Excel files. The Lawson server and backup server is located in the Information Technology (IT) Division of the ABC Board located in Montgomery, Alabama. The ABC Board does not have plans to upgrade this system at this time.

Modules included in the current software package:

AM	Asset Management
AR	Accounts Receivable
AXT	Active X Tools
GL	General Ledger
LSF	Lawson System Foundation
MNC	Net Express
MNX	Net Express Application Server
MOA	Microsoft Add Ins
PAYM	Payables Management
PFP	Processflow Professional
PO	Purchase Order System

RQ Requisitions
SQLSR SQL Server Standard Runtime

Technical Services Required:

Point of Contact for On-Site Response requests and invoicing

Telephone/Internet Remote or On-Site Technical Support to include:
troubleshooting, repair, updates, programming, operating assistance,
training, data archive assistance, SQL server tuning, application tuning,
and new project implementation

24 hour/365 days per year telephone technical support

On-Site response when requested within 12 hours of request

*Most requests for service will be during normal business hours, Monday through Friday – 8 AM to 5 PM Central Time. In cases when an issue is not resolved during normal business hours, telephone and on-site technical support must be available.

**Technicians must have a minimum of 5 years experience with Lawson accounting products, experience with SQL Server operations, and Microsoft Access/Excel products.

Requested quotes for this contract:

Telephone Technical/Internet Remote Support - \$ _____ per hour

Daily On-Site Response Cost - \$ _____ per day per technician

(Include all additional costs, to include: travel, meals, lodging,
transportation, etc.)

Hourly On-Site Response Cost - \$ _____ per hour per technician

*For evaluation purposes: evaluation will be based on a total of 48 hours per year telephone technical/internet remote support and 10 eight hour days per year for on-site response. These are not minimal times and actual demand may be more or less each year.

Request for Assistance Guidelines:

Requests for On-Site Response can only be authorized by the ABC Accounting Director or ABC IT Director with the approval of the ABC Administrator. The number of technicians approved to respond will be identified and approved prior to the response.

Invoicing Guidelines:

When telephone or on-site response is authorized and used, the awarded bidder will present a detailed invoice to the ABC Board for payment after completion of the technical service incident. Invoices will be posted as due 30 days after the invoice date to allow for processing.