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**Request for Proposal (RFP)**

**for an**

**Enterprise Resource Planning (ERP) System**

**for**

**City of Edgerton, KS**

|  |  |
| --- | --- |
| **Release Date** | February 21, 2020 |
| **Pre-Proposal Conference** | March 4, 2020 |
| **Due Date** | March 25, 2020 |

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# RFP Introduction

## Purpose of the RFP

With this Request for Proposals (RFP) the City of Edgerton, Kansas (the City) desires to purchase or otherwise acquire rights to use an Enterprise Resource Planning (ERP) System that meets the requirements identified in this RFP. The City requires that any proposal for an ERP also include professional services necessary to implement the system. Proposers offering hosted services or software as a service (SaaS) systems are encouraged to propose.

## About the City

The City of Edgerton, Kan. is located in the southwest corner of Johnson County, a suburb of the Kansas City area. Edgerton defines itself as the unique juxtaposition of a small town with strong community values and a world-class inland port with direct connection to the global supply chain. As home to Logistics Park Kansas City (LPKC), Edgerton is forging connections that have global reach with local impact.  Served by global intermodal transportation leader, BNSF Railway, LPKC has capacity for 25 million square feet of industrial buildings. LPKC offers companies the ability to quickly and efficiently ship goods by rail and truck to their final destinations. Opened in 2013, LPKC currently offers more than 13 million square feet of industrial warehouse space with over 4,500 jobs in Edgerton. LPKC has attracted national tenants including Amazon Fulfillment, Jet.com, Kubota, Flexsteel Industries and others.

Edgerton residents enjoy a small-town, rural setting in one of the fastest growing counties in the nation. Edgerton is a community where neighbors know each other, kids walk and ride bikes to school and downtown is anchored by the local bank, the Bank of Knowledge library, the Post Office and City Hall. Edgerton is accessible from Highway 56 to the north and Interstate 35 to the south.

Edgerton is part of the Gardner Edgerton Unified School District #231 with seven elementary schools (K-4), two middle schools (5-8) and one high school (9-12). Gardner Edgerton Schools are home to three National Blue Ribbon Schools from the US Department of Education and numerous awards recognizing USD231 schools as Top 5 Percent of Schools in Kansas.

Edgerton residents enjoy a host of activities, including Frontier Days, which began as a Boy Scout fundraiser in 1971 and has grown to an annual celebration, and a July 3 Independence Day celebration, complete with a community picnic and fireworks. It is just a short drive away from Kansas City-area amenities like Kauffman and Arrowhead Stadiums, the Country Club Plaza, the Kansas Speedway, historic 18th and Vine jazz district, the Nelson-Atkins Museum of Art and much more.

City government contains several departments including:

|  |  |
| --- | --- |
| * Administration * Municipal Court * Community Development   + Animal Control   + Code Enforcement * Finance * Public Works * Parks and Recreation * Utilities   + Water   + Sewer |  |

|  |  |
| --- | --- |
| **Background Statistics** | |
| **Background Summary** | |
| Current Population | 1,771 |
| Operating Budget (2020) | $8,980,000 |
| Approximate Number of Employees (FTE) | 24 |
| Part Time / Seasonal | 2 |
| W-2s Issued | 35 |
| Fiscal Year (City) | January 1 – December 31 |

## Project Background

The City has experienced significant growth since the opening of the BNSF Intermodal Facility and Logistics Park Kansas City. The City’s current software systems are no longer adequate to meet the City’s operating needs.  There are many challenges associated with the current ERP system, Computer Information Concepts (CIC).  Significant time is spent translating ERP data into reports and there is also much that the current system cannot handle and city staff are required to maintain extensive spreadsheets, paper files, side systems and work-arounds to complete essential tasks.

As part of the process to evaluate software, the City will be evaluating itself and determining how it can improve policies and processes, identify more efficient ways of doing business, and better serve the residents of Edgerton.

The project scope, project goals, and more information about the City is listed in Section B of this RFP.

## Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the City, or legally obligate the proposer to more than it may realize. Information obtained by the proposer from any officer, agent or employee of the City shall not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Attempts by or on behalf of a proposer to contact or to influence any member of the selection committee, any member of the City Council, or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal.

## Conditions

### In the event that all RFP requirements are not met with products and services provided by one firm, proposers are encouraged to partner with another firm to submit a joint proposal. Failure to meet all requirements will not disqualify a firm. However, the City will evaluate each proposal to determine if its overall fit is in the best interests of the City.

### In the event that multiple firms partner to submit a joint proposal, the proposal must identify one firm as the primary contact. This primary contact will be the primary point of contact throughout the procurement process and will be held responsible for the overall implementation of all partners included in the joint proposal.

### Pricing must be submitted on a fixed fee basis upon completion of pre-identified “milestones.” For implementation services under a milestone arrangement, the vendor shall invoice the City when the City has accepted the Services included as requirements for each milestone. The scope of the project, including the milestones, will be defined by the statement of work that describes both functional requirements of the software and business process expectations.

### All proposals and any subsequent clarification or response to the City’s questions shall be valid for a minimum of 120 days.

## City’s Rights Reserved

### The City reserves the right to select the proposal(s) which in its sole judgment best meets the needs of the City. The City has established an Evaluation Committee that will make a recommendation to the City Council. The lowest proposed cost will not be the sole criterion for recommending the contract award.

### The City reserves the right to award multiple contracts from this RFP.

### The City reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the City to be in the City’s best interest.

### The City may modify this RFP by issuance of one or more written addenda. Addenda will be posted on the City’s website at <https://www.edgertonks.org/bids-and-requests-for-proposal/>. and sent electronically to all proposers registered with the City. (See Section A.8)

### The City reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to remove or add functionality (e.g., modules, components, and/or services) until the final contract signing.

### This RFP does not commit the City to award a contract. All proposals submitted in response to this RFP become the property of the City and public records, and as such, may be subject to public review. Proposers concerned with release of proprietary or confidential information are encouraged to not submit that information in the proposal.

### The City shall not be liable for any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

## Communication Regarding this RFP

All communication from prospective proposers regarding this RFP must be in writing by email to the address listed in section A.9 of this RFP. Communication by telephone or in person will not be accepted.

Attempts by or on behalf of a prospective or existing vendor to contact or to influence any member of the selection committee, any member of the City Council or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration.

## Register as a Proposer

All firms interested in receiving further correspondence regarding this RFP are required to register by sending an email to Karen Kindle, at [kkindle@edgertonks.org](mailto:kkindle@edgertonks.org) and provide the following information: Company name, name of contact person along with his or her title, email address, and phone number.

## Inquiries and Requests for Clarification

### In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed through email to the following contact. Questions over the phone will not be accepted:

***Contact:*** Karen Kindle

***Title***: Finance Director

***Email***: [kkindle@edgertonks.org](mailto:kkindle@edgertonks.org)

### All questions concerning the RFP must reference the RFP section heading. Questions will be answered and posted to the City’s website in the form of addenda to the RFP. When addenda are issued, all firms that have registered as a proposer will be notified through email.

### Inquiries or requests for clarification submitted prior to the pre-proposal conference will be addressed at the pre-proposal vendor conference. Additional inquires or requests for clarification will be accepted until March 6, 2020, at 4:00 PM (CST).

### Proposals may be changed or withdrawn prior to the deadline for proposals. All such changes and withdrawals must be submitted in writing and received by the City prior to the deadline for proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the City or fair competition shall be permitted.

## Pre-Proposal Conference

A pre-proposal vendor conference will be held via phone on March 4, 2020, at 11:00 AM CST. Attendance at the pre-proposal conference is not mandatory. Proposers intending to participate in the pre-proposal conference should request meeting access information when registering. Answers to questions submitted prior to the conference and answers to all questions asked at the pre-proposal meeting will be officially answered by addendum after the meeting.

## Procurement Schedule

The expected procurement schedule is listed below. The City reserves the right to change the procurement schedule. If changes are made, proposers will be notified by the City in the form of an addendum to this RFP, emailed directly to all registered proposers and posted on the City’s website at <https://www.edgertonks.org/bids-and-requests-for-proposal/>.

| **Procurement Schedule** | |
| --- | --- |
| February 21, 2020 | RFP released |
| March 4, 2020 | Pre-proposal conference – 11:00 AM (CST) |
| March 6, 2020 | Last day to accept questions and requests for clarification on the RFP – 4:00 PM (CST) |
| March 12, 2020 | Answers to submitted questions provided |
| March 25, 2020 | Proposals due – 4:00 PM (CDT) |
| April 2020 | Proposers elevated and notified for software demonstrations |
| May 2020 | Vendor interviews |
| June 2020 | Elevate and notify semifinalist or finalist proposer(s) |
| July 2020 | Discovery sessions completed (1-2 days per elevated proposer, if necessary) |
| Fall 2020 | Complete contract negotiations and Statement of Work (SOW) |
| Winter 2020 | Implementation begins |

### Vendor interviews will be held using a combination of on-site and remote presentations and can cover all functional areas listed in this RFP including software or implementation services. On-site presentations will be held at the City’s offices in Edgerton, KS. The City expects to elevate up to three (3) proposers for interviews. It is recommended that key member’s proposer’s implementation staff proposed for this project be available for these interviews. The City expects that a portion of the evaluation criteria will focus on the proposed project team and failure to make project team members available will negatively impact proposal evaluations. The agenda and software demonstration scripts will be distributed to proposers that have been short-listed for software demonstrations approximately two to three weeks in advance of the demonstrations.

### Discovery sessions will consist of an additional on-site meeting with elevated proposers to focus on implementation issues and development of a statement of work (SOW). After vendor interviews, it is expected the City will elevate either one (1) or two (2) proposers. Each elevated proposal team will receive a Request for Clarification (RFC) letter that will ask proposers to clarify any necessary parts of the initial proposal. In addition, the RFC letter will identify a schedule for the on-site Discovery session that will include a detailed discussion of implementation issues. It is the expectation of the City that all key project team members will be available for the on-site Discovery sessions.

## Evaluation Criteria

The City will review all proposals received as part of a documented evaluation process. For each decision point in the process, the City will evaluate proposers according to specific criteria and will then elevate a certain number of proposers to compete in the next level. Proposers not previously elevated may be elevated at a later date.

The sole purpose of the proposal evaluation process is to determine which solution best meets the City’s needs. The evaluation process is not meant to imply that one proposer is superior to any other, but rather that the selected proposer can provide and has proposed the best software and implementation approach for the City’s current and future needs based on the information available and the City’s best efforts of determination.

The proposal evaluation criteria, which will be developed by the City prior to opening of proposals, should be viewed as standards that measure how well a proposer’s approach meets the desired requirements and needs of the City. The City expects that evaluation criteria will focus on major risk areas for ERP implementations and include, but not be limited to the following:

* Ability to meet City’s project goals
* Software functionality
* Implementation approach
* Project management
* Understanding of the City’s needs
* Business process expertise
* Past experience with similar organizations and references
* Past experience/qualifications of consulting team
* Ability to provide training
* Deliverables and project documentation
* Compliance with contract terms and conditions
* Responsiveness of proposal
* Performance in vendor interviews and discovery sessions

The City reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list. The City’s evaluation team will then elevate proposals for software demonstrations, discovery, and final contract negotiations.

## Proposal Submission Instructions

### Proposals are to be submitted in sealed packages by **March 13, 2020, at 4:00 PM CDT.** Late submissions will not be accepted.

***Submittal Address:***

City of Edgerton

Attn: City Clerk

404 East Nelson

PO Box 255  
Edgerton, KS 66021

### Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered.

### Signature of the proposal by the proposer constitutes acceptance by the proposer of terms, conditions, and requirements set forth herein.

### Proposers are required to submit ONE (1) original hard copy and ONE (1) electronic copy of the proposal in a sealed package that is clearly labeled with the proposer’s company name and the RFP name

### Use Attachment 1 (RFP Submittal Checklist) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.

### Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. All proposals and supporting documents become public information after an award has been made and are available for public inspection by the public in accordance with State of Kansas public records statutes.

## Organization of Proposal

The proposal must be organized into major sections defined in Section C. Any required attachments must be included in the proper section as indicated by the instructions.

## Format of Electronic Submission

Proposers must provide electronic copies of all files on a USB drive or similar device using the following file formats. Attachments not listed in the table below do not have a required file format and may be supplied in either the original file format or PDF.

|  |  |  |
| --- | --- | --- |
| RFP Section | Attachment/Document | Required File Format |
| D.9 | Attachment 9 (Software Products) | Microsoft Excel (.xls or .xlsx) |
| D.10 | Attachment 10 (Level of Effort) | Microsoft Excel (.xls or .xlsx) |
| D.11 | Attachment 11 (Functional Requirements) | Microsoft Excel (.xls or .xlsx) |
| D.12 | Attachment 12 (Cost) | Microsoft Excel (.xls or .xlsx) |

# Scope of Project

## Project Scope – Overview

The overall project scope for the project is defined in Sections B2 – B4 below. Scope includes software, implementation, project management, and other ongoing services.

|  |  |  |  |
| --- | --- | --- | --- |
| **Functional Scope** |  |  |  |
| **Phase 1 - Financials** | **Phase 2 – Utility Billing** | | |
| * Accounting / General Ledger   + Project / Grant Accounting * Budget Preparation * Procurement / Accounts Payable * Inventory * Treasury / Cash Management   + Accounts Receivable * Capital Assets / Asset Management   + Work Orders | * Property File * Customer File * Meter Inventory * Meter Read * Billing/AR * Payment Receipts * Service Orders | | |
| **Phase 3 - Human Resources/Payroll** | **Phase 4 – Community Development** | | |
| * Position Control * Human Resources   + Benefit Administration   + Employee Evaluations   + Employee Self-Service * Payroll   + Time Entry | * Property File * Customer File * Permit Application * Plan Review * Inspection * Code Enforcement * CRM/Service Request * Animal Control License Tracking | | |

## Project Goals

Within each individual scope category, the City expects to use this project to not only implement software, but also implement significant changes to City policy or business process. The City expects that the chosen vendor understand the City’s goals and provide assistance in guiding the City towards achievement of the following goals.

### **Accounting / General Ledger and Project/Grant Accounting** – The City is using this project as an opportunity to completely redesign the chart of accounts. In addition, the City is looking forward to using the new system to help automate and streamline processes, eliminate use of shadow systems to track project/grant or managerial data, and leverage reporting tools that provide current, accurate, and relevant data to managers.

*Project Goals:*

* Reduce the use of spreadsheets at department level to track capital projects, budget availability, grants, and other reporting needs
* Use the system for accurate and timely reporting on budget
* Use the system for reporting needs at a department level
* Provide better budget control to reduce need for budget adjustments and contract amendments

### **Budget** **Preparation** – The City will use the ERP system to manage the development of both operating and capital budgets. Using data from the system, the City expects the system to provide forecasting, analytic, and scenario planning tools to help City officials decide on allocation of resources. For each the capital and operating budget, the City will be making significant changes to both simplify the City’s budget process and align it with recognized best practices. In addition, the City expects to use the budget tool to prepare long-term forecasting for the City that projects and analyzes expense and revenue trends, expected capital expenditures, capital needs, and other cost and revenue drivers for the organization.

* **Operating Budget –** The City will prepare an operating budget that includes a position budget. Departments will submit budget requests in the system for consideration into a Citywide budget. Within each fund, budgets will be displayed by both department and program.
* **Capital Budget –** The City will prepare both a capital budget and multi-year capital improvement plan (CIP).

*Project Goals:*

* Develop a program budget
* Develop 5-year capital improvement plan (CIP)

### **Procurement / Accounts Payable** – The City operates with a decentralized purchasing function. However, the City is using this project as an opportunity to implement revised purchasing policies that will require a more formal approach to purchase requisitions, purchase orders, RFPs/bids, contracts, and p-card usage. The City is looking to implement streamline processes where no formal processes exist today. For accounts payable, the City will implement best practices featuring electronic workflow, modern security and internal controls, and efficient processes.

*Project Goals:*

* Reduce direct payment of invoices and require approval before purchase is made
* Reduce time to pay vendor or reimburse employees
* Increase the number of vendors paid electronically
* Increase p-card usage and transparency around p-card data
* System is used to monitor and manage spending on contracts

### **Inventory** – Several departments have the need to track and manage inventory as part of their business operations. The City currently does not have an enterprise-wide system for managing inventory and departments have been relying on existing legacy systems, spreadsheets, and other manual tools to meet needs. With the project the City is looking for a system that can be applied to departments with a need.

*Project Goals:*

* Allow managers and other staff to monitor inventory quantities using the system

### **Treasury / Cash Management** – Having an integrated system that all departments can use to manage treasury and cash receipts functions will allow the City to take an enterprise approach to accounts receivable. With the systems, departments without a specialized billing system will be able to utilize the ERP system for miscellaneous billing, aging, cash receipts, and reporting. For departments with a detailed billing system (such as property tax or utility billing), the ERP system will provide an interface so that all accounts receivable and cash receipts can be aggregated in one system.

*Project Goals:*

* Implement accounts receivable system that provides accurate reporting
* Develop interface to automate exchange of information from third party billing systems
* Automated bank and credit card reconciliations

### **Capital Assets / Asset Management** – The City has a need for both basic capital asset reporting to satisfy accounting standards and for a tool to assist staff with managing those assets. Capital asset functions are managed together between the Finance office and the departments that control the assets. For capital assets, the City requires that the system perform all necessary accounting transactions. For non-capital assets falling outside the definition of a capital asset, the City will need a system for departments to track. With all assets, the City performs regular maintenance on the assets and is looking for a system to track work orders, identify preventative maintenance needs, budget for replacement costs, and analyze the total life-cycle costs of ownership.

*Project Goals:*

* Track all assets in one system
* City can report on total cost of maintaining vehicles
* City capitalizes project cost from project accountings system and include both contracted and internal costs

### **Position Control –** With position control, the City expects to define unique position numbers in the system and associate positions with job classifications that will maintain information across a number of similar positions (such as salary grade/step, bargaining unit, benefit information, etc.). The City also expects a position control system to enforce position budgets and maintain historical information on positions as they are modified and re-classified over time.

*Project Goals:*

* Define positions and job classifications that allow for efficient administration of personnel budget and position control
* Track position history

### **Human Resources** –Implementation of a human resource system for the City will provide many benefits and allow the City to automate processes, eliminate redundant tracking and storage of forms, utilize system tools for greater efficiencies, and provide additional benefits to employees. With the initial implementation, the City will focus on establishing a core human resource system that provides electronic employee file, electronic personnel actions, integrated benefit management, and employee evaluations. Additional functionality for more advanced human resource management will be deferred to later phase.

*Project Goals:*

* Use the system to manage one shared employee file between the human resources department and an employee’s department
* Implement electronic personnel action form
* Provide self-service tool to employees
* Centralized tracking of employee certifications and ongoing requirements to maintain certification
* Electronic onboarding

### **Payroll / Time Entry** – In addition to moving to a new payroll system that avoids manual calculations, the City will use this project as an opportunity to transition to bi-weekly pay and to automate much of the payroll process. In implementing a new time entry and payroll process, the City will focus on simplifying the process and will use opportunities prior to go-live to simplify payroll rules.

### *Project Goals:*

* Implement bi-weekly payroll and successfully transition all employees to bi-weekly payroll
* Ensure that employees are paid only for time worked (City currently pays on last day of pay period and workers estimate hours)
* Reduce unnecessary error correction with payroll
* Allow employees to charge labor costs to project and program
* System used to track and communicate leave accrual

### **Utility Billing –** There are multiple systems involved in the administration of utility services. The City will be able to use this procurement process to minimize the multiple data access points that currently exist, either by using one system to drive utility processes or by improving integration points between the finance, utility billing, and work order systems.

### *Project Goals:*

* Allow new customers to register for utility services
* Automation of meter read and customer bill creation processes
* Ability for City staff and customers to create service requests
* Tracking of asset information (e.g., meters, pipes, etc.)

### **Community Development –** The City is hoping to leverage this project to improve the services it provides to the community and to facilitate responsible, high quality and well-planned growth. With improved and accessible property records, City staff can proactively support current and existing residents and business owners through the planning, permitting, inspection, licensing, and code enforcement processes. With ERP being the system of record, the City can leverage system functionality to create a central customer/business record that can be accessed by all departments.

### *Project Goals:*

* Template applications for plan, permit, and license processes with automated fee calculation
* Integration with County GIS system
* Work order functionality to track assignments and work status
* Notifications on application status and action items for employees, residents, and developers
* Automation of animal license and large animal permits, and control process
* Notifications for annual animal license registration renewal (small and large animal licenses)
* Template for code enforcement violations with integration to our Municipal Code
* Notifications on status of violations to track when citations should be issued
* Property address and individual person history to track violations
* Report generation capabilities by violation type and by date parameters

## Project Timeline

The City expects to be ready for implementation in late 2020. Assuming a December 2020 start, proposers should communicate realistic timelines to both successfully implement the ERP system and to guide the City in achieving its stated goals. The City has identified the following target schedule, but expects future conversations around go-live dates and phase duration as part of the evaluation process.

|  |  |  |
| --- | --- | --- |
| Phase | Functions | Duration |
| 1A | Finance | December 2020 – June 2021 |
| 1B | Budget | January 2022 – June 2022 |
| 2 | Utility Billing | June 2021 – December 2021 |
| 3 | HR/Payroll | TBD – December 2021(for preparation of FY 2023 Budget) |
| 4 | Community Development | January 2022 – June 2022 |

## Implementation Approach

The City understands that each proposer may take a different approach to implementation. However, to better compare different approaches and to ensure that essential components of the implementation are proposed, the City requires that all vendors use the definitions below when describing implementation activities. Similarly, the City will require that vendors provide tasks in their response to meet both the stage requirements and deliverables contained below. When completing responses required in Section C of this RFP, use definitions listed within the section. In the event that proposed activities overlap multiple stages, select the stage that best applies.

### **Project Management –** Vendor will be responsible for providing overall coordination and management to the project including governance support, schedule management, risk mitigation, project communications, contract management, and quality assurance. Specific deliverables expected during this stage include:

* Project charter / guidelines
* Project plan
* Status reports
* Requirements traceability

### **Knowledge Transfer –** Vendor will be responsible for ensuring that the City’s core team has sufficient knowledge and understanding of the software to properly participate in the project and subsequent system and business process design discussions. Knowledge transfer stage will include all core team training. Specific deliverables expected during this stage include:

* Project team training plan
* Generic system documentation

### **System Design –** Vendor will be responsible for facilitating process to define how the system will be used to meet the City’s business process requirements and project goals. As part of the design, the City expects to engage in discussions around how to use the system most effectively, what changes in business processes are required and how to document configurations, interfaces, reports, workflows, and security roles. Specific deliverables expected during this stage include:

* System design document

### **Build –** After completing design and after the City has made decisions on both business process and system configurations, the City expects that the vendor and City staff will work collaboratively on building the system. All activities related to system configuration, interface development, report creation, or other build tasks should be included in this stage. Specific deliverables expected during this stage include:

* As-built documentation
* Test scripts

### **Testing –** Throughout the process, the City expects to engage in execution of a formal test plan. The test plan will be developed during the project and include testing approach, roles and responsibilities for testing, and clear deadlines and expectations around testing effort. The City expects to engage in detailed conference room pilot testing, unit testing, regression testing, integration testing, parallel testing (payroll and utility billing), and user acceptance testing. Specific deliverables expected during this stage include:

* Testing plan
* Testing results

### **Go Live / Support –** At time for go-live, the City expects that the vendor will assist with end-user training, work to prepare a cutover plan, and assist with the transition to the new software. Included with go-live could also be assistance for after go-live with management of help-desk type functions. Specific deliverables expected during this stage include:

* Training plan
* End-user training materials
* Cutover plan
* Final acceptance documentation
* Help desk support post go-live (i.e., live chats, phone in, screen sharing, etc.)

## Interfaces

Interface requirements have been included in with the functional requirements. Proposers should respond to each functional requirement, including the interface requirements, to identify the proposed scope. Any positive response – “Y” or “Y-ND” is considered to be in-scope and all pricing for the proposed scope included in the submitted milestone pricing. Interfaces to the City’s existing systems are critical to the project success. It is expected that the project will include an interface to the following external systems/third party organizations:

|  |  |
| --- | --- |
| Interface | Business Process |
| Banking Services | Banking information for bank and credit card reconciliation |
| P-Card | Monthly upload of p-card data for management in the ERP system |
| IRS | Annual and quarterly tax reporting |
| GIS | Integration for County mapping data (Johnson County AIMS) |
| Benefit Providers | Data with benefit plan changes to update third party providers |
| Utility Services | Meter read information to create customer billings |

## Data Conversion

The City understands the level of effort required to convert data and is interested in converting only essential data required for the new system. In addition, much of the City’s current data is tracked in spreadsheets or outside the system. The table below identifies the system currently containing much of the City’s data that will be migrated to the new system.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Data Conversion** |  |  | |  |
| **Functional Areas** | **Current System** | | **Comments** | |
| General Ledger | CIC | | City expects to make changes to the chart of accounts | |
| Project/Grant Accounting | Excel | | Tracked in departmental spreadsheets | |
| Budget | CIC | | Current budget tracked in CIC, but most budget preparation done in Excel | |
| Procurement | N/A | | Most procurement activity managed outside of a system | |
| Accounts Payable | CIC | | All vendors and payments managed using CIC | |
| Contracts | Excel | | Finance office maintains contract listing in Excel | |
| Inventory | Various | | Each department uses different systems or Excel to track inventory | |
| Employee File | N/A | | City maintains personnel information outside of any system | |
| Payroll | CIC | | Payroll history is maintained in CIC | |
| Time Entry | Excel | | Employees each complete Excel time sheet | |

## Project Staffing

The City will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The City has staffed the project with small teams of three (3) to five (5) individuals that represent key stakeholder groups for each functional area. These process improvement teams have been working to establish project goals, discuss improvement opportunities, and ready the City for implementation. It is expected that all will be involved as the “core” team moving forward with the project. Each core team will have a lead individual identified, but all are expected to participate in the project. The City has identified the following teams for the project:

* Accounting / Chart of Accounts
* Procure to Pay
* Accounts Receivable / Treasury
* Asset Management
* Budget
* Human Resources
* Time Entry / Payroll
* Utility Services
* Community Development

|  |  |
| --- | --- |
| **City Staff Participation** |  |
| **Assumed Role** | **Maximum Participation**  **(FTE)** |
| Project Manager | .50-.75 Each |
| Core Team Leads | .25 to .50 FTE Each |
| Core Team Members | .25 FTE Each |
| Technical Resources (Network / DB) | As needed |

## Statement of Work

The City will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include and describe at least the following and may include additional items the City deems necessary:

* Project scope
* Project milestones
* Project deliverables
* High level project schedule (listing of phases and go-live dates)
* Project resources
* Project roles and responsibilities
* Quality assurance and testing procedures
* Project change control procedures

## Number of Users By Department

It is difficult for the City to envision exactly who will use the system as implementation of the system will result in a major change in the way that the City does business. Proposers should plan however on having all City departments with access to the system for at least a few users to enter transactions. The following user counts expected employees and primary system users within each City department. Proposers should plan to provide sufficient system access for the City to fully implement their desired business processes. Proposals should include services to complete implementation and any appropriate training services to prepare all City staff for using the system. (Note: Employees are counted in multiple columns).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **City Users** |  |  | |  | |
| **Type of User** | **Total Employees** | | **Estimate Number of Primary System Users** | | **Scope Considerations** |
| Administration | 5 | | 2 | |  |
| Animal Control | 1 | | 1 | |  |
| Code Enforcement | 1 | | 1 | |  |
| Community Development | 3 | | 3 | |  |
| Finance | 3 | | 3 | |  |
| Public Works | 8 | | 8 | |  |
| Parks and Recreation | 3 | | 2 | |  |
| Utilities | 2 | | 2 | |  |

## Number of Users By Function

The table below provides an estimate of the number of expected City users by each system function. The numbers below include primary system users and exclude anyone that would only be using the system for self-service, workflow approval, or report inquiry tasks.

|  |  |  |
| --- | --- | --- |
| **City Users** |  | |
| **Type of User** | **Primary System Users (Core Department)** | **Primary System Users (Operating Department)** |
| Accounting / General Ledger | 3 | 22 |
| Project / Grant Accounting | 3 | 7 |
| Budget Preparation | 3 | 7 |
| Procurement | 3 | 22 |
| Inventory | 10 | 10 |
| Accounts Payable | 3 | 7 |
| Treasury / Cash Management | 3 | 7 |
| Capital Assets | 3 | 12 |
| Human Resources | 3 | 7 |
| Benefit Administration | 3 | 4 |
| Employee Evaluations | 2 | 7 |
| Employee Self-Service | 3 | 23 |
| Time Entry | 3 | 23 |
| Payroll | 3 | 3 |
| Utility Billing | 3 | 7 |
| Community Development | 4 | 12 |

# Detailed Submittal Requirements

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following sections.

## Summary and Overall Scope

### **(Proposal Section 1.0 – Introduction)** The introductory material should include a title page with the RFP name, name of the proposer, address, contact information, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative (less than 3 pages) summarizing the proposal.

1. **Complete Attachment 1 (RFP Submittal Checklist)**
2. **Complete Attachment 2 (Signature Page)**
3. **Complete Attachment 3 (Proposer Statement)**

### **(Proposal Section 2.0 – Proposer Team)** This section of the proposal should identify all firms included in the proposal and any necessary third-party products/firms required or recommended for the City.

1. **Identify and provide a concise summary of all firms providing software or professional services as part of this proposal**
2. **Identify all contract documents that would be required if the proposal is identified as finalist**

### **(Proposal Section 3.0 - Functional Requirements)** This section describes the software and implementation scope of the overall project and the requirements for each functional area. Responses to the functional requirements should be completed to identify the capability of the software and the scope of the implementation.

|  |  |
| --- | --- |
| **Functional Requirements Responses** | |
| **Column E: Available Responses** | |
| Y | Requirement Met and Proposed (Standard features in the generally available product) |
| Y-ND | Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development) |
| N | Requirement Not Met with Proposal |
| I | Need More Information/Discussion |
| **Column J: Available Responses (if (Y-ND Selected in Column E)** | |
| F | Feature Schedule for Future Release in Generally Available Software |
| E | Feature Developed as Enhancement for this Project |

1. **Complete Attachment 11 (Functional Requirements)**

* Failure to provide some requirements or excluding some requirements from scope will NOT eliminate the proposer from contention. The City will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
* The requirements responses submitted will become part of the agreement. Proposers are expected to warrant the delivery and configuration/implementation of all positive responses (every response except “N” and “I”).
* The City will clarify any requirements with the response of “I” during vendor interview. Immediately following software demonstrations, proposers would be expected to re-submit Attachment 11 (Functional Requirements).
* For requirement responses other than “N” or “I” proposers must indicate the module or product that is required to meet the requirement.
* For requirement responses other than “N” or “I” proposers must indicate the phase of the project that the functionality will be implemented.
* All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this.
* For functionality that is not currently available and not available for viewing at a demo, but that will be in scope for the project either as generally available features in a future release or as a customization, modification, or enhancement specific for this project, Proposers should indicate a response code of Y-ND and answer column J.

## Software Proposal

**(Proposal Section 4.0 – Software Products)**  This section should provide information on the proposed software scope, and functional description of the software.

1. **Complete Attachment 9 (Software Products)**
2. **Complete Attachment 4 (Software Background) for each software product included in the proposal**
3. **List and describe all proposed software products that will be delivered as part of the project, including third party products**
4. **Identify any licenses, hardware, or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.**
5. **Describe the technical environment necessary for this software for any products that are to be hosted by the City**
6. **Identify the security standards maintained in the data center and with the software. Please provide information on certification or audit process for each.**
7. **Provide information on proposed disaster recover services.**

**(Proposal Section 5.0 – Technical Requirements)** This section of the proposal should identify any technical requirements for operating the system and describe the key attributes of the vendor’s proposed delivery services.

1. **Complete Attachment 7 (SaaS)**
2. **Complete Attachment 8 (Proposed Service Level Agreement)**
3. **Describe proposed services for hosting including:**

* Information on the specific hosting services provided
* Service desk support services
* User Setup, Authentication and Management processes
* Application support
* Operational support services
* Technology infrastructure services
* Disaster recovery
* Will all products (including third party products) be hosted through the same provider?
* Will the City need to host anything on its servers? If yes, what would be required?

1. **Confirm your acceptance with the following contract terms related to any software contracts resulting from this RFP. If the following terms are not accepted, please provide an alternative proposal.**

* **Additional Users and Modules -** The City will require “price protection” for a minimum of two (2) years from the effective date of the agreement for additional City users and modules that are listed in the proposal but are not initially purchased.
* **Audit/Growth Fees –** Pricing for the software’s initial term will be free from any expansion fees or reconciliations resulting from vendor audit of user counts.
* **Hold Harmless –** Vendor shall hold harmless, defend and indemnify City and its officers, employees, agents, and volunteers, from and against any and all liability, loss, damage, expense, costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with Contractor’s performance of work hereunder or its failure to comply with any of its obligations contained in this Agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of City.

## Professional Service Proposal

**(Proposal Section 6.0 – Implementation Team)** This section should describe the proposed project team including the consultants proposed to provide services for the City.

1. **Identify the proposed project team including the firms responsible for implementation, and any key consulting team members that will be providing services to the City**

* How many staff will the vendor have assigned to the project
* Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site
* Major roles and responsibilities for each resource

1. **Complete Attachment 5 (Professional Services Background) for each firm involved with the project**
2. **Complete Attachment 6 (Reference Form) for each firm involved in the project**
3. **Complete Attachment 10 (Level of Effort)**  - When completing Attachment 10 (Level of Effort), please refer to definitions found in section B.4 of this RFP.

**(Proposal Section 7.0 – Implementation Approach)** This section should describe the proposed implementation plan. Proposers should reference Section B for more information on the project scope, goals, and implementation effort.

1. **Provide a detailed plan for implementing the proposed system. This information must include:**

* Confirm completion of key tasks and deliverables as defined in section B.4 of this RFP.
* Description of implementation tasks and activities
* Description of key deliverables (and how they relate to the implementation approach and activities).

1. **Explain proposed project management services including:**

* Role of the vendor project manager
* Use of project collaboration site
* Expected role of the City project manager
* On-Site presence of vendor project manager
* Proposed quality assurance procedures

1. **Explain the expected City staffing for the project including:**

* Assumed participation in the project (average portion of FTE). This should include all time spent working on the project (including time spent with and without vendor consultants)
* Assumptions about prior skills / competencies of resources

1. **Identify proposed data conversions**

* Provide information on the scope of the data conversion and the approach for migrating data to the new system
* Identify City role in assisting to convert data

1. **Identify interfaces**

* Please confirm your understanding of the interfaces included in the scope and identify how you have proposed meeting each requirement

**(Proposal Section 8.0 – Implementation Considerations)** This section asks additional questions related to some of the unique goals and challenges with the City’s project. The City expects that proposers provide specific responses that take into account the challenge, the proposer’s past experience, and recommendations based on the information that has been presented in the RFP.

1. **Chart of Accounts**

* The City is working on re-defining its chart of accounts. Please provide recommendations on sample structure for chart of accounts that takes into account considerations for accounting, project/grant accounting, budgeting, financial reporting, and management reporting. Please provide any additional recommendations for how you see other organizations utilize the chart of accounts to take advantage of system functionality.

1. **Payroll Implementation**

* Provide lessons learned or recommendations based on your past experience with organizations that have implemented a new payroll system while implementing automated time & attendance system. Also discuss experience with changing the work week/pay period. The City currently has a work week that runs from Thursday – Wednesday and is paid bi-weekly, on the Friday right after the work week ends. The City has considered changing this work week in the past and is open to considering it again.

1. **Procurement**

* The City’s current purchasing policies and processes are very decentralized. While this provides flexibility, it does not provide sufficient levels of control and reporting. How would you recommend the City approach the project to gain acceptance from departments with proposed policies that would now require purchase orders and advance approval prior to when a purchase is made.

1. **Dashboards and Reporting**

* What is the correct expectation at go-live and one year after go-live for how City users will be engaging in dashboards within the system? How does your implementation approach facilitate the use of information to support business decisions throughout the City?

**(Proposal Section 9.0 – Implementation Terms and Conditions)** This section asks for proposers to accept key terms and conditions for the project.

1. **Confirm your acceptance with the following contract terms related to any software contracts resulting from this RFP. If the following terms are not accepted, please provide an alternative proposal.**

* **Key Personnel -** The City requires assurances as to the consistency and quality of vendor staffing for its project. Key points of the City’s key personnel provision include: The City shall have the ability to interview and approve key personnel proposed by the vendor and the vendor key personnel may not be removed from the project without the City’s approval.
* **Warranty –** The Proposer will expressly warrant that all work will be performed by an adequate number of qualified individuals with suitable training, education, and experience and that all work performed and all deliverables, including the system itself will conform to the scope and specifications as stated in the RFP including the functional requirements for a period extending no less than 12 months after final acceptance.
* **Ownership of Deliverables** – The proposer shall grant to the City ownership of any deliverable or provide an irrevocable license for the City to use the deliverable for its business purposes, including making copies, derivative works, or sharing with representatives from other peer governments.
* **Hold Harmless –** Vendor shall hold harmless, defend and indemnify City and its officers, employees, administrators, agents and volunteers, from and against any and all liability of any kind, including but not limited to, bodily injury, property damage, cyber related theft, loss, misuse of data or release of private information, loss, damages, expense, and costs (including without limitation costs and fees of litigation) of every nature, arising out of or in connection with Contractor’s performance of work hereunder or its failure to comply with any of its obligations contained in this Agreement, either during the term of contract with the City or at any time thereafter, except such loss or damage which was caused by the sole negligence or willful misconduct of the City.
* **Disclosure of Confidential Nature** – By making a proposal, proposer acknowledges that in working with City it may be privy to certain confidential City information.  “Confidential Information” shall mean all personal records of citizens, businesses and any other parties related to the functioning of the City of Edgerton, all information that either has been identified in writing as confidential or is of such a nature, or has been disclosed in such a way that it is obvious to proposer, or a reasonable person, that it is claimed as confidential by the City.  Proposer shall hold in confidence, and shall not disclose (or permit or suffer its personnel to disclose) to any person outside its organization, any Confidential Information of the City. Proposer and its personnel shall use such Confidential Information only for the purpose for which it was disclosed and shall not use or exploit such Confidential Information for its own benefit or the benefit of another without the prior written consent of the City. Proposer shall disclose Confidential Information received by it under the agreement between the parties only to persons within its organization who have a need to know such Confidential Information in the course of the performance of their duties and who are bound by a written agreement to protect the confidentiality of such Confidential Information.
* **Insurance Requirements** – See Attachment D.13.

### 

## Price Proposal

**(Proposal Section 10.0) -** Proposers should submit price proposals using the format provided in Attachment 12 (Cost) to this RFP.

1. **Complete and submit Attachment 12 (Cost)**
   * All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or “estimated” will not be scored.
   * Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope.
   * All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable and/or task. Proposers are required to fill in deliverables and tasks under the provided headers (project initial knowledge transfer, process analysis/system design, system build, testing, training, and closure) Additional detail may be provided to further explain deliverable/task costs.
   * Proposers should include all software modules and state any limitations on module use. If no limitations are listed, the City will consider that pricing is based on full enterprise wide access for the City.
   * Proposers must submit implementation costs as fully loaded rates that include all necessary travel or other expenses. By submitting a proposal, all proposers acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.

# Attachments

## Attachment 1 (RFP Submittal Checklist)

|  |  |  |
| --- | --- | --- |
| **Submittal Checklist** | |  |
| **Section** | **Item** | **Submitted** |
| **C.1** | **Summary and Overall Scope** |  |
| **C.1.1** | **Introduction** |  |
|  | Complete Attachment 1 (RFP Submittal Checklist) |  |
|  | Complete Attachment 2 (Signature Page) |  |
|  | Complete Attachment 3 (Proposer Statement) |  |
| **C.1.2** | **Proposer Team** |  |
| **C.1.3** | **Functional Requirements** |  |
|  | Complete Attachment 11 (Functional Requirements) |  |
| **C.2** | **Software Proposal** |  |
|  | Complete Attachment 9 (Software Products) |  |
|  | Complete Attachment 4 (Software Background) |  |
|  | Complete Attachment 7 (SaaS) |  |
|  | Complete Attachment 8 (Proposed Service Level Agreement) |  |
| **C.3** | **Professional Service Proposal** |  |
|  | Complete Attachment 5 (Professional Services Background) |  |
|  | Complete Attachment 6 (Reference Form) |  |
|  | Complete Attachment 10 (Level of Effort) |  |
| **C.4** | **Price Proposal** |  |
|  | Complete and submit Attachment 12 (Cost) |  |

## Attachment 2 (Signature Page)

The undersigned proposer having examined this RFP and having full knowledge of the condition under which the work described herein must be performed, hereby proposes that the proposer will fulfill the obligations contained herein in accordance with all instructions, terms, conditions, and specifications set forth; and that the proposer will furnish all required products/services and pay all incidental costs in strict conformity with these documents, for the stated prices as proposed.

Submitting Firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Zip:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Representative (print):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Contact Information (print):***

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

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Zip: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Attachment 3 (Proposer Statement)

By submitting a response, the respondent acknowledges that he/she has acquainted themselves with the terms, scope, and requirements of the project based on the information contained in this RFP and any addendums. Any failure by the proposer to acquaint themselves with available information will not relieve them from the responsibility for estimating properly the difficulty or cost of successfully performing the work available. The City is not responsible for any conclusions or interpretations made by the proposer on the basis of the information made available by the City.

The following addendums have been acknowledged and are included in our response. Proposals that do not acknowledge addendums may be rejected.

|  |  |
| --- | --- |
| Addendum# | Initials |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

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

PRINTED NAME OF AUTHORIZED AGENT (TITLE)

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

SIGNATURE OF AUTHORIZED AGENT DATE

## Attachment 4 (Software Background)

Complete one form for each firm included in the proposal.

| **Software Background** | |
| --- | --- |
| Software Product Name: |  |
| Firm Providing Software: |  |
| **Software History:** | |
| Current Version of the Software: |  |
| Date of Release for Current Version: |  |
| Date of First Release of Software: |  |
| Identify any Precursor Software Products or Alternate Names for Software |  |
| **Current Version** | |
| What Were Top Five Enhancements in Current Version of the Software | 1  2  3  4  5 |
| How as Software Changed Over Previous Three (3) Years | Attach additional pages if necessary |
| Biggest Limitation of Current Software |  |
| **Third Party Products:** | |
| List any Third-Party Products embedded in the Software |  |
| List any Third-Party Products Recommended for Use along with the Software |  |

## Attachment 5 (Professional Services Background)

Complete one form for each firm included in the proposal.

| **Proposer Background** | |
| --- | --- |
| Company Name: |  |
| Location of corporate headquarters: |  |
| **Firm History** | |
| Years of Experience Providing ERP Implementation |  |
| Previous Names / Successor Firms |  |
| **Current/Recent Projects** | |
| List up to five (5) current or recent projects that provided relevant experience |  |
| In the past, what has been your firm’s target market |  |
| What is primary lesson learned from recent projects you have adjusted for the City |  |
| **Size** | |
| Number of current (new) implementation clients |  |
| Number of current upgrade clients |  |
| Number of ongoing support clients |  |
| Number of other clients |  |
| **Consulting Team** | |
| Size of consulting team |  |
| Average tenure with firm |  |
| Source of recent hires (Where do you recruit for consultants?) |  |
| **Consulting Team Experience Matrix** | |
| For all key project team members proposed for the City’s project, prepare a matrix showing past experience with relevant clients. Matrix should be similar to the table below:   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Project | Role | Project Manager | Consultant | Consultant | Consultant | Consultant | |  | Resource | Name | Name | Name | Name | Name | | City of A | X | X | X |  |  |  | | City of B |  |  |  | X |  | X | | City of C |  |  |  | X |  |  | | City D |  |  | X |  |  |  | | City E |  | X |  |  | X |  | | |

## Attachment 6 (Reference Form)

Please provide at least five (5) references for past projects that include products and services similar to those proposed for this RFP. Please use the following format in submitting references.

**GENERAL BACKGROUND**

**Name of Client**:

**Project Manager/Contact:** **Title:**

**Phone:** **E-mail:**

**Software Program/Version:**

**Summary of Project:**

**Number of Employees:**  **Size of Operating Budget:**

**PROJECT SCOPE**

**Please indicate (by checking box) functionality installed:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Financials |  | Budgeting |
|  | HR |  |  |
|  | Payroll |  |  |

**TECHNOLOGY INFORMATION**

**Hosted? Yes\_\_\_\_\_\_\_ No\_\_\_\_\_\_\_\_ If yes, hosting provider\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**IMPLEMENTATION INFORMATION**

**Project Duration:**

**Initial Go-Live:**

**Describe Role on Project:**

**Project Challenges:**

**Major Accomplishments:**

## Attachment 7 (SaaS)

\*Attach additional pages if necessary

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SaaS** | | |  | | | |
|  | | | | | | |
| **Data Center** | | |  | | | |
| Where are data centers located? | | |  | | | |
| Are any third-party providers used to deliver PaaS or IaaS services? If so, please list. | | |  | | | |
| How many environments are proposed? | | |  | | | |
| **Availability** | | |  | | | |
| Provide historical availability for data center for past six months. | | |  | | | |
| Month | Total Minutes/Hours in Month | Downtime | Scheduled Maintenance | Other Downtime | Total Downtime | % Availability |
| December 2019 |  |  |  |  |  |  |
| November 2019 |  |  |  |  |  |  |
| October 2019 |  |  |  |  |  |  |
| September 2019 |  |  |  |  |  |  |
| August 2019 |  |  |  |  |  |  |
| July 2019 |  |  |  |  |  |  |
| **Updates** | | |  | | | |
| How often is solution updated? | | |  | | | |
| How much advance notice are customers provided for new updates? | | |  | | | |
| How long do customers have to test new update? | | |  | | | |
| **Authentication** | | |  | | | |
| Does the system support SSO or LDAP? | | |  | | | |
| **Information Security** | | |  | | | |
| Protections provided for data breach? Please include information on notification process, remedy, and indemnification provided. | | |  | | | |
| **Disentanglement** | | |  | | | |
| Can customer data be exported in non-proprietary format? | | |  | | | |

## Attachment 8 (Proposed Service Level Agreement)

If hosting services are proposed, please complete the following table identifying proposed service level guarantees. For each service, please indicate the metric used to measure the service quality, the proposed requirement (target for service), and the proposed remedy/penalty if guarantee is not met.

|  |  |  |  |
| --- | --- | --- | --- |
| **Proposed Service Level Guarantees** | |  | |
| **Service** | **Metric\*\*** | **Requirement/ Guarantee\*\*\*** | **Remedy if Not Met** |
| System Availability\* (Unscheduled Downtime) |  |  |  |
| System Response (Performance) |  |  |  |
| Issue Response Time |  |  |  |
| Issue Resolution Time |  |  |  |
| Recovery Point Objective (RPO) |  |  |  |
| Recovery Time Objective (RTO) |  |  |  |
| System Data Restore |  |  |  |
| Implementation of System Patches |  |  |  |
| Notification of Security Breach |  |  |  |
| Please list other proposed service levels |  |  |  |

|  |  |
| --- | --- |
| **Proposed Service Level Guarantees** |  |
|  | |
| \* Formula used to calculate Availability |  |
| \*\* How is performance against service levels reported to the City |  |
| \*\*\*Describe process for City reporting issue to the vendor |  |

## Attachment 9 (Software Products)

(See Separate Excel Spreadsheet)

## Attachment 10 (Level of Effort)

(See Separate Excel Spreadsheet)

## Attachment 11 (Functional Requirements)

(See Separate Excel Spreadsheet)

## Attachment 12 (Cost)

(See Separate Excel Spreadsheet)

## Attachment 13 (Insurance Requirements)

(See Separate PDF Document)